



# Too Many Cooks Don't Spoil the Broth: Selecting and Implementing a Web Scale Discovery Tool

## Selection

### Market Overview

- Web Scale required to include catalog, databases, IR, other digital collections
- Eliminated federated search & open source tools
- Evaluated 5 Tools: EBSCO Discovery Service (EDS), Google Scholar, Primo, Summon, WorldCat Local

### Evaluation Matrix

- Features & functionality of tools
- Weighted for importance
- UT journal holdings covered
- Cost

### Best Practices

- Lit Review
- ER & L Conference
- Phone survey of peer institutions

### Testing

- 28 test question/searches from librarians
- 4 group members tested each discovery tool
- Iterative group review for search technique & standards -- intercoder reliability

### Recommendation

- Summon
- Highest points in staff survey, matrix & test questions & journal coverage

## Environment

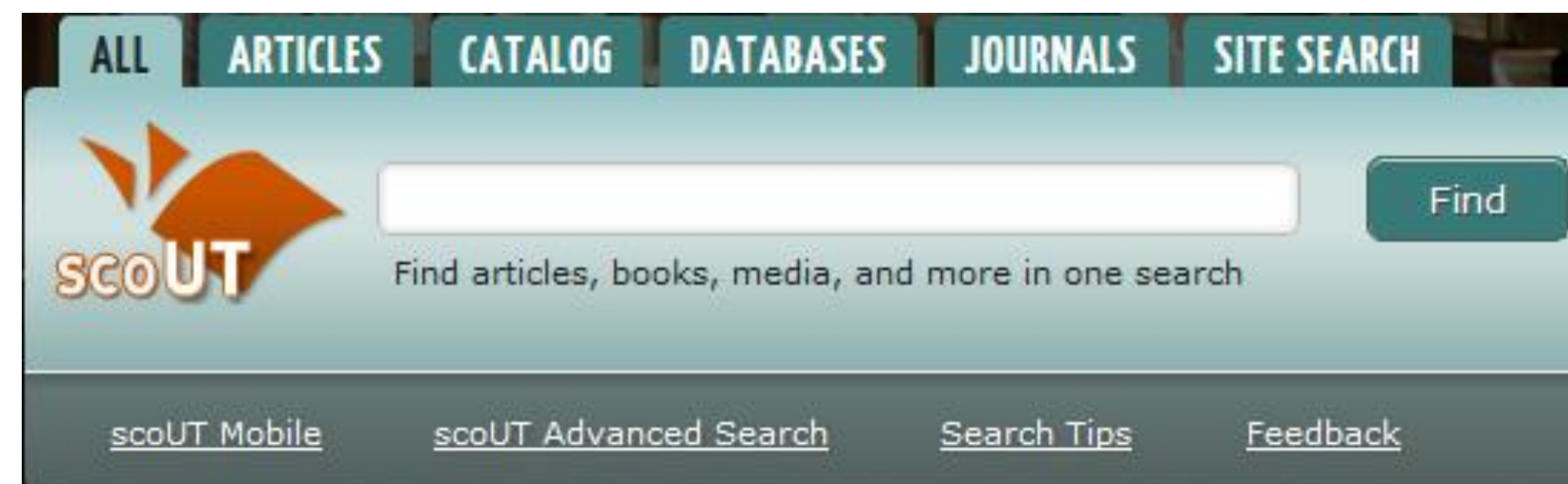
- Academic Research Library with annual \$15 million **investment in collections**
- Institutional **culture change** moving toward transparency
- **Collaborative working groups** with staff from User services, Tech Services & Technology Integration
- **Staff inclusion** with surveys & feedback

## Motivation

- **Strategic planning** → Data driven initiative to “improve discovery and access”
- User **surveys**: dissatisfaction with ability to find information, confusion re: Libraries search interface
- User **expectation** of single search box
- 21% of **ILS** requests for items we own
- Increase in journal & database **usage** with discovery tool

**“It’s not everything, but it’s the closest thing to everything we’ve ever had.”**

- Aaron Choate, TIS, UT Libraries



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## Implementation

### Integration of Summon

- Survey of institutions using Summon
- Initial catalog data export
- MARC mapping
- UT Digital Repository metadata mapping
- Software selection for images and TOC

### Interface Design & Testing

- Analysis of current search interface use
- Heuristic evaluation of 27 library sites using Summon
- “Guerrilla” user evaluation of other library sites

### Usability Testing of Prototype Interface

- 8 users/10 tasks : 90% “successful”; 50% “straightforward”

### Marketing

- Wordmark development
- Naming contest, tabling, promotional swag

### Training

- Staff: Hands on, based on feedback, targeted
- Public and Staff FAQs
- Search Tips linked to search interface

### Feedback

- Minimal (no news is good news?)
- Estimated 50% positive