

*WHAT I HAVE LEARNED IN MY YEAR OF  
FEEDBACK*



# *ABOUT ME*

- DANIEL ESPARZA
- SENIOR, COMMUNICATION STUDIES
- STUDENT FEEDBACK ASSISTANT
- INTERESTED IN HOW MY MAJOR OF COMMUNICATION STUDIES INFORMS MY APPROACH TO THIS POSITION.



Select feedback to change

# Feedback homepage

Search 1018 results (20267 total)

Action: [dropdown] 0 of 100 selected

ID	LOCATION	DATE	RESPONDED	EMAIL ADDRESS	USER FEEDBACK
35416	DL	March 21, 2024, 11:36 a.m.	<span style="color: red;">●</span>	[redacted]	Good day! My name is Hermione Harrington! Are you looking for contributors to write for your website right now? If so, I'd love to send some good-quality content your way. Please, let me know if you are interested and what conditions I should meet. Many thanks in advance!
35415	metad:c963391	March 21, 2024, 11:20 a.m.	<span style="color: red;">●</span>	[redacted]	I live in a house built in 1979 and found a 15 x 18" print of this photo. It is in reasonably decent condition with a little bit of creasing. Is this any value to an historical society?
35411	PTH	March 20, 2024, 2:54 p.m.	<span style="color: red;">●</span>	[redacted]	Hello, Is it possible to obtain a copy of the feature story, "The Power of Coaching: Sierra Blanca Teachers Go to Austin from Volume 68, #28, Publication #800-400 from March 15, 2024? The Sierra Blanca staff in part of the research project I direct on AIM Coaching, I would love to share a copy with our US Department of Education funders. I am happy to pay a fee. Regards, Colleen Klein Reutebuch, PhD Sr. Project Manager Pronouns: she, her, hers The Meadows Center for Preventing Educational Risk-1912 Speedway 52B 5.110, D4900 Austin, TX 78712 512-971-4076 cell ckleutebuch@austin.utexas.edu
35407	metad:c1529109	March 20, 2024, 11:13 a.m.	<span style="color: red;">●</span>	[redacted]	Question Title: Oral History Interviews with Earle Cabell, 1974. My question revolves around former Dallas Mayor Earle Cabell. Recently released files finally admit that he was a CIA asset before, during and after the JFK assassination. However, the records DO NOT elaborate. He was an asset, there was a secrecy oath, and 201 file sheet. Where's the beef? Obviously there are missing records. Do you know of any other files or records that actually speak to what he was doing for or speaking to the CIA about? There had to be related files, if not classified or destroyed, that explain the nature of this relationship or what information was being discussed. Are we supposed to believe that a president gets assassinated in a city where the mayor is a CIA asset and there's nothing to talk about. That's simply not credible. Are you aware of any available records that explain Mr. Cabell's connection to the CIA and/or the nature of this relationship? Thank you very much! Your efforts are sincerely appreciated. Don
35400	metaph:37902	March 19, 2024, 12:40 p.m.	<span style="color: red;">●</span>	[redacted]	Question Title: [Photograph of McDermott Lay Barge No. 23]: Do you have any photos of divers jumping into the water during offshore construction operations?
35307	PTH	March 6, 2024, 7:35 p.m.	<span style="color: red;">●</span>	[redacted]	I am searching for an article printed 1873 or 1874. The article was about a Boy Name George Weaver who had shot a black boy over some hogs in Cherokee county Texas. I located it once in 2 different versions. One just said a white bay shoots black boy over hogs, the other mention each person name. George Weaver was my GGF. Any help or tips would be helpful.
35286	PTH	March 4, 2024, 11:30 a.m.	<span style="color: red;">●</span>	[redacted]	Do you have information of when James Riley was a diplomat to the Republic of Texas Legation to Washington?
35281	PTH	March 4, 2024, 12:48 a.m.	<span style="color: red;">●</span>	[redacted]	Jim Wells County is not in the search for the Texas history.
35272	PTH	March 1, 2024, 5:51 p.m.	<span style="color: red;">●</span>	[redacted]	My name is Rodney McGraw from Ennis, TX. I want to collect all of the articles that have been written about me in the Ennis Daily News. The first article was written in the 1970s. How can this be done?
35270	PTH	March 1, 2024, 2:39 p.m.	<span style="color: red;">●</span>	[redacted]	How can I find out what Pardon and parole has decided
35233	PTH	Feb. 27, 2024, 8:03 p.m.	<span style="color: red;">●</span>	[redacted]	Good evening - Trying to find any ad, story or photos of my uncles business: * Name - Fielders Welding & Backhoe Service * Owner - TE Fielder * Mailing address - 123 Wine Street, Gainesville, Texas * Shop Location - E. Hwy 82, Gainesville, Texas * Shop Phone- 665-6741. Res

### FILTER

1 By site

- All
- digital.library.ut.edu
- gateway.okhistory.org
- teahistory.ut.edu

1 By feedback category

- All
- Caption Request
- Correction
- Genealogy Question
- General Question
- High Resolution Copy
- Licensing and Permissions
- Open
- Suggested Location
- Technical Issue

1 By Status

- All
- Answered
- In Progress
- Unanswered

1 By Date

- Any date
- Today
- Past 7 days
- This month
- This year

1 By respondent

- All



## The Portal to Texas History

Search 2,068,103 items from 487 partners across Texas.

Any Type Search

Sample Searches: "Brenham Daily Banner" "Breckenridge American" "El Paso Morning Times" "Houston Post" "Stephen F. Austin"

A gateway to rare, historical, and primary source materials from or about Texas.

- About the Portal
- Search
- Explore by
- Take a Tour
- Donate

Subscribe

Share

# DAILY ROUTINE

University Libraries  
**UNT Digital Library**  
 HOME COLLECTIONS PARTNERS TITLES LOCATIONS TYPES DATES ABOUT TOUR CONTACT US

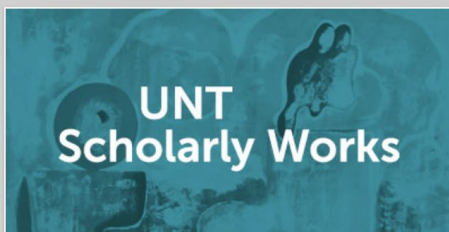
Search 1,028,228 items from 38 partners at UNT.

Any Type Search

Our creativity. Our scholarship. Our world.

- About the Digital Library
- Search
- Explore by
- Take a Tour

### Featured Collections



## The Gateway to Oklahoma History

Search 1,101,375 items from across Oklahoma.

Any Type Search

A digital portal sharing Oklahoma's rich history and cultural heritage

- About the Gateway
- Search
- Explore by
- Take a Tour



# HOW IT WORKS?

Through **feedback forms** on the Portal and Digital Library, users can submit various types of questions:

- Metadata corrections (filling in gaps within information, location suggestions, etc.)
- Licensing and Permissions (requesting high resolution copies, interested in using an item in publication)
- General reference (looking for obituaries, how to best utilize the repository, trying to find information on a topic)

**Goal:** Through collaborating with avid users and patrons, as well as partners and institutions, we can improve the accuracy of our resource descriptions, ultimately making these resources more accessible.

Contact Us

You Are Here: Home / About / Contact Us / Feedback Form

## FEEDBACK FORM

Have a question about licensing, redactions, copyright, terms of use, or donating materials? The following policies may help.

- [UNT Libraries' Digital Collections Usage and Feedback Policy](#)
- [Collection Development Policy for the UNT Libraries' Digital Collections](#)
- [General Digital Collections Policies \(For U.S. and State of Texas Government Documents\)](#)

**Email Address:**

Please provide an email address in the form of person@domain.com.

**Category:**

General Question

Help us direct your comment by selecting a category.

**Your Comment:**

Question

Title: Amarillo Sunday News-Globe (Amarillo, Tex.), Vol. 18, No. 91, Ed. 1 Sunday, January 30, 1927.

Get in Touch



Questions / Feedback



Report Problems

Change feedback

HISTORY

**I have an original pair of glasses made from the Lee optical company and I'm wondering what they are worth**

**Object id:**

**Email address:**

**User feedback:**

# TASKS

Legit

**Feedback category:**

**Status:**

**Site:**

**Respondent:**

**Respondent comment:**

- Clock in
- Log in to feedback and answer questions as they come in
- Respond directly to the patron or forward the inquiry to the partner/department.

Search Digital Projec

- 14 Texas Fashion Collection
- 15 UNT Press
- 16 Theses and Dissertations and Texas Register
- 17 Usability
- 18 Website Performance
- 19 Non-Newspaper Imaging Problems or Errors
- 20 Mandatory Reporting

### ARTsource questions or metadata corrections

Mark Phillips, [Mark.Phillips@unt.edu](mailto:Mark.Phillips@unt.edu)

Items in this collection were purchased from a vendor an involved with this project at CVAD is now gone.

<https://digital.library.unt.edu/explore/collections/UNTART>.

### Art-related questions [\[edit\]](#)

Texas Fashion Collection ... see below.

Rebecca Barham, [Rebecca.Barham@unt.edu](mailto:Rebecca.Barham@unt.edu)

Items Rebecca might receive questions about: <https://dig>

### Audio-Video Transcripts/Captions [\[edit\]](#)

Creation of captions or changes to existing captions

Mark Phillips, [Mark.Phillips@unt.edu](mailto:Mark.Phillips@unt.edu)

Will Hicks, [Will.Hicks@unt.edu](mailto:Will.Hicks@unt.edu)

### Government Documents [\[edit\]](#)

[govinfo@unt.edu](mailto:govinfo@unt.edu) and [Government.Information.Connector](mailto:Government.Information.Connector)

Items GovDocs might receive questions about: <https://dig>

### Media Library collections [\[edit\]](#)

Steven Guerrero , [steven.guerrero@unt.edu](mailto:steven.guerrero@unt.edu)

Items Steven might receive questions about: <https://digit>

### Music Library metadata corrections and Colleg

Blaine Brubaker, [Blaine.Brubaker@unt.edu](mailto:Blaine.Brubaker@unt.edu)

Items Blaine might receive questions about: <https://digita>

### Music Library reference [\[edit\]](#)

Maristella Feustle, [Maristella.Feustle@unt.edu](mailto:Maristella.Feustle@unt.edu)

### Any newspaper-related or newspaper-partner-

Ana Kraemer, [Ana.Kraemer@unt.edu](mailto:Ana.Kraemer@unt.edu)

<https://texashistory.unt.edu/explore/collections/TDNP/>

### OCR errors or other questions about OCR files

Mark Phillips, [Mark.Phillips@unt.edu](mailto:Mark.Phillips@unt.edu)

## General Rules to Follow [\[edit\]](#)

### Basics [\[edit\]](#)

- When answering, always put, "The Portal to Texas History Feedl the title and in the body of the email somewhere. Explain who yo
- Always paste the feedback somewhere in your email so the user like "You wrote: " and then past their original message.
- If something looks like spam, don't answer it. Obvious spam can Sarah Lynn. If someone is trying to sell something unrelated to tl displayed on the Portal, or has a fishy email address, this is spar explanation why.
- Never say that someone came to the Portal in error, even if they newspaper we host). Instead thank them for visiting, and sugges they are looking for.
- If feedback is hateful or crazy, feel free to ignore it. For a while th were hiding the fact that President Kennedy was a black widow : respond to that. If someone is venting frustration, you may apolo so. Most of the time, when a real human answers them, they are frustrated. If you ignore it, please mark it answered, and enter a '
- Feel free to answer multiple queries in one email if they are from individually.
- If an email returns to you unsent because the email address was Comment in the feedback system for that comment so everyone "Email bounced."
- Review the ALA's Code of Ethics with respect to user privacy an

### Reference Questions [\[edit\]](#)

- Always search the Portal first when someone asks a reference q If you can't find an answer on the Portal, Google it. Try to spend
- If you can't find an answer, try to figure out somewhere that they don't want to tell people we can't help them without offering an a related to their query or a government office that might help. A g (<https://tshaonline.org/handbook/online>). You can also forward especially true if the question is directly related to a partner's iter
- If you find an answer somewhere on the internet, always use a n information so that the user can read the information you found.
- We don't do personal research. When someone asks about gen like, search that name on the Portal in quotations and send them Ancestry.com.

### Requests for Help [\[edit\]](#)

- Remember that the goal is always to teach people how to use th answer a question that relates to finding something on the Portal ([http://texashistory.unt.edu/search/advanced\\_search/](http://texashistory.unt.edu/search/advanced_search/)) and brie

## Portal Feedback Response

### Contents [\[hide\]](#)

- 1 Request for Oral History Transcript or Access
- 2 Request to Buy an Item
- 3 Request for the Value of an Item
- 4 Request to Print an Item
- 5 Request to Zoom an Item
- 6 Request to Correct Metadata
- 7 Request to Obtain Image Rights or High Resolution Copy
- 8 Request for Transcripts or Translations (Non A/V Content)
- 9 Request for Permission - Referral to Partner
- 10 Referral to Another Person in the Libraries
- 11 Response to someone sharing information about an item
- 12 Request for the Value of Stock certificate/Bond
- 13 Request for the Journal of Near Death Studies

# REFERENCE PAGES

### Request for Oral History Transcript or Access [\[edit\]](#)

Dear \_\_\_\_\_,

We received your request for a copy of an oral history from the UNT Oral History Program. Currently, access to digitized transcripts on the UNT Digital Library/Portal to Texas History are restricted to UNT community use. You can request a copy of the oral history you're interested directly from the UNT Oral History Department. Please see <http://oralhistory.unt.edu/our-collection> and <http://oralhistory.unt.edu/faq> for more information.

We hope this helps with your research.

All the best,

### Request to Buy an Item [\[edit\]](#)

Thank you for visiting the Portal to Texas History. We sincerely appreciate your feedback. I am contacting you in regard to your comment (below) about purchasing the object at this URL: [INSERT LINK]. The Portal to Texas History is operated by the University of North Texas Libraries. The Portal to Texas History acts as a digital repository for cultural heritage and historic materials from across the state. As part of our agreement with our over 450 collaborative partners to host these items online, but typically we do not own these items.

You can also download copies of images for personal research or learning. Please see our Guide about how to do this at (<https://texashistory.unt.edu/help/guide/downloading/>)

If you have any other questions or comments, I suggest that you contact the partner that provided this object to be digitized for the Portal. You can find their contact information here: [INSERT LINK] and below.

Contact information

Change feedback

I have an original pair of glasses made from the Lee optical company and I'm wondering what they are worth

Object id:

Email address:

User feedback:



# TASKS

Legit

Feedback category:

Status:

Site:

Respondent:

Respondent comment:

- Lack of feedback?
- Kempner, Collection Icons, Scanning, THC-slide fix, social media posts
- Survey Analyses Assistant – Investigating descriptive practices for potentially harmful cultural heritage materials



## Patricia Fertel Paper Doll Collection



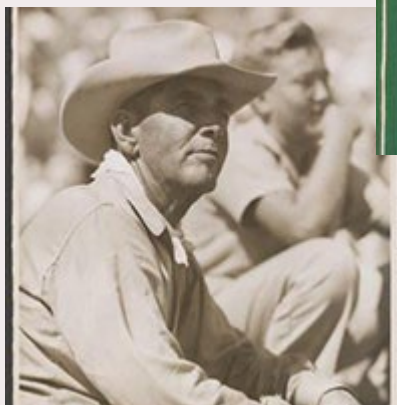
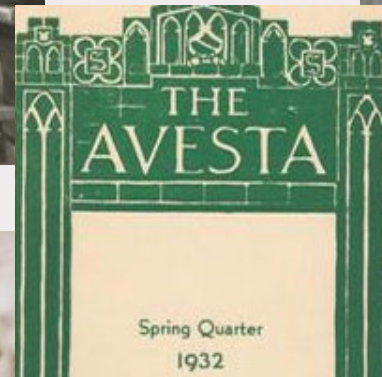
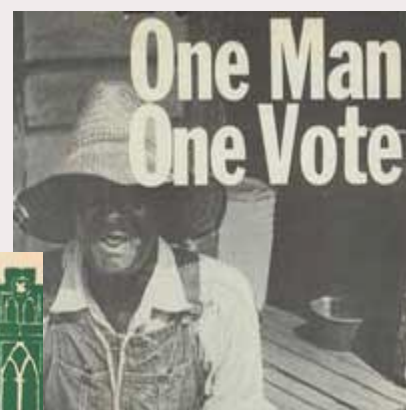
### About the Digital Collection

The Digital Collection includes selections from the Patricia Fertel Paper Doll Collection, including sets of dolls, fashion publications, and various other advertising and relevant materials ranging from the later 1800s to the present day. The materials cover the history of fashion and popular culture and give a glimpse of publications from Europe and the United States.

### About the Physical Collection

The Patricia Fertel Paper Doll Collection contains sets of dolls, fashion publications, and various other advertising and relevant materials ranging from the later 1800s to the present day. The materials cover the history of fashion and popular culture, and give a glimpse of publications from Europe and the United States. There are several wedding themed sets and articles featuring famous brides, sets themed around children and babies, sets and articles featuring foreign styles and language, celebrity sets with additional articles and memorabilia, fashion sets and catalogs with additional fashion plate etchings by Godey, sets of royalty with photographs and articles about them, and a large selection of sets designed by Queen Holden.

The main paper doll publishing groups found in this collection are Saalfield, Artcraft, Whitman, Watkins Strathmore, Dover, Golden, Merrill, Merrimack, and Paper Studio Press. The additional articles and advertisements are spread across newspapers and old catalogs including The New York Times, Life Magazine, The New Yorker, Doll News, McCall's Magazine, Pictorial Review, The Ladies' World, The Woman's Home Companion, and Needlecraft. Major artists found in the collection are Tom Tierney, Peggy Jo Rosamond, Brenda Sneathen Mattox, Sandra "Sandy" Vanderpool, David



## Liquid Paper Corporation Records



The records of the Liquid Paper Corporation and documents from its founder, Bette Graham. Material consists of correspondence; financial documents, literary productions including Letter Perfect, the Liquid Paper Art Collection, and the Liquid Paper Corporation, clippings, and audio recording tapes.

### Additional Resources

Read more about Bette Graham, inventor of Liquid Paper, on the Texas State Historical Association online *Handbook of Texas* here: <https://www.tshaonline.org/handbook/entries/graham-bette-clair-mcmurray>

Search Inside this Collection

Other Search Options ▾

Look In: Full Text ▾

Search





	A
6	ark:/67531/metaph915641
7	ark:/67531/metaph915642
8	ark:/67531/metaph915643
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15	ark:/67531/metaph915650
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24	ark:/67531/metaph915659
25	ark:/67531/metaph915660
26	ark:/67531/metaph915661
27	ark:/67531/metaph915662



*THC SLIDE FIX*

About

- Overview
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- Texas History for Teachers
- Endowment
- Technology
- Policies
- Harmful Content Statement**

- Help
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- Contact Us
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You Are Here: [Home](#) / [About](#) / [Statement on Potentially Harmful Content](#)

## Statement on Potentially Harmful Content

The Portal to Texas History provides access to millions of freely available digitized and born digital items that have been preserved by hundreds of libraries, archives, museums, cultural heritage organizations, and other institutions and private individuals across the State of Texas. These materials, consisting of both primary and secondary sources, originate from many cultures and time periods and bear witness to historical events of interest to both lay and professional researchers.

Due to this variety of sourcing, users should be aware that The Portal to Texas History contains content that they may find objectionable and/or emotionally disturbing. Some of the materials presented on this site contain images of nudity, are of, or related to violence, record graphic events and their aftermaths, or have depictions of individuals who may now be deceased. Written and other media may reflect outdated, biased, offensive, and possibly violent ideologies or contain words and opinions reflective of systemic intolerances such as classism, racism, sexism, homophobia, religious discrimination, or xenophobia as they manifested at various points in time.

Additionally, the Portal archives a constantly growing collection of government produced documents, research, data, news, and both majority and minority opinionated works from private and public entities on politics, religion, gender, and other topics which are debated in contemporary discourse. The contents of these materials may challenge some individuals' belief systems, elicit shame and/or embarrassment, or be subject to prohibitions by members of certain communities.

Finally, the Portal provides access to thousands of hours of archival video content, and though rare, some footage may contain scenes with periods of strobing or flashing that may affect photosensitive viewers and may not be labeled.

### Frequently Asked Questions

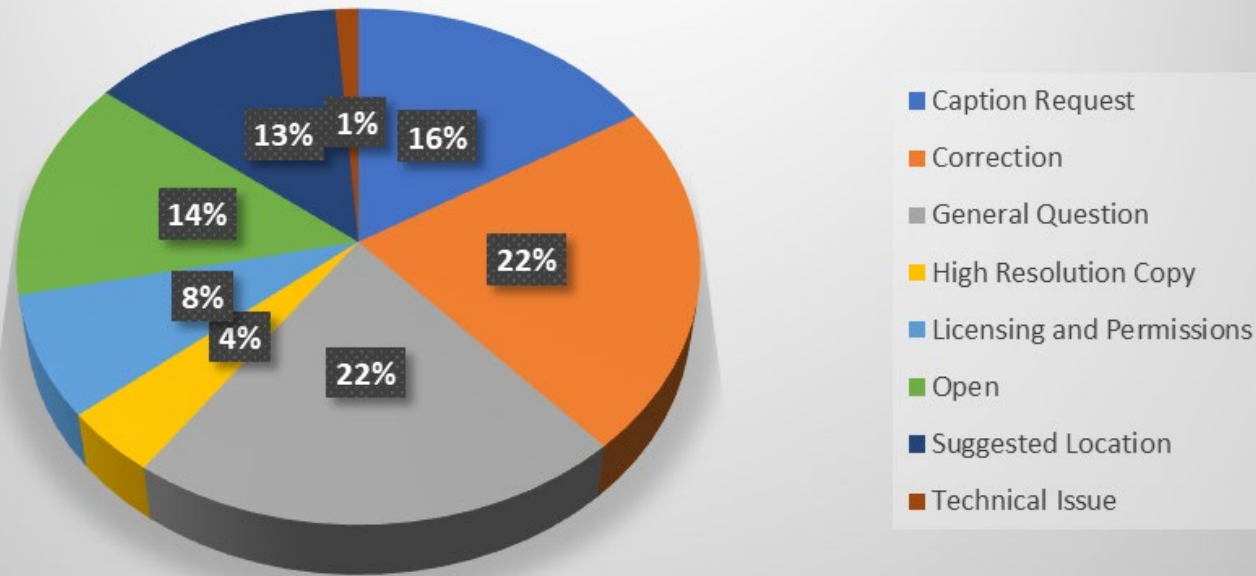
#### Where does this content come from?

The Portal to Texas History provides digital access to materials from hundreds of libraries, archives, museums, and



# *FUN STATS (2023)*

## 2023 Feedback Inquiries Received by Category (texashistory.unt.edu)



- 3665 separate inquiries were submitted across all three repositories
- 2370 across the Portal and DL, 1414 answered by me!
- General reference and correction inquiries were our most popular



# *MOST COMMON INQUIRES*



**Suggested Location:** Users can provide geographical information regarding where an item originated. Easy to confirm, easy to implement.



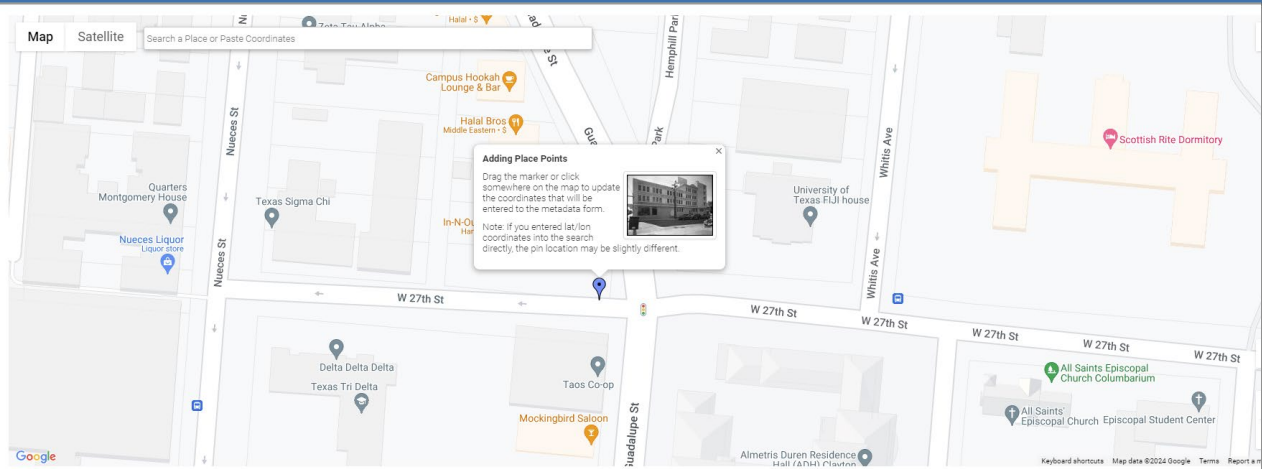
**Correction Inquiries:** We do not know everything and sometimes our records are missing information that users may be knowledgeable in. Its important to confirm the information: whether that be my own web search or contacting the partner to see if they know anything.



**Licensing/Permissions and High-resolution copies:** Users can request licensing for items on the repositories. While we have the digitized items, we do not release high-res scans and permissions without approval from the partner. Slightly difficult, relies heavily on our partners to be active and attentive.

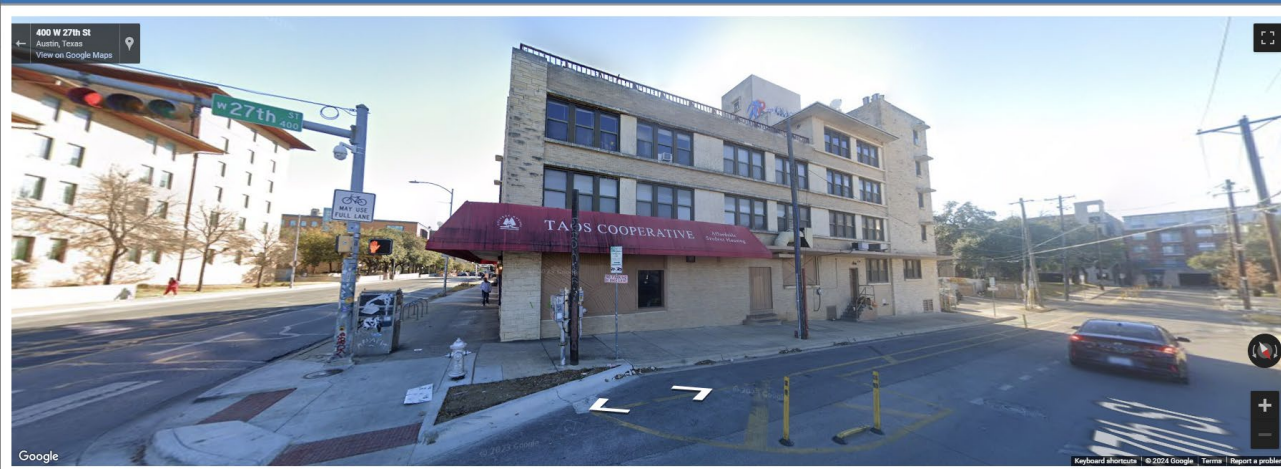


**Research:** Users can send in research inquiries. These questions can be relatively easy to difficult. While we have over 4 million records across the three repositories, that is still very little compared to the world outside of Texas/Oklahoma.



# Suggested Location

Insert Place Point



This value will be entered into the main form when you click "Insert Place Point" below.

Insert Place Point

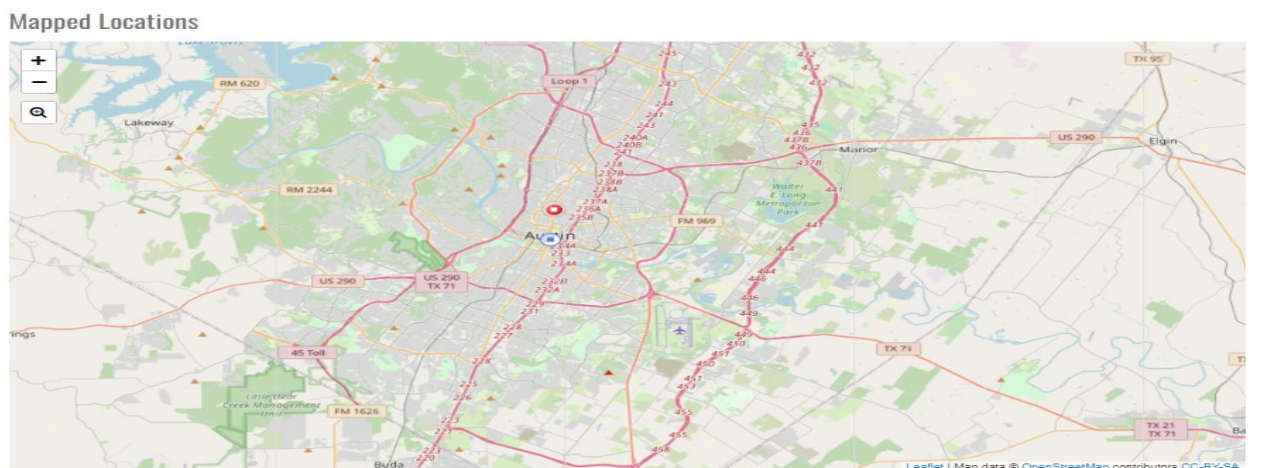
## Where

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

- Place Name**
- United States - Texas - Travis County - Austin
- Coordinates**
- 30.291997, -97.741333

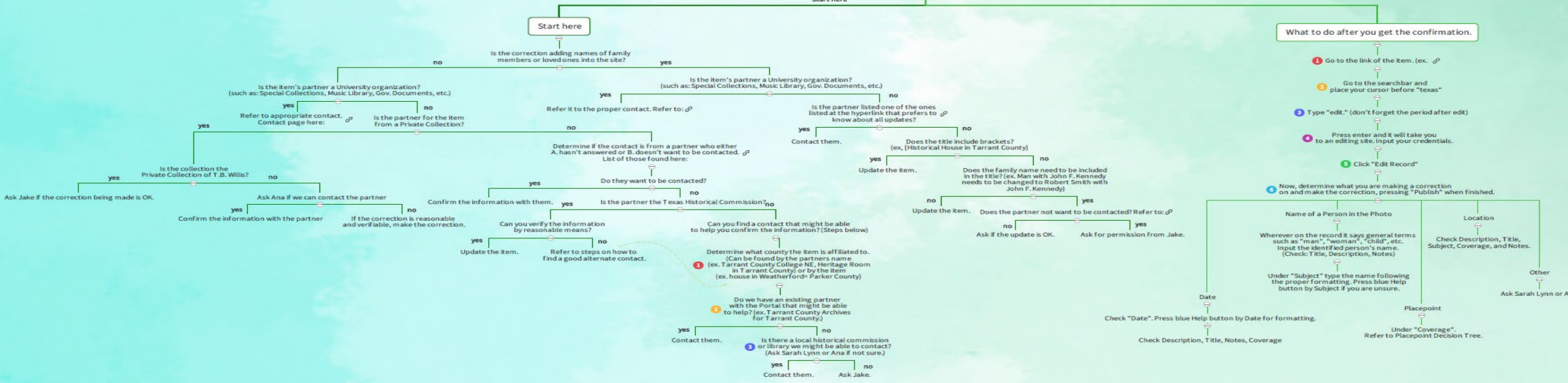
**Map Information**

- Precise coordinates.
- Place Name coordinates. (May be approximate.)
- Repositioning map may be required for optimal printing.

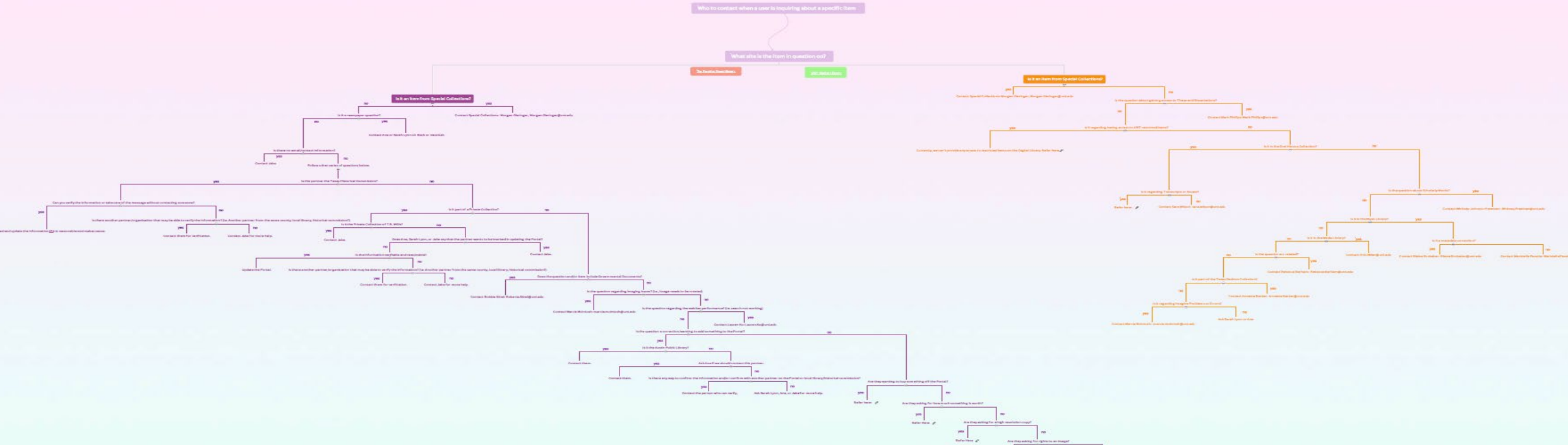




# Corrections

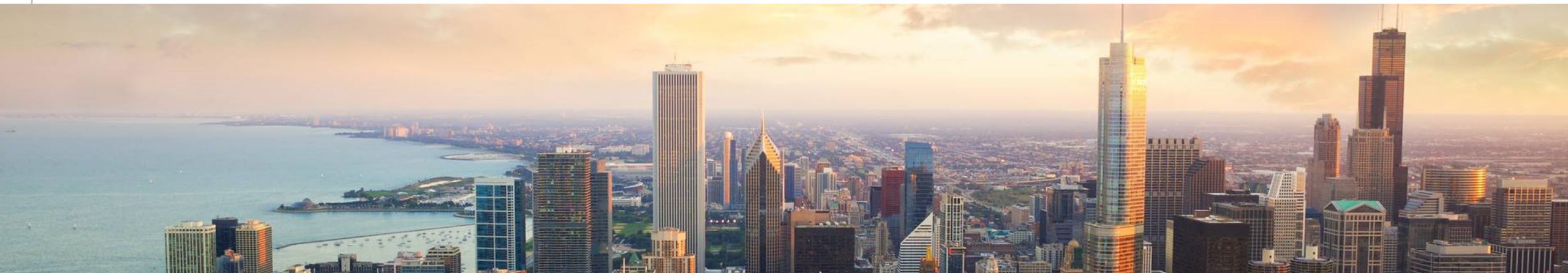


# Decision Trees





# *GENERAL LESSONS*



# *NETWORKING AND COLLABORATION*

**Communication** quickly become an important skill to have.

- Items are provided by **different** collaborative Partners.
- Through practice (and **written documentation**), we begin to see which partner is consistent in their responses (or lack thereof), which partner wants to be notified when a correction is received, as well as how they want information presented once the item is live.
- Managing and controlling records can be seen as an **ongoing**, collaborative process.

While our collections find their origins in Texas/United States, we are in discussion with a **world-wide audience**.

- Mexico
- Philippines
- India
- European countries (France, Germany, England)

Highlights how useful a digital archive is compared to traditional archives. A worldwide audience gives multiple perspectives

Partners who would like to have the information confirmed with them:

Austin Public Library, Austin History Center

Longview Public Library

Midwestern State University

McMurry University

Denton Public Library

Marfa Public Library

Mexic-Arte Museum

Killeen Public Library

Hardin-Simmons University Library?

Deaf Smith County Librar

Dallas Municipal Archives

Austin Presbyterian Theological Seminary

These partners are ones I personally would not recommend contacting:

Tarrant County College NE, Heritage Room

Partners that haven't answered in a considerable amount of time:

Eules Public Library

Palestine Public Library

Danish Heritage Preservation Society

Lee College

Marshall Public Library

Star of the Republic Museum

Texas Historical Commission

We try to keep documentation of which partners are actively responding to us and which don't.



# LANGUAGE

Language and word choice are important.

- Feedback is primarily received and handled through email.
- With no access to nonverbal cues (facial expression, tone), there is an emphasis on **diction**.
  - Inquiry vs. comment

As members of library sciences, we are **active participants** in a broader institution that has origins rooted in colonialism, racism, and overall problematic beginnings. It is our job to **cultivate a safe and approachable space** for everyone.

Hello,  
Thank you for contacting the Portal to Texas History. We have received the following inquiry from you regarding this item:

You wrote:

*Begin actual response...*

I hope this information is helpful. If you have any more questions, please don't hesitate on reaching out to The Portal to Texas History!

Have a great day,


Daniel Esparza  
Feedback Assistant  
Digital Libraries  
UNT Libraries  
<https://texashistory.unt.edu/>  
<https://digital.library.unt.edu/>


- Metadata/record descriptions shape how an item is understood
- While working with the metadata aspect side is something I rarely do compared to others (not as extensive), language/word choice still play a vital part in user experience.
- In that moment, I represent UNT as an institution, what I say, how I say, and how I treat the patron reflects that. No one wants to feel disrespected, unwanted, or like a burden.

# *CLOSING THOUGHTS*

- Rhetoric and representation
- As I finish up with my undergraduate studies, I begin to think that much of what makes up rhetoric and communication derives from the language and symbols used in archives/repositories.
- We should be mindful of how we interact with these items; I think we can acknowledge their complex and messy histories while still seeing them as useful for the future.

**Get in Touch**

 [Questions / Feedback](#)

 [Report Problems](#)

# *THANK YOU*



Daniel Esparza  
Feedback Assistant

[North Texas Review, \[Issue 23\], 2023 - Page 109 - UNT Digital Library](#)

[Search Results - - 51 Results - UNT Digital Library](#)