

# Responding to User Feedback about Digital Newspaper Collections



National Digital Newspaper Program Awardee Meeting  
September, 29, 2022



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# How Feedback is Collected on the Portal to Texas History



[texashistory.unt.edu](http://texashistory.unt.edu)

- ▶ Links to the feedback form at the bottom of every page
- ▶ If request is generated from a page of a specific digital object or collection, that information is recorded and visible to administration.
- ▶ Users self-select categories
- ▶ Policies are linked from the feedback form

# Excerpt from Usage and Feedback Policy

## B. EXAMPLES OF SERVICES NOT OFFERED BY DIGITAL LIBRARIES STAFF

The UNT Digital Libraries *do not*:

- Provide access to embargoed or restricted materials to persons outside the designated community
- Provide appraisals for materials
- Provide research assistance including genealogy research, or other services that do not directly pertain to the maintenance or usage of the UNT Libraries' Digital Collections
- Provide technical support or guarantee the functionality of sites that are not operated or maintained by the UNT Digital Libraries
- Directly sell copies (digital or physical) of materials in the UNT Libraries' Digital Collections
  - In some specific instances, the UNT Digital Libraries provide links to third-party services that sell a particular item, however, UNT does not maintain responsibility for those sites
- Buy physical or digital items from individuals for inclusion in the UNT Libraries' Digital Collections
- Provide legal advice in any form

<https://library.unt.edu/policies/digital-collections-usage-feedback/>

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## Texas Digital Newspaper Program



### About the Collection

The Texas Digital Newspaper Program (TDNP) partners with communities, publishers, and institutions to promote standards-based digitization of Texas newspapers and to make them freely accessible via The Portal to Texas History. Through continual outreach

visits across Texas con funding sources, TDN preservation. People w researchers to librar

The success of the Tex grants from the Natio Program, the Texas St

Learn more about the Newspaper Program

### Get in Touch

- Questions / Feedback
- Report Problems

### Follow Along

- New Items (RSS)
- News
- Facebook

https://texashistory.unt.edu/explore/collections/TDNP/

# Feedback Form

The Portal to Texas History

Home Tour About ▾ Explore ▾ Search ▾

You Are Here: Home / About / Contact Us / Feedback Form

## About

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## Contact Us



Have a question about licensing, redactions, copyright, terms of use, or donating materials? The following policies may help.

- [UNT Libraries' Digital Collections Usage and Feedback Policy](#) 
- [Collection Development Policy for the UNT Libraries' Digital Collections](#) 
- [General Digital Collections Policies \(For U.S. and State of Texas Government Documents\)](#) 

### Email Address:

Email address should be in the form of person@domain.com.

### Category:

Help us direct your comment by selecting a category.

### Your Comment:

[https://texashistory.unt.edu/feedback/?object\\_id=ark:/67531/metaph47928](https://texashistory.unt.edu/feedback/?object_id=ark:/67531/metaph47928)

# Thanks for Your Feedback

Our staff reads every comment and question and will respond in a timely manner.

**URL:** <https://texashistory.unt.edu/ark:/67531/metaph47928/>

**Email Address:** sarahlynn.fisher@unt.edu

**Category:** Question

**Date:** Sept. 28, 2022, 4:50 p.m.

**Your Comment:** Do you have the May 9th issue? TEST



Copy Feedback

Last Page

Last Item

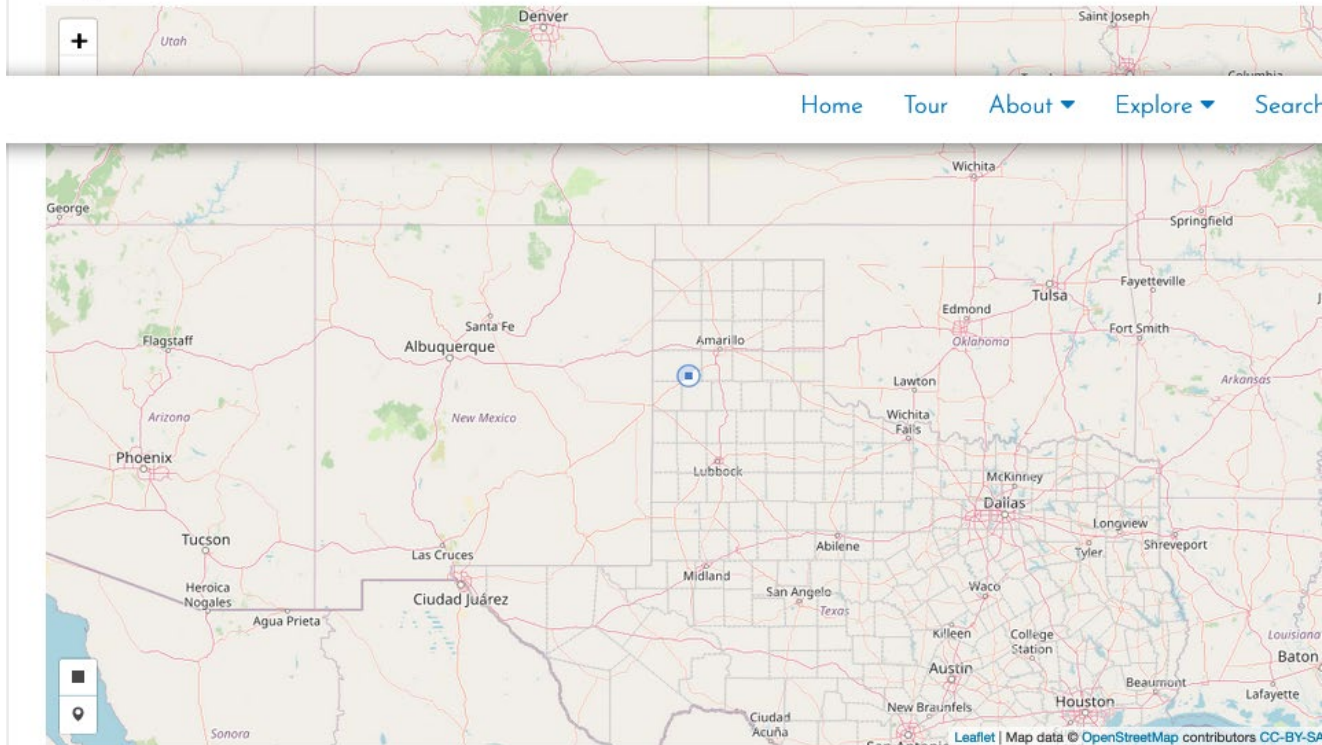
Last Search

# Suggested Location (for other resource types)

## Help Map this Photograph

Tell us if you know the precise location of this item. In the lower-left corner of map below, select either the pin (📍) or the box (📦). Drop a pin or drag to create a new rectangle. Zoom and Pan the map as needed.

## Mapped Locations



<https://texashistory.unt.edu/ark:/67531/metaph117130/#coverage-map-help>

# Feedback Categories

Caption  
Request

Correction

General

High  
Resolution  
Copy

Licensing  
and  
Permissions

Question

Suggestion  
Location

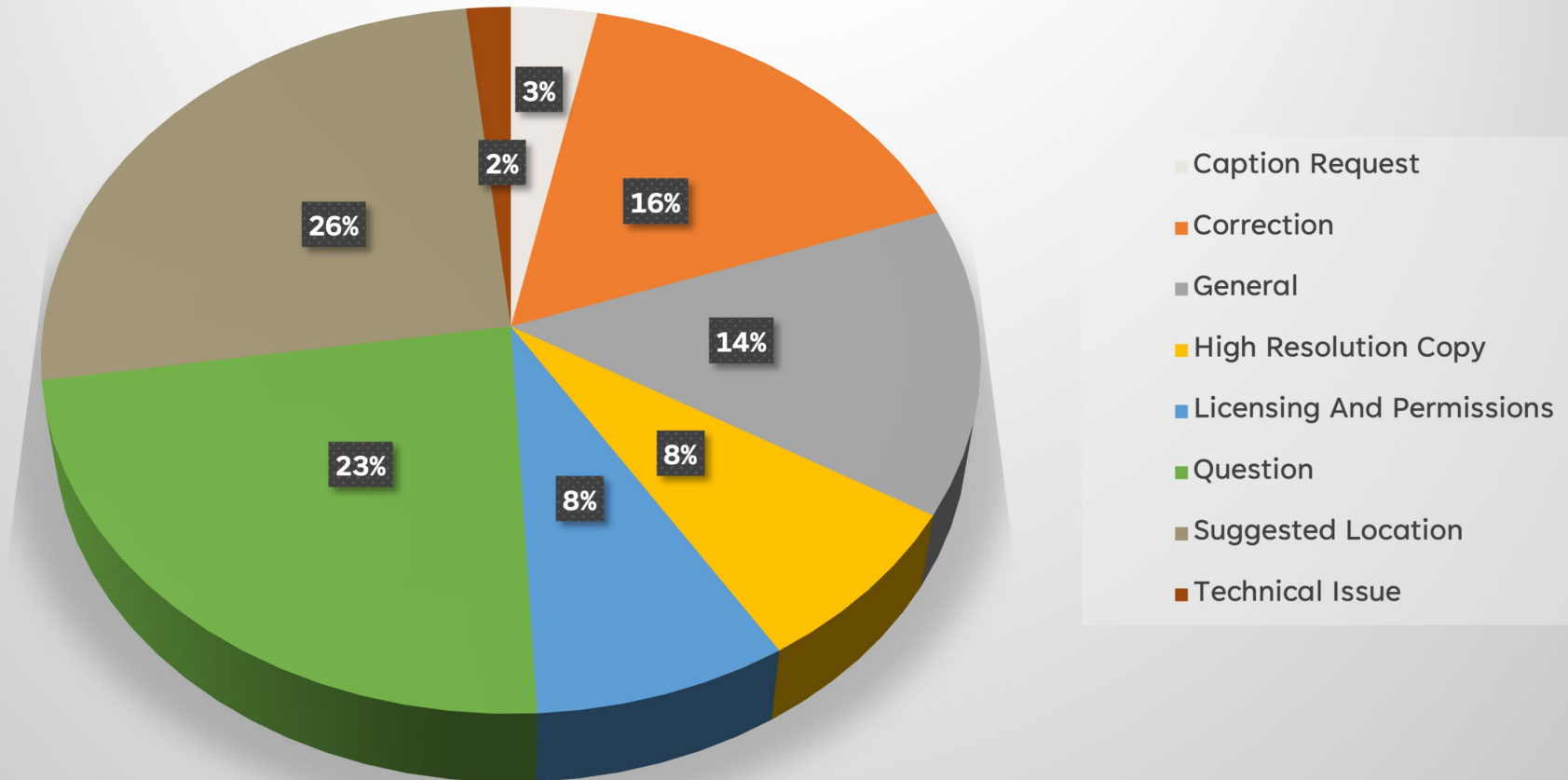
Technical  
Issue

Categories help feedback reviewers filter and direct questions to staff.



# Statistics

Feedback responses (texashistory.unt.edu)  
January-August 2022



# Statistics

texashistory.unt.edu

	TOTAL	ANSWERED	UNANSWERED	IN-PROGRESS
<b>Today</b>	1	0	1	0
<b>This Week</b>	20	17	3	0
<b>This Year</b>	1533	1503	6	24

	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER
<b>Total</b>	281	285	156	127	137	128	154	141	124
<b>Answered</b>	278	283	155	127	133	128	152	134	113
<b>Unanswered</b>	0	0	0	0	0	0	1	1	4
<b>Inprogress</b>	3	2	1	0	4	0	1	6	7

TOTAL PER CATEGORIES									
<b>Caption Request</b>	1	6	3	6	3	6	3	2	1
<b>Correction</b>	42	26	31	24	42	17	39	22	33
<b>General</b>	22	39	31	20	17	24	32	28	35
<b>High Resolution Copy</b>	1	4	10	11	7	7	8	4	5
<b>Licensing And Permissions</b>	24	13	11	9	11	10	17	18	12
<b>Question</b>	45	33	32	35	28	33	36	43	34
<b>Suggested Location</b>	146	162	36	20	25	27	16	13	1
<b>Technical Issue</b>	0	2	2	2	4	4	3	11	3

# Feedback Assistants



20 hours per week



Currently housed and managed by the Digital Newspaper Unit



Training:

- Wiki documentation
- Example questions
- Templates
- Decision trees

# The Portal to Texas History Administration

Home › Aubrey\_Feedback › Feedback › Do you have the May 9th issue? TEST

## Change feedback

**Object id:**

ark:/67531/metaph47928

**Email address:**

sarahlynn.fisher@unt.edu

**User feedback:**

Do you have the May 9th issue? TEST

Legit

**Feedback category:**

Question



**Status:**

Unanswered

**Site:**

texashistory.unt.edu

Feedback category:

Question



Status:

Answered



Site:

texashistory.unt.edu



Respondent:

sfisher

Respondent comment:

Hello,

Thank you for writing to us at the Portal to Texas History.

The May 9th, 1837 issue of the Telegraph and Texas Register is available at the following URL:  
<https://texashistory.unt.edu/ark:/67531/metaph47929/>.

Please also see these how-to videos for help searching and navigating the Portal: <https://news.texashistory.unt.edu/2018/09/07/newspaper-how-to-videos-for-easier-browsing-and-navigation/> and our Frequently Asked Questions about interacting with newspapers on the Portal: <https://texashistory.unt.edu/help/faq/newspapers/>

Sincerely,

Sarah Lynn Fisher

Project Coordinator

Digital Newspaper Unit

UNT Libraries

# General Observations

Responses help us observe any general trends regarding usability

Positive feedback!

Identify potential titles or area of interest

Connect with partners and donors

Balance between education and doing their research

Pointing to other resources when necessary to provide next steps



# Discussion

How does your institution receive, track, and answer questions about digital newspapers?