

CDL Web and Telephone Helpline Feedback Summary
November 3-9 2006
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A total of 86 comments/feedback/questions came into the University of California - California Digital Library during a one-week period from Friday, November 3 through Thursday, November 9, 2006. [Fourteen of these came via telephone, and are not included in the summary statistics below.] Detailed survey data, gathered and organized by Alison Ray, are available at https://diva.cdlib.org/groups/information_services/is_survey_200611

UC-eLinks generates the heaviest quantity of feedback traffic because it is an intensely used tool (with upwards of 30,000 hits per day in November), an essential resource to users, and it is straightforward and convenient to send feedback from the UC-eLinks window. Calisphere, launched in late summer, generated the next greatest number of comments. This is due in part to its visibility: Program Director Rosalie Lack has been vigorously publicizing the new site and users are discovering and responding to its images, inquiring about image use, etc.

Virtually all telephone calls were answered in fewer than three rings during this one week period, as is the norm. Phone calls came into the CDL Helpline typically when a service became unexpectedly unavailable. As examples, ISI, LION and UCSD's PIR service went down during this week at different times, the latter due to an authentication server problem at UCSD. Users are vigilant in reporting difficulty accessing materials to the CDL.

Queries coming to the CDL often result in Information Services staff consulting with other colleagues (e.g., Terry Vrable, Shared Acquisitions; Steve Toub, technical consulting; Margery Tibbetts, the UC-eLinks administrator) or in our referring the queries out to local book dealers, libraries, vendors, campus cataloging departments, contributing institutions (for archival questions) or campus VPN/proxy support staff.

I. Problems fell into the following categories:

Access to Electronic Content – Authentication/authorization (e.g., proxy server questions); specific questions about how to access materials remotely; user has found an electronic item and now would like to have a copy of it sent to them, or how to get permission to republish electronic content.

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.

Errors in Content – Includes missing content; full text that is not yet available, such as latest journal issues; changes in journal availability not yet applied to catalog/SFX; incorrectly indexed/cataloged articles/books.

Feature/Function – Related to the use of a feature, NOT content; user has questions about how to use a feature/function.

Suggestions - Suggestions for material for help screens, comments on usefulness of help or suggestions of modifications that would improve a feature.

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.

New Content – Suggestions for new content.

Other - refers to random questions/comments; some examples include questions from library staff about how to link directly to the CDL resources, questions about NRLF/SRLF, and comments about digital images.

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?)

Response – A response from a user after a reply has been made that does not require further follow-up, typically a thank you.

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.

Problems/Issues	Number	Percentage
Access to electronic content	14	19%
Technical issues	13	18%
Response	11	16%
Errors in content	11	16%
Reference	8	12%
Other	4	5%
Access to physical content	4	5%
Feature Function	3	4%
Access to electronic content	2	3%
New content	1	1%
Access to Electronic Content, Access to Physical Content	1	1%

II. Point from which user reported issue

Problems/Issues	Number	Percentage
UC-eLinks	30	42%
Miscellaneous	16	23%
Calisphere/OAC	15	21%
Request	5	7%
eScholarship Editions	4	5%
Melvyl	1	1%
Counting California	1	1%

III. User Status

Status	Number	Percentage
Faculty	8	12%
Library staff	21	28%
Non library staff	4	5%
Students	8	12%
Alumni	1	1%
Unknown	30	42%

IV. Campus Usage

Campus	Number	Percentage
UCB	8	12%
UCD	4	5%
UCI	0	0%
UCLA	9	13%
UCM	1	1%
UCR	4	5%
UCSD	11	16%
UCSF	5	7%
UCSB	2	3%
UCSC	1	1%
LLNL	1	1%
None	26	36%