

Discovery Working Group Meeting

University Librarian's Conference Room

Friday, October 21, 2016

10:00am – 1:00pm

Present: Stephanie Bartz, Judy Cohn, Joseph Deodato, Rebecca Gardner, Christie Lutz, Rhonda Marker, Chad Mills, Gracemary Smulewitz, Ela Sosnowska, Yingting Zhang

Excused: Vibiana Cvetkovic, Bobbie Tipton

1. LibQual Comment Analysis

The team reviewed and approved the final report on the LibQual comment analysis. The report, entitled *User Perceptions of Library Resource Discovery*, summarizes the top three user complaints related to search, the library website, the online catalog, and interlibrary loan.

2. Goals Discussion

Drawing on the findings of the comment analysis, the team drafted a list of potential goals. Goals were ranked on a scale of 1 to 3 based on priority. The two goals already assigned to the group by Cabinet were given highest priority. Future meetings will be devoted to outlining user requirements in these areas and recommendations for improving service. Experts throughout RUL will be consulted as needed.

| Goal | Priority |
|-------------------------------------------------------------------------------------------|----------|
| Improve the functionality of the library's link resolver/access to full text | 1 |
| Provide a single point of access to ebooks regardless of provider | 1 |
| Investigate options for developing a unified discovery platform | 2 |
| Revisit the design of the library search tabs (labels, search options, and functionality) | 2 |
| Streamline remote access to licensed resources | 3 |
| Improve access to library databases/revise database descriptions | 3 |

Some of the issues raised by the comment analysis were either deemed beyond the scope of the working group or already under active investigation by other committees. The group identified three additional "goals" to be referred to other units within the library.

| Goal | Refer To |
|-----------------------------------------------------------------------------------|----------------------|
| Improve information architecture of library website | Shared User Services |
| Improve relevance ranking in the library catalog | LCC/VuFind |
| Improve display of item holdings, status, and availability in the library catalog | LCC/VuFind |

3. Communications

In order to keep RUL apprised of the group's progress, the team agreed to:

- Create a committee page for the working group
- Post meeting minutes to the staff website
- Distribute the report on the LibQual comment analysis to the RUL listserv
- Submit a brief progress report to Cabinet

4. Meeting Schedule

The chair of the working group will be on sabbatical beginning in January. In order to get as much as possible completed before then, the group agreed to schedule additional meetings. A poll will be distributed to determine availability.

5. Next Meeting

The next meeting will be held November 3rd at 2pm in the University Librarian's Conference Room. The agenda will include a discussion of current limitations of the library link resolver and potential solutions for improving access to full text.

Meeting was adjourned at 1:00pm

Submitted by Joseph Deodato