



## Web Helpline Feedback Summary – October 2000

### 1 Summary

A total of 120 comments/feedback for October 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 Technical issues (28%) (primarily time out/system crash, resources that were unavailable and technical problems related to searching), this was followed by Feature/Function (21%) (primarily related to search), Access to Electronic Content (18%) (either directly related to obtaining a password or users wanting to know how they can remotely access electronic content), Reference Help (11%) and Access to Physical Content (7%).

Most users were repeat users (72%). With regards to patron status, staff (35%) was the largest category, followed by visitor (28%), student (23%) and faculty (12%). Regarding campus affiliation—unknown was the largest category (39%), followed by UCLA (15%); the remaining campuses named were all under 10%. Unknown (53%) was the highest category for the database in use when the feedback was sent; the Melvyl Union Catalog (21%) was the next highest, the remainder were primarily locally mounted databases, most under 6%.

### 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



### 3 Feedback Category Summary

PRIMARY CATEGORIES	OCCURRENCE	PERCENTAGE
<b>Technical</b>	<b>33</b>	<b>28%</b>
General	1	
Search	9	
Access to Electronic Content	7	
Links	2	
Crash	2	
Timeout	7	
Request	1	
Turnaways	2	
Update	2	
<b>Access to Electronic Content</b>	<b>22</b>	<b>18%</b>
<b>Feature/Function</b>	<b>25</b>	<b>21%</b>
Search	9	
Email	1	
Print	1	
Request	1	
Update	6	
Holdings	1	
Profile	4	
Reference Management System	1	
SearchLight	1	
<b>Reference Help</b>	<b>13</b>	<b>11%</b>
<b>Access to Physical Content</b>	<b>8</b>	<b>7%</b>
<b>Other</b>	<b>6</b>	<b>5%</b>
<b>Interface/Usability</b>	<b>5</b>	<b>4%</b>
<b>Error in Content</b>	<b>4</b>	<b>3%</b>
<b>New Content</b>	<b>4</b>	<b>3%</b>
<b>TOTAL</b>	<b>120</b>	<b>100%</b>

### 4 Frequency of Use

FREQUENCY OF USE	OCCURRENCE	PERCENTAGE
First	32	27%
Repeat	86	72%
Unknown	2	2%



## 5 User Status

STATUS	OCCURRENCE	PERCENTAGE
Faculty	14	12%
Staff	42	35%
Student	28	23%
Unknown	3	3%
Visitor	33	28%

## 6 Campus

CAMPUS	OCCURRENCE	PERCENTAGE
UCB	10	8%
UCD	9	8%
UCI	8	7%
UCLA	18	15%
UCR	8	7%
UCSB	8	7%
UCSC	1	1%
UCSD	7	6%
UCSF	4	3%
Unknown	47	39%

## 7 Database In Use

DATABASE	OCCURRENCE	PERCENTAGE
ABI	1	1%
Biosis	2	2%
CC	6	5%
INSPEC	2	2%
MAGS	5	4%
Medline	7	6%
Melvyl	25	21%
MLA	1	1%
PE	3	3%
PsycINFO	1	1%
Unknown	64	53%
WCAT	3	3%