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 2nd person upon return from the 1st person.

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 Science Hall. Ask for a cafe med at the service center.

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

Q: Hello, I'm 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 7th. To recall the book, enter the title into Antpac (Antpac.REC.JRNL), then open the record at the top of the record. Click on recall/hold button, enter your name, barcode, and PIN.

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 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 of the 2nd person, at Langson 494.824.4976, Science 494.824.2370, or the 1st person, at the Science Library 494.824.6414.
Q: Thank you. You've been very informative.
A: You're welcome! We try to be helpful!

The Txt Transcri pt file does just that: verbatim transcriptions of all text questions and answers over the course of the pilot.

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 or other fun stuff.

Our analysis shows that students used text SMS approximately 60% of the time! Reference type questions!

UCI Libraries TXT Team
Steve, Bob, Becky, Antonette, Brian