

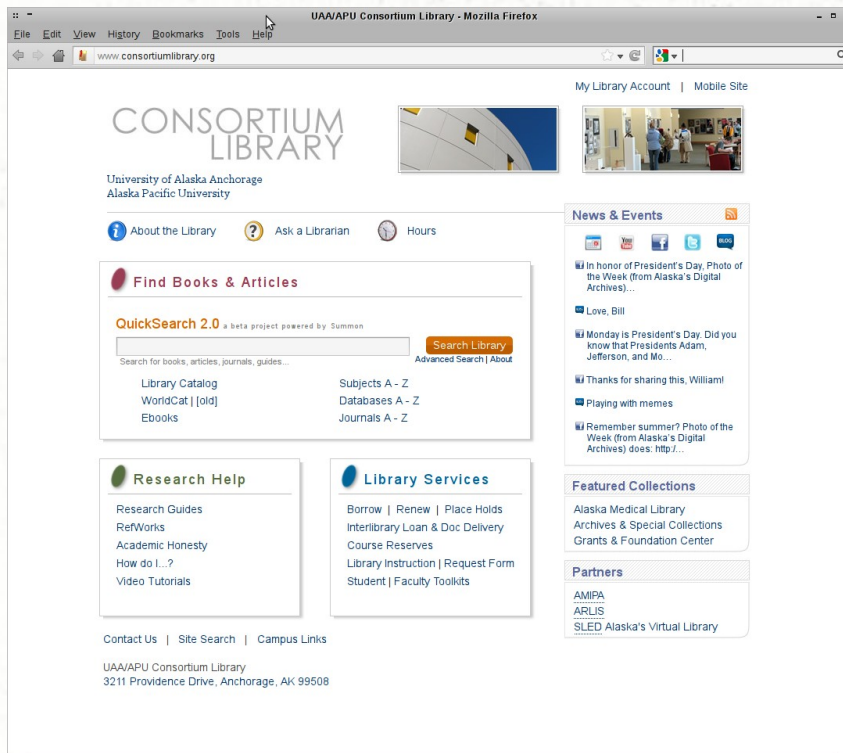
Web Scale Discovery Services

The Promise, The Hype, and The Reality

by Mike Robinson
<http://consortiumlibrary.org/blogs/mcrobinson/>

Introduction

In summer 2011 the UAA/APU Consortium Library debuted the Summon Discovery service. This presentation will cover:



- What is Discovery?
- Why Discovery?
- Why Summon?
- Implementation
- Reception

What is Discovery?

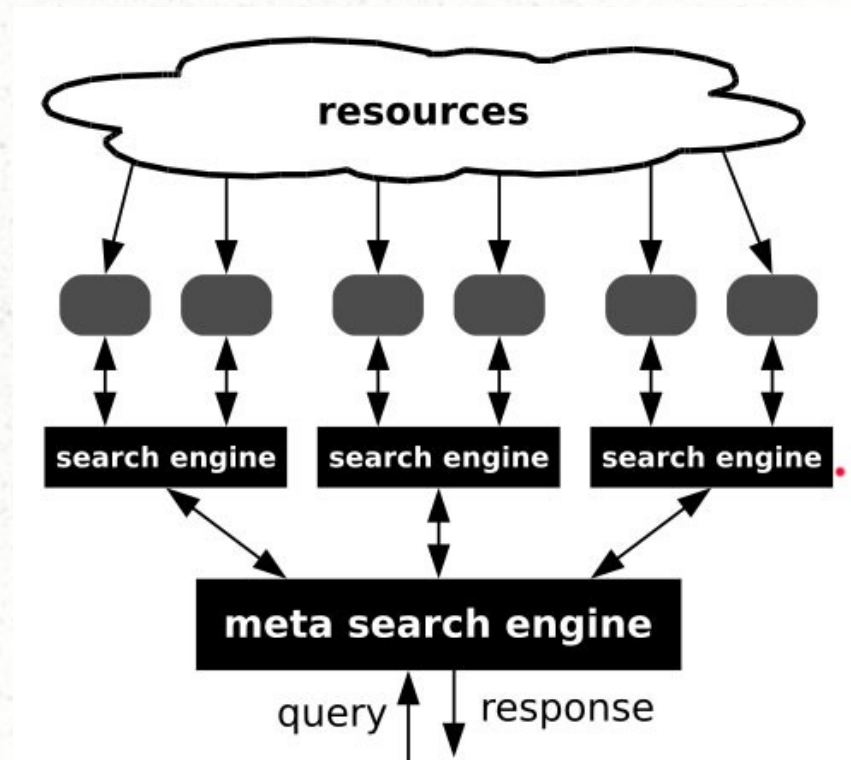
Term used by library vendors to describe a single search box across multiple library resources.

- Single index of harvested content, not cross-database or federated searching
- Can include library catalog, subscription eresources, digital repositories, etc.
- Technology and interface similar to search websites like Google, Amazon, etc.

What is Discovery?

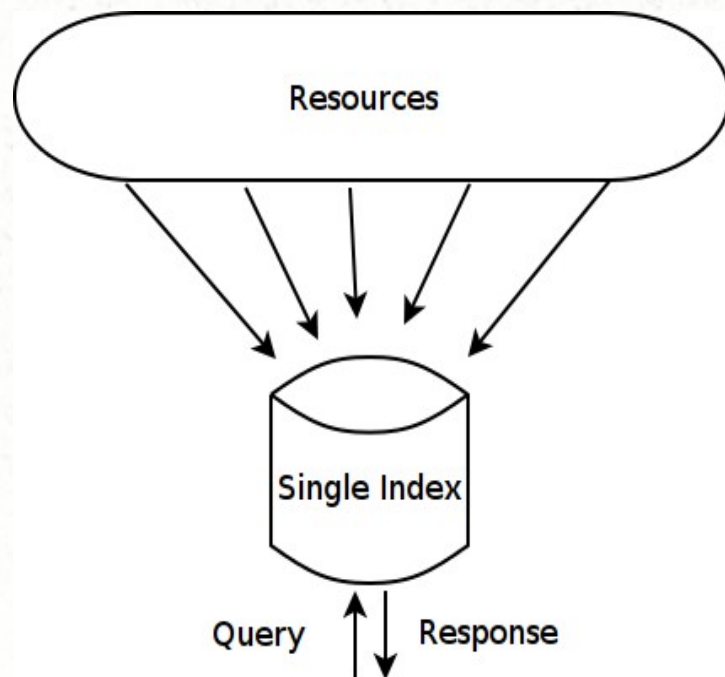
Federated Search

- Speed dependent on underlying engines
- Searches filtered through engines
- Small set of records retrieved from engines



What is Discovery?

Single Index



- Content harvested & indexed from sources
- Fast searches of all metadata & fulltext
- Limits applied across all results

Why Discover?

Explosion of Resources

- +300 databases
- +60 vendors
- +60,000 journals
- +150,000 ebooks



Why Discovery?

- How to organize the explosion?
- Decision based on content type...

 **Find Books**

Library Catalog
WorldCat

More »

 **Find Articles**

by Subject by Database
by Journal by Citation

QuickSearch »
What is this?


Why Discovery?

- And then more decisions...

Find Books

Library Catalog

[more options](#)
Find material in the Consortium Library and other libraries in Anchorage and Southcentral Alaska.

 Add the library catalog to your iGoogle.

[Alaska Library Catalogs](#)

Links to catalogs of other libraries in Alaska.

[Ebooks](#)

Locate ebooks in library subscriptions and free collections.

[Listen Alaska](#)

Download digital audiobooks to your personal computer.

[New Titles List](#)

Recently acquired titles at the Consortium Library.

[Textbooks](#)

Need help acquiring textbooks for your courses? We've developed a guide to help you.

[WorldCat \(Newer version\)](#)

Search library collections worldwide.

[WorldCat \(Older version\)](#)

Search library collections worldwide.

Find Articles

[by Subject](#)

[by Database](#)

[by Journal](#)

[by Citation](#)

Academic Search Premier

[more options](#)

Full-text articles for many topics. A great place to start your research!!

Research Guides ✱

A new service developed by your friendly librarians to share knowledge and promote information resources in a more interactive way. Know what we know!

- | | | |
|---|--|--|
| ◦ Agriculture | ◦ Environmental Studies | ◦ Nursing / Medicine |
| ◦ Alaska | ◦ Geography | ◦ Philosophy |
| ◦ Anthropology | ◦ Geology | ◦ Physics / Astronomy |
| ◦ Art | ◦ Government Information | ◦ Polar Regions |
| ◦ Aviation Technology | ◦ Grants / Foundations | ◦ Political Science |
| ◦ Biography | ◦ Health Sciences | ◦ Psychology |
| ◦ Biological Sciences | ◦ History | ◦ Public Administration |
| ◦ Business | ◦ Journalism / Public Communications | ◦ Reference Resources |
| ◦ Chemistry | ◦ Justice / Criminology | ◦ Religion |
| ◦ Communication / Speech | ◦ Languages | ◦ Social Work |
| ◦ Computer Science | ◦ Law | ◦ Sociology |
| ◦ Creative Writing | ◦ Logistics | ◦ Statistics |
| ◦ Culinary Arts / Dietetics | ◦ Mathematics / Applied Statistics | ◦ Technology |
| ◦ Economics | ◦ Multidisciplinary | ◦ Theater / Dance |
| ◦ Education | ◦ Music | ◦ Trial Databases |
| ◦ Engineering / Geomatics | ◦ Newspapers | ◦ Women / Gender Studies |
| ◦ English Literature / Language | | |

Why Discovery?

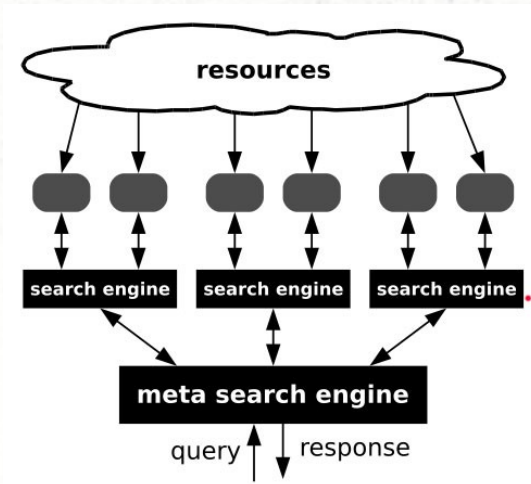
- Over 200 databases and dozens of interfaces



- Imagine a different OPAC for each publisher in the print collection

Why Discovery?

- Students were frustrated
- They wanted a Google-like search box
- Faculty cited lack of metasearch as a hindrance



- So we implemented federated search in 2008
- It did not solve the problem :-)

Why Summon?

- Fall 2010 began to look at discovery services
- Narrowed to 3 products with journal coverage



Why Summon?

Evaluation Team

- Matrix of product information
- Demos for staff & survey
- Quick hands-on with students

Criteria

- Content coverage
- Search interface & features
- Price

Why Summon?

- WorldCat lacked journal coverage
- EDS & Summon equivalent in coverage
- EDS & Summon similar in pricing
- Both products looked good...
- But Summon more promising features



Why Summon?

Summon Features

- Search our library collection (+180M items) or entire Summon index (+600M items)
- Anyone can search from off campus, only login when retrieving subscription content
- Durable URLs, RSS feeds, no session time outs
- Database recommender, Lib Guides
- Discipline facets coming soon
- Full-text indexing for some titles in catalog

Implementation

Our implementation packet from Serial Solutions started with the phrase “Welcome to the dream..” and said we would be up in six weeks. We went live after 4 months in May 2011.

What Worked

- Already had link resolver with vendor
- Packages easy to turn on in Summon
- Importing records from library catalog

Problems

- Linking through to full-text content
- Knowing exactly what's in Summon
- Realtime availability against Web2 OPAC

Implementation

Linking Issues = Variance in Metadata

- Prioritize link targets
- Report problems
- Turn off bad targets
- Improving over time, addition of direct linking

COVERAGE
USER
EXPERIENCE
COMPREHENSIVE

Implementation

Show incidents

Results 1 - 10 of 130

Questions / Incidents

Submitted By	Reference #	Question Summary	Status	Service	Date Created
Mike Robinson	120213-000221	Book vs Ebook label for full text online	Unresolved	Summon	02/13/2012
Mike Robinson	120213-000220	Making of America	Waiting	Summon	02/13/2012
Mike Robinson	120213-000217	2007 missing in military communications conference	Unresolved	Cataloging	02/13/2012
Mike Robinson	120213-000210	Articles with part # in title fail to resolve to full text	Waiting	Summon	02/13/2012
Mike Robinson	120210-000193	duplicate citations	Waiting	Summon	02/10/2012
Mike Robinson	120210-000192	Citation formats for author name	Waiting	Summon	02/10/2012
Mike Robinson	120209-000243	ScienceDirect only linking at journal level	Waiting	360 Link Services	02/09/2012
Mike Robinson	120208-000236	Article "wellness motivation a tough task managers say"	Waiting	Summon	02/08/2012
Mike Robinson	120208-000234	Article "Colour your workspace for productivity and mood"	Solved	360 Link Services	02/08/2012
Mike Robinson	111219-000171	25 Perfect Products : All apologies	Solved	Summon	12/19/2011

1 2 3 4 5 6 Next >

Reception

- Debuted in May 2011
- Search box on home page and LibGuides



Reception

- Integrated search box with Find Books & Articles in Dec 2011



The screenshot shows a web interface for finding books and articles. At the top, there is a red oval icon followed by the text 'Find Books & Articles'. Below this, the text 'QuickSearch 2.0' is displayed in orange, followed by 'a beta project powered by Summon' in a smaller font. A large, light gray search input box is centered, with the placeholder text 'Search for books, articles, journals, guides...'. To the right of the input box is an orange button labeled 'Search Library'. Below the button are two links: 'Advanced Search' and 'About'. At the bottom, there are two columns of links. The left column contains 'Library Catalog', 'WorldCat | [old]', and 'Ebooks'. The right column contains 'Subjects A - Z', 'Databases A - Z', and 'Journals A - Z'.

Find Books & Articles

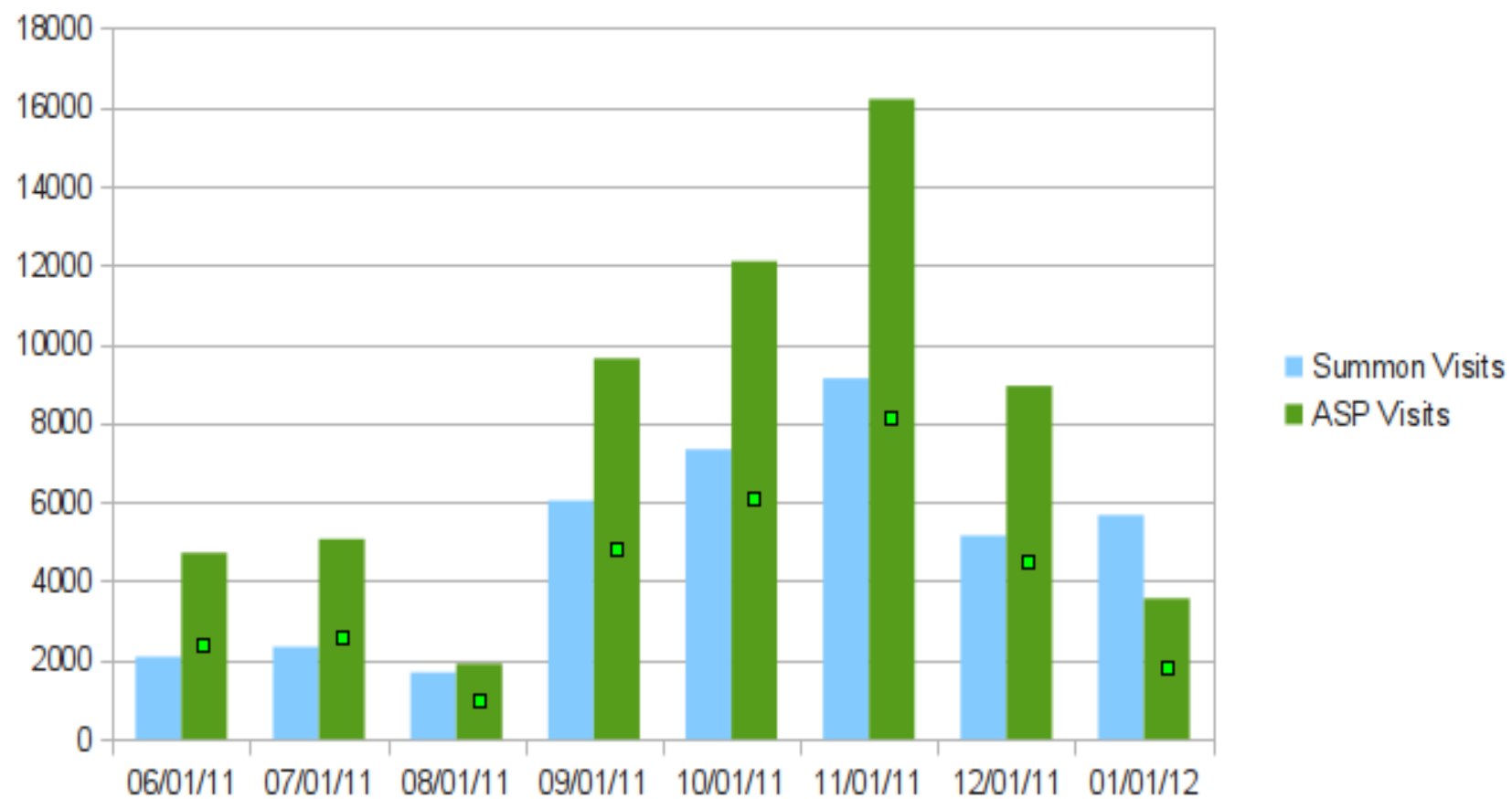
QuickSearch 2.0 a beta project powered by Summon

[Search Library](#)

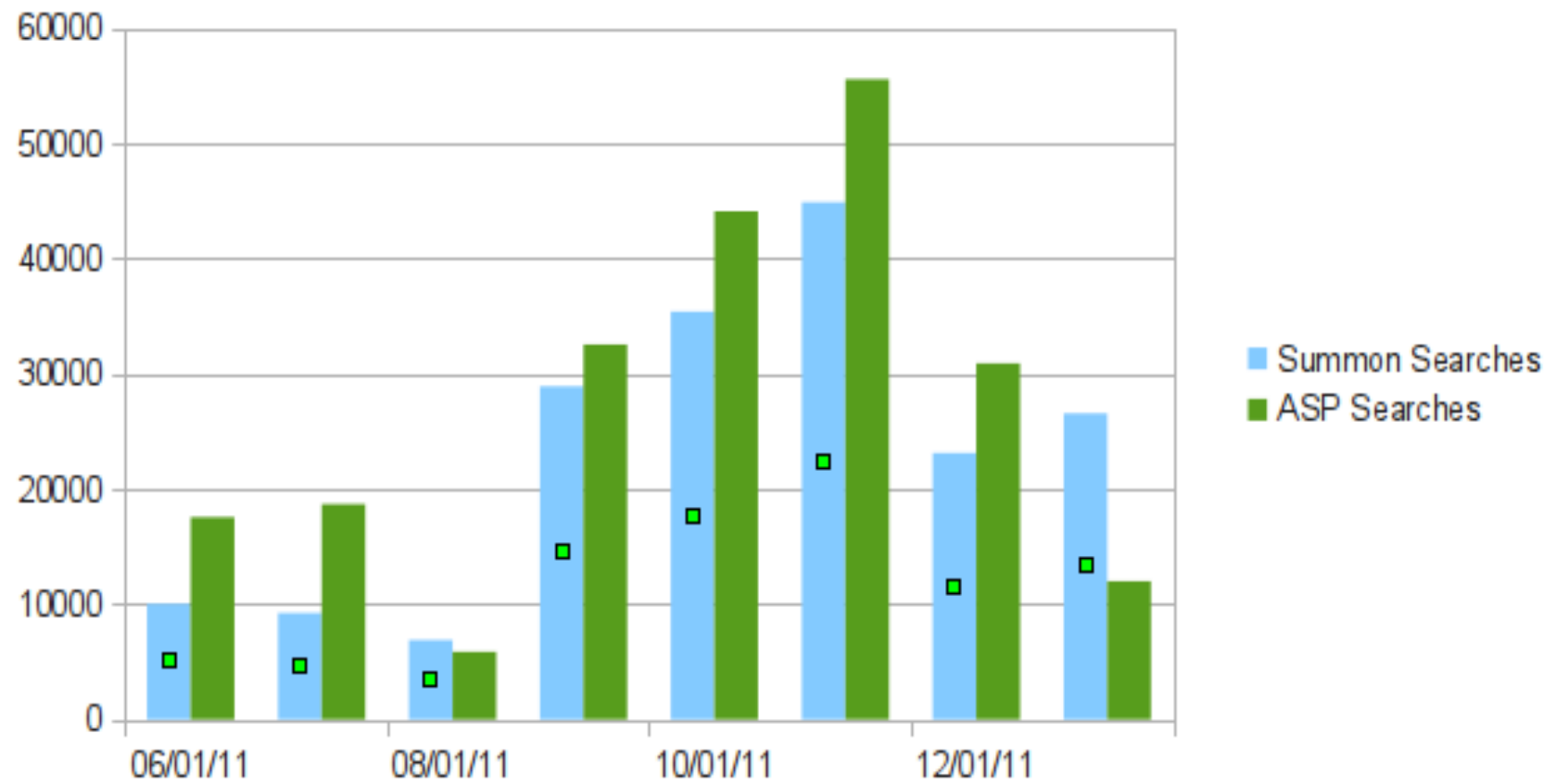
[Advanced Search](#) | [About](#)

[Library Catalog](#) [Subjects A - Z](#)
[WorldCat | \[old\]](#) [Databases A - Z](#)
[Ebooks](#) [Journals A - Z](#)

Reception



Reception



Conclusion

- People are using Summon
- Linking a problem but getting better
- Experienced researchers may be frustrated with full-text searching
- Librarians are figuring out how Summon fits into instruction and at reference desk
- We need to do a better job of marketing Summon's features & capabilities