



## Web Helpline Feedback Summary – April 2000

### 1 Summary

A total of 103 comments/feedback for April 2000 were examined (approximately half the month). The feedback includes those collected from the CDL-hosted databases and CDL directory feedback forms.

Most problems/observations related to Access to Electronic Content (25%) (either directly related to obtaining a password or users wanting to know how they can remotely access electronic content). This was followed by Technical Issues (18%) (primarily time out/system crash and resources that are unavailable), Feature/Function (15%) (primarily related to search), Access to Physical Content (14%) and Reference Help (12%).

Most users were repeat users (55%). Unknown status (32%) was the largest category, the remainder was fairly evenly distributed between staff (18%), faculty (17%), student (20%), and visitor (12%). Regarding campus affiliation—Unknown was the largest category (47%), followed by UCLA (14%); the remaining campuses named were all under 10%. As with campus affiliation, Unknown (61%) was the highest category for the database in use when the feedback was sent. Melvyl was the next highest (18%), the remainder were primarily locally mounted databases, most under 5%.

### 2 Categories Definitions

The Main Categories (Section 2.1) summarize user problems/observations and the Sub Categories (Section 2.2) indicate the CDL service or tool the user was using (*note*: a tool or service is indicated only if it is mentioned in the feedback).

#### 2.1 Main Categories (Assignment to each Response is Required)

**Access to Electronic Content** – Authentication/authorization (how to get a password; current password expired, where to renew passwords; proxy server questions); user has found an item and now would like to have a copy of it sent to them; specific questions about how to access materials remotely.

**Access To Physical Content** – Interlibrary Loan (ILL) – a user has found a physical resource (e.g., book, film, dissertation) and would like a copy sent to her/him.

**Reference Help** – Questions regarding how to find materials on a particular topic (e.g., I would like to find materials on X topic, can you help me?)

**Help Screens/Online Documentation** - Suggestions for material for help screens, comments on usefulness of help (it does not include issues related to a user asking for help, see Feature/Function or Reference Help).

**Interface/Usability** – Comment on aspects of the site that are confusing/misleading; labels that are not helpful; terms used in the interface that are confusing (e.g., acronyms that are not explained); error messages that are confusing, unhelpful.



**Technical (includes Performance/Reliability)** - problems related to the functioning of the system; when, in the users opinion, something is not working; bugs/errors in the system; reporting down resources; system times out/crashes; broken URLs

**Feature/Function** – Related to the use of a feature, NOT content; user has questions about how to use a feature/function or suggestions of modifications that would improve a feature.

**New Content** – Suggestions for new content

**Errors in Content** – Includes typos in content; missing content; full text that is not available that should be, such as late journal issues.

**Other** - refers to random questions/comments; some examples include questions from library staff about how to link directly to the CDL resources, how to access the Melvyl Z39.50 server; questions about NRLF/SRLF and positive comments.

## **2.2 Sub Categories (Optional)**

- Display
- Download
- Email
- Print
- Profile
- Reference Management systems (e.g., Endnote, Procite)
- Request
- Save
- Saved Lists
- Search
- Search history
- Searchlight
- Update



## 2.3 Feedback Category Summary

CATEGORY	OCCURRENCE	PERCENT
<b>Access to Electronic Content</b>	<b>26</b>	<b>25.24%</b>
<b>Technical</b>	<b>19</b>	<b>18.45%</b>
Download	1	
Search	1	
Other (tool/service not mentioned)	17	
<b>Feature/Function</b>	<b>16</b>	<b>15.53%</b>
Search	7	
Email	1	
Print	1	
Request	1	
Search History	1	
Update	1	
Other (tool/service not mentioned)	4	
<b>Access to Physical Content</b>	<b>14</b>	<b>13.59%</b>
<b>Reference Help</b>	<b>12</b>	<b>11.65%</b>
<b>Error in Content</b>	<b>11</b>	<b>10.68%</b>
<b>New Content</b>	<b>2</b>	<b>1.94%</b>
<b>Help Screens/Online Documentation</b>	<b>1</b>	<b>0.97%</b>
<b>Interface/Usability</b>	<b>1</b>	<b>0.97%</b>
<b>Other</b>	<b>1</b>	<b>0.97%</b>
<b>TOTAL</b>	<b>103</b>	<b>100%</b>

## 3 Frequency of Use

FREQUENCY OF USE	OCCURRENCE	PERCENT
First	18	17.48%
Repeat	57	55.34%
Unknown	28	27.18%

## 4 User Status

STATUS	OCCURRENCE	PERCENT
Faculty	18	17.48%
Staff	19	18.45%
Student	21	20.39%
Unknown	33	32.04%
Visitor	12	11.65%



## 5 Campus

CAMPUS	OCCURRENCE	PERCENT
Stanford	1	0.97%
UCB	7	6.80%
UCD	7	6.80%
UCI	2	1.94%
UCLA	14	13.59%
UCR	0	0.00%
UCSB	10	9.71%
UCSC	4	3.88%
UCSD	2	1.94%
UCSF	8	7.77%
Unknown	48	46.60%

## 6 Database In Use

DATABASE	OCCURRENCE	PERCENT
ABI/Inform	1	0.97%
Biosis	1	0.97%
GeoRef	1	0.97%
Inspec	3	2.91%
MAGS	1	0.97%
Medline	9	8.74%
Melvyl	18	17.48%
MLA	2	1.94%
Periodicals Titles	3	2.91%
RCAT	1	0.97%
Unknown	63	61.17%