

5-17-2017

Don't Make Me Ask: Facilitating User-Mediated Discovery with the LibAnswers FAQ

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Don't Make Me Ask

facilitating user-mediated discovery with the LibAnswers FAQ

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Boise State University Albertsons Library



Carrie is the head of Instruction and Research Services

Boise State University's Albertsons Library

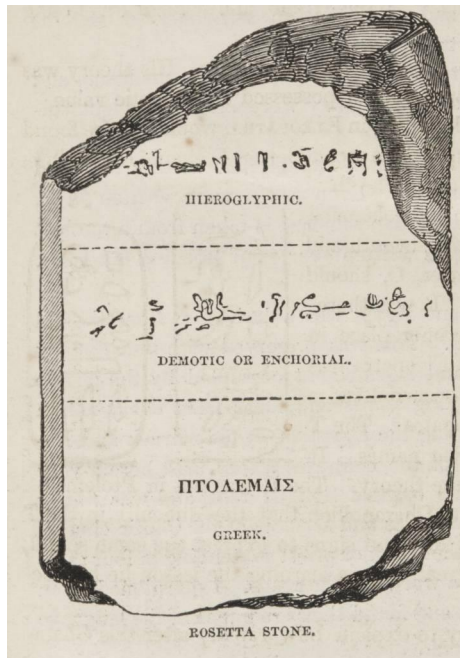
- 22 librarians & 57 staff
- Serves students, faculty, staff, and guests
- Service is our #1 priority



Ellie serves as Reference Services Coordinator

Let's face it - library research is complicated

Then: less complicated/less accessible



Now: more complicated/more accessible



What we see:

2 records retrieved for the search: Title begins with "urban studies"

Urban studies (Edinburgh, Scotland) (0042-0980)

from 08/01/1993 to 12/31/2007 in [Academic Search Premier](#), [Business Source Premier](#) and [EconLit with Full Text](#)

from 08/01/1997 to 12/31/2000 in [ProQuest Central](#)

from 01/01/1999 to present in [SAGE Premier 2013](#)

in [Print Collection](#)

Urban studies research

from 2011 to present in [Directory of Open Access Journals](#) and [Hindawi Publishing Open Access](#)

from 01/01/2011 to present in [ProQuest Central](#)

What they see:



FAQ? FAQ!

- Leverages expert knowledge
- Available 24/7
- Not location bound

Super bonus - we reach people who don't want to talk to us!

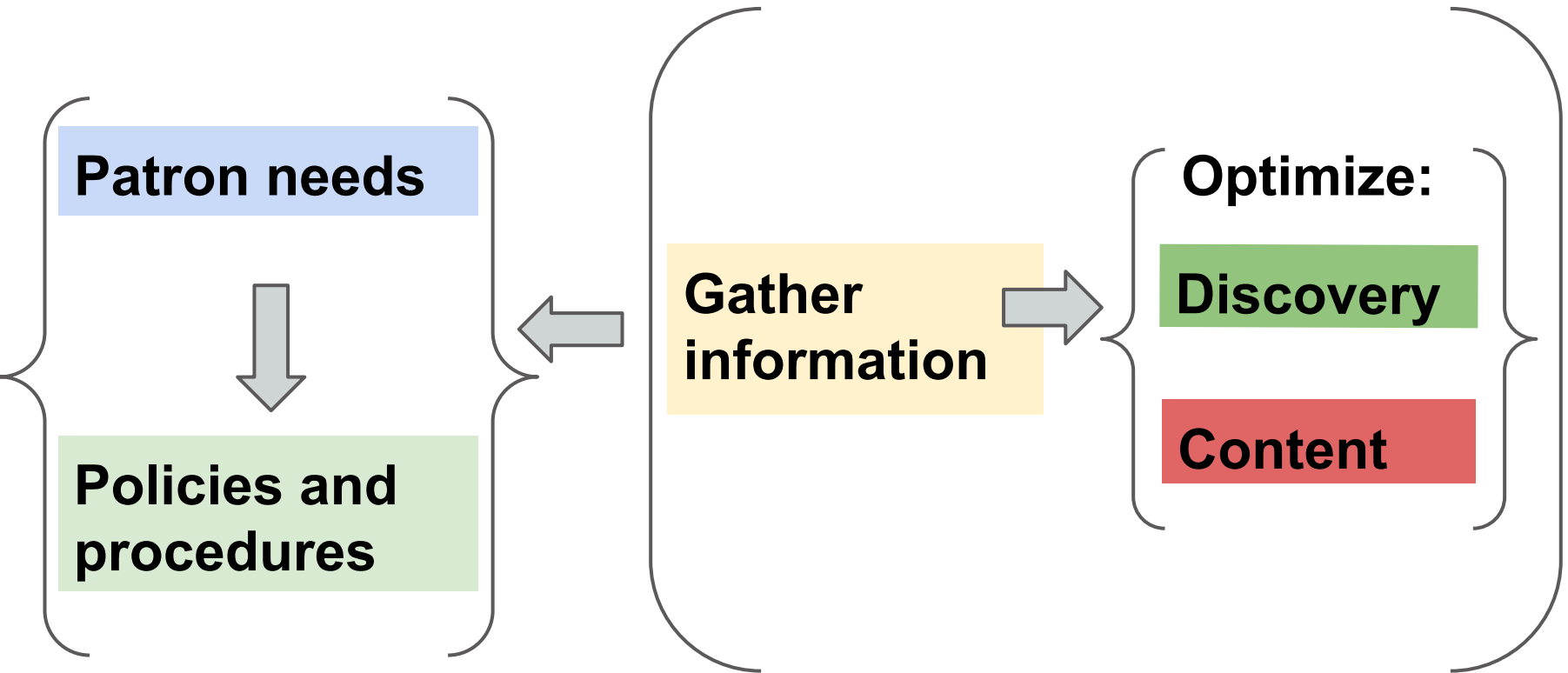
Enter LibAnswers



The LibAnswers toolbox

- Simple
 - Customizable
 - Reduces workload
 - Real information
-

Strategy!



We have to start somewhere

- Relevant
 - Responsive
 - User control
 - Current, accurate information
-

User need: relevance

Relevant, *adj.*

Pronunciation: Brit. /'rɛlɪv(ə)nt/ , U.S. /'rɛləv(ə)nt/

a. Bearing on or connected with the matter in hand; closely relating *to* the subject or point at issue; pertinent to a specified thing.

Relevant, adj (2009). In *OED Online*. Oxford University Press. Retrieved from <http://www.oed.com/viewdictionaryentry/Entry/161893>

A relevant FAQ:

- Answers the right questions
- Gives information that can be applied
- Is available when and where I need it

On Being Relevant

Strategy:

- Clarify policies: scope and purpose
- Create a process to review data
- Make improvements
- Repeat

Tools:

- Integrated reference system
 - Use statistics
 - Built in feedback features
-

Toolbox: question views



Id	Question	Asked on	Views ▾	Topics
1559	How much does a community library card cost annually? View question		460 (see monthly breakdown)	about the library
5166	How do I tell if a journal article has been peer reviewed? View question		332 (see monthly breakdown)	research/finding things
987	Is there a fax machine in the library? View question		210 (see monthly breakdown)	equipment
9481	I'm not a student at Boise State University. What library resources can I use? View question		183 (see monthly breakdown)	about the library
996	Are there group study rooms in the library? View question		96 (see monthly breakdown)	about the library

User need: responsiveness

responsive, *adj.*

Pronunciation: Brit. /rɪ'spɒnsɪv/, U.S. /rə'spɑnsɪv/ , /ri'spɑnsɪv/

a. Responding quickly to some stimulus or influence; having the tendency to respond in this way.

Responsible, answerable. *Obs.*

Responsive, adj. and n. (2010). In *OED Online*. Retrieved from <http://www.oed.com/viewdictionaryentry/Entry/163866>

- The content is revised and updated regularly
- Queries are attended to quickly

 **My questions** 

On Being Responsive

Strategies:

- Process and procedures
- Identify and make improvements
- Repeat

Tools:

- Query spy
 - Topics and keywords
-

Toolbox: query spy analysis

Question Query	Result
who is the librarian for english? (add) (mark as reviewed)	Question not submitted!
How many books can I check out?	Direct match via auto-suggest
can I check out headphones? (add) (mark as reviewed)	Clicked on Does the library have headphones for me to check out?
where are the science journals (add) (mark as reviewed)	Clicked on How do I tell if a journal article has been peer reviewed?
circuit design (add) (mark as reviewed)	Question not submitted!
faulkner nature images	Question submitted: I'm trying to find peer reviewed articles on nature images in Faulkner's novels. Where should i look?
how late is the help desk open (add) (mark as reviewed)	Clicked on When is the OIT help desk open?
can I print in color (add) (mark as reviewed)	Clicked on Where can I print in color or large format?

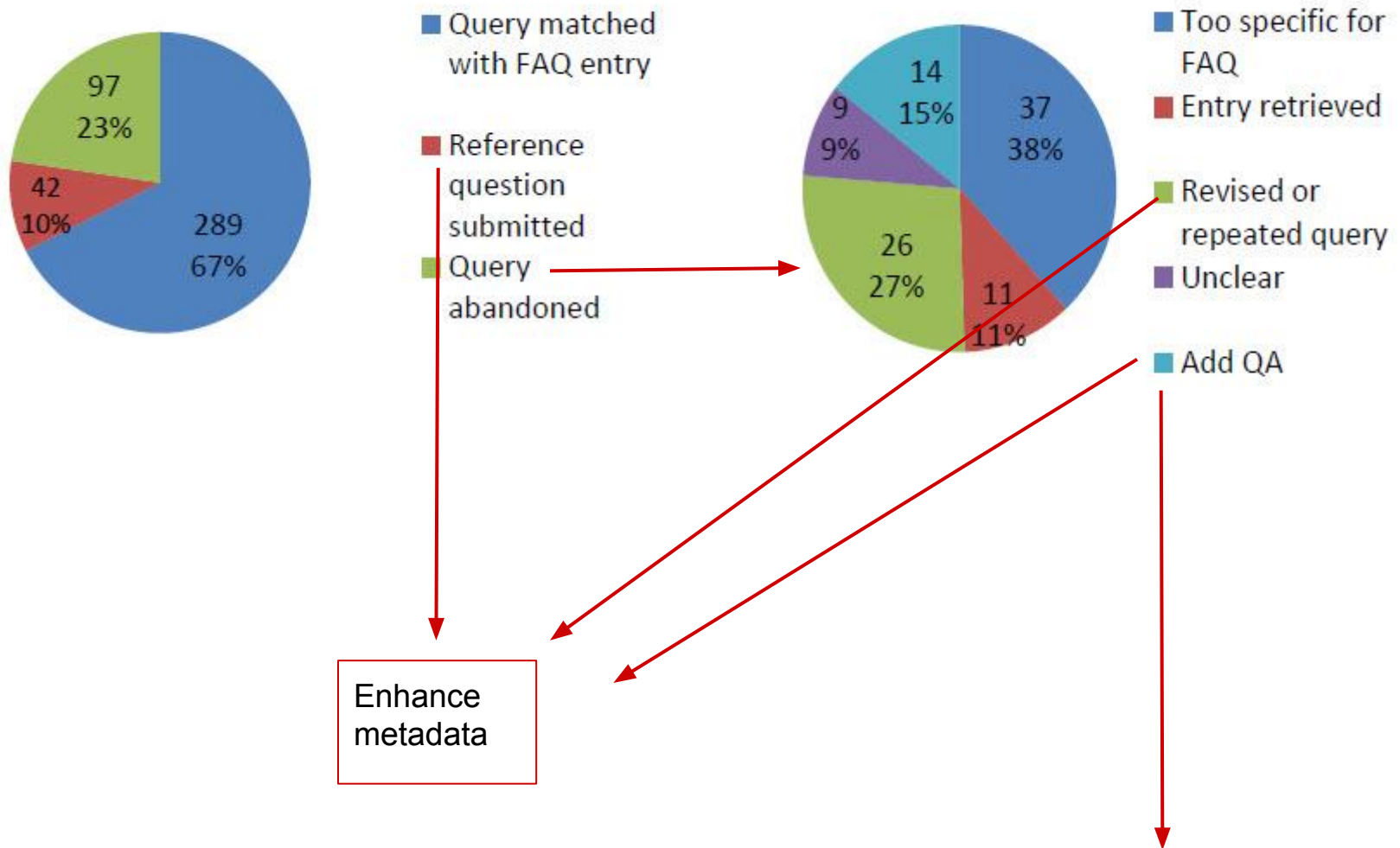
V22

fx

	A	B	C	D	E	F	G	H	I	J	K	L
1	Id	Timestamp	Query	Status	Result	IP	Source	Referring URL				
2	1431619	5/3/2013 16:56	Where should I search	Question	Where sh	132.178.2.	Widget	http://library.boisestate.edu/help/contact.php				
3	1431618	5/3/2013 16:55	where can I print on	Not Submitted		132.178.2.	Widget	http://library.boisestate.edu/help/contact.php				
4	1431617	5/3/2013 16:55	respiratory therapy p	Not Submitted		132.178.2.	Widget	http://library.boisestate.edu/help/contact.php				
5	1431614	5/3/2013 16:55	can I borrow journals	Clicked or	Can stude	132.178.2.	Widget	http://library.boisestate.edu/help/contact.php				
6	1431612	5/3/2013 16:54	ebooks	Clicked or	What is th	132.178.2.	Widget	http://library.boisestate.edu/help/contact.php				
7	1431611	5/3/2013 16:54	What does it mean w	Match via auto-sugg		132.178.2.	Widget	http://library.boisestate.edu/help/contact.php				
8	1431610	5/3/2013 16:54	penguins	Not Submitted		132.178.2.	Widget	http://library.boisestate.edu/help/contact.php				

Query	Outcome	Category
Where should I search for information about closed circuit systems?	Question Submitted	Reference question submitted
where can I print on card stock?	Not Submitted	Query abandoned
respiratory therapy protocol for neonatal care	Not Submitted	Query abandoned
can I borrow journals?	Clicked on question	Query match with FAQ entry
ebooks	Clicked on question	Query match with FAQ entry
What does it mean when the catalog says "Other Idaho Libraries?" How do I get the book?	Match via auto-suggest	Query match with FAQ entry
penguins	Not Submitted	Query abandoned

FAQ query outcomes



who is the librarian for english?
(add) (mark as reviewed)

Question not submitted!

Toolbox: fun with metadata

Answer/Replies (0)

Comments (0)

Files (0)

Links (2)

Media (0)

Notes (0)

Replies are below the answer.

Answer

Boise State University students, staff, and faculty can request available library items to be pulled from the shelf and held at the Circulation desk. Faculty can also choose to have books delivered to their campus mailbox.

To do this, go to the item record (the page that shows where the book is located, etc.), log in with your My.BoiseState (formerly BroncoWeb) credentials, fill out the form, choose the **On-Shelf Hold** option, and submit.

Assign Topic:

Select A Topic

Add

Select A Topic

about the library

Boise State & Idaho materials

borrowing

campus

computing

eBooks

equipment

password & login help

printing

research/finding things

--- Add New ---

Add

Helpful Tools

Search in LibAnswers for

Keywords

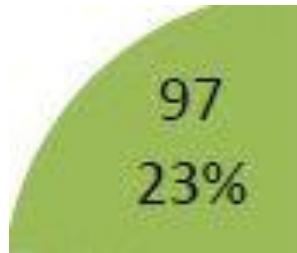
[help](#)

Add Keyword:

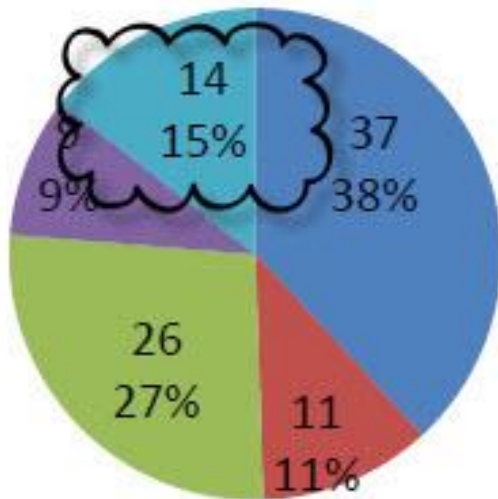
Reserve

Add

Ideal



Real



■ Too specific for FAQ
■ Entry retrieved

■ Revised or repeated query
■ Unclear

■ Add QA



September 2012 - 16
April 2013 - 4

User need: control

control, *v.*

/kən'trəʊl/

1. a. The fact of controlling, or of checking and directing action; the function or power of directing and regulating; domination, command, sway.

Control, n. (1893). In *OED Online*. Retrieved from <http://www.oed.com/view/Entry/40562?rskey=30Uwku&result=1&isAdvanced=false>

I have options to:

- Locate answers in the way I'm comfortable
- Choose formats and levels of content that meet my current needs
- Engage with and influence content
- Get more help or even complain

On giving patrons (some) control:

Strategies

- Offer choices
- Processes for review and updating

Tools

- Use statistics
 - Admin options
-

DASHBOARD

ANSWERS ▾

STATS ▾

REF. ANALYTICS ▾



General

Knowledge Base

Query Spy

SMS

Library » Library Questions & Answers

Referring URL

From where are questions being asked?

Filter by source: [System](#) | **Widgets** | [LibGuides](#)

URL

<http://library.boisestate.edu/help/contact.php>

<http://libanswers.boisestate.edu/search.php>

<http://library.boisestate.edu/libansreference.php>

<http://guides.boisestate.edu/IdahoStatesman>

Q What's the password for the library laptops?

Topics: [password & login help](#), [computing](#)

Last Updated: Feb 12, 2013 | 17 Views

A Answer

Was this helpful?  0  0 [Edit this Answer.](#)

The Macs may ask for a password, but they don't require one - just hit enter.

For the PCs, use your My.BoiseState (formerly BroncoWeb) credentials.


As always, let us know if you have any trouble!

For More Info / Source(s) *(Links open in new window.)*

- [Computing in Albertsons Library](#)

Answered by Ellie Dworak

[Email Answer](#)

 [SHARE](#)

Other Answers / Comments (0)

[Improve this answer](#) or [post a comment](#)

Related Questions

- [How do I print in the library?](#)
- [Why can't I download eBooks with library computers or library iPads?](#)
- [Are there group study rooms in the library?](#)
- [I'm having trouble using library resources with my BSU login.](#)
- [What is the user name and password for library databases?](#)
- [I'm not a student at Boise State University. What library resources can I use?](#)
- [Is there wireless Internet access in the Library?](#)
- [What's a QR code? What do they do?](#)
- [How can I use the wireless network to print from my laptop?](#)
- [Are there computers in the library where I can use my SD card?](#)



Via SMS: TXT your question
to (208) 546-9982

Live Chat

Ask a Librarian 24/7

Your Question/Message

Type your question here.

[Send](#)

Chat Available

Browse by Popular Topics

[about the library](#) – [Boise State & Idaho materials](#) – [borrowing](#) – [campus](#) – [computing](#) – [eBooks](#) – [equipment](#) – [password & login help](#) – [printing](#) –

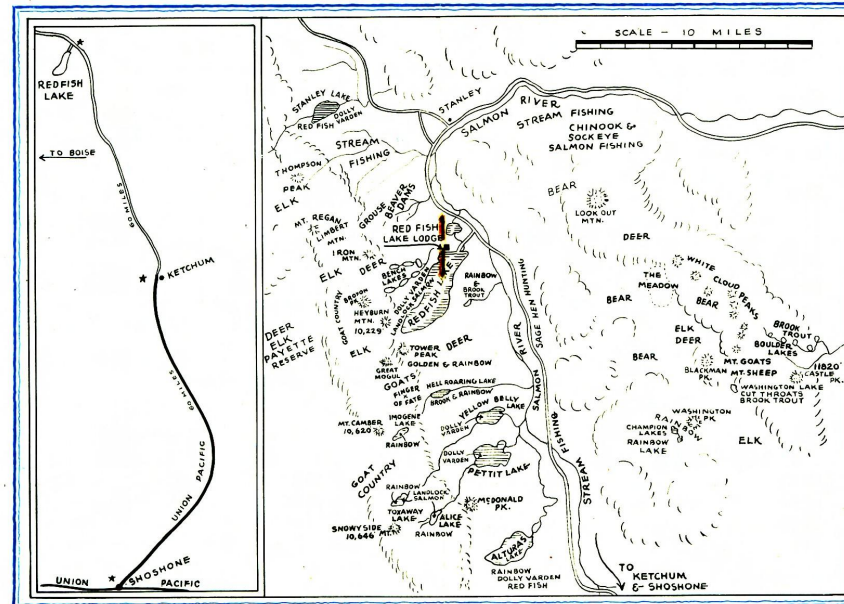
[research/finding things](#)

[View All Topics](#)

Related content from Library Research Guides

- [Counseling Library Resources](#)
- [Math Guide](#)
- [Mobile Learning at the Library](#)
- [eBooks](#)

User need: current, accurate information



INFORMATION

SHOSHONE, IDAHO, is on the main line of the Union Pacific R. R. from Omaha, Nebraska, to Portland, Oregon—a branch of which extends to Ketchum—halfway to the Lodge.

Excellent automobile roads from Shoshone to Redfish Lake Lodge, through 120 miles of interesting and scenic country.

U. S. Forestry Telephone service to Hailey and Ketchum, Idaho. Telegraph address, Ketchum, Idaho.

Arrangements can be made for hunting, camping and exploration parties, with pack outfits and competent guides.

Bathing in the Lake—motor and row-boating, Mullins non-sinkable steel boats.

Guests will be met at either Ketchum or Shoshone upon 24 hour notice.

Redfish Lake Lodge is operated on the American plan. Rates including use of saddle horse, \$6 to 70 dollars per week per person.

For further information and reservations address:

GEO. S. KROM, Mgr.
SAWTOOTH HOTELS & TOURS, INC.
Stanley, Idaho

Season July 1st to Sept. 1st

Of Mice and Maintenance

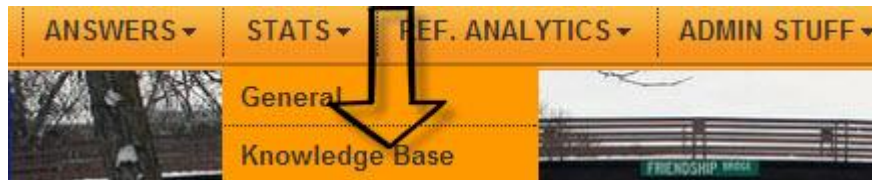
Strategy:

- Who's in charge, anyhow?
- Just do it (on a schedule)
- Don't duplicate
- Little things count

Tools:

- Downloadable QA pairs
 - Link checking
-

Toolbox: KB Explorer

A screenshot of the KB Explorer search interface. It includes a search bar with the label 'Search/Filter' circled in black. Below the search bar are various filters: 'Question/Answer/Keyword', 'Internal Note Search String', 'Source', 'Status', 'Time Period', 'Answered by', 'Topic', 'Limit by Day', 'Limit by Time between', and 'Asker Email'. A large black arrow points from the 'Search/Filter' label to the search bar. Another large black arrow points from the 'Export Public Answers' button to the right. The search results are displayed in a table with columns for ID, Date, Question, Answer, and User. The first result is for ID 399400, dated Apr 19 13, 12:53, with the question 'Where can I find a notary public on campus?'. The second result is for ID 259518, dated Oct 18 12, 15:12, with the question 'Is there a way I can see what my professors have published?'. The third result is for ID 259515, dated Oct 18 12, 15:08, with the question 'How do I find graduate student projects?'. The fourth result is for ID 258584, dated Oct 17 12, 16:58, with the question 'I'm looking for old student newspapers and course catalogs. Are those online?'. Each result includes a link to 'View notes' and the user 'Ellie Dworak'.



Questions?

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Image credits

Slide 3

Drawing depicting the divisions of the Rosetta Stone, with labels for the different languages (1874). Retrieved 10 April, 2013 from: [http://commons.wikimedia.org/wiki/File:Rosetta_Stone._\(1874\)_-_TIMEA.jpg](http://commons.wikimedia.org/wiki/File:Rosetta_Stone._(1874)_-_TIMEA.jpg)

West, J. This is me (16 Sept., 2007). Retrieved 10 April, 2013 from: <http://www.flickr.com/photos/iamthebestartist/1390012980/>

Slide 5

Smith, S. Dufourspitze, summit ridge from Sattel (28 July 2006). Retrieved 11 April, 2013 from: <http://www.flickr.com/photos/roofofeuropa/3881020300/>

Slide 7

Smoke cloud 4 (2 March, 2007). Retrieved 10 April, 2013 from: <http://www.flickr.com/photos/damiensimages/275407020/>

Slide 20

Boise State University Libraries. Redfish pamphlet page 5 (1931). Retrieved 9 March, 2013 from: <http://digital.boisestate.edu/cdm/compoundobject/collection/Limbert/id/581/rec/2>

Slide 24

The DreamSky, Sarangkot flight (10, October 2008). Retrieved 25 April, 2013 from: <http://www.flickr.com/photos/dhilung/2967604762/>