Library Discovery Services – A New Generation in Searching

- Jim McCloskey – Library Director
- Michelle Reyes – Digital Integration Librarian
- Melissa Jones – Dover Learning Commons Coordinator
Meeting User Expectations

The reality is user expectations have evolved and library systems have not kept up.
Discovery at WilmU

Goal
Provide WilmU Library users an integrated, intuitive search environment.
A Discovery “layer”
Understanding User Search Behaviors

- High frequency of misspellings.
- Natural language queries are common.
- Users often edit search terms rather than seek new strategies.
- 85% of users never go past first page of results.


45% of Searches – 3 Words or Less
Linking and access are critical to Discovery

Linking is a top complaint of library end users...

- Users want immediate access to full text.
- Users expect the same reliability of links that Google provides.
- Failed (dead-end) links have real consequences, they:
  - Frustrate users and lead to dissatisfaction with the library
  - Negatively impact usage of library resources
- Linking provides a bridge from Google to Library resources.
What is Discovery?

A Web scale discovery system aims to assist users:

• Discover library content from a single search box,
• Make library research as intuitive as Google...
• ...but with the quality and comprehensiveness of valuable library collections
• Reduce search task redundancy
Single search box to search ALL library resources at one time at:

- University of Delaware
- University of Phoenix
- Delaware State University
Fractured Information Landscape
Arts and Sciences Guide

We Help You Learn

Wilmington University librarians selected subject-specific databases, web sites, books and other sources to help you with your research and questions.
Choose a gold tab above to get started.
Representing the collective collection in WorldCat Local and WorldCat.org

<table>
<thead>
<tr>
<th>Bibliographic information in WorldCat</th>
<th>Licensed digital content/articles in library collections</th>
<th>Digitized local library content</th>
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</thead>
<tbody>
<tr>
<td>300+ million bibliographic records</td>
<td>980 million records</td>
<td>38 million items</td>
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<tr>
<td>2+ billion holdings</td>
<td></td>
<td>(Institutional repositories, Google, HathiTrust, OAster)</td>
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As of 11 June 2013

OCLC The world's libraries. Connected.
What’s in WorldCat Local?

- WilmU Library Holdings
- Delaware Library Catalog
- Libraries from around the world
- Books (including ebooks)
- DVDs, CDs, other AV formats
- Journal articles
- Almost all WilmU databases searchable
- Access to many other resources
Why WilmU Chose WorldCat Local

- Simplified Searching
- Meet Patron Skill Set
- Connected to Libraries
- Live Holdings Status
LIBRARY INSTRUCTION SESSIONS

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<th>Year</th>
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Effects on Teaching

More Time on Evaluating Information

Less Time on how to Find Information

More Time on Critical Thinking Skills
• **WorldCat Local** will transform the way our students look for information—there's one place to look for articles, databases, books and videos.
Searching Discovery @Wilmington University Library

Arts & Sciences – Keyword search: Communication crisis
  • Limit Format to Book
  • Change Sort by to Relevance Only
  • Option to Request this item through ILL

Business – Keyword search: Organizational leadership
  • Limit Format to Article, Peer-reviewed, Full text

Education – Keyword search: Education leadership
  • Limit Format to Thesis/dissertation
  • Limit by Year

Health Professions – Keyword search: Nursing leadership
  • Limit Format to eBook, limit by Year

Social & Behavioral Sciences – Keyword search: multicultural counseling
  • Limit format to eVideo

Technology – Keyword search: network security
  • Limit Format to eBook, limit by Year
Linking to Discovery and Your List of Library Resources in Blackboard

1. Create a free account and sign in to WorldCat. Create a new List.

2. Add items to your List from your search results by checking off the boxes next to the titles and saving to the appropriate list.

3. Go to your new List and click on Share to grab the link to embed in your course menu in Blackboard.
4. Simply copy the link to your list as framed in red below to paste in your course. There is also the option to send out the notice below to any email recipients.

5. Go to your Course Menu in Blackboard. Rename and replace the Library Web Link with your new link. You can also add a link to the Discovery search box here. Discovery link: http://wilmu.worldcat.org/

6. Students are linked directly to your List of resources and to the Discovery search box.
1. Go to wilmu.worldcat.org/m
2. Enter a search term and click Search OR click on Advanced Options to search by title, author or format type.
3. Click on any item in the results for more details about the item and to link to electronic resources.
4. This item is an eBook. Click on View online resources to see links to the ebook title.

5. Click on View eBook to link to the title. (Blackboard log in may be required.)

6. View and/or search the text within the eBook title.
LibGuides

- LibGuides are online guides designed by librarians to meet the needs of students and faculty.
- LibGuides can be created for specific courses.
- LibGuides can be designed with content aligned to the course objectives and syllabus.
Advantages of Course Specific LibGuides

• Faculty and Library collaborate on LibGuide content
• Content can be designed to support course syllabus and class assignments
• Articles, documents, web links, tutorials and even media can be included in the guide
• Faculty members can be given access to modify and update guide as needed
How to request a LibGuide for your course

1. Choose the "Course LibGuides" Tab
2. Complete the LibGuides Request Form and submit the form to librarycontact@wilmu.edu

Click on "Faculty Services" on the Library Homepage www.wilmu.edu/library
“Library” link in Blackboard

• Students access the LibGuide from the “Library” link in your Blackboard Course

• The “Library” link defaults to a College Level LibGuide

• Faculty can change the link to a Course Specific LibGuide

Click on the "Library" link in your Blackboard Course and then click on "Web Link"

Enter the LibGuide URL and click on "Submit"
Using Discovery in LibGuides

- Discovery can be embedded as a search tool option in a LibGuide
- Students will be able to search Discovery with preset subjects or from a list of provided search terms
- Faculty can create a selected list of library resources using Discovery
Example Guides

• College Level Guides
  – Health Professions
  – Business

• Course Specific Guides
  – HRM 320 Safety in the Workplace
  – HUM 301 Biblical Studies
Assessment

Objective

• Increase discovery of library’s online collections

Measure

• Total electronic resource queries increase
Objective

• Library instruction focuses on helping students understand and evaluate information

Measure

• Student scores on WilmU IL Rubric Criteria #3 improve.
VISION 2020
Benefits of Discovery at WilmU
**VISION 2020**

Creates an integrated search experience.
(Vision #3 – “New ways to design and deliver resources.”)

Ease of use leads to quicker access to WilmU licensed content.
(Vision #1 – “Easing student access to services.”)

Brings together a variety of WilmU and worldwide library resources into one result list.
(Vision #2 – “Enhancements to website/Building partnerships & relationships.”)

Reduces task redundancy freeing up library staff to attend to students’ research needs.
(Vision #5 – “Acquisition & replacement of technology.”)
Discovery Highlights

• Discovery searching involves less time and instruction on access, but returns quality library resources
  – Less Google searching for .com’s

• Students will focus more time on evaluation of resources
  - Relevancy, Accuracy and Objectivity

• LibGuides – a way to organize library resources with content customized to faculty and student needs
• Discovery is easy to use.
• Discovery saves time.
• Discovery is flexible.
• Discovery makes users feel connected back to the library and other researchers
• Discovery supports WilmU Mission & strategic initiatives.