mySearch changed my life – a resource discovery journey

**EBSCO Discovery Service**

New dawn: the changing resource discovery landscape
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In this session we’ll cover...

- mySearch: the federated years
- mySearch: choosing a new platform
- mySearch: EBSCO Discovery Service (EDS)
  - Implementing a new system
  - Technical challenges
- Has resource discovery enhanced experiences at BU?
- Ongoing challenges
- Implications for library management systems
- Implications for information literacy
- Questions
Webfeat - Only really useful in showing which other databases you should search!
mySearch: the federated years

• Federated search
  • Webfeat was a limited product
  • Poor student experience – slow, awkward, difficult to navigate
  • Poor academic experience – limited researcher tools
  • Poor librarian experience – so we didn’t promote it!
  • US and Australia focussed
  • Improvements implemented very slowly if at all
  • Now subsumed into Serials Solutions’ 360 Search federated search tool

• Galvanised us to change
• Got us on the journey to discovery...probably faster than we might!
mySearch: choosing a discovery platform

• Why BU chose EBSCO Discovery Service (EDS)
  • Well established working relationship with EBSCO as a subscription agent;
  • BU licenses 20+ EBSCO databases and other e-resource tools (e.g. link resolver; A-Z e-journals app)
  • Users familiar with EBSCOhost platform;
  • Ease of integration of other EBSCO products and linking technologies;
  • Opportunity to help shape and develop the product;
  • EBSCO desire to make it work
  • EDS priced competitively
mySearch: choosing a discovery platform

- Why EBSCO wanted BU involved
  - BETA Partner
    - Initially 20 globally
    - UK - Bournemouth University, University of Liverpool
    - Flexibility - willingness to quickly pilot new functionality
  - Integration of 3rd party suppliers e.g.
    - Talis – Library Catalogue
    - Eprints – Institutional Repository
    - BIAB (British and Irish Archaeological Bibliography)
  - Integration of BU CHAT widget, based on template/api
  - Integration with the VLE (Blackboard)
mySearch: EBSCO Discovery Service
BU Implementation

- Launched Summer 2010 (only 2 month lead time)
- Maintained mySearch branding to minimise confusion.
- BU have a single view
  - Facets, filtering
  - Benefits interdisciplinary searching
- Decided against implementing prescriptive subject searching
  - Webfeat experience
  - Time, resourcing
  - Limited perceived benefits
- Good technical support
You can limit your searches at the beginning, but refining later is best.
Refine your results

Add even more resources

Displays results immediately while searching for other resources
Which resources have you searched?

- Integrated search across databases and Library Catalogue
- More than 90 EBSCO databases plus publisher feeds and other sources
- Traditional data sources are less relevant with resource discovery…
- …But it’s useful for students and academics to see!
mySearch: EBSCO Discovery Service
Technical challenges

• Authentication
  • Improving linking
  • Initially EBSCO Technical support
  • And...wiki for sharing best practice
  • Transition from Athens MD to Athens Open LA took a while (vendors keeping pace?).

• Integrating 3rd party services
  • Metadata in EDS, but not necessarily accurate match with licensed content
  • e.g. Books 24/7, NESLI 2 vs USA licence
  • e.g. Journals bundles

• Local knowledge and expertise makes a difference!
Has resource discovery enhanced experiences at BU?

• Broader searching - we are all discovering more!

• Students
  • Fast
  • ‘It’s not quite Google, but it’s easy to use’
  • One-stop-shop
  • Integrated Search Box in tab in VLE (Blackboard) – improved learning experience
  • iBU app with integrated mySearch
mySearch integrated in personalised Library tab in VLE (Blackboard)
iBU app with integrated mySearch

- Liaised with developers Ombiel about build
- Launched Nov 2012
- Library section
  - Catalogue
  - CHAT
  - mySearch
  - Reading lists
  - Free PCs
- Supports
  - iPhone, Android, Blackberry
Has resource discovery enhanced experiences at BU?

• Academics
  • Genuine research tool - citations in Scopus and Web of Science
  • Easy exporting of citations to reference managing software
  • Selected E-Resources function to reassure advocates of individual bibliographic databases
Has resource discovery enhanced experiences at BU?

- Librarians
  - Easier to demonstrate in user-friendly single platform
  - Surfaces content from other platforms, providing another source if a platform e.g. library catalogue is offline
  - Impressive usage
  - Better value from our subscriptions - significant increase in sourcing and use of metadata from databases that previously had little use
Massive increase in usage

- Integrating local collections into EDS e.g. Library Catalogue and IR (BURO) has improved their discoverability
Shift from specific databases to increased EDS activity in 2012

- Users are increasingly using EDS as default search tool.
Adding value to A&I databases and other 3rd party services

- Increase in COUNTER JR1 usage of third party services such as ScienceDirect. Similarly, the integration of metadata from A&I services.
• Last 6 months (Aug 12 to Jan 13) usage up as compared to previous year (Aug 11 to Jan 12)
  • Sessions up 15%
  • Searches up 50%
  • Abstracts viewed up 37%
  • Fulltext downloads direct from EDS up 33%
Ongoing Challenges

• Should we default to metadata or full text only?

• Should we integrate all we are offered?
  • Questionable relevance
  • Information overload – like Google!
  • But you can choose what to turn off

• Metadata is only as good as supplier provides

• Linking out to full text for off campus access
  • Link resolver helps…but inconsistencies in 3rd party platforms create a perceived digital barrier

• Gaps in coverage – law and market research are areas that need more metadata – but Mintel & Keynote on way
Implications for library management systems

• Vendors need to work together
• Unless your LMS vendor is also your discovery vendor you still need an LMS
• LMS vendors are looking to have a discovery function in their LMS
• Will it replace library catalogue?
  • Yes, if it’s easy to surface content
  • But, you still need an LMS or equivalent
Implications for Information Literacy

• From a librarian’s perspective, with one main platform it is easier
• For students it should be easier...
• …but, evidence shows searching, evaluation and management skills are certainly not implicit
• So has resource discovery changed my life? Not completely, but it has helped!
Questions?