1. **Review and Discussion of Charge**

The working group is charged with the task of identifying user needs and expectations for library discovery. “Discovery,” broadly stated, refers to ways in which users find and access library collections. As the volume and variety of content acquired by the library continues to proliferate, the need to provide a simple, intuitive point of access has become paramount. Accordingly, the goals of the working group are to:

- Analyze and understand user needs and expectations (especially those expressed in the 2016 LibQual survey)
- Review peer and aspirant websites to identify best practices
- Evaluate and make recommendations for improving RUL’s current system architecture

It was noted that “discovery” is a broad concept that involves many interrelated parts including the Libraries’ website, catalog, subscription databases, knowledge base, and link resolver. Accordingly, Cabinet has suggested two starting priorities:

1. The need for a single search interface for locating eBooks regardless of provider
2. The need to improve the functionality of the link resolver

Several questions arose during discussion:

- **Are we discarding our previous discovery implementation plan and starting from scratch?**
  It was noted that the Rutgers Libraries’ do not currently offer a bona fide discovery layer, but there were plans to create one using VuFind. The original plan was to have a phased implementation of VuFind that would eventually include its integration with EBSCO Discovery Service. Are those plans now being aborted?

- **Is the group’s function merely to define user needs or to work on improving our existing infrastructure?**
  It was suggested that the group focus on defining the ideal user experience rather than the day-to-day operations of existing systems. However, the starting priorities seem to suggest at least some work to improve existing products. Furthermore, it may be difficult for the group to make useful recommendations without understanding how our existing systems function.

- **What is this group’s relationship to existing groups that work on aspects of discovery (LCC, VuFind Implementation Team, Web Board, etc.)?**
  The Libraries’ current discovery environment is made up of a variety of interconnected systems whose operations are governed by other working groups. Decisions made by
one group can often have an impact on the work of the others. How will this group communicate or coordinate its efforts with related groups?

2. **Approach to the Work**
The following goals were suggested as starting points for the group’s work:

- **Literature Review**
  All members of the group should seek to familiarize themselves with the current state of the art of library discovery. Several useful studies and reports were mentioned during discussion and will be shared through the group’s Sakai site. Anyone from the group may post additional readings there.

- **Background Presentation**
  All members should have a basic understanding of our current discovery environment and the history of its development. The next meeting will include a presentation of the various library systems that comprise discovery and how they function.

- **User Comments**
  Members of the group will review and code user comments from the 2016 LibQual survey in order to better understand user pain points within the discovery process and develop a prioritized list of problem areas that need to be addressed. A document containing the comments and coding instructions will be placed on Sakai. Coding is expected to be completed by September 15th. Topic assignments are as follows:

  - Search: Chad & Bobbi
  - Online Catalog: Stephanie & Rebecca
  - Website: Ela & Yingting
  - Interlibrary Loan: Vibiana & Christie
  - Resources: Judy

3. **Progress Reports and Updates**
An interim progress report of the group’s activities is due to Cabinet by the end of October. The nature of that report will depend on what the group can accomplish in the next two months.

4. **Future Meeting Dates**
The working group’s next three meeting dates will be:

  - August 30th 2pm-4pm
  - September 15th 2pm-4pm
  - October 6th 2pm-4pm

Future meetings will be held on the first Thursday of every month from 2pm to 4pm.

Meeting was adjourned at 3:45pm
Submitted by Joseph Deodato