

ROAR, the University of East London Institutional Repository: <http://roar.uel.ac.uk>

This paper is made available online in accordance with publisher policies. Please scroll down to view the document itself. Please refer to the repository record for this item and our policy information available from the repository home page for further information.

To see the final version of this paper please visit the publisher's website. Access to the published version may require a subscription.

Author(s): Gurdish Sandhu

Article Title: Resource discovery and delivery in the modern age

Year of publication: 2012

Citation: Sandhu, G. (2012) 'Resource discovery and delivery in the modern age' *Taking Stock*, 20(2), pp. 1-4.

Publisher statement:

Reproduced by permission of National Acquisitions Group

Information on how to cite items within roar@uel:

<http://www.uel.ac.uk/roar/openaccess.htm#Citing>

Resource Discovery & Delivery in the modern age.

Gurdish Sandhu – Associate Director, Library & Learning Services, University of East London

NAG Conference September 7-8, 2011

Resource discovery is the hottest topic gaining librarians' attention. It is one of the strategic priorities of many information professionals to implement adequate resource discovery solution. Resource Delivery and Discovery systems are for end users whereas Library Management Systems are mainly for the library staff. Separation of discovery systems from the resource management has been a radical development. However, sometimes our own processes & policies can turn a good resource discovery system into a simple OPAC.

The Need for Resource Discovery & Delivery Systems

User perspective: Our students & academics work not only in the library space, but also spend more time in their virtual spaces as compared to physical spaces and they want instant access to information resources, where ever they are. Resource delivery systems have empowered libraries to unify formats, locations, rented & purchased content to provide unified, seamless user experience. For users just the ability to search high quality resources is no use, if it is not delivered just in time. Discovery without delivery is waste of time and frustrating.

Secondly, our users have become accustomed to multipurpose devices such as i-phone and i-pad and they expect the same experience from any other system. They want resource discovery fully integrated in their workflows and available through favourite devices. Personalization of content /resources is very important because of its convenience and time saving.

Library Perspective: Abundance of resources in multiple locations, multiple formats, multiple access models have resulted in a fragmented information environment. It presents challenges for libraries to break these silos and present resources to users in a consolidated manner leading to seamless access. If libraries fail to do so, their resources will not be used.

Organisational Perspective: A good Resource discovery System enables the library to fulfil its organisational mission by supporting organisational strategic objectives such as enhanced student experience, better user satisfaction and student attainments etc. Such system also helps in increasing the usage of our collection and maximising the return on investment.

Resource discovery system also enables a library to share its resources and develop new shared services thus providing opportunities for collaboration, not only to share resources but also to develop staff skills.

Resource Discovery (RD) System (Primo) at the University of East London

Our resource discovery system caters to the diverse needs of over 28,000 diverse student body and around 2000 staff. Resource discovery system is available on and off campus to our growing international as well as local user community.

Our information resources, accessible through Primo –RD include over 300,000 print books, 183,000 e-books (purchased, leased & free e-books), 44,000 e-journals, 850 print journals, 85 databases, 5000 digital objects, research publications, e-thesis and growing number of our digital archives.

Resource Discovery Components

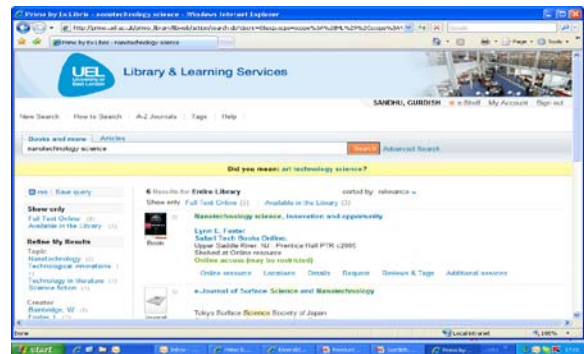
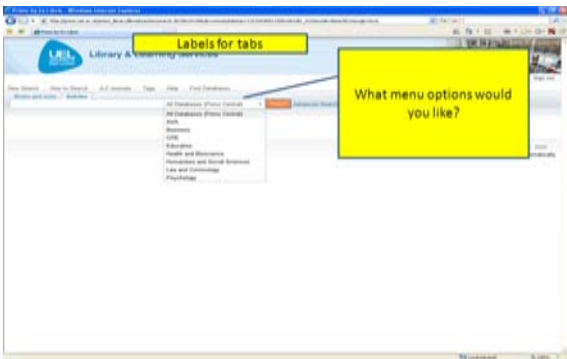
A typical resource discovery system usually has three core components, an index of local & external resources, search engine and a user interface. These are just the basic components and when you look at these, they seem to be not much different from traditional OPAC. But our resources discovery is very flexible and at UEL we have integrated the following service to provide seamless access to resources and services.

- Aleph – user account information, OPAC functionality and loan status
- MetaLib – meta-searching remote information resources
- Delivery services, provided through SFX. SFX link server providing context-sensitive links to full-text articles
- Dspace – research outputs and theses
- Library 2.0 services such as RSS feeds, alerting
- E-shelf providing personalised service through saved searches and documents.
- Primo central perhaps the largest knowledge base of millions of global & regional e-articles, e-books, digital objects. Unlike metasearching, Primo Central content is pre-harvested & indexed to allow for much faster presentation of results sorted by relevance.
- bx article recommended service, recommends articles that are relevant, based on the analysis of hundreds of millions of searches and the usage of current scholarly materials by researchers all over the world. The list of recommended articles is fully integrated into Primo search results
- BibTip recommendations, based on the behavioural pattern of users interacting with Primo. Bibtip recommendations are constantly updated with the changing usage of library local collections.
- Enhanced bibliographic content such as cover images, table of content, summaries, reviews, first chapters etc provided by Syndetic solution. This enhanced content help

in making the resources more discoverable, that results in meeting user needs as well as maximising the usage of collections.

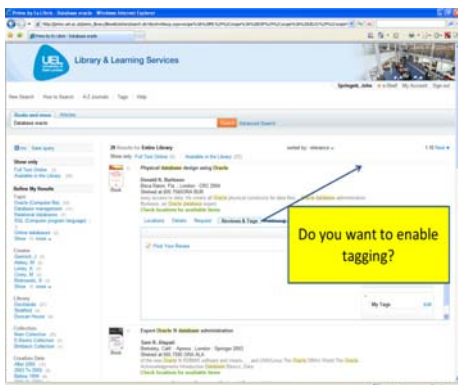
Resource Discovery implementation considerations

Resource discovery is not just fancy system, it reduces the need for the mediation of the librarians, hence source of anxiety and resistance for some people. Librarians need to have an attitude to exploit technology to reduce costs and satisfy customer demands. Without proper vision and leadership, RD may become just a simple OPAC.



Currently we present two search scopes: *Books & more* (enabling the user to search in the local collections, including the library catalogue, digital repositories, and e-journal list provide through SFX) and *Articles*, (enabling the search in the Primo Central Index and in remote databases; the search in remote databases is carried out through the MetaLib metasearch engine). However, we are aiming for just one search. Primo is flexible and can be configured easily by system staff to label library or user preferred options. Regular feedback is gathered from users, to reconfigure RD to reflect user choices & tastes. Accordingly we have made our menus and labelling jargon free and more explicit to help users discover and obtain the content.

Primo-RD provides options for displaying various collections more promptly and the beauty of Primo is that each location or collection can have a separate Primo search view; that is, a dedicated user interface available for searching specific materials.



Decisions on what to include or exclude?

We decided to switch on tagging—enabling the user to create their own tags and annotate materials they find—but in the last 2 years, only 16 tags have been added.

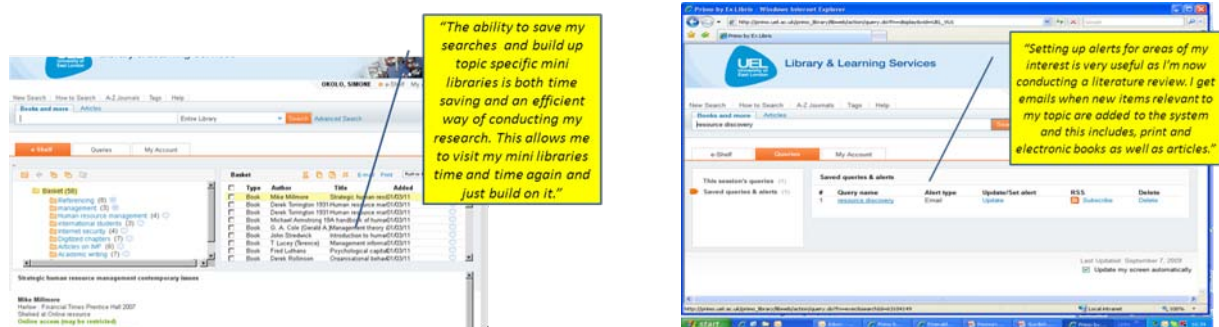
Secondly, there is some nervousness in promoting tagging. There is fear that students may write unpleasant comments.

We do import third party reviews from reliable sources such as Amazon, which can make some academics unhappy if their work has been criticised

but users find it very useful. These changes are on-going and we are listening to our users, what they want to see.

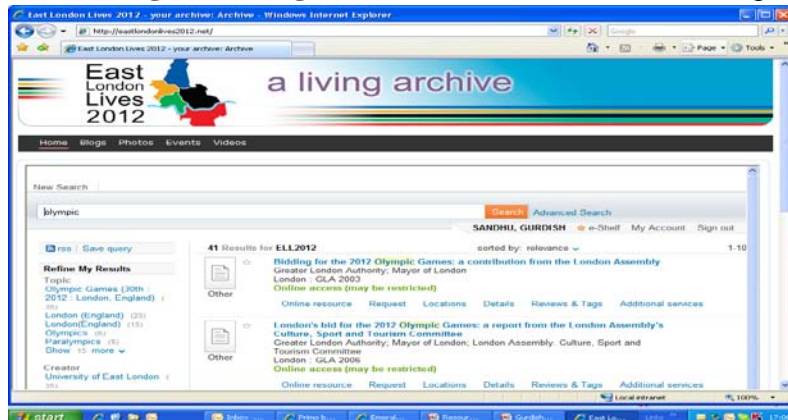
Facets for refining search results: Primo offers numerous options to refine search results such as limiting to items available online or items currently available in the library, or limiting by topic, author, journal name, date range, etc. We offer the option to limit the search results to materials available online as the first option on the page. ‘

Personalization of resources: Primo allows users to build their own mini libraries that are constantly automatically updated when new resources become available.



Alerts are fully controlled by the end users. They can choose on how many topics, they want alerts. As soon as they finish their module, they can delete these alerts and set-up new ones. These alerts inform the user of new items not only added to the local index but also those added to the Primo Central index and to our repositories. Our researchers appreciate this feature.

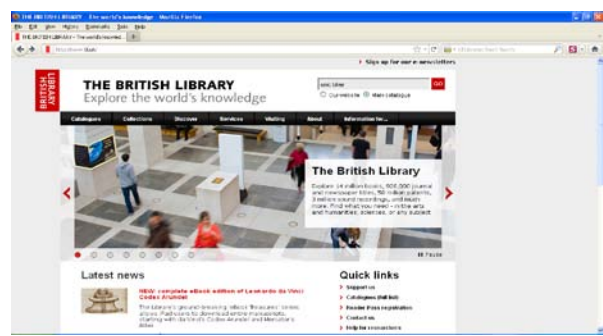
Embedding RD in Digital Archives: In addition to having the main Primo searching,



covering all our collections, we have embedded a dedicated search box in our various digital archives. Though the content of the digital archives can be searched through the main, one click Primo search, such dedicated search box supports researchers &

academics, which are fascinated by particular collection and prefer to go directly to the archive pages.

Primo at National Libraries: Growing number of national libraries have chosen Primo to provide their heterogeneous user population with a unified, friendly search in their vast & complex collections. Below are some screen shots of National Libraries of New Zealand and the British Library.



Other national libraries that chose Primo as their discovery and delivery system include:

- National Library of Austria
- Royal Library of Denmark
- National Library of Finland
- National and University Library of Iceland
- National Library of Luxembourg
- National Library of New Zealand
- National Library Board of Singapore
- British Library

In addition, the library of Congress is using Primo Central through APIs.

The display of results by relevance is among the many features that attract libraries to discovery systems.

The Role of relevance ranking in the resource discovery system

The relevance ranking helps academics and scholars to find the exact scholarly materials quickly. This save users' time and optimise use of library resources.



- Exlibis' use ScholarRank technology for the relevance ranking ¹ that calculate the relevance of items to a specific query and to a specific user's information need. The Primo ScholarRank technology takes into account the three elements (1) The match between the query

¹ Sadeh, T (2011), "The Primo ScholarRank Technology overview, available at: http://www.youtube.com/watch?v=YDly9qPpPYQ&feature=player_embedded

and the item (2) The item's value score and (3) information about the user and his/her research need at the specific point.

Conclusion: Primo is the most flexible resource discovery and delivery solution available to libraries that empowers & enables libraries to provide seamless experience to users, deliver organisational mission and optimise the usage of library collections.