

What would dictionary users like to know about a dictionary they use?

Was wollen Wörterbuchbenutzer über das Wörterbuch wissen, das sie benutzen?

Carole Tiberius & Frank Landsbergen
Institute of Dutch Lexicology

Do users want to know anything about their dictionary?

- YES
- NO
- MAYBE

Do users want to know anything about their dictionary?

- YES
- NO
- MAYBE

Why?

- Service desk (INL)
- Consultation of help files (ANW)
- Consultation of 'about the dictionary' pages (ANW)
- Consultation of 'frequently asked questions' (GTB)

What would users like to know?

Investigate by:

- Frequently Asked Questions
- ...???

Some questions often asked by users of *OED Online*

- [How can I best contribute to the dictionary?](#)
- [Why are there no *OED* entries for people, places, or events?](#)
- [Why does the *OED* spell verbs such as organize and recognize in this way?](#)
- [How should I cite the *OED Online*?](#)
- [Why does the *OED* hyphenate some compounds and not others?](#)
- [Why are there no recent illustrative quotations for many words in common use?](#)
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What methods can be used to inform the user?

- ❑ **Online tour**
 - ❑ Oxford English Dictionary ([link](#))
 - ❑ Grammis
- ❑ **Teaching ([link](#))**
 - ❑ OED exercises for students
 - ❑ YouTube films
- ❑ **Language games**
 - ❑ Het Verloren Woord ([link](#))
- ❑ **Interactive component**

Vind Het Verloren Woord

HOME

DE OPLOSSINGEN

EPILOOG

OVER HET INL

Het spel is gespeeld

Stuur door     Email 

Het spel is gespeeld en de winnaar is bekend. Gedurende zes weken hebben wij je hopelijk vermaakt met een taalspel waarmee wij je via onze **woordenboeken** een reis door de tijd lieten maken. Op deze site blikken wij terug op het spel HET VERLOREN WOORD.

In alle ronden vroegen onze deelnemers – soms om zeker van hun zaak te zijn, maar soms ook uit wanhoop – of wij de antwoorden op de aanwijzingen prijs wilden geven. Daarmee hebben wij gewacht tot het spel echt gespeeld was. Hier zijn ze dan eindelijk: de **oplossingen**, die vaak veel simpeler zijn dan menigeen gedacht zal hebben...



Martine Tanghe en Mieke van der Weij leggen het spel uit.



De epiloog

Onder het tabblad Epiloog kun je allerlei wetenswaardigheden lezen over het spel HET VERLOREN WOORD.

Wat stuurden de deelnemers aan oplossingen op? Wat vonden zij van het spel? Wie maakten en begeleidden het spel? En nog veel meer bijzonderheden.

[Lees meer...](#)

De winnaar



HET VERLOREN WOORD is gevonden!
De iPad is gewonnen door Wim Ykema. Gefeliciteerd!

[Lees meer over de uitslag](#)

How successful are these?

Possible 'success' parameters:

- Fewer problem reports
- Frequency
- ...

Discussion topics

- Alternative ways to inform users
- Measuring success
- User interaction experiences
- ...

Thank you and see you in Arbeitsgruppe II

Outcome Arbeitsgruppe II

- *What would dictionary users like to know about a dictionary they use?*

YES

- Barriers: free, login, search engine ranking
- Technical questions: browser issues
- Satisfaction: does it answer my question? Am I happy with the answer?

NO(T REALLY)

- *Metalexicographical information (exception: how does a word get in the dictionary)*

MAYBE

- *Reliability of the dictionary*

Methods

- *Lexicotainment as a way to inform users on what we think they should know*