**Appendix B:  Question Analysis**

QuestionPoint has the ability to assign up to three description codes to each chat transaction.  They have provided a list of standard codes, but have not defined the codes. The Digital Reference CIG is in the process of defining the codes for use within our collaborative and establishing best practices for assigning these codes.  The next steps will be to incorporate this information into training materials and to train our service staff in the application of the appropriate codes.

Although we have not come to a final agreement or set best practices for assigning the codes, some staff have already been assigning description codes.  Rather than going back at this time to review actual transcripts we have chosen to analyze the data already collected.

The table to the right represents the descriptive coding data for approximately 40% of the  questions answered from November, 2006 through April 30, 2007.

Access questions, loosely defined as problems gaining access to electronic resources account for 24% of the coded questions.  Many of these questions are answered by supplying callers with information about the use of campus proxy servers or VPN service while off campus.  Such information is not always prominently displayed on library web pages, yet it is vital that our users have this information in order to be able to access the wealth of electronic resources which the library has purchased for their use.  Indeed, early in the collaborative, our service librarians had enough difficulty finding the information that we agreed to provide the link in a designated spot on the QuestionPoint policy page for each campus to facilitate rapid access to the information.

However not all Access questions resolve to the proxy or VPN answer.  Sometimes, they alert us to problems with a particular resource. In these cases they could also be coded as Technical Problems. Sometimes the questions present us with opportunities to teach about finding and using electronic resources.  In each of these instances we are meeting the user at their point of need and helping them navigate in the electronic world.

| Descriptive Codes | Occurrences |
|---|---|
| Access: | 263 |
| Catalog: | 61 |
| Circulation: | 82 |
| Directional: | 41 |
| Duplicate Question: | 0 |
| Genealogy: | 0 |
| Homework: | 14 |
| Inappropriate: | 3 |
| Instructional: | 28 |
| Law: | 2 |
| Local - catalog: | 9 |
| Local - non-catalog: | 13 |
| Medical: | 1 |
| No question: | 6 |
| Other: | 22 |
| Ready reference: | 47 |
| Reference: | 271 |
| Research: | 112 |
| Technical Problem: | 25 |
| Test: | 33 |
| Holdings: | 59 |
| Tools: | 4 |
| Spam: | 0 |

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Instructional (3%), ready reference (4%), reference (25%) and research (10%) questions account for 42% of the coded questions. These tend to be from students needing help finding information for research papers.

Circulation related questions account for 7% of the total in this sample. Some policy and procedural questions can be answered by the librarian/staff member based on information available on the library's public web pages. Help with specific transactions are referred to the circulation services contacts in the appropriate campus library.

Example **Access** questions:
I'm trying to connect to up-to-date through the biomedical library, but it asks me to enter a login and password. How do I connect to this site?

How can i find an article that UCLA says it has as an online version online? -The link doesnt work -do we have it available on campus?

i normally can download and print articles through the ASAP article database, but ucelinks is giving me options through "informaworld journals" and "ingenta" both of which are asking me to register and pay. has something changed, or is there an alternate way to download full text journal articles via these ucelink sites?

How can I access JSTOR? I need to read a few articles for a class and my prof said I need to look them up on JSTOR

*I am trying to find a sociological journal article called sharing a laugh. It keeps on redirecting me in circles. Help.

Examples of **Technical Problems**:

I click on the PubMed link at the top of the home page for the biomed library, and it takes me to an error page... is the site down or am I restricted access or is there something I am doing wrong?

I have been trying to follow online instructions to access article databases off campus. I have an Bruin Online ID, but can't seem to access the system. Can you help?

In my dorm, why I can't download pdfs from the article databases? Do I have to do this in the library?

Example Reference/Research questions
I am looking for information regarding African responses to colonialism."

I am looking for an Energy Department regulation printed in the Federal Register on December 6, 1984 (49 FR 47715). Would you have this? Can I get a copy? What would it cost?

How do I use Lexis Nexis ?

I am having trouble finding documents about Filipina Overseas Contract Workers/the conditions they face. I want to use online article databases, is there any way you might be able to help

Example Circulation Questions:

Is there a limitation on the number of books I can check out?

Can I have a student worker check out a book for me? (posed by faculty member)

Hi, I want to renew my check out of all the books I have out right now. Is this possible online?

Hello, I need some help regarding an overdue book ?