

2013

True Single Search: The good, the bad, and the ugly

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**TRUE SINGLE SEARCH: THE
GOOD, THE BAD, AND THE UGLY**

Margaret Turman Kidd

Virginia Commonwealth University

SPECIAL COLLECTIONS & ARCHIVES

James Branch Cabell Library

- 5,500 linear feet of manuscript & archives materials
- 50,000+ volumes
- Collection area: 20th/21st century Richmond and Central Virginia, focus on underdocumented communities, book arts, comic arts

Tompkins-McCaw Library

- 2,576 linear feet of manuscript & archives materials
- 5,955 artifacts
- 11,000+ books & journals
- 10,000+ photographs:
- Collection area: materials related to the history of health care in Virginia



ABOUT PRIMO

- Billed as “one-stop solution for the discovery and delivery of local and remote sources”
- VCU began using in November 2011; used in conjunction with Alma, our ILS
- Searches hundred of millions of items simultaneously including:
 - VCU Libraries books and media
 - Research databases like ERIC and MEDLINE
 - E-Journal collections like JSTOR and Science Direct
 - VCU Libraries Digital Collections
 - Legal, governmental, and archival materials
- Replaced the traditional OPAC



FEATURES OF PRIMO

- Single search box (like Google's omnibox)
- Uses Primo ScholarRank algorithm to boost relevant results to the top
 - Primo gives a higher ranking to electronic/online resources
 - Institution can customize to give higher ranking to local holdings
- Faceted searching (like Amazon)
 - Users can focus a search by selecting or excluding facets
 - Facets are customizable
- Advanced search option
- E-shelf for saving records; able to export citation
- Post reviews and add tags



WHAT DOES PRIMO LOOK LIKE?



Same product with a different look



Show only

- Books and Media (213)
- Peer-reviewed Journals (8,878)
- Full Text Online (10,646)

Refine My Results

Material Type

- Articles (9,440)
- Reviews (1,982)
- Books (203)
- Text Resources (203)
- Audio Visual (75)

Guest ☆ e-Shelf My Account Sign i

Sorted by: Relevance ▾

1-10 Next →

is (8,878) | Full Text Online (10,646)

☆ **Pride and prejudice**

Colin Firth 1960-; Jennifer Ehle 1969-; Alison Steadman 1946-; Benjamin Whitrow; Susannah Harker; Crispin Bonham-Carter; Anna Chancellor; Julia Sawalha 1968-; David Bamber; Simon Langton; Jane Austen 1775-1817.; Arts and Entertainment Network; British Broadcasting Corporation; A & E Home Video (Firm); New Video Group c2005 2005
 Available at Cabell Library Media and Reserves DVDs (PR4034 .P75 2005)

Find or Request **Details** Reviews & Tags

Send to ▾

Title: **Pride and prejudice**

Author: Colin Firth 1960-; Jennifer Ehle 1969-; Alison Steadman 1946-; Benjamin Whitrow; Susannah Harker; Crispin Bonham-Carter; Anna Chancellor; Julia Sawalha 1968-; David Bamber; Simon Langton; Jane Austen 1775-1817.; Arts and Entertainment Network; British Broadcasting Corporation; A & E Home Video (Firm); New Video Group

Subjects: Austen, Jane, 1775-1817 -- Television adaptations; Young women -- England -- Drama; Courtship -- England -- Drama; England -- Social life and customs -- 19th century -- Drama; Television adaptations; Television mini-series; Video recordings for the hearing impaired

Description: Summary/Abstract: The story of lively and rebellious Elizabeth, one of five unmarried daughters living in the countryside of 19th century England, in a world where an advantageous marriage is a woman's sole occupation.

Note: Not rated.

Note: Based on the novel by Jane Austen.

Note: Originally produced for 1995 miniseries television broadcast

Links

- > Table of Contents
- > This item in Amazon.com
- > This item in WorldCat®

More options ▾

Subject

- Literature (818)
- English Literature (496)
- Novel (452)
- 1800-1899 (378)
- Writers (145)

More options ▾

Author/Creator

- Austen, J (41)
- NetLibrary, Inc (10)
- ebrary, Inc (6)

Peer-reviewed Journal]

Recommendations

Britain) : 1987), 2007, Vol.21(21), pp.62-3 [Peer Reviewed Journal]



VCU PRIMO SEARCH RESULTS

Refine My Results

- Topic**
- Austen, Jane, 1775-1817 (24)
 - England (13)
 - United States (12)
 - Austen, Jane, 1775-1817. Pride and prejudice (12)
 - Women and literature (8)

☆ **Pride and prejudice [electronic resource]**
 Jane Austen 1775-1817. ebrary, Inc.
 Chandni Chowk, Delhi : Global Media 2007 1st ed..
Online access - Check Locations tab for other copies
There are 90 items with this title

Book

Online resource Locations **Details** Items r? Reviews & Tags Additional services

Send to v ? ?

Title: **Pride and prejudice** [electronic resource]
Author: Jane Austen 1775-1817.
 ebrary, Inc.
Subjects: Social classes -- Fiction ; Young women -- Fiction ; Courtship -- Fiction ; Sisters -- Fiction ; England -- Fiction ; Electronic books
Publisher: Chandni Chowk, Delhi : Global Media
Creation Date: 2007
Edition: 1st ed..
Format: 1 v. (unpaged).
Language: English

Links

- > This item in the Classic Catalog
- > Online access : unlimited simultaneous users
- > Click here for terms of use
- > This item in WorldCat®

- Creation Date**
- Before 1969 (27)
 - 1969 To 1985 (12)
 - 1985 To 1994 (23)
 - Show 2 more v

- Creator**
- Austen, Jane (26)
 - ebrary, Inc (14)
 - NetLibrary, Inc (7)
 - Johnson, Claudia L. (3)
 - Bloom, Harold. (2)
 - Show 15 more v

- Classification LCC**
- P - Language and literature. (74)
 - E - History: America (9)
 - H - Social sciences. (8)
 - D - History (general) and history of europe. (5)
 - J - Political science. (3)
 - Show 9 more v

Locations tab for other copies

Locations Details Items r? Reviews & Tags Additional services

Jane Austen

2

Library Stacks (PR4034.P72 D3 1962) - Check Locations tab for other copies [View Map](#)

Items r? Reviews & Tags Additional services

sentimental comedy

Austen 1775-1817.

leday, Doran 1935 1st ed.

ctions Rare books (PR4034.P76 J4) - Check Locations tab for other copies

Items r? Reviews & Tags Additional services

nd prejudice continued

ten 1775-1817.

rice 2006 1st ed. Martin's Griffin ad



PRIMO: VCU vs UTK

VCU Facets

- Subject
- Material Type
- Collection
- Author/Creator
- Publication Date
- Language
- Call Number
- Journal Title
- Library
- Genre

UTK Facets

- Topic
- Resource Type
- Collection
- Creator
- Creation Date
- Language
- Classification LLC

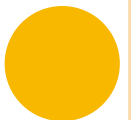
- Share some similar facets, but named differently (Subject vs. Topic)
- Similarly named facets with different function
 - VCU - Collection refers to licensed content
 - UTK - Collection refers to the library/department where the item is held



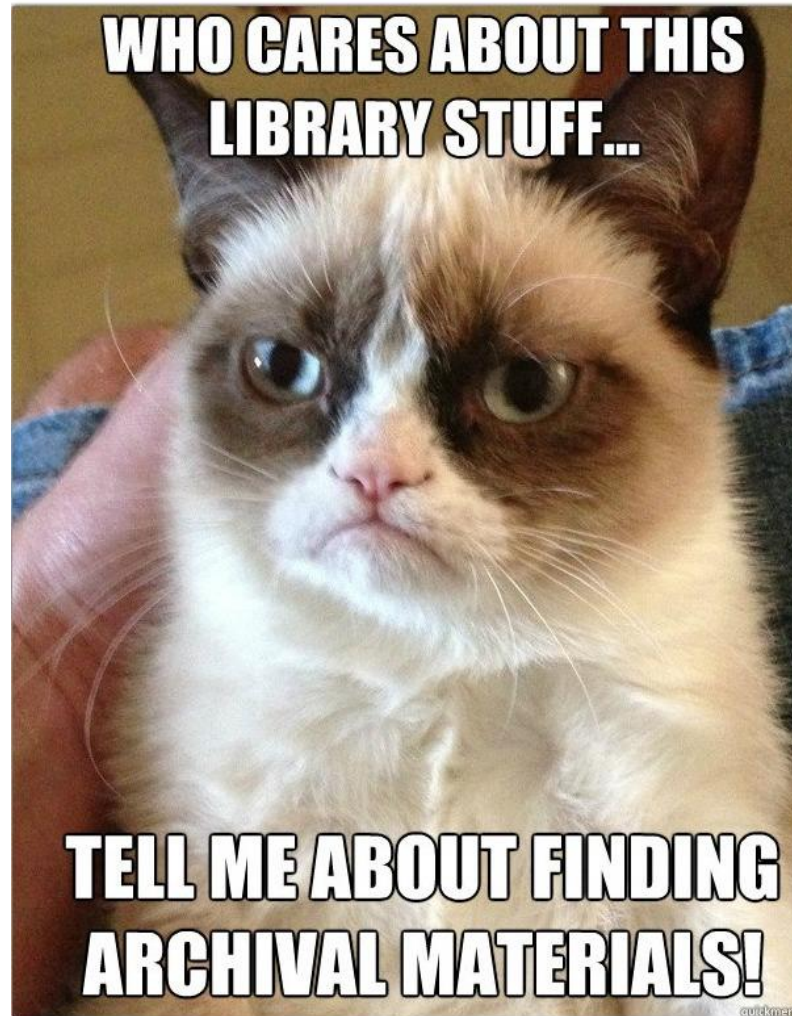
THE POINT:

Primo is...

- Ready to use “out of the box”
- Customizable
- Flexible
- A great discovery tool, meaning it is very useful when you don't really know what you are searching for



SO RIGHT NOW YOU ARE THINKING...



PERSONALIZED RESULTS

Personalize your results

Degree:

Researcher



Discipline:

- | | |
|---|---|
| <input type="checkbox"/> Agriculture & Forestry | <input checked="" type="checkbox"/> Library & Information Science |
| <input type="checkbox"/> Anthropology | <input type="checkbox"/> Mathematics |
| <input type="checkbox"/> Arts & Humanities | <input type="checkbox"/> Medicine |
| <input type="checkbox"/> Biology | <input type="checkbox"/> Nursing |
| <input type="checkbox"/> Business | <input type="checkbox"/> Pharmacy, Therapeutics & Pharmacology |
| <input type="checkbox"/> Chemistry | <input type="checkbox"/> Philosophy & Religion |
| <input type="checkbox"/> Computer Science | <input type="checkbox"/> Physics |
| <input type="checkbox"/> Earth Sciences | <input type="checkbox"/> Political Sciences |
| <input type="checkbox"/> Economics | <input type="checkbox"/> Psychology |
| <input type="checkbox"/> Education | <input type="checkbox"/> Public Health |
| <input type="checkbox"/> Engineering | <input type="checkbox"/> Sciences |
| <input type="checkbox"/> Geography | <input type="checkbox"/> Social Sciences |
| <input type="checkbox"/> Languages & Literature | <input type="checkbox"/> Sociology |
| <input type="checkbox"/> Law | <input type="checkbox"/> Veterinary Medicine |

If you want us to find materials that better match your needs, please give us a few details about yourself. These details will enable us to display items that are more relevant to you at the top of the results list.



SEARCH RESULTS WHEN LOGGED IN WITH PREFERENCES

Everything Course Reserves
world war ii nursing Advanced Search

Expand My Results
 Expand My Results

Show only
Books and Media (28)
Peer-reviewed Journals (10,574)
Full Text Online (11,477)

Refine My Results

Material Type
Articles (10,637)
Reviews (1,871)
Text Resources (620)
Conference Proceedings (91)
Audio Visual (75)
More options ▾


Library
Tompkins-McCaw Library (13)
Cabell Library (11)
More options ▾


Collection
SciVerse ScienceDirect (Elsevier) (2,941)
MEDLINE (NLM) (2,879)
Social Sciences Citation Index (Web of Science) (2,301)
Science Citation Index Expanded (Web of Science) (1,944)
Literature Resource Center (Gale) (1,596)
More options ▾


Subject
Nursing (188)
Nurses (165)
Public Health (109)
Health Care Reform (93)
Military Nursing (74)
More options ▾


11,500 Results for Everything Sorted by


Show only Books and Media (28) | Peer-reviewed Journals (10,574) | Full Text Online (11,477)


 ☆ **Papers of James L. and Dorothy Knowles Thomson, 1931-1985**
James L. Thomson Dorothy Knowles Thomson 1931
Check Find or Request for options
Other Find or Request Details Reviews & Tags

 ☆ **Papers of Evelyn (Crary) Bacon , 1936-1997.**
Evelyn Crary Bacon 1916-1997 1936
Available at Tompkins-McCaw Library Special Collections and Archives - Manuscripts (2011/Jan/1)
Other Find or Request Details Reviews & Tags

 ☆ **Jensen's History and trends of professional nursing**
History and trends of professional nursing.
Deborah MacLurg Jensen 1900- Gerald Joseph Griffin; H Griffin 1965
Available at Tompkins-McCaw Library General Collection (RT31 J54 1965)
Book Find or Request Details Reviews & Tags

 ☆ **Race, empire and First World War writing**
Santanu Das 2011
Available at Cabell Library General Collection (D639.A7 R34 2011)
Book Find or Request Details Reviews & Tags

 ☆ **Historical encyclopedia of nursing**
Mary Ellen Snodgrass c1999 1999
Available at Tompkins-McCaw Library Special Collections and Archives - Reference (RT31 .S66 1999)
Book Find or Request Details Reviews & Tags

 ☆ **Answering the call : the U.S. Army Nurse Corps, 1917-1919 : a commemorative tribute to military nursing in World War I**
Lisa M Budreau (Lisa Mary), 1957-; Richard M Prior; Borden Institute (U.S.); Walter Reed Army Medical Center 2008
Available at Cabell Library Government Documents (U.S.) (D 114.2:N 93/4)
Book Find or Request Details Reviews & Tags

Preferences

Degree: Graduate

Discipline: Nursing



SEARCH RESULTS WITHOUT PREFERENCES

Everything Course Reserves

world war ii nursing

Search

Advanced Search

Expand My Results

Expand My Results

Show only

Books and Media (28)
Peer-reviewed Journals (10,548)
Full Text Online (11,451)

Refine My Results

Material Type
Articles (10,612)
Reviews (1,869)
Text Resources (620)
Conference Proceedings (91)
Audio Visual (75)

More options ▾

Library

Tompkins-McCaw Library (13)
Cabell Library (11)

More options ▾

Collection

SciVerse ScienceDirect (Elsevier) (2,941)
MEDLINE (NLM) (2,876)
Literature Resource Center (Gale) (1,596)
Project MUSE (1,173)
Arts & Sciences (JSTOR) (1,104)

More options ▾

Subject

Nursing (182)
Nurses (162)
War (93)
Health Care Reform (93)
Military Nursing (72)

More options ▾

11,474 Results for Everything

Sorted by: Relevance

Show only Books and Media (28) | Peer-reviewed Journals (10,548) | Full Text Online (11,451)



Context and contingency in the history of post World War II nursing scholarship in the United States

Fairman, Julie
Journal of nursing scholarship : an official publication of Sigma Theta Tau International Honor Society of Nursing / Sigma Theta Tau, 2008, Vol.40(1), pp.
Full text available

Article

[View Online](#) [Details](#) [Reviews & Tags](#) [Recommendations](#)



Papers of James L. and Dorothy Knowles Thomson, 1931-1985

James L. Thomson Dorothy Knowles Thomson 1931
Check Find or Request for options

Other

[Find or Request](#) [Details](#) [Reviews & Tags](#)



Public health nursing: an autonomous career for world War II nurse veterans

Barnum, Nancy C
Public health nursing (Boston, Mass.), 2011, Vol.28(4), pp.379-86 [Peer Reviewed Journal]
Full text available

Article

[View Online](#) [Details](#) [Reviews & Tags](#)



Papers of Evelyn (Crary) Bacon , 1936-1997.

Evelyn Crary Bacon 1916-1997 1936
Available at Tompkins-McCaw Library Special Collections and Archives - Manuscripts (2011/Jan)

Other

[Find or Request](#) [Details](#) [Reviews & Tags](#)



Jensen's History and trends of professional nursing

History and trends of professional nursing.
Deborah MacLurg Jensen 1900- Gerald Joseph Griffin; H Griffin 1965
Available at Tompkins-McCaw Library General Collection (RT31 .J54 1965)

Book

[Find or Request](#) [Details](#) [Reviews & Tags](#)



Race, empire and First World War writing

Santanu Das 2011
Available at Cabell Library General Collection (D639.A7 R34 2011)

Book

[Find or Request](#) [Details](#) [Reviews & Tags](#)



NOW FOR SOME OF THE BAD AND UGLY...



Image credit: <http://chirobeans.wordpress.com/2012/06/16/what-makes-a-good-or-bad-chiropractor/>



WHAT IS WRONG WITH THIS PICTURE?

Show only [Books and Media](#) (30) | [Peer-reviewed Journals](#) (996) | [Full Text Online](#) (1,106)



Other

☆ [Papers of Evelyn \(Crary\) Bacon , 1936-1997.](#)

[Evelyn Crary Bacon 1916-1997](#)

1936

Unavailable

[Find or Request](#)

[Details](#)

[Reviews & Tags](#)



EVEN WORSE:

Papers of Evelyn (Crary) Bacon , 1936-1997.

Evelyn Crary Bacon 1916-1997

1936

Unavailable

Find or Request Details Reviews & Tags

Request Options: ILLiad(Interlibrary Loan / Document Delivery) | Don't see what you need? Request Anyway |

Location: Tompkins-McCaw Library - Special Collections and Archives - Manuscripts 2011/Jan/1

Availability: (0 copies, 0 available)

No items exist. Please refer to the request options above



THE CURRENT FIX:

☆ **Papers of Evelyn (Crary) Bacon , 1936-1997.**

Evelyn Crary Bacon 1916-1997 1936

Check Find or Request for options

Find or Request Details Reviews & Tags

Sign in to request this item

Request Options:

Location: Tompkins-McCaw Library Special Collections and Archives - Manuscripts 2011/Jan/1

Availability: (0 copies, 0 available)

Please refer to location or request options above



WHAT IT SHOULD LOOK LIKE



☆ **Papers of Evelyn (Crary) Bacon , 1936-1997.**
Evelyn Crary Bacon 1916-1997 1936
Available at Tompkins-McCaw Library Special Collections and Archives - Manuscripts (2011/Jan/1)

Other [Find or Request](#) [Details](#) [Reviews & Tags](#)



☆ **Papers of Evelyn (Crary) Bacon , 1936-1997.**
Evelyn Crary Bacon 1916-1997 1936
Available at Tompkins-McCaw Library Special Collections and Archives - Manuscripts (2011/Jan/1)

Other

Find or Request [Details](#) [Reviews & Tags](#)

Sign in to request this item

Request Options:

Location: Tompkins-McCaw Library Special Collections and Archives - Manuscripts 2011/Jan/1

Year Volume Description

1 - 1 of 1 Records

Type	Lending policy	Description	Status
Manuscript	Not loanable	box 1	Available

In order to display like this an item record is needed.
Currently manuscript collections do not have an item record.



ANOTHER ISSUE...

Imagine conducting a search and wanting to narrow the Material Type facet to archives or manuscript

Refine My Results

Material Type

- Articles (57,952)
- Reviews (5,775)
- Text Resources (1,841)
- Conference Proceedings (755)
- Audio Visual (36)
- More options ▾

Refine Search

Include	Exclude	Material Type
<input type="checkbox"/>	<input type="checkbox"/>	Articles (57,952)
<input type="checkbox"/>	<input type="checkbox"/>	Reviews (5,775)
<input type="checkbox"/>	<input type="checkbox"/>	Text Resources (1,841)
<input type="checkbox"/>	<input type="checkbox"/>	Conference Proceedings (755)
<input type="checkbox"/>	<input type="checkbox"/>	Audio Visual (36)
<input type="checkbox"/>	<input type="checkbox"/>	Books (15)
<input type="checkbox"/>	<input type="checkbox"/>	Newspaper Articles (13)
<input type="checkbox"/>	<input type="checkbox"/>	Dissertations (2)
<input type="checkbox"/>	<input type="checkbox"/>	Video Recordings (1)
<input type="checkbox"/>	<input type="checkbox"/>	★ Other (1)
<input type="checkbox"/>	<input type="checkbox"/>	Reference Entries (1)
<input type="checkbox"/>	<input type="checkbox"/>	DVDs (1)
<input type="checkbox"/>	<input type="checkbox"/>	Audio Recordings (1)
<input type="checkbox"/>	<input type="checkbox"/>	Online Audios (1)

 ☆ **William T. Ham papers, 1933-1996**
William Taylor Ham 1908-1998. 1933
Check Find or Request for options

Other Find or Request Details Reviews & Tags



AN ALTERNATIVE: GENRE

Genre

Juvenile fiction (1)
Early works to 1800 (1)
Animated television programs (1)
Juvenile films (1)
Manuscripts (1)
More options ▾

Refine Search

Include	Exclude	Genre
<input type="checkbox"/>	<input type="checkbox"/>	Juvenile fiction (1)
<input type="checkbox"/>	<input type="checkbox"/>	Early works to 1800 (1)
<input type="checkbox"/>	<input type="checkbox"/>	Animated television programs (1)
<input type="checkbox"/>	<input type="checkbox"/>	Juvenile films (1)
<input type="checkbox"/>	<input type="checkbox"/>	★ Manuscripts (1)
<input type="checkbox"/>	<input type="checkbox"/>	Songs and music (1)
<input type="checkbox"/>	<input type="checkbox"/>	Children's television programs (1)
<input type="checkbox"/>	<input type="checkbox"/>	Video recordings for the hearing impaired (1)
<input type="checkbox"/>	<input type="checkbox"/>	Television adaptations (1)
<input type="checkbox"/>	<input type="checkbox"/>	Congresses (1)
<input type="checkbox"/>	<input type="checkbox"/>	Children's audiobooks (1)
<input type="checkbox"/>	<input type="checkbox"/>	★ Audiobooks (1)
<input type="checkbox"/>	<input type="checkbox"/>	★ Archives (1)

Title: William T. Ham papers, 1933-1996

Author: William Taylor Ham 1908-1998.

Subjects: Ham, William Taylor, 1908-1998 -- Archives; Ham, William Taylor, 1908-1998 -- Manuscripts; Medical College of Virginia Faculty -- Archives; Virginia Commonwealth University -- Faculty -- Archives; Biophysicists -- Virginia -- Richmond; Biophysics -- education -- Manuscripts

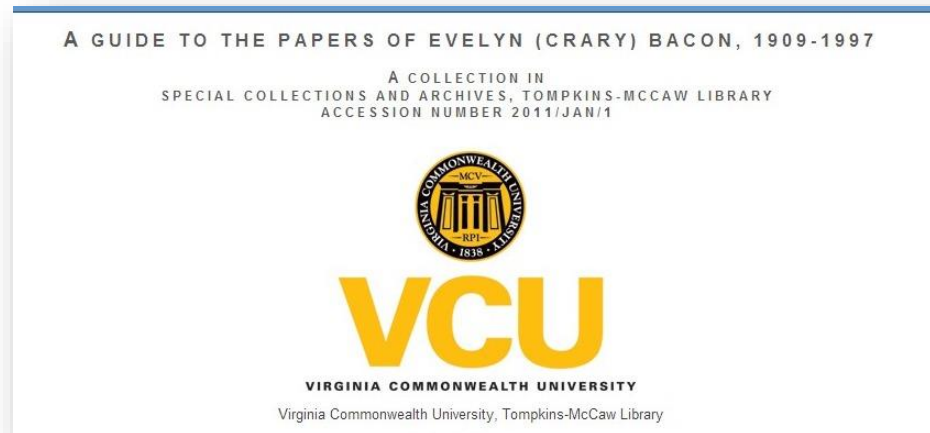
Manuscripts and archives are choices because of the subject headings in the bibliographic record.



LINK TO FINDING AID

Links

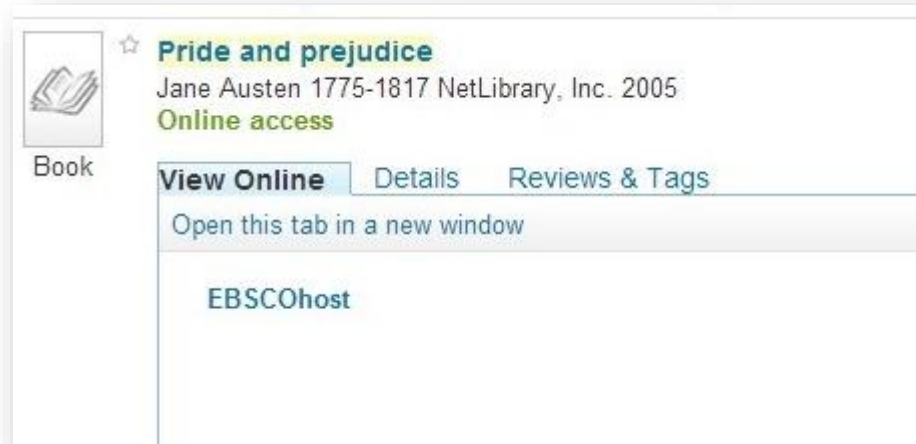
- > Additional information available in the online finding aid :
- > This item in WorldCat®



Link to finding aid found under “details.” Sends the user to Virginia Heritage where our finding aids are stored



PREFERENCE FOR LOCATION OF FINDING AID LINK



- Preferable to place the link under “view online.”
- Potential drawback: may mislead user into thinking the entire collection is online
- Would have to coordinate with Systems Librarian to determine what is involved with this change



WHAT DO SC&A PATRONS SAY?

Short survey conducted in JBC SC&A; 9 responses

- 66% agreed it was easy to find archives materials using the Primo search
- 78% agreed or strongly agreed it was clear they needed to go to SC&A to view the material
- 67% agreed or strongly agreed that they easily found the link to the finding aid in the record



FOR MORE INFORMATION ON PRIMO



<http://www.library.vcu.edu/>



<http://www.lib.utk.edu/>



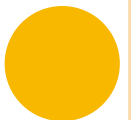
www.exlibrisgroup.com/category/PrimoOverview



THANKS TO...

- Jodi Koste, VCU University Archivist
- Libby McDaniels, VCU Special Collections Catalog Librarian
- Erin White, VCU Web Systems Librarian

Thanks to these three for answering questions and providing feedback while I worked on this presentation.



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Special Collections & Archives
Tompkins-McCaw Library
509 North 12th Street
PO Box 980582
Richmond, VA 23298-0582
(804) 828-3152 direct line
(804) 828-9898 main dept.

<http://www.library.vcu.edu/tml/speccoll/>



True Single Search: The Good, the Bad, and the Ugly

Presented at MARAC, Erie, PA, Spring 2013

Session description

Since the advent of Google, the trend in search engines has been to try to provide as many types of information as possible from a single location. Libraries are no exception, with discovery tools such as Primo and Summon becoming more and more popular. In this session, we will explore the ways in which archival repositories have integrated their information alongside books, journal articles, and everything else found in libraries.

Slide 1 Title

- Introduce self
- Discussing Primo: will be describing what it is, how it looks/works, some of the issues we have had and how we have or will resolve them

Slide 2 SC&A

- Briefly describe SC&A at VCU
- JBC Collection: As part of the VCU Libraries system, James Branch Cabell Library's Special Collections and Archives preserves and provides access to materials documenting the history of twentieth and twenty-first century Richmond and Central Virginia, with a strong focus on traditionally underdocumented communities. The collections encompass a wide range of materials, including the personal papers and oral histories of social activists, writers, and artists as well as the records of civic associations, local non-profit organizations, and activist groups. Nationally prominent collections of comic arts and artists' books also are housed in Special Collections and Archives.
- TML Collections focuses on the history of health care in Virginia and includes numerous medical artifacts, photographs, manuscript and archives materials spanning the 19th to 21st centuries, and a rare book collection with volumes published between 1538 and the present.

Slide 3 About Primo

- Ex Libris, provider of library automation solutions; products for discovery, management, and distribution
- Local and remote: means that it will search not just your physical holdings, but also databases.
- From the Primo page: "Through a single search box, users can now search across the full breadth of content from the library's collection, exploring the library's locally-managed collections, along with the global and regional resources from the Primo Central index. Primo

presents the results in a single, relevant-ranked list from which users can access items of interest.”

- OPAC: replaces the traditional OPAC by integrating it into the functionality of the search interface.

Slide 4 Features of Primo

- ScholarRank: Uses ranking algorithm to place best matches on first page; can customize with info about discipline and degree at log-in to personalize results.
- Facets: the library can choose which ones to use
- Returns results in a single ranked list that can be narrowed by the use of facets

Slide 5 What does Primo Look Like?

- Shows Primo as used at VCU and as it appears at UTK. Both institutions implemented Primo at about the same time.

Slide 6 VCU Primo Search Results **ANIMATED**

- This is what the search results looks like for Pride and Prejudice
- **A1** See the facets to the left to further refine the results
- **A2** Upper right show login, link to account and eshelf
- **A3** Closer look at a single result; tabs appear for find/request, details (bib record), reviews and tags and also links to additional information

Slide 7 UTK Primo Search Results **ANIMATED**

- Same search as VCU, appears very similar
- **A1** See the facets to the left to further refine the results
- **A2** Upper right show login, link to account and eshelf
- **A3** Closer look at a single result; tabs appear for find/request, details (bib record), reviews and tags and also links to additional information
- Very similar, but there are differences

Slide 8 Primo: VCU vs UTK

What is the point of this comparison? As you can see they share similar facets; however,

- VCU had more facets to choose from
- The same facets have different name
- Some facets are used differently, for example UTK uses the “collection” facet to designate the library or the UTK collection an item is in; VCU has a “library” facet to designate which library/department and uses ‘collections” to designate the various databases packages we subscribe to that are searched via Primo

Slide 9 The Point:

- The point is that Primo is customizable and allows for flexibility; it also great for discovery when you don't really know what you want.

Slide 10 So right now you are thinking

- Transition slide...what about finding archival materials

Slide 11 Personalized Results

- This is the customizable results I mentioned earlier
- To use sign in, under personal settings can edit
- Degree choices: Researcher, Graduate, Undergraduate, and Library Staff; this will tweak the results and send potentially more relevant results to the top
- Can select more than one discipline
- Let's say I chose "graduate" and "nursing" and I am looking for information on World War II and nursing

Slide 12 Search Results When Logged in With Preferences **ANIMATED**

- Searched for world war ii nursing
- **A1** Notice the top two results are for manuscript collections; by clicking on details you find that all of the terms appear, however only the Bacon papers concern nursing in WWII

Slide 13 Search Results without Preferences **ANIMATED**

- If you do the same search without preferences or as a guest user the results are reordered in relevance
- **A1** This example is not very dramatic, but it shows how the results change
- This could make a difference though if the user is the type to only look at the first page of results; a less precise search could bump these to the second page

Slide 14 Now For Some of the Bad and Ugly...

- Transition slide...some of the problems I have found since we began using Primo and changed to Alma for our ILS

Slide 15 What is Wrong with this Picture? **ANIMATED**

- Do you see it?

- **A1** It says unavailable!

Slide 16 Even Worse **ANIMATED**

- Expanding the “find or request” tab causes even more confusion
- **A1** No items exist? I processed this myself of course it exists!

Slide 17 The Current Fix

- Spoke to systems librarian and the “unavailable” and “does not exist” have been changed to “Check Find or Request for options” and “refer to location above”
- Not ideal, but an improvement

Slide 18 What it Should Look Like

- Available at: TML SCA...
- Notice in the expanded F/R that it now looks like a book record does when expanded
- What was the problem? Manuscript collections do not have an item record
- So to fix this issue we need to work with Cataloging to go back and add item records, it may be that we add an item record for each box or just make an item records that lists boxes 1-5, etc.
- Benefits: record displays in a more accurate fashion; barcode created that can be added to boxes which could help with inventory and use statistics

Slide 19 Another Issue

- In the facets if you want to narrow the material type to archives or manuscripts you have to choose “other”
- The average user will not think to choose “other”
- Will need to work with Systems Librarians and Catalogers to fix this

Slide 20 Another Alternative

- Using the “genre” facet a search can be narrowed to find manuscripts and archives materials if the bib record contains subject headings that use these terms
- Drawback: Would the user know this with being told or exploring? Genre facet is near the bottom of the list and it is easily overlooked

Slide 21 Link to Finding Aids

- Link is currently located under details; is small and not noticeable unless the details tab is expanded

Slide 22 Preference for Location of Finding Aid Link

- Might be better to have under “view online” but could mislead user into thinking the entire collection is online, not just the finding aid

Slide 23 What do SC&A Patrons Say

Unfortunately I did not receive many survey responses, but here is the breakdown based on the few I did get.

These responses indicate that users are having some success finding our materials, but how many have been stymied by the confusing or misleading information that has been displaying?

The takeaway is that Primo is great for discovery, but it needs some work. Unique materials such as manuscripts and archives present a challenge as they do not fit neatly into the catalog, (archivists have long had to shoehorn their collection records into catalogs that are designed for book holdings, not complex holdings like manuscript collections) especially one that assigns a higher relevance value to electronic formats. We need to make it easier for our users to search specifically for manuscript and archives materials. It will take some trial and error to make sure that these materials are findable and displaying correctly. For us it is important to work with our systems librarians and catalogers to find solutions to these issues, which is precisely what we are doing.

Slide 24 More Information on Primo

Slide 25 Thank you to...

Slide 26 Contact info