

Discovery Working Group Meeting

University Librarian's Conference Room

Thursday, November 3, 2016

2:00pm – 5:00pm

Present: Stephanie Bartz, Judy Cohn, Vibiana Cvetkovic, Joseph Deodato, Rebecca Gardner, Christie Lutz, Rhonda Marker, Chad Mills, Ela Sosnowska, Bobbie Tipton, Yingting Zhang

Excused: Gracemary Smulewitz

1. Intro to Link Resolvers and Full Text Linking

Deodato gave a brief overview of link resolvers, their limitations, and alternative methods of linking to full text within EDS.

What is a link resolver?

- A link resolver checks a citation found in a database (source) against local library holdings (knowledge base) and returns a menu of access options (targets) that may include links to electronic full text, the library catalog, and interlibrary loan
- Link resolvers are based on the openURL standard, a standardized format for encoding a description of a resource within a URL
- OpenURL was created to solve the “appropriate copy” problem. Since a resource could be available from a number of different providers, the role of the link resolver is to direct the user to a copy that they are allowed to access.

How do link resolvers work?

- A user searches a source database and identifies an item they would like to access
- The user clicks the link resolver button embedded within the item record
- The source database passes an openURL containing item metadata to the link resolver server
- The link resolver checks the library's knowledge base to determine local availability
- The link resolver returns a menu of targets or options for accessing the item
- Note: Our link resolver is configured to take the user directly to full text when available

Common limitations

- OpenURL is a fragile ecosystem -- metadata from source, knowledgebase, and target must match exactly; failure rate is as high as 30%
- Link resolvers work best with articles but don't always perform well with books, media, conference papers, pre-prints, etc.
- Link resolvers are only helpful for users that begin their search within a library resource but a large percentage of users discover content elsewhere

Full text linking in EDS

- In addition to the library's link resolver, EDS offers several other methods of linking to full text

Link Type	Label	Description
Smartlinks	PDF/HTML Full Text	Links to full text available in any EBSCO database
Smartlinks+	Linked Full Text	Links to full text available from journals ordered via EBSCO
Customlinks	View Record from x	EBSCO-managed links to full text on partner platforms

2. Link Resolver Problems and Solutions

The team discussed common problems related to the link resolver and full text linking and proposed possible solutions. Some problems had more than one possible solution and each solution was accompanied by a list of potential concerns. The group also identified other library units or stakeholders who could be consulted for feedback on these issues. User feedback will also be sought where appropriate.

Problems	Solutions	Concerns	Consultants
Any result other than electronic full text is perceived as a failure; even if an item is available in print, most users would likely request a digital copy	<p>1) Eliminate catalog lookup from link resolver; present user with only two options: full text or ILL</p> <p>2) Reorder options on link resolver menu placing the catalog last</p> <p>3) Investigate feasibility of delivering different results based on presence of an ISBN or ISSN (related to concern 1b)</p>	<p>1a) May increase ILL workload</p> <p>1b) Users interested in print holdings would have to search the catalog separately</p> <p>1b) Non-article content may be difficult to find if catalog option is removed</p> <p>2) None</p> <p>3) Not all records have an ISBN/ISSN</p>	CSRS/ILL, EBSCO
Catalog lookup is not always reliable; searches return false positives (titles w/ common words), false negatives (no/different ISSN in catalog record), and do not account for issue level holdings.	<p>1) Eliminate catalog lookup from link resolver; present user with only two options: full text or ILL</p> <p>2) Include print and eISSNs on all serial records</p> <p>3) Add print holdings to HLM to provide more reliable matching (down to the issue level)</p>	<p>1) See 1b, 1b, and 1c above</p> <p>2) Requires retroactive change to catalog records</p> <p>3) Requires us to maintain multiple instances of our serial holdings which may lead to duplicated effort and increased opportunities for error</p>	IIS, Cataloging
Some full text providers (Westlaw, Factiva, Newsbank) do not provide reliable item level linking	Prioritize full text providers in link resolver settings according to reliability	<p>1a) Need to develop ranking criteria</p> <p>1b) May require additional training</p>	CSRS/Serials, EBSCO

Some full text providers (Oxford, Sage, Taylor & Francis) are not compatible with link resolver iframe	Known issue already reported to EBSCO; request status update	EBSCO cannot force other vendors to play nice with its products	CSRS/Serials, EBSCO
Link resolvers are not perfect and fail for a variety of reasons	Reduce dependence on link resolver by maximizing the availability of full text in EDS through Customlinks and Smartlinks+	Increases reliance on EBSCO's journal subscription management service	CSRS/Serials
Users are primarily interested in content that can be immediately accessed online and consider results that only provide abstracts a "waste of time"	Limit EDS results to full text by default with option to view all results if desired	Privileges convenience over relevance	USC/Library Directors
Users are confused by the different kinds of labels used in EDS to describe full text links (PDF Full Text, Linked Full Text, Full Text from Newsbank, View Record in DOAJ)	Investigate the feasibility of standardizing labels and icons for full text links in EDS (but retain alt text for troubleshooting purposes)	Uniform labels may make it more difficult to troubleshoot broken links	CSRS/Serials, EBSCO

One other issue that was raised involved the login page that users see when requesting an ILL via Get it @ R. In essence, users are directed to proxy login rather than an ILLiad login page. The group agreed that the page title ("Logging into the proxy") and heading ("Accessing library databases and electronic resources") do not actually describe the activity that the user is being asked to perform and may lead to confusion. The group agreed that the text on this page should match as much as possible the text on the ILLiad login page ("Accessing Interlibrary Loan and Article Delivery Services"). Deodato offered to follow up with Dave Hoover to determine if this would be feasible.

3. Next Meeting

The next meeting will be held November 14th at 10am in the University Librarian's Conference Room. The agenda will include continued discussion of link resolver problems and solutions. Outside expertise will be required in order to move the discussion forward. Cohn and Marker will determine who should be consulted and/or invited to the next meeting.

Meeting was adjourned at 5:00pm
Submitted by Joseph Deodato