

Texas Conference on Digital Libraries
May 18, 2023

DECISION TREES FOR ANSWERING USER FEEDBACK

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Digital Libraries Division



The Portal to Texas History Administration

Home › Aubrey_Feedback › Feedback › Stats

Start typing to filter...	
AUBREY_EXPLORE	
Collections	+ Add
Partners	+ Add
AUBREY_FAQS	
Categories	+ Add
Questions	+ Add
AUBREY_FEEDBACK	
Feedback	+ Add
Feedback Categories	+ Add
AUBREY_GUIDES	
Categories	+ Add
Guides	+ Add
AUBREY_TITLES	
Alt titles	+ Add
Essays	+ Add
Frequencies	+ Add
Funding sources	+ Add

All Systems

	TOTAL	ANSWERED	UNANSWERED	IN-PROGRESS
Today	1	0	1	0
This Week	6	1	5	0
This Year	1639	1149	274	216

	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
Total	309	492	581	200	57	0	0	0	0	0	0	0
Answered	297	322	301	189	40	0	0	0	0	0	0	0
Unanswered	0	77	184	0	13	0	0	0	0	0	0	0
Inprogress	12	93	96	11	4	0	0	0	0	0	0	0

TOTAL PER CATEGORIES

Caption Request	11	13	12	8	3	0	0	0	0	0	0	0
Correction	58	73	36	45	20	0	0	0	0	0	0	0
General	40	36	39	39	6	0	0	0	0	0	0	0
High Resolution Copy	27	19	25	14	6	0	0	0	0	0	0	0
Licensing And Permissions	22	31	25	20	2	0	0	0	0	0	0	0
Question	75	73	72	51	18	0	0	0	0	0	0	0
Suggested Location	70	242	369	22	1	0	0	0	0	0	0	0
Technical Issue	6	5	3	1	1	0	0	0	0	0	0	0

TOTAL PER RESPONDENTS

Portal to Texas History

UNT Digital Library

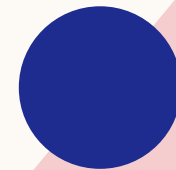
The Gateway to Oklahoma History*

Portal to Texas History: 476 partners, Over 2 million items, 1.68 million uses so far in 2023

UNT Digital Library: 39 partners, Over 1 million items, 900,000 uses so far in 2023



Oklahoma
Historical
Society



WHY COLLECTING FEEDBACK IS IMPORTANT

Usability

Metadata
Improvements

Collection
Development

Marketing

HOW WE COLLECT FEEDBACK

The Portal to Texas History

Home Tour About Explore Search

You Are Here: Home / Explore / Collections / Texas Digital Newspaper Program

About this Collection

- Overview
- At a Glance
- Latest Additions
- Cite This Collection
- Explore Holdings
- Contact Us

Items

- Titles
- Dates
- Locations
- Statistics
- API

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 combined with advanced technological infrastructure and multiple funding sources, TDNP has become a state and national leader in newspaper preservation. People who work with the Digital Newspaper Program range from university researchers to librarians, K-12 students and educators, lay historians, and genealogists.

The success of the Texas Digital Newspaper Program has been heavily supported by grants from the National Endowment for the Humanities' National Digital Newspaper Program, the Texas State Library and Archives Commission, and the Tocker Foundation.

Learn more about the [Texas Digital Newspaper Program](#). | Explore all [Texas Digital Newspaper Program Titles](#).

Get in Touch

- Questions / Feedback
- Report Problems

Follow Along

- New Items (RSS)
- News
- Facebook

ROLE OF FEEDBACK ASSISTANTS

- Review inquiries
- Prioritize and forward messages as needed
- Correct metadata
- Research and respond to users

How do you teach someone unfamiliar with the repositories to answer questions about millions of items owned by hundreds of institutions?

TRAINING MATERIALS



Wiki documentation



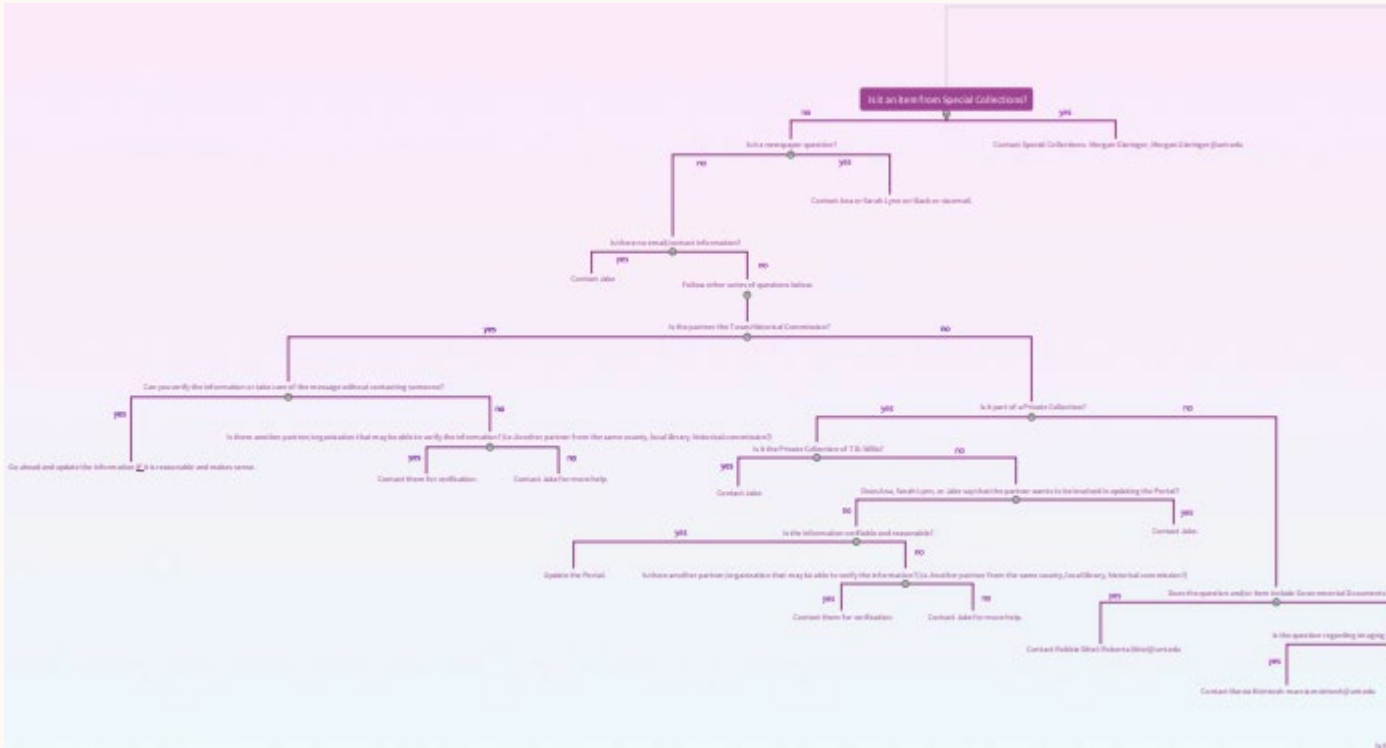
Email templates



Scavenger hunt



Slack channel



DECISION TREES

- ❑ Flowchart-like hierarchical model
- ❑ Encapsulate organizational knowledge
- ❑ Uniform responses to a diverse array of inquiries

HOW THEY WERE CREATED

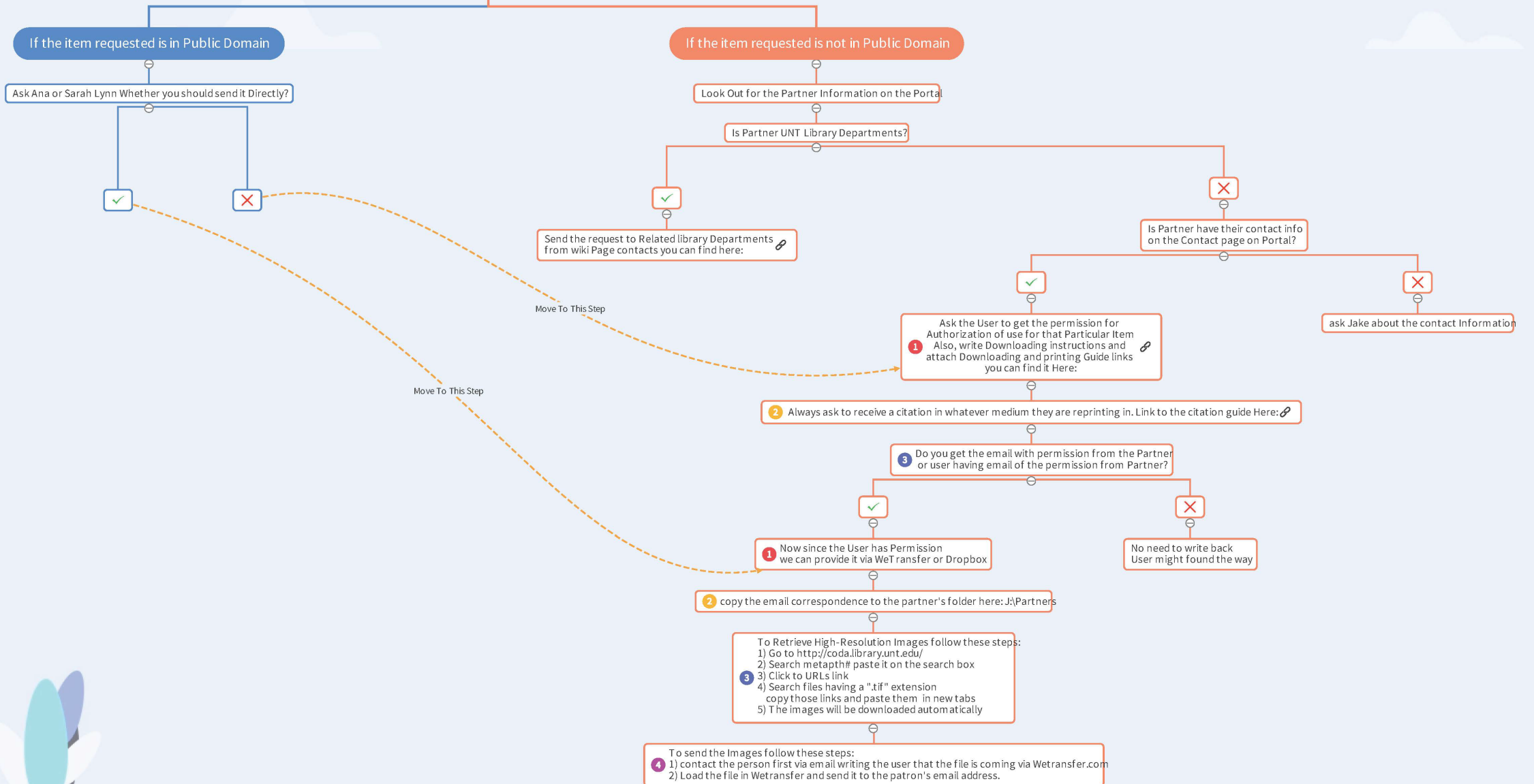
Identified common question types

- ❖ Licensing and permissions
- ❖ Adding GPS coordinates
- ❖ Metadata corrections
- ❖ High-resolution copy requests
- ❖ Information inquiries

Researched available software

[GitMind](#)

High Resolution Copy



A SAMPLE INQUIRY



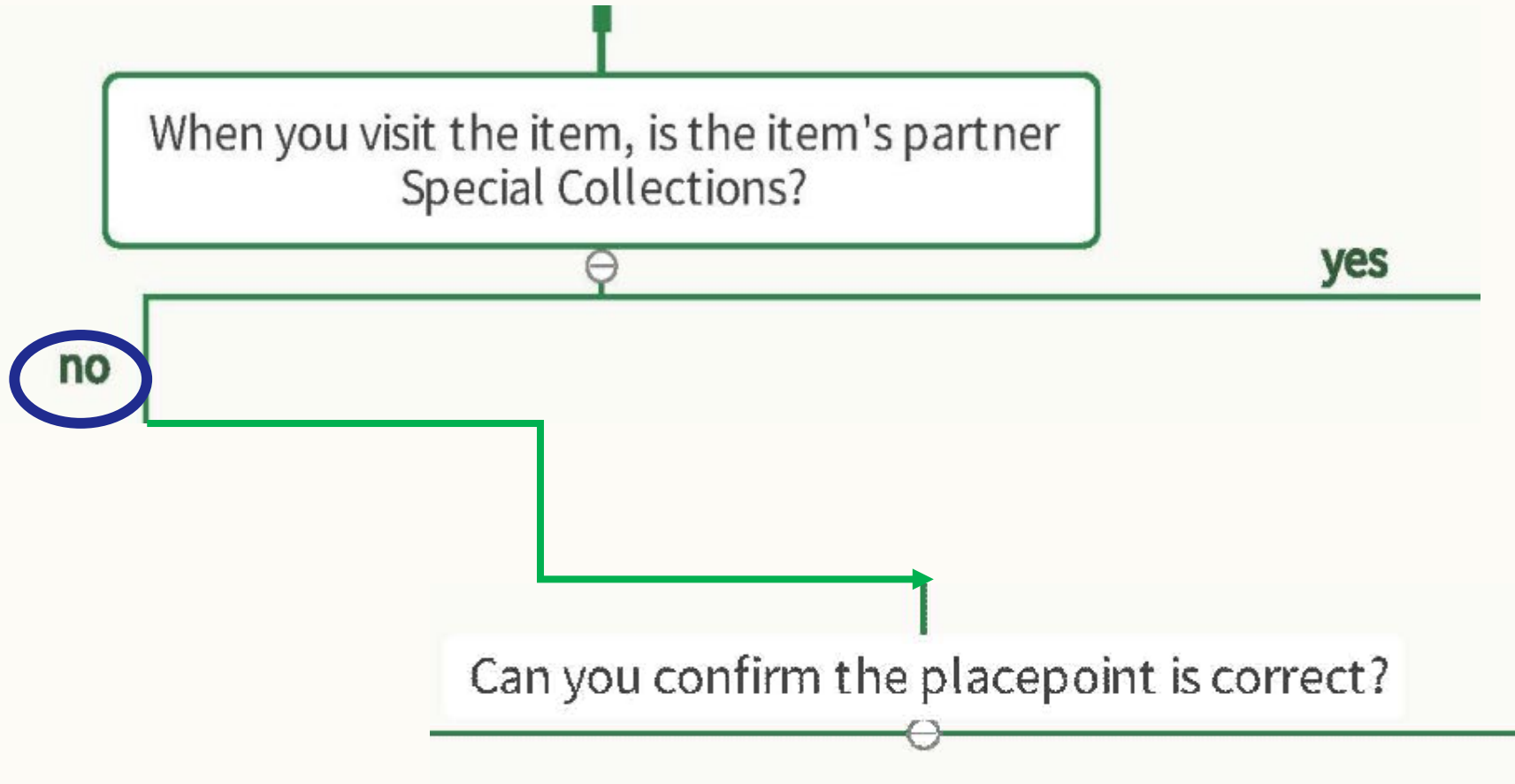
Suggested Location

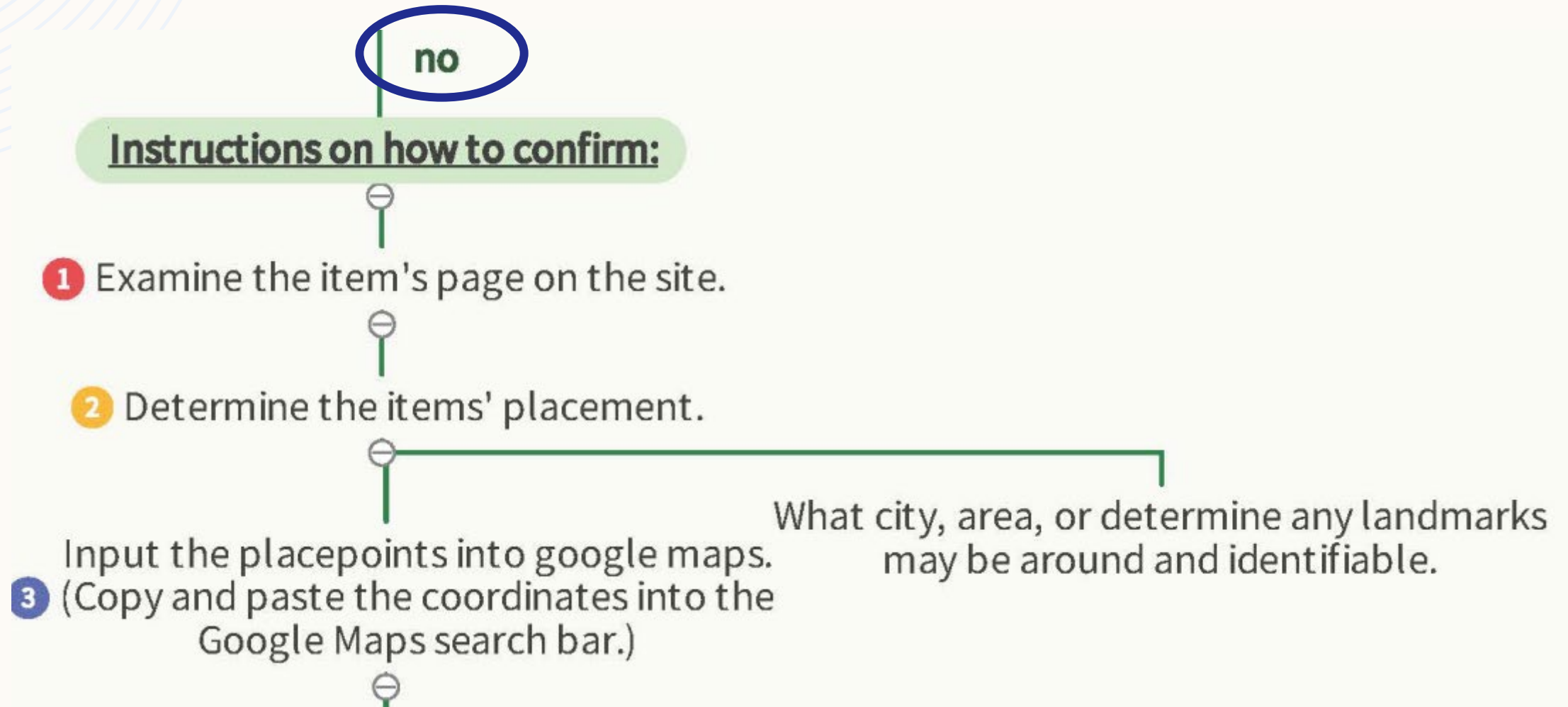
Title: UT International Center

Suggested coverage placepoint:

north=30.287643; east -97.739707;

Content Description: 2 students sitting on lawn looking at a book. University of Texas Tower in the background.





Link to external resource

8 If you can't confirm the coordinates, determine if the partner can be contacted (link) and contact them for confirmation.



yes

Were you able to confirm the coordinates?

no

Follow this arrow for next step.

Ask Ana or Sarah Lynn.

yes

Is the place point in this format?
north=##.#####; east=-##.#####;

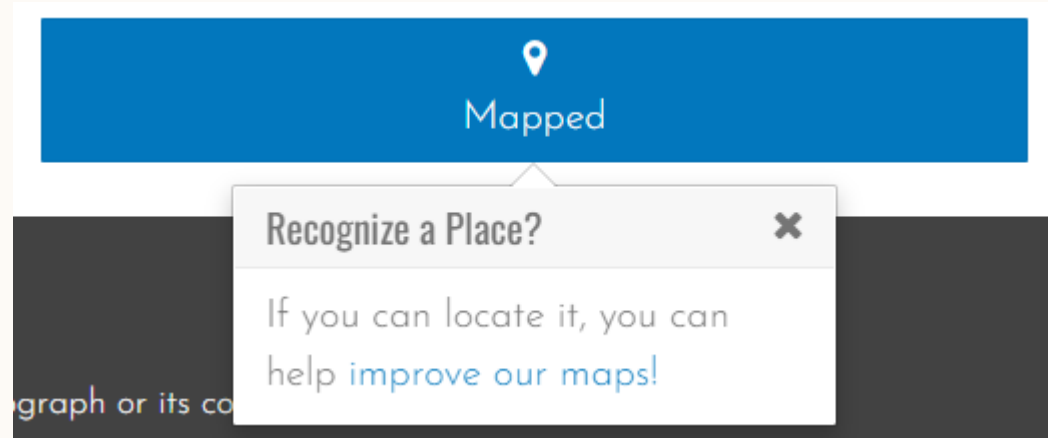
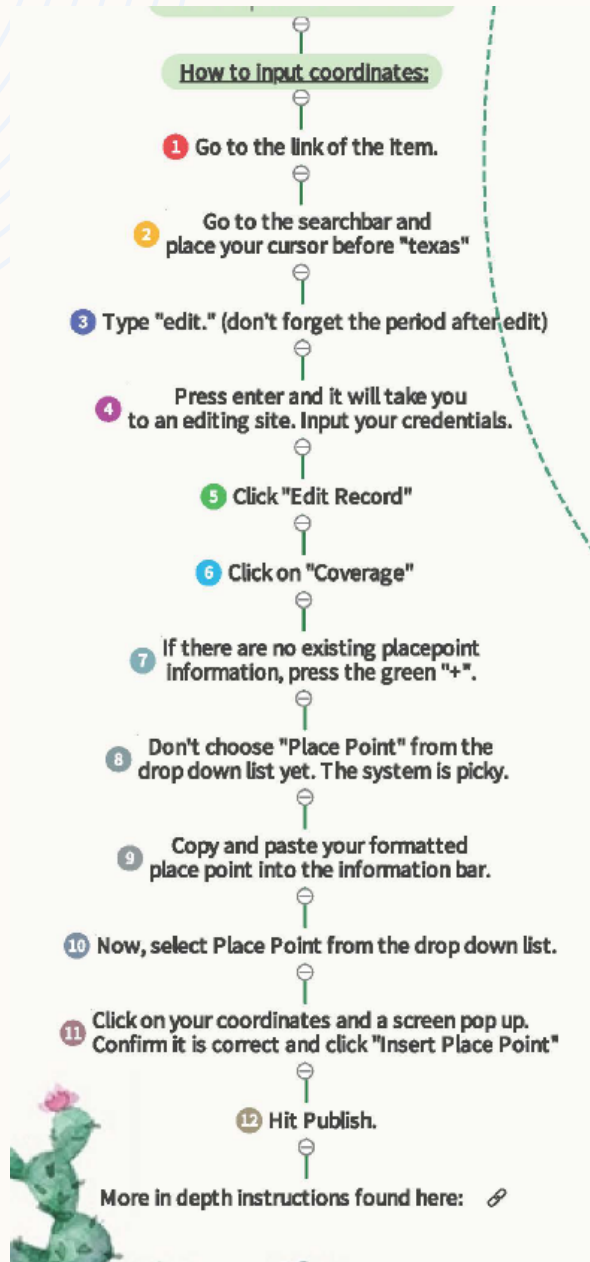
yes

Great! Input the coordinates.

no

How to reformat

- If you're starting with only numbers,
(33.20953254463284, -97.15164550727678)
- 1 begin by deleting everything past 5 spaces following the decimal point. (33.20953, -9715164)
 - 2 Add "north=" before the first number and "east=" before the second number
 - 3 Replace the comma with a semicolon and add a semicolon at the end.
 - 4 Input the placepoint. (Follow the arrow for instructions.)




Where

Geographical information about where this photograph originated or about its content.

Place Name

- United States - Texas - Travis County - Austin

Coordinates

- 30.286217, -97.739388 

NEXT STEPS

- Testing
- Identify additional knowledge gaps
- Reformat in interactive format

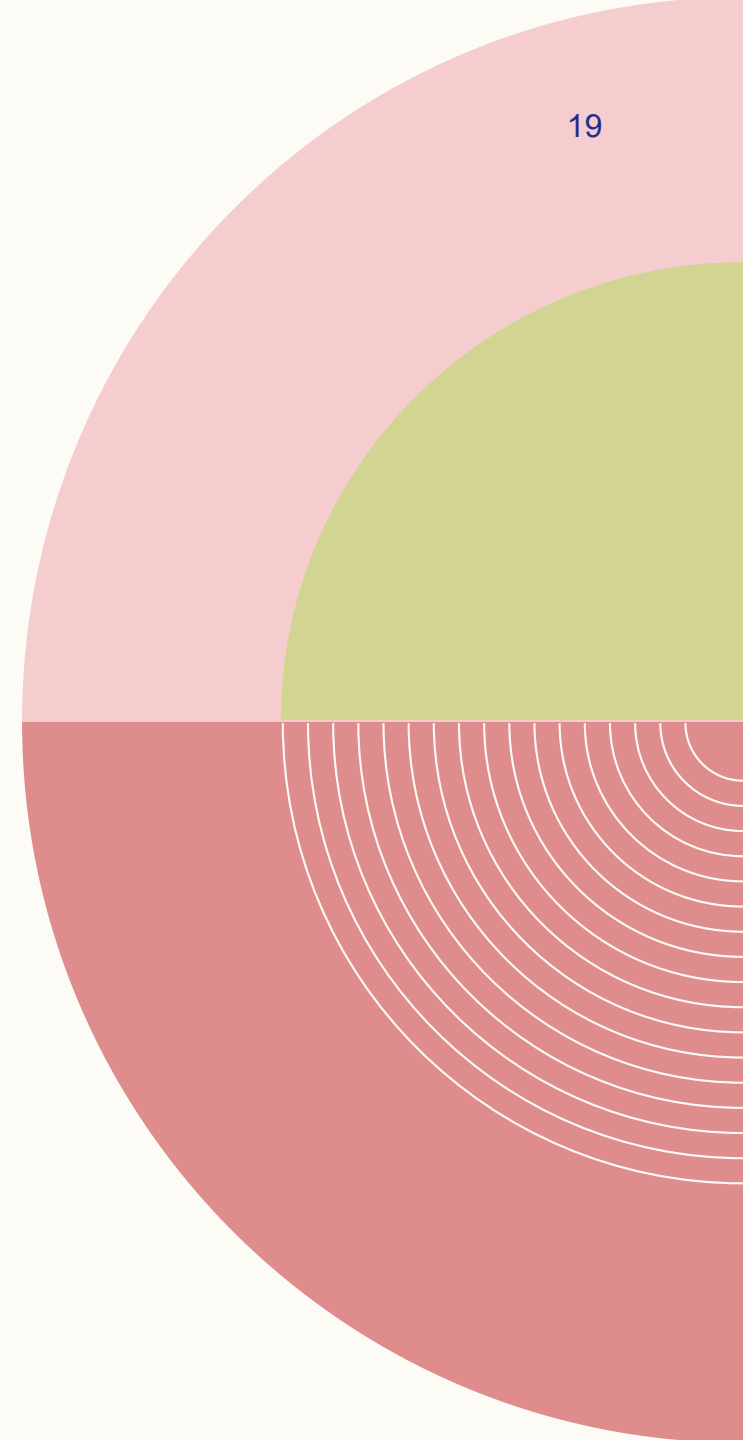
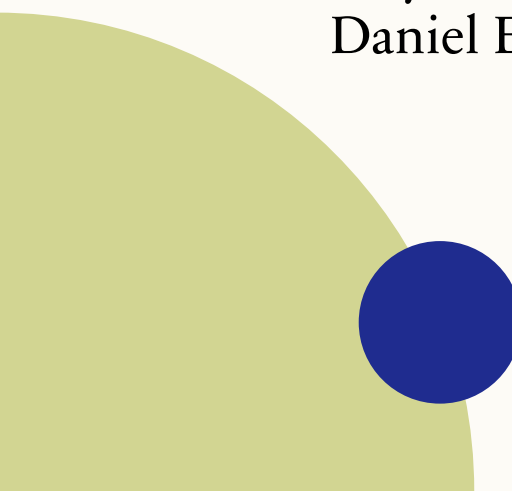
TEAM FEEDBACK

Sarah Lynn Fisher – Digital Collections Librarian

Maci Coates – Feedback Assistant

Mayur Vora – Feedback Assistant, Spring/Summer 2022

Daniel Esparza – Feedback Assistant, Spring 2023 - present



WE'D LIKE YOUR FEEDBACK!

*How does your institution
receive, track, and answer
questions about digital objects
in online repositories?*

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