

# IMPROVING A LIBRARY FAQ: Assessment and Reflection of the First Year's Use

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## BACKGROUND

In 2020, the Leonard Lief Library used Springshare's LibAnswers to create a searchable online knowledge base (FAQs) as a complement to virtual reference during the library's pandemic-related closure.

We conducted an assessment after the resource's first year.



## QUESTIONS

1. What type of info are users seeking in FAQs?
2. Are users finding the information they seek?
3. How can the knowledge base be improved?



## METHODS

Conducted content analysis of user queries from the online FAQs site during fall 2020 and spring 2021 to learn about the information users are seeking in the knowledge base.

106 queries were coded into ten categories

Examined the actions taken by users after conducting a search within the FAQs page. Queries that resulted on clicking on a question were considered successful, those that did not were deemed unsuccessful



## FINDINGS

49% success rate,

Top three query categories:



Found unsuccessful queries that had a Q & A pair that would have been a match but were not selected

## CONCLUSIONS

Dominance of queries related to access not surprising due to pandemic closure

Confirmed potential of FAQ as an instructional tool

Prevalence of non-library category suggests perception of academic library as a source of campus information

## PRACTICAL APPLICATIONS

Improve discoverability of individual FAQs by including terminology used by users

Include information about campus resources and services in the library FAQs

Creation of categories will facilitate long-term management of knowledge base - FAQ questions will be assigned to library departments for maintenance based on categories