

Discovery Working Group Meeting

University Librarian's Conference Room

Monday, November 14, 2016

10:00am – 1:00pm

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

Excused: Christie Lutz

1. Link Resolver Problems and Solutions

The team continued its discussion of link resolver problems and solutions. Representatives from units listed under "Consultants" will be invited to review and provide feedback before recommendations are finalized.

1	Any result other than electronic full text is perceived as a failure; even if an item is available in print, most users prefer to request a digital copy
Preferred solution <ul style="list-style-type: none">• Eliminate catalog from link resolver; present user with only two options: full text or request; allow users to get items delivered faster using reprints desk	
Concerns <ul style="list-style-type: none">• Impact of eliminating catalog lookup on ILL workflow/workload• Users interested in print holdings would have to search the catalog separately• Non-article content (less likely to be available online) may become more difficult to find• Cost of allowing users direct access to reprints desk	
Alternate solution <ul style="list-style-type: none">• Reorder options on link resolver menu by placing the catalog last	
Concerns <ul style="list-style-type: none">• None	
Consultants <ul style="list-style-type: none">• CSRS/ILL	

2	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
Preferred solution <ul style="list-style-type: none">• See #1	
Concerns	

<ul style="list-style-type: none"> • See #1
<p>Alternate solution</p> <ul style="list-style-type: none"> • Include print and eISSNs on all serial records; add print holdings to HLM to provide more reliable matching (down to the issue level) <p>Concerns</p> <ul style="list-style-type: none"> • Requires retroactive changes to a large number of catalog records • Requires maintaining multiple instances of serial holdings which may lead to duplicated effort and increased opportunities for error
<p>Consultants</p> <ul style="list-style-type: none"> • IIS • Cataloging

3	<p>Some full text providers (Westlaw, Factiva, Newsbank) do not provide reliable item level linking</p>
<p>Solution</p> <ul style="list-style-type: none"> • Rank full text providers according to preference based on link depth, reliability, and format (see sample ranking scale on Sakai) <p>Concerns</p> <ul style="list-style-type: none"> • Feasibility of collecting and maintaining the required information for all full text providers 	
<p>Consultants</p> <ul style="list-style-type: none"> • CSRS/Serials 	

4	<p>Some full text providers (Oxford, Sage, Taylor & Francis) are not compatible with link resolver iframe</p>
<p>Solution</p> <ul style="list-style-type: none"> • Awaiting status update on this issue from EBSCO <p>Concerns</p> <ul style="list-style-type: none"> • EBSCO cannot force other vendors to play nice with its products 	
<p>Consultants</p> <ul style="list-style-type: none"> • EBSCO 	

5	Link resolvers are imperfect and fail for a variety of reasons
<p>Solution (EDS ONLY)</p> <ul style="list-style-type: none"> • Reduce dependence on link resolver in EDS by maximizing the availability of full text through Customlinks and Smartlinks+ <p>Concerns</p> <ul style="list-style-type: none"> • Only applicable to EDS • Increases reliance on EBSCO's journal subscription management service 	
<p>Consultants</p> <ul style="list-style-type: none"> • CSRS/Serials 	

6	Users are primarily interested in content that can be immediately accessed online and consider results that only provide abstracts a "waste of time"
<p>Solution (EDS ONLY)</p> <ul style="list-style-type: none"> • Limit EDS results to full text by default with option to view all results if desired <p>Concerns</p> <ul style="list-style-type: none"> • Only applicable to EDS • Privileges convenience over relevance 	
<p>Consultants</p> <ul style="list-style-type: none"> • USC/Library Directors 	

7	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)
<p>Solution (EDS ONLY)</p> <ul style="list-style-type: none"> • Standardize labels and icons for full text links in EDS; retain alt text for troubleshooting purposes <p>Concerns</p> <ul style="list-style-type: none"> • Only applicable to EDS • Uniform labels may make it more difficult to troubleshoot broken links 	
<p>Consultants</p> <ul style="list-style-type: none"> • CSRS/Serials 	

8	When ILL is accessed via the link resolver, users are directed to a proxy login page containing text that may be confusing because it does not apply to ILL
Preferred Solution <ul style="list-style-type: none"> • Direct users to the ILLiad login page or a page with similar explanatory text 	
Concerns <ul style="list-style-type: none"> • Unsure whether this is technically possible 	
Alternate solution <ul style="list-style-type: none"> • Replace “Accessing library databases and electronic resources” with generic phrase “Login required” • Remove “How do I connect from off-campus?” 	
Concerns <ul style="list-style-type: none"> • Removes any contextual explanation from the proxy login page 	
Consultants <ul style="list-style-type: none"> • CSRS/Serials 	

2. Other Issues

The question was raised as to whether the “Get it @ R” button itself should be redesigned in a way that might better communicate its function. It was suggested that many users are unaware that this is where they should click in order to find full text. Therefore, “Find Full Text” or “Search for full text” might be a more appropriate description. Others suggested that this might raise false expectations since the role of the link resolver is not to deliver full text per se; but suggest access options that may include print or ILL. Furthermore, “text” does not adequately describe all information formats. It was suggested that members of the working group take a look at link resolvers at other institutions for alternative ideas and revisit the discussion at a later time.

3. Next Meeting

The next meeting will be held December 1st at 2pm in the University Librarian’s Conference Room. Representatives from cataloging, serials, interlibrary loan, and library systems will be invited to review the team’s recommendations and provide feedback.

Meeting was adjourned at 1:00pm
Submitted by Joseph Deodato