Inside Discovery –
The Journey to Summon 2.0

Rose Buttmer, 9 November 2017
Snapshot of The Journey

- Background to project
- Early decisions
- Stakeholders consultation
- Collaboration & partnerships
- Implementation phase
- Lessons learnt
- Post-implementation phase
Library Project SP-LIB-22

Project Description:
Improve access to high quality physical and virtual information resources and services, both on and off campus, to enable enhanced discoverability, accessibility and research support.

Task:
Review of discovery services in order to improve access and discoverability of library resources.

Team Remit:
- Review best practice
- Consult with internal & external stakeholders
- Organise vendor demonstrations
- Make product(s) recommendation

Deliverable: September 2017
Elements to review

Searcher / Explorit Everywhere! (Deep Web Technologies)

Search & Retrieval

Link Resolver

Knowledgebase

LMS

reSearcher Suite - Journals Portal & Databases Portal (Simon Fraser University)
Early Decisions

- Approach: User driven & Solutions focused

- Decision to exclude open source solutions due to current lack of local customization expertise

- Investigate solution to LMS & security certificate issues as publishers move to https, alongside a move to Shibboleth authentication

- 31 August 2016: Provider announces the retirement of our Journals Portal & Databases Portal on 31 August 2017

- Redesign of Library website

- UCC Stakeholders Survey


UCC Stakeholder Survey

- Decision to ask users about their search behaviour / preferences
  - 10 questions / 5mins

- Test survey completed, January 2017

- Stakeholders survey, 20 February – 3 March 2017
  - Advertised via social media, website, digital signage & print posters
  - 710 respondents
  - 132 volunteer testers

- 3 vendor product demonstrations, 6 April 2017

Image from http://wwwARRA-pm.com/stakeholder-engagement-the-pmo-role/
Q3. Where search started

- Library Catalogue: 38%
- Databases Portal: 32%
- Journals Portal: 12%
- Searcher: 6%
- Other *: 12%

* Google; Google Scholar & Blackboard
Q5. What do you find “least helpful” when searching library resources?

- 29% **Design** elements
  - Full text identifiable / lack of Single Search box / Results-Searching options

- 28% Current **search** tools
  - Catalogue / Databases Portal / Journals Portal / Searcher

- 23% **Local** Library elements
  - Login / Time out / Website design

- 10% Library resources / **content**

- 10% **UX** – miscellaneous comments
Old Databases Portal

Electronic Resources

Top Multidisciplinary Databases: Databases that cover most subjects.

Browse databases by subject area:

Find databases by database title and description:

Browse databases by title:

Check out databases on trial here:

Databases on trial
Recommendation Matrix

**Stakeholder feedback:**
- UCC stakeholders
- Survey respondents
- Volunteer test participants
- Existing product users
- Publishers / content providers

**Vendor information:**
- Price & associated costs
- Customer / technical support
- System components
- Query handling process
- Response / resolution ratios
Preparing for Change ~ Feedback

Review Phase [August 2016 - April 2017]

- Monthly updates [September 2016 – April 2017]
- Library Management Team Briefing, 12 April 2017
- Senior Management Team Briefing with Summon recommendation, 24 April 2017
- Library Staff Briefings, 28 April & 3 May 2017

Implementation Phase [May - August 2017]

- Weekly updates [May - September 2017]
- Support provided [May - September 2017]
  - Online self-directed training; hands-on training
  - Onsite provider training [September 2017]
Collaboration & Partnerships

- LMS & security certificate solution, alongside a move to Shibboleth authentication [October 2016 - January 2017; July - August 2017]
  - Cork Institute of Technology
  - HEAnet [Edugate federation]
  - Leeds University
  - Maynooth University
  - OCLC [hosted EZProxy service]
  - Publishers
  - UCC IT Services
Collaboration & Partnerships

- Databases portal solution [June - July 2017]
  - Leeds Beckett University
  - OCLC
  - Publishers
  - University of Limerick
  - Springshare [LibGuides]

- Journals portal solution [June - August 2017]
  - Ex Libris Technical Support [Summon]
  - Maynooth University
  - University College Dublin

Image from https://www.segus.com/products/products/
Collaboration & Partnerships

- Discovery service solution (search & retrieval, knowledgebase & link resolver) [June - August 2017]
  - Clio Software [Inter Library Loans provider]
  - Cork Institute of Technology
  - Ex Libris Technical Support [Summon & 360 Link]
  - Institute of Technology Blanchardstown
  - Leeds University
  - Maynooth University
  - Publishers
  - University College Dublin

Implementation Phase – Cooperative Process

- Design user interface [May - July 2017]
  - Look & Feel & Setup

- Ingest UCC content into Summon [June - August 2017]
  - Library Catalogue / Databases & Journals / IR

- Match UCC holdings to Summon central index [June - August 2017]

- Testing [July - August 2017]

- Working with publishers and providers [June - September 2017]

- Training [May - September 2017]

- Go live [24 August 2017]

- Marketing & Promotion [August 2017 onwards]

[Summon logo]
New Discovery Service

Electronic Resources @ UCC Library
by Rosa Bulliman
08/2017
Information for UCC staff and students in relation to accessing electronic resources to support their teaching, learning and research.

Electronic resources
by Giannetti, Francesca
Music Reference Services Quarterly, 04/2016, Volume 19, Issue 2
Journal Article: Full Text Online

Synthesis
Journal: CHECK SHELF, Serials, Boole Q1 Serials

From Wikipedia, the free encyclopedia
Electronic Resource Management
Electronic resource management (ERM) is the practices and software systems used by libraries to keep track of important information about electronic information resources, especially internet-based resources such as electronic journals, databases, and electronic books. The development of ERM became necessary in the early 2000s as it became clear that traditional library catalogs and integrated library systems were not designed to handle metadata for resources as mutable as many online products are.

Read more
Related Topics
Resource management
Stakeholder management
management studies
New eJournals/eBooks Portal

UCC Library: eJournals & eBooks

Search by Title or Identifier (ISSN/ISBN):
- All
- eJournals Only
- eBooks Only

Title begins with

Search

If you already have a citation and want full text, try Citation Linker

Search by DOI or PubMed ID (PMID) Number:

What is DOI?  Example DOI: 10.1103/PhysRevD.15.2757
What is PMID?  Example PMID: 32886

Browse by Title:

0 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z Other

Browse by Subject:
- Art, Architecture & Applied Arts
- Business & Economics
- Earth & Environmental Sciences
- Engineering & Applied Sciences
- General
- Health & Biological Sciences
- History & Archaeology
- Journalism & Communications
- Languages & Literatures
- Law, Politics & Government
- Music, Dance, Drama & Film
- Philosophy & Religion
- Physical Sciences & Mathematics
- Social Sciences

Additional Resources

Select a database from the drop down menu
New Databases Portal

A-Z Databases
Find the best library databases for your research.

All Subjects  All Database Types  All Vendors / Providers  Search for Databases Go

230 Databases found

A

AACR Journals
Alternative Name(s) & Keywords: IReL resource
The AACR is the oldest and largest scientific organization in the world focused on every aspect of high-quality, innovative cancer research.

ABI/INFORM Collection
Alternative Name(s) & Keywords: ABI/INFORM Dateline, ABI/INFORM Global, ABI/INFORM Trade & Industry
The database features thousands of full text content, giving researchers a complete picture of companies and business trends around the world.

Academic Journals
Academic Journals is a broad-based publisher of peer-reviewed open access journals.

New / Trial Databases
The following databases are newly acquired or being evaluated for a future subscription.

The Literary Encyclopedia
This resource trial runs until 31 December 2017.
Please send your feedback to Claire at claire.obrien@ucc.ie
Lessons Learnt

- Outreach & Communication – maximise opportunities
  - Stakeholder relationships
  - Erasmus+ staff mobility & Community relationships
  - Vendor relationships

- Change Impact
  - Trials & Colours
  - Visibility & records management
  - LMS & Real Time Availability

- Co-ordination & Multitasking
  - Forward planning
  - Task & Time management

Image from https://www.redbubble.com/people/tomsredbubble/works/25487725-hope-for-the-best-but-prepare-for-the-worst?p=poster
Post-implementation Phase

- **Data Cleansing**
  - Holdings
  - URLs

- **Added Value**
  - IR integration, when completed
  - Ebook activations on Summon
  - Integration with VLE

- **Review & Development**
  - Stakeholder feedback
  - Usage of service(s)
  - Support / training materials
Further details:

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w. http://libguides.ucc.ie/library
   http://ucc.summon.serialssolutions.com
   http://ze5mw2yz8y.search.serialssolutions.com
   http://libguides.ucc.ie/az.php
   http://libguides.ucc.ie/eresources