

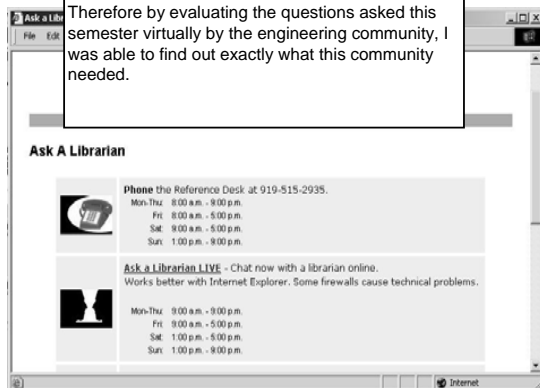
Needs of the Virtual Engineering Community

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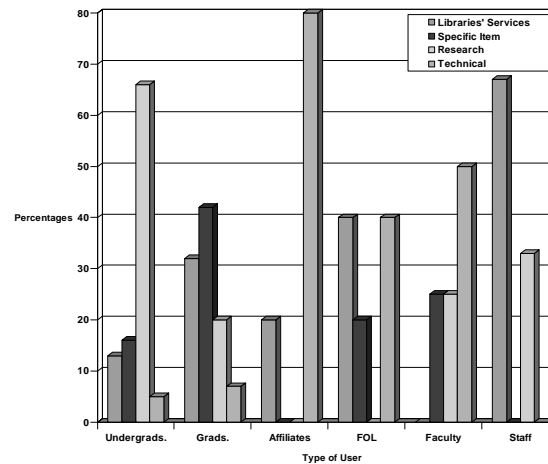
Introduction

With over 5,000 undergrads and 1600+ graduate students, we are unable to orient everyone to the NCSU Libraries environment.

Therefore by evaluating the questions asked this semester virtually by the engineering community, I was able to find out exactly what this community needed.



What are They Asking?



Sample Questions

I am trying to download an ASTM standard D2572 but it asks me to pay, is there a problem?

What index would I use to find a report that was conducted for the US Navy?

How do I look for journals on biomedical engineering and ethics?

Do you know where to access "Lecture Notes in Computer Science"?

Methods

1. Manipulated 3 reports from tutor.com
2. Sorted the information based on categories in excel
3. Analyzed questions to determine common themes

Customer AFFILIATION Value: Engineering

Call ID	End Date/Time	Call Res.	Call ID	Rep ID	Held Time	Service Time
call 010171_bocw	2005-04-19 16:33:43	5 tech prob	3000@000.000	ljshank	00:05	11:21
call 010116_merf	2005-04-19 11:23:42	5 tech prob	3000@000.000	jokeyer	02:32	11:01
call 010110_ahdy	2005-04-18 22:58:54	2 specific i	3000@000.000	adawale	00:05	05:51
call 010093_kazb	2005-04-18 17:38:10	5 tech prob	3000@000.000	banest	00:03	16:43
call 010091_wkaf	2005-04-17 20:17:43	4 lib/terr	3000@000.000	kedenter	00:10	09:12
call 010090_uhuf	2005-04-17 17:39:52	3 research	3000@000.000	eeogini	00:14	10:45
call 010089_ahum	2005-04-17 15:18:06	4 lib/terr	3000@000.000	refdesk3	00:23	02:59
call 010043_merf	2005-04-15 14:30:22	4 lib/terr	3000@000.000	eric	01:06	04:32
call 010036_vskk	2005-04-15 13:09:47	3 research	3000@000.000	capetlg	00:12	07:01
call 010033_espj	2005-04-15 12:05:27	2 specific i	3000@000.000	capetlg	00:59	09:19
call 010029_gzsk	2005-04-14 22:20:04	3 research	3000@000.000	minclat	00:09	24:22
call 010024_rzsd	2005-04-14 22:05:28	3 research	3000@000.000	SFord	00:20	17:55
call 010023_gzdy	2005-04-13 23:00:28	3 research	3000@000.000	eeogini	00:13	36:50

Immediate Results

- Updated wording on existing page about standards
- Determined information to include in the general FAQ

Future Actions

- Goals on what guides and handouts to produce will be based on informed decisions
- Monitor regularly so that issues can be communicated immediately
- Use as a tool to provide feedback for graduate students that work for us
- Analyze data from fall semester

