

Discovery @ the UNIVERSITY of HOUSTON | LIBRARIES



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University of Houston Libraries

The Age of Discovery: Understanding Discovery Services,
Federated Search, and Web scale
June 26, 2011 @ the ALA Annual Conference

Product Selection Process

- In January 2010, Selection Task Force looked at:
 - Serials Solutions Summon
 - Ebsco Discovery Service
 - Encore Synergy
 - WorldCat Local

Why Summon?

- It would index over 90% of our subscribed resources
- Already heavily invested in the Serials Solutions suite of services, so it was thought that Summon would integrate well with those
- Summon promised a relatively painless turnkey implementation
- Summon was one of the first web-scale discovery products out of the gate
- Already had a number of large academic library customers who seemed satisfied with the results

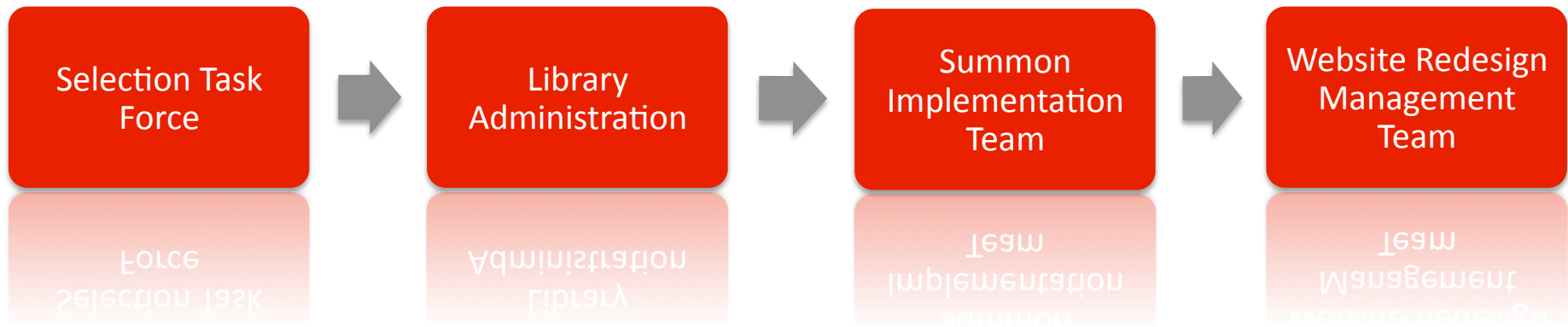
Background

- Implementation part of larger overall website design process
 - New CMS in Drupal
 - Total redesign of site
 - Implementation of Springshare's Campus Guides
 - Implementation of Serials Solutions' Summon
- Summon, renamed to OneSearch
 - Live to library June 2010
 - Live to public August 2010

Institutional Support

- Getting a discovery tool was a crucial aspect of the website redesign process
- We had the complete support of library administration
- We negotiated a three-year contract because of the pricing
 - Implementing a new service on this scale is an enormous project, and to be faced with considering a new system and possible migration only a year later would have been incredibly frustrating
 - 3 years gives us time to really conduct testing and explore API functionality

Implementation Process



Implementation Team



Head of Integrated Library Systems



Head of Cataloging & Electronic Resources



Head of Web Services



History & Political Science Librarian

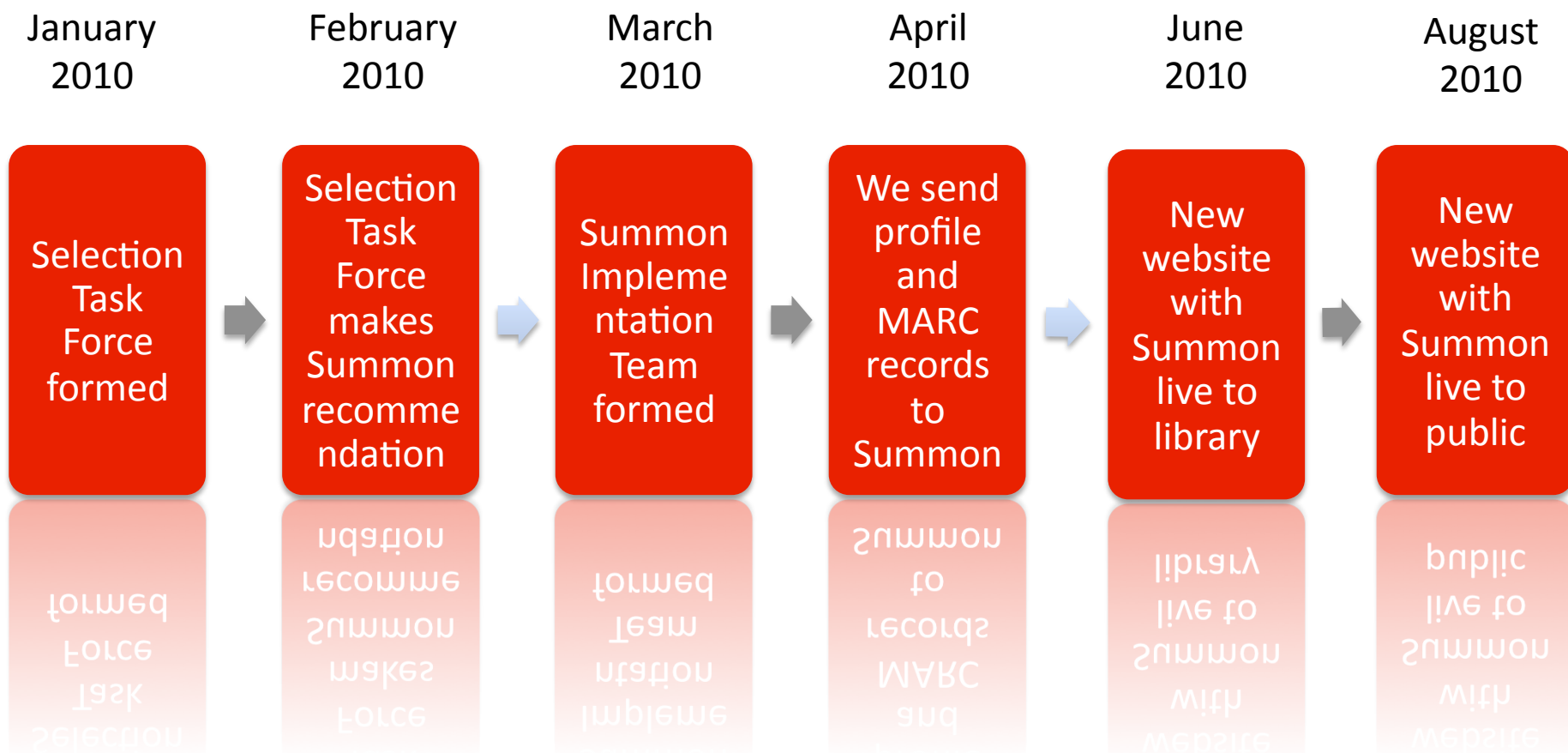


Digital & Web Projects Fellow

Collaboration & Communication

- ILS, Web Services, and Cataloging
 - A collaborative working relationship was already established
- Communication
 - Basecamp to manage communication, timeline, and other files among ourselves
 - UH Libraries' Intranet to communicate to library
 - Blog dedicated to new website and corresponding services to communicate to public issues and fixes within OneSearch

Timeline



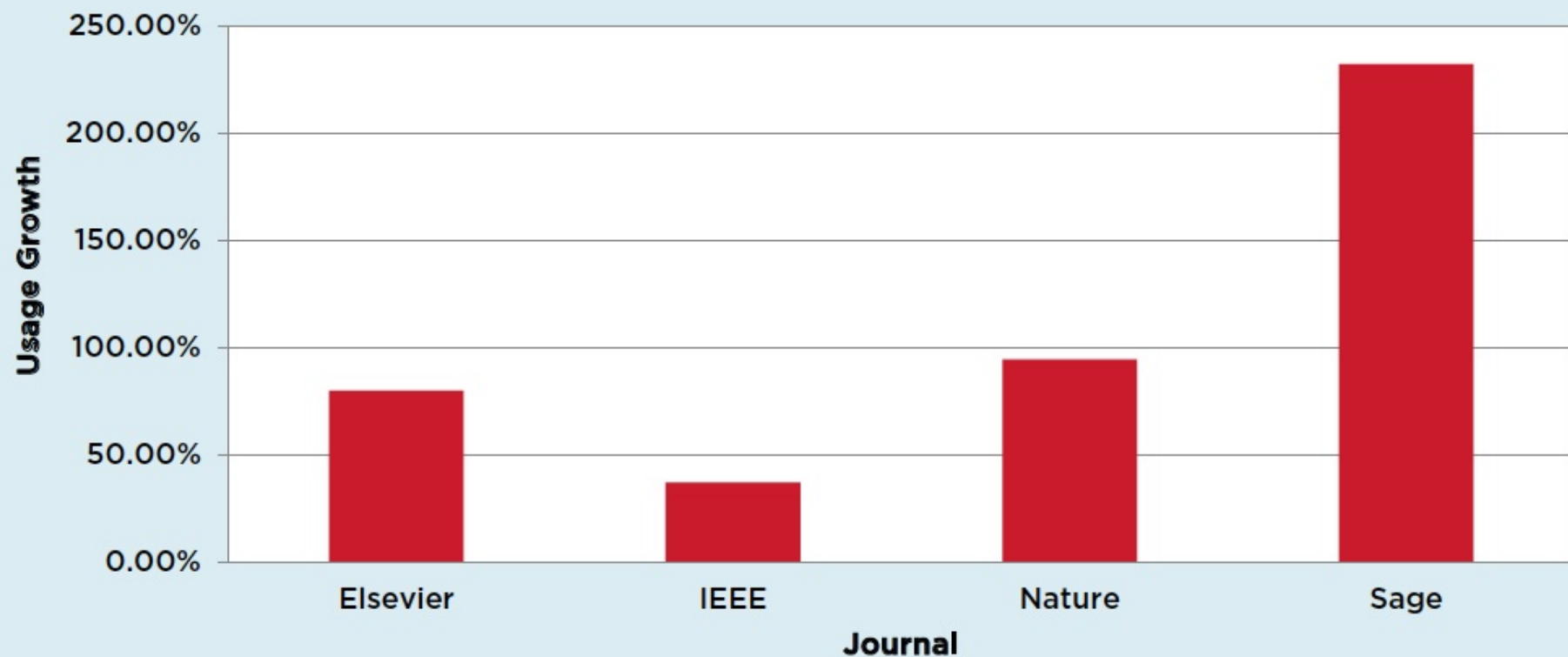
Managing Early Issues

- Head of Cataloging was primary contact between library and Summon
 - Exchanged email with Summon support every day
 - Sent recommendations for added functionality to Summon for their development queue
 - Tinkered with MARC mapping to get initial bugs sorted out

Issues

- Initial Issues
 - Problems with our own library data
 - Staff wanted some changes made that were not actually customizable
 - Known issues vs. issues we found and reported
- Ongoing
 - Link resolver failure - not a Summon problem per se, but one that our users discover when they use Summon because it pushes all the full-text traffic through the resolver

Journal Usage



Marketing & Branding

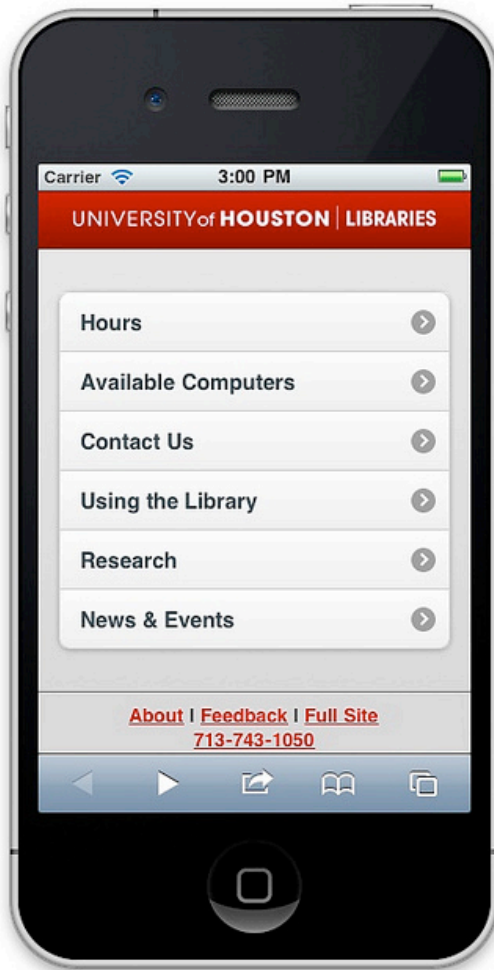
- To name or not to name
- Library has new website, now with “OneSearch”
- Engaged in conversations
 - New way to search the library
 - Discover new resources
 - Search across Research Guides, Databases, Digital Library, Finding Aids, Catalog – all from one search box



User Assessment

- Undergraduates
 - Love the “OneSearch” box
 - Get relevant results to their research
- Faculty/Graduate Students
 - Find results overwhelming and it’s too hard to drill down to a specific item
 - More often do known-item searching
 - Direct them to familiar tools
- Instruction Librarians have mixed feelings about discovery tools
 - Based on discipline

Upcoming Plans



- Better mobile integration
- Summon API
- Mashups with other systems to streamline research process and better integrate with website
- Further analyze usage data
- Keep conversation going with Serials Solutions on making ongoing improvements

Thanks!

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Presentation

available online:

slideshare.net/vacekrae