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Using Text Analysis Tools to Improve Reference FAQs

James E. Van Loon

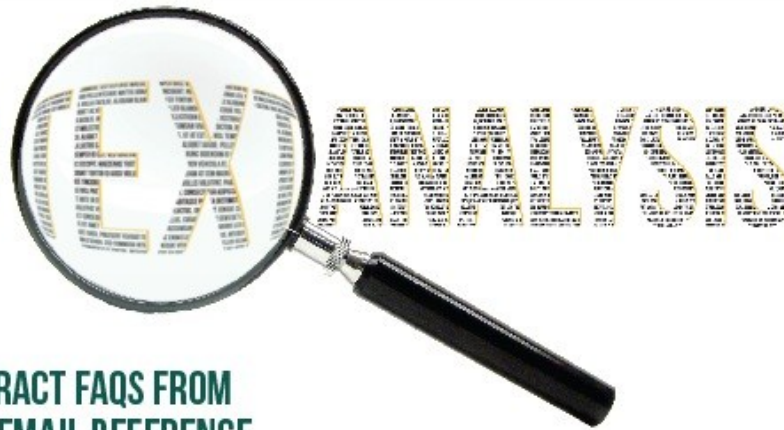
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USING



TOOLS TO IMPROVE REFERENCE FAQs

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HOW TO EXTRACT FAQs FROM OVER 1,500 EMAIL REFERENCE QUESTIONS OVER A 2-YEAR PERIOD ?

id	subject	answered	status
10027	I am wondering if there is a way to get information from the history page and also connect it with the library website.	Not Answered	Open
10028	I am looking for books and books in addition of ebooks for the current proceedings (black, concrete, plant, soil, and related proceedings).	Not Answered	Open
10029	Do you have any information on books by George W. Bush, George W. Bush, or George W. Bush?	Not Answered	Open
10030	Can you help me find a book on the history of the United States?	Not Answered	Open
10031	Can you help me find a book on the history of the United States?	Not Answered	Open
10032	Can you help me find a book on the history of the United States?	Not Answered	Open

TERMS/FREQUENCIES:

database /77, databases/37
journal/226, journals/79
article /427, articles/238

CONTEXT:

- Which database/journal/resource should I use to find articles on my topic?
- How do I use the resource to find articles (search terms/strategy)?

TYPICAL QUESTIONS:

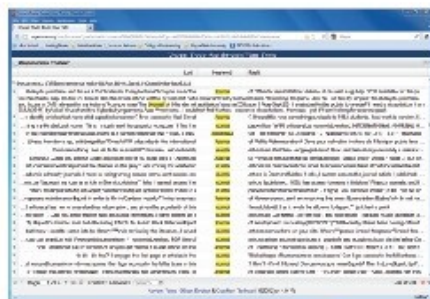
- I cant find a scholarly journal article on the psychological aspects of high blood pressure.
- Hello. How do I search for articles by subject/keyword? If I don't know what database or journal I might need, how do I just search for articles that might contain my subject of interest? (So, how can I search a topic across a range of databases or journals?) Thanks!

ELEMENTS OF THE (GENERIC) ANSWER:

- Refer to the appropriate Research Guide for the best journals/databases to use for a particular topic or discipline, and for tips on effective use of each resource.
- The "Best Bet" databases for a particular topic/discipline are often a good starting point for finding relevant articles.
- Contact the liaison librarian if you need additional help with selecting or using a resource in their subject area.



APPROACH: TEXT ANALYSIS



- Remove short, common words from the question file using a stop words list
- Count how many times a given word occurs in the question file; tabulate and visualize
- View keywords in context (KWIC) for high-count words to determine question topics ("aboutness")

PUBLISHED FAQ FOR FINDING JOURNAL ARTICLES

Which database or journal should I use to find articles on my topic?

Logon: 2015-02-20 10:00:00, 10:00:00

Last Updated: 01/05/2012 11:11:11

Answers:

1. Refer to the Research Guide for your subject area for guidance on the best journals and databases to use for a particular topic or discipline, and for tips on effective use of each resource.
2. The Articles & Databases tab in the Library System homepage lists databases by subject area, and provides "best bet" (each subject area) that are often a good starting point for finding relevant articles.
3. Contact the Liaison Librarian if you need additional help choosing or using a resource in a particular subject area.

ACKNOWLEDGEMENTS TO
MONIQUE ANDREWS, REFERENCE TEAM COORDINATOR
VERONICA BIELAT, ORIGINATOR OF TEXT ANALYSIS IDEA

	textStat 2.9	TAPoR 2.0	Voyant Tools
URL	http://neon.niederlandistik.fu-berlin.de/en/textstat/	http://taporware.mcmaster.ca/~taporware/textTools	http://hermeneuti.ca/voyeur/tools
Developers	Matthias Hüning, Freie Universität Berlin	TAPoRware Project, McMaster University	Stéfan Sinclair & Geoffrey Rockwell
Cost	free	free	free
Features			
- frequency list	yes	yes	yes
- stemming	no	yes	no
- stop words	no	yes	yes
- concordance	yes	yes	yes
- visualizations	no	no	yes

Features of text analysis software used in the LibAnswers project