

# Discovery Working Group

## Interim Progress Report

November 18, 2016

The Discovery Working Group was formed in August 2016 and charged with the task of reviewing RUL's existing discovery infrastructure and making recommendations to streamline access to resources. The group has met six times over the last four months. The first two meetings focused on reviewing the group's charge and providing members with an introduction to library systems. The next two meetings focused on assessing user needs and expectations in order to identify areas for improvement. And the last two meetings focused on tackling the group's first goal: improving the functionality of the library link resolver. The following is a brief summary of all meetings to date. Complete meeting minutes can be found at: <http://www.libraries.rutgers.edu/rul/staff/groups/dwg/minutes.shtml>.

### Aug 16, 2016

The working group reviewed the charge assigned to it by Cabinet, discussed possible approaches to carrying out the work, and agreed on the following starting points:

- Literature Review                      Members of the group will familiarize themselves with the current state of the art of discovery by reading reports and studies posted on Sakai.
- Background Presentation            Members of the group will attend an introductory presentation on library systems in order to gain a better understanding of how these systems and the role they play in discovery.
- User Needs Assessment              Members of the group will review and code comments collected via the 2016 LibQual survey in order to gain a better understanding of user pain points in the discovery process.

### Aug 30, 2016

Two presentations were given to introduce the working group to the technologies and workflows that make up the Libraries' current discovery environment. A third presentation summarized the history of discovery-related initiatives at Rutgers including related challenges, complexities, and incomplete plans.

- Intro to Library Systems            A general overview of library systems including the ILS, knowledge base, link resolver, discovery tools, and library service platforms.
- Holdings Management                A detailed look at how library holdings are loaded into the ILS and knowledge base.
- Discovery at Rutgers                 A brief history of discovery-related initiatives at RUL including the redesign of the library website, the acquisition of EBSCO Discovery Service, and the implementation of VuFind.

**Sep 15, 2016**

The working group reviewed and discussed user comments collected via the 2016 LibQual survey. Group members were divided into teams and assigned to review the comments in one of four categories: search, the catalog, the library website, or interlibrary loan. Each team was asked to code the comments according to theme and provide a summary of the top three themes in their category. The goal of the study was to identify those aspects of the current discovery environment with which users are least satisfied as a means of identifying areas in greatest need of improvement. The findings of the study were compiled in a report entitled *User Perceptions of Library Resource Discovery*, which is available at: <http://www.libraries.rutgers.edu/rul/staff/groups/dwg/reports.shtml>.

**Oct 21, 2016**

The working group reviewed and approved the report from the LibQual comment analysis. Based on the findings, the team drafted a list of potential goals. Goals were ranked on a scale of 1 to 3 based on priority. The two goals already assigned to the group by Cabinet were given highest priority. Moving forward, the group plans to begin outlining user requirements in each the highlighted areas and making recommendations to improve service.

Goal	Priority
Improve the functionality of the library's link resolver/access to full text	1
Provide a single point of access to ebooks regardless of provider	1
Investigate options for developing a unified discovery platform	2
Revisit the design of the library search tabs (labels, search options, and functionality)	2
Streamline remote access to licensed resources	3
Improve access to library databases/revise database descriptions	3

**Nov 3, 2016**

The working group began work on its first goal: improving the functionality of the link resolver and providing more seamless access to full text. To lay a foundation for discussion, the group was given an introductory overview of link resolvers, their functionality, and common limitations. The group then proceeded to discuss problems with RUL's link resolver and common barriers to obtaining full text. For each problem, the group brainstormed possible solutions and potential challenges for implementation.

**Nov 14, 2016**

The working group continued its discussion of link resolver problems and refined its list of possible solutions. For each problem, the group identified appropriate units within the library to be consulted for input on the proposed solutions.