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So ... What Do Librarians Really Think About Our Discovery Tool?

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So ... what do librarians really think of our discovery tool?

SCELC Colloquium Lightning Round

Shilpa Rele

Digital Program Librarian | Loyola Marymount University

March 2, 2016



Context

- Librarian discomfort with using EBSCO Discovery Service
- Evaluate implementation of EDS
- Librarian Survey Spring 2015



Goals of the survey

- To understand whether you were able to find what you were looking for in OneSearch+
- To understand any challenges/barriers you encountered while conducting your searches in OneSearch+
- To enhance the discovery service based on the feedback you provide to improve the usability experience
- Identify next steps



Survey overview

- Surveyed librarians only, 21 responses
- 16 questions
- Conduct search in liaison area and find relevant content in OneSearch+ (books, peer-reviewed articles, magazine articles, images, video and/or finding aids)
- Record keywords, limiters, and/or facets used
- Report any problems/barriers encountered



Question 10: Were you satisfied with the results list, why or why not?

- Range of responses
 - Satisfied
 - Mostly satisfied
 - Not at all satisfied
 - dates (for magazines)
 - Searches for specialized content like images
 - Lots of irrelevant results, which were ranked higher than relevant ones



Question 11: Did you encounter any problems or barriers while finding the sources?

- ARTstor links not working
- Filters set up for search conducted not taken into consideration when search was revised
- Subject limiters did not seem to work
- Selecting multiple formats at a time does not work
- Limiting to certain source types still showed results from other source types
- Limiting to “books” did not yield results; limiting to “LMU Catalog only” produced books in results list

Question 12: How would you describe the strengths and weaknesses of OneSearch+ based on the search you conducted?

■ Strengths

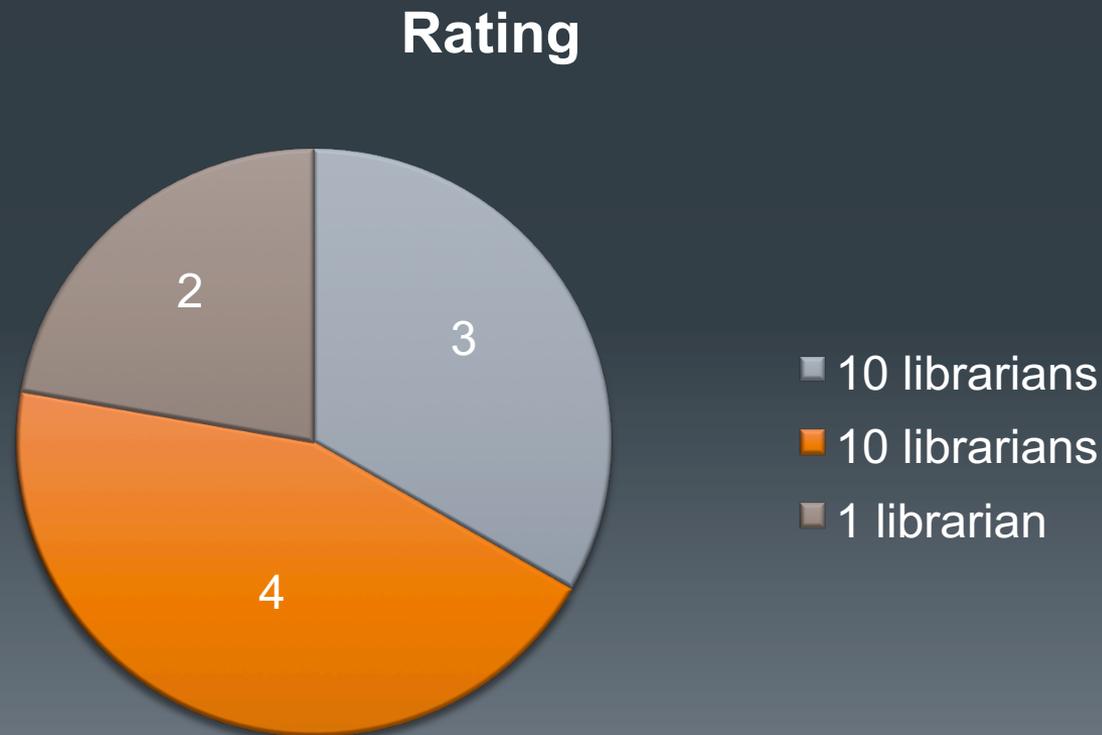
- “The strength is in general, expected content”
- “It is nice to be able to find different types of resources in one place...”
- “Finds academic articles across most disciplines”
- “I find the permalink, email and print options to be useful and easy to use”
- “Facets and limiters are very powerful, representing the strength of OneSearch+”

Question 12: How would you describe the strengths and weaknesses of OneSearch+ based on the search you conducted?

- Weaknesses

- “OneSearch was simply not comprehensive enough. It was difficult for me to find books in our catalog using OneSearch and the results I got were very frequently not relevant”
- “Searching OneSearch+ requires information literacy skills including an understanding of how keywords work, fluidity in research and patience”
- “Most weaknesses might lie outside of OneSearch – i.e. the design of the resources to which OneSearch links, such as a poorly designed OPAC with no-so-obvious links, or a database that has yet to replace outdated keywords and tags ...”

Question 13: Rate the overall experience using OneSearch+ for this search on a scale of 1-5



Question 14: Please explain why you gave it the rating you gave in the earlier question?

■ Rating 2

- “I feel like all of the finagling I had to do to make it work was not necessarily a good use of time.”

■ Rating 3

- Ability to find only a handful of relevant articles
- “Students would need to learn how to navigate the interface and understand the meaning of these information in order to find positive results.”

Question 14: Please explain why you gave it the rating you gave in the earlier question?

■ Rating 4

- “It does what is advertises, works well in my discipline and is a lot better than when we first got the product. Could we tweak it to be better? Sure. Can EBSCO do better overall as a company/product? Sure. But as it stands right now it gets the job done and I'm not afraid to use it.”
- “Again, it's a very powerful tool. Used carefully, it can help highlight the quantity and quality of resources about which our users could've been unaware.”

Question 15: Would this be a recommended resource in your own liaison area? Why or why not?

- 4 librarians said no
 - ProQuest databases more relevant to given subject area
 - 2/3 databases in [subject] area not in EDS
 - “Students should use ____ database or primary source databases for [my subject area]”
 - “I’m not sure ...”
- 1 librarian said N/A
- 10 librarians said yes

Question 15: Would this be a recommended resource in your own liaison area? Why or why not?

- 6 librarians said yes but qualified their answers with:
 - “I would recommend it but it does not replace some of the more tailored _____ databases”
 - “Graduate students, for more obscure topics, yes, once they have a very specific search and vocabulary in mind ...”
 - “Sure, as a quick-start shallow search ... but maybe only recommend for serious/experienced searchers”



Question 16: Is there anything else you would like to say about your OneSearch+ experience?

- Books don't appear in search results
- Play with the keywords in order to get to the results
- Need for more instruction on using OneSearch+
- Acknowledgment for importance of subject databases but usefulness of OneSearch+ in terms of variety of resources



Next Steps

- Conduct UX testing to further tweak system
- Need for instruction on how to use OneSearch+
- Identify disciplines where OneSearch+ has been successful
- Report issues to onesearchplus@lmu.edu



Thank you

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