UC Irvine

LAUC-I and Library Staff Research

Title

UC Irvine's TXT a Librarian Program

Permalink

https://escholarship.org/uc/item/8wd0m39f

Authors

Johnson, Cynthia Williams, Brian

Publication Date

2009-11-13

UCI'S TXT A LIBRARIAN!

DATA TRACKING

WE WANTED TO CAPTURE ACTUAL TRANSCRIPTS OF TXT SMS Q&A: QUESTIONS ASKED & ANSWERS GIVEN.



THE TXT TRANSCRIPT FILE DOES JUST THAT: VERBATIM TRANSCRIPTS OF 100 OF ALL TXT QUESTIONS AND ANSWERS OVER THE COURSE OF THE PILOT!

		21	3			
TXT TRANS						
INITIALS	DATE	TIME	RES [X]	SHRT [X]	TRANSCRIPT	
Bw.	01.31.08	2:45		×	QUESTION: To access an article on the e reserves is it necessary to have a library id of some sort?	
Bw.	01.31.08	2:54			ANSWER_: HI - U need a uci lib card & Library pin #. Info @: www.ib.uci.edu/services/reserves/res_eres.htm., Email if more questions: brianny@uci.edu.	
Bw.	02.04.08	12:16		x	QUESTION: What is the phone number for UCI financial aid?	
Bw.	02.04.08	12:24			ANSWER: UCI financial aid phone# 949.824.8262. Website http://www.ofas.uci.edu/content/ Thx 4 bxting!	
Bw.	02.06.08	After 5pm		х	QUESTION: Hi. I want to get into the 'early english books online' in the etext part of library homepage. What am i supposed to put for username and is it my i.d. n	
Bw.	02.07.08	9:15am 9:18am			ANSWER 1: [Accidentally sent prematurely] If <u>offcampus</u> , u must "authenticate". Thx4txting! ANSWER 2: If <u>offcampus</u> , WebVPN - Use your UCInetID & <u>pward</u> . C http://nacs.uci.edu. 2 possible <u>EEBOnline</u> resources. (1). <u>http://uclibs.org/PID/1</u> (2)	
					http://ets.umdl.umich.edu/e/eebo/ . Email/call questions: brianrw@uci.edu / 949.824.0473. thx4txting UCLUb.	
Bw.	02.06.08	After 5pm		x		
	02.07.08	9:25am			ANSWER: Sorry. Txt didn't get thru. Please re-txt if u have <u>UCILIb</u> question. Thx 4 txting the UCI <u>libs</u> !	
BI	02.04.08	8:39am		Х	Question: what does patron hold mean?	
					Answer: Patron hold means the book is checked out and requested by another. Library holds the book for the 2 rd person upon return from the 1 st person.	
BI	02.05.08	10:44am		×	Question: A Yahoo! user is trying to send you a text message. When it arrives, select Reply' to continue the conversation. For more info, visit, mobile. Answer: Can I help you?	
		10:44am		×	Question: Is this UCI Library? Please respond. Thank you	
					Answer: Yes, this is the library. Can I help you?	
BW	02.07.08	2:24		х	Question: QUESTION 1: Hi, j was wondering if you guys have the "the human species" book for anthro2b on reserve? Thanks.	
		2:25			ANSWER 1;HJ, Do u know your profs name? Can't find a course reserve for anthro2b. U might call Langson Loan @ 949.824.6842. They will know. thx4txting	
BW	02.07.08	2:48		х	QUESTION 2: Hi, about the book human species for anthro2b, the prof's last name is egan. Thanks again.	
		2.48			ANSWER 2: I c intro2bioanthro in websoc-not course r. U could call loandesk #. I checked antpac @ http://antpac.lib.uci.edu/ . No likely book in course r. thx4txting!	
BW	02.07.08	4:43		×	QUESTION: I was wondering if u could tell me where the volume is located in 73 S. Cal. Rev. 879	
					ANSWER: U mean print vol? So Cal L Rev is online & print. Print in basement @ K23.09. Online - Westlaw or <u>HeinOnline</u> . Txt back if u have ?s. thx4txting	
					$LStudent_called ref desk at same time ; Pauline referred to me ; I spoke via phone with student. Student was actually trying to ask which number represents the law review volume's number in the citation above. \odot$	
AA	02.07.08	2:07		х	QUESTION: HEllo im looking for a book titled civil engineering hydraulics and hydrology review. I looked for it according to call no but could not find.	

THIS GRID HELPS US ANALYZE IF THE QUESTION WAS SHORT OR RESEARCH-ORIENTED; WHETHER WE USED THE WEB FEATURE OF THE PHONE TO PROVIDE AN ANSWER & OTHER FUN STUFF!

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OUR ANALYSIS SHOWS THAT STUDENTS USE TXT SMS APPROPRIATELY - READY REFERENCE-TYPE QUESTIONS!

	A	В	С	D	E	Sheets	G	H	tArt-Graphie				M		0	P
\diamond	A	D	L	D	E	r	U.	п		J	K	L	IM	IN	0	P
1																
2	Regu	lar hours 9	am-5pm /	Monday -	Friday											
3	Pleas	e use mili	tary time i	(1.00 - 24-	00) and fil	out as m	uch as pos									
-	_	Bassiusd	Deserved	Desciond	Annual	Annual	Answered		Research	Chart	-		-	-	_	
4	Lib	date	am/pm	time	date	am/pm	time	Lag time	Answer	Answer	Txt	Web	Voice	Email	Phone	Other info
5	RJ	03/03/08	am	11:13	3/3/08	pm	12:05	0:52		1	1					
6	RL	03/03/08	am	unknown	3/3/08	am	10:00	?		1			1		1	Patron left message earlier
7	BW	03/03/08		unknown	3/3/08			?		1	1	1				
8	RJ	03/04/08		18:22	3/4/08	pm	18:48	0:26	1		1					
9	RJ		pm	16:08	3/5/08	pm	16:11	0:03		1	1					
10	RJ		pm	16:13	3/5/08	pm	17:10	0:57		1	1			-	-	
11 12	RJ	03/05/08		17:23	3/5/08	pm	17:39	0:16		1	1			-		
13	BW		pm	18:34 After 5	3/6/08	am		2		1	1			-		W/in ½ hour
14	BI		pm	12:20	3/3/08	pm		2		1	1	1	-	-	1	W/IN 1/2 HOGP
15	Ei Ei		pm	12:20	3/7/08	-		2			-		-	-	1	
16	BJ		pm	23:39	3/9/08	am	10:03	2		1	1	-	-	-		
17	RW	03/08/08		unknown	3/10/08	am	10.05	2		1	1	1	-	-	-	
18	RJ	03/10/08		16:37	3/10/08	pm	16:50	0:13		1	1	-	-		-	
19	RJ	03/11/08		12:45	3/11/08	pm	12:45 PM	0:00	1	-	-		-		1	
20	RJ	03/11/08		12:51	3/11/08	pm	13:16	0:25	1		1				_	
21	RU	03/11/08	pm	13:18	3/11/08	pm	13:21	0:03		1	1					
22	RJ	03/12/08	am	9:13	3/12/08	am	9:42	0:29		1	1					
23	BI	03/13/08		5:36	3/13/08	am	9:00	3:24		1	1					
24	BI	03/13/08		6:43				?							1	
25	BI	03/13/08		9:02				?			-			-	1	
26	BI	03/13/08		16:41				?			-				1	
27 28	BI SC	03/13/08		16:43 After 5	3/14/08		9:00	?			1.		-	-	1	
29	50	03/14/08		After 5 12:04	3/14/08 3/18/08	am	9:00	0:08		1	1	1	-	-	-	
30	RI		pm	12:04	3/18/08	pm	12:12	0:08		1	1	-	-	-	-	
31	SC N	03/20/08		10:45	3/20/08	am	10:50	0:05		1	1	-	-	-	-	
32	-	0.07 8.07 0.0	0	10110	31 6 41 40	9111	10120	0.05							-	
33	_														-	
24	_	-	_	-	-			-								
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UCI Libraries TXT Team Steve, Bob, Becky, Antoinette, Brian

WHAT STUDENTS ASK

- Q: Where is a place to get coffee and snacks near the Science Library?
- A: TRY BC ON THE GREEN (BUILDING 500), OR THERE IS A COFFEE CART IN FRONT OF REINES HALL (B 400), OR THE CAFE MED IN FRONT OF BUILDING 800 ON THE CAMPUS MAP.

Q: does this really work?

- A: I HOPE SO! IS THERE SOMETHING I CAN HELP YOU WITH?
- Q: Cool! Just checking. I should gather my sources First.
- A: WHEN YOU GATHER YOUR SOURCES, YOU MIGHT WANT TO GO TO OR CALL ONE OF THE REFERENCE DESKS. IF YOU HAVE AN IN-DEPTH QUESTION, THEY MAY SERVE YOU BETTER. HERE ARE THE PHONE NUMBERS FOR THE REFERENCE DESKS (IF YOU NEED THEM) LANGSON 949.824.4976 SCIENCE 949.824.3705 GML 714.456.5583

Q: Thank you. You've been very informative.

A: YOU ARE WELCOME! WE TRY TO BE HELPFUL!

Q: what does patron hold mean?

- A: PATRON HOLD MEANS THE BOOK IS CHECKED OUT AND REQUESTED BY ANOTHER. LIBRARY HOLDS THE BOOK FOR THE 2¹⁰ PERSON UPON RETURN FROM THE 1ST PERSON.
 - Q: Hello im looking For a book titled civil engineering hydraulics and hydrology review. I looked For it according to call no but could not Find.
 - A: HI THIS BOOK IS CURRENTLY CHECKED OUT UNTIL MAY 7^{TH} . TO RECALL THE BOOK ENTER THE TITLE INTO ANTPAC (ANTPAC.LIB.UCI.EDU) & THEN OPEN THE RECORD. AT THE TOP OF THE RECORD CLICK ON RECALL/HOLD BUTTON. ENTER YOUR NAME, BARCODE & PIN.
 - Q: Hi, i was wondering where on campus i can print color pictures?
 - A: YOU CAN GO TO IMAGEWORKS 949.824.6414 HTTP://IMAGEWORKS.BIO.UCI.EDU/

