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# Less is More

## Results from a MetaLib User's survey

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2. IGELU conference, Brno, Czech Republic, 3.-5.Sep. 2007



# Results from a MetaLib User's survey

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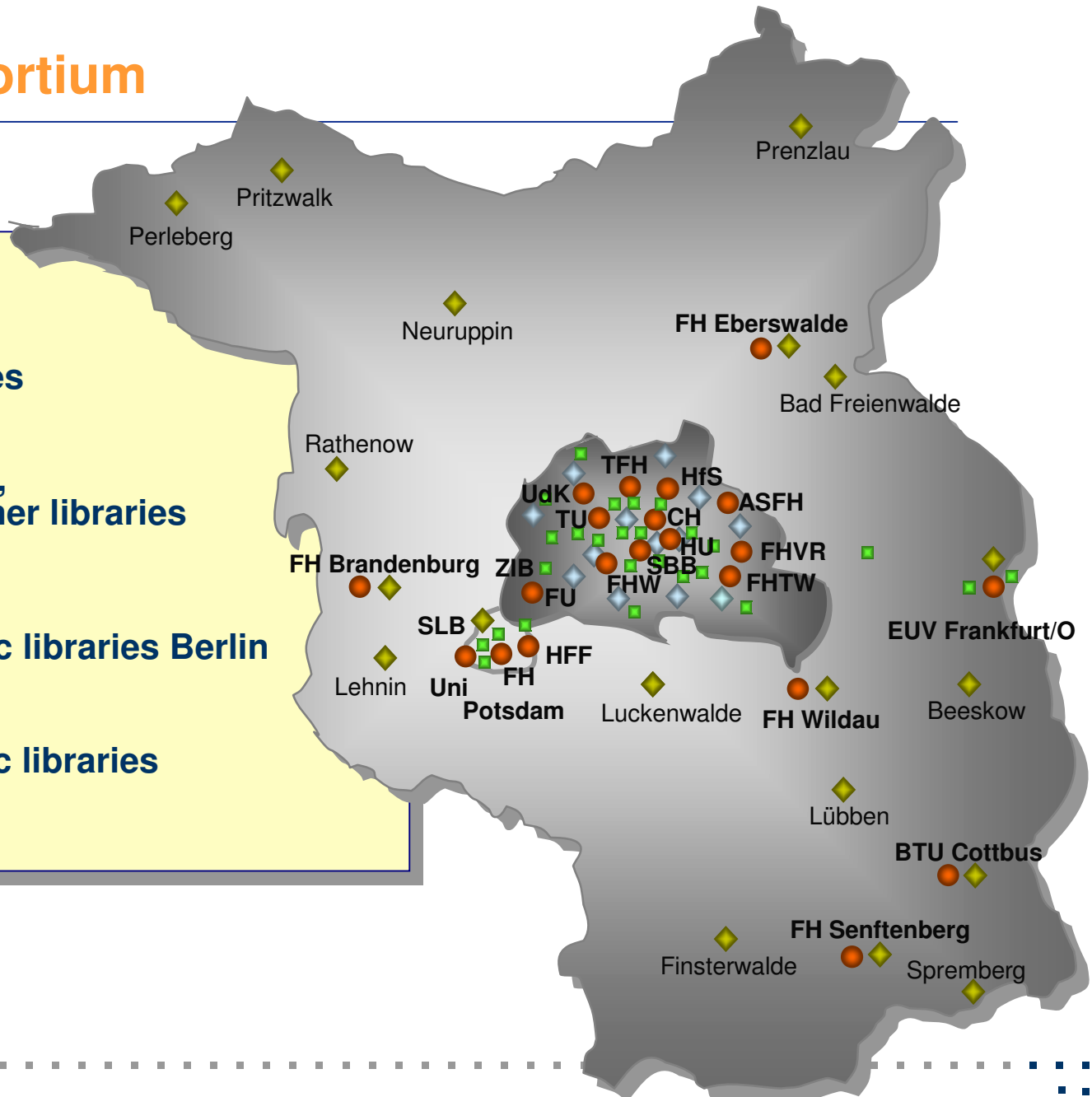
- **About KOBV**
- **Survey – main results**
- **First summary**
- **User comments – analysis**
- **Critical issues**



# Regional consortium

## KOBV Members

- 20 University libraries
- 38 Special, research, government, and other libraries
- ◆ Consortium of public libraries Berlin
- ◆ Consortium of public libraries Brandenburg

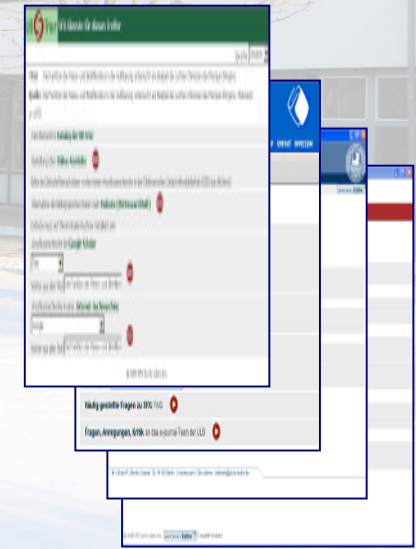
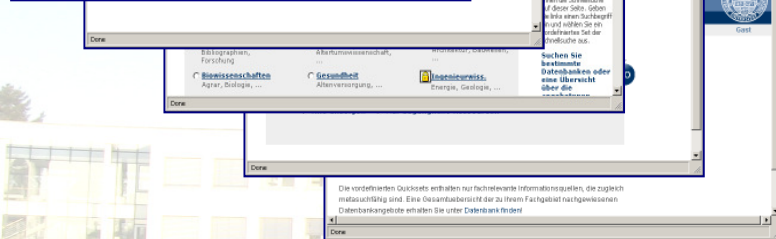


# KOBV Library Services

Metalib: 7 Instances

SFX Linking:  
20+ instances

Document server:  
20+ Instances



# KOBV User Services

The screenshot displays the KOBV user services interface in Mozilla Firefox. It features several overlapping browser windows showing different parts of the service:

- KOBV Bibliotheksfuehrer Startseite:** The main homepage with navigation links like 'HOME', 'IMPRESSUM', and 'KONTAKT'.
- KOBV Digital Archive:** A search interface with a search bar containing 'nuclear power' and a list of search results.
- Kooperativer Bibliotheksverbund Berlin-Brandenburg - Schnellsuche:** A quick search interface with a search bar and a list of search results.
- Kooperativer Bibliotheksverbund Berlin-Brandenburg - Metasuche:** A meta-search interface with a search bar and a list of search results.

The main window shows the 'Metasuche' results for the search term 'nuclear power'. The results are displayed in a table with columns for 'e-Ressourcen-Name', 'Typ', and 'Aktionen'. The search results are filtered by 'VK-Film: DVD/Video' and contain 13 e-resources.

e-Ressourcen-Name	Typ	Aktionen
<input checked="" type="checkbox"/> <a href="#">V-Berlin Univ. der Künste</a> I Videos, DVD... - Keine Ausleihe	Filmbibliothek	<a href="#">i</a> <a href="#">+</a>
<input checked="" type="checkbox"/> <a href="#">V-Berlin VOEBB / ZLB</a> I Videos, DVD...	Filmbibliothek	<a href="#">i</a> <a href="#">+</a>
<input checked="" type="checkbox"/> <a href="#">V-Braunschweig HS Bild.Künste</a> I Videos, DVD... - Keine Ausleihe	Filmbibliothek	<a href="#">i</a> <a href="#">+</a>
<input checked="" type="checkbox"/> <a href="#">V-Ffm Filmbibliothek(DIF/DFM)</a> I Videos, DVD... - Keine Ausleihe	Filmbibliothek	<a href="#">i</a> <a href="#">+</a>
<input checked="" type="checkbox"/> <a href="#">V-Göttingen IVF Mediathek</a> I Videos, DVD...	Filmbibliothek	<a href="#">i</a> <a href="#">+</a>
<input checked="" type="checkbox"/> <a href="#">V-Karlsruhe ZKM Mediathek</a> I Videos, DVD... - Keine Ausleihe	Filmbibliothek	<a href="#">i</a> <a href="#">+</a>
<input checked="" type="checkbox"/> <a href="#">V-Köln KH Medien</a> I Videos, DVD... - Keine Ausleihe	Filmbibliothek	<a href="#">i</a> <a href="#">+</a>
<input checked="" type="checkbox"/> <a href="#">V-Oldenburg Mediathek</a>	Filmbibliothek	<a href="#">i</a> <a href="#">+</a>

On the right side, there is a section titled 'Wie funktioniert die Metasuche?' with instructions on how to use the meta-search feature. It explains that the meta-search performs a parallel search in e-resources (library catalogs, databases, etc.) and lists the selected e-resources in the middle area.

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# KOBV Survey 2006/2007

Special thanks to Sibylle Volz & Beate Rusch

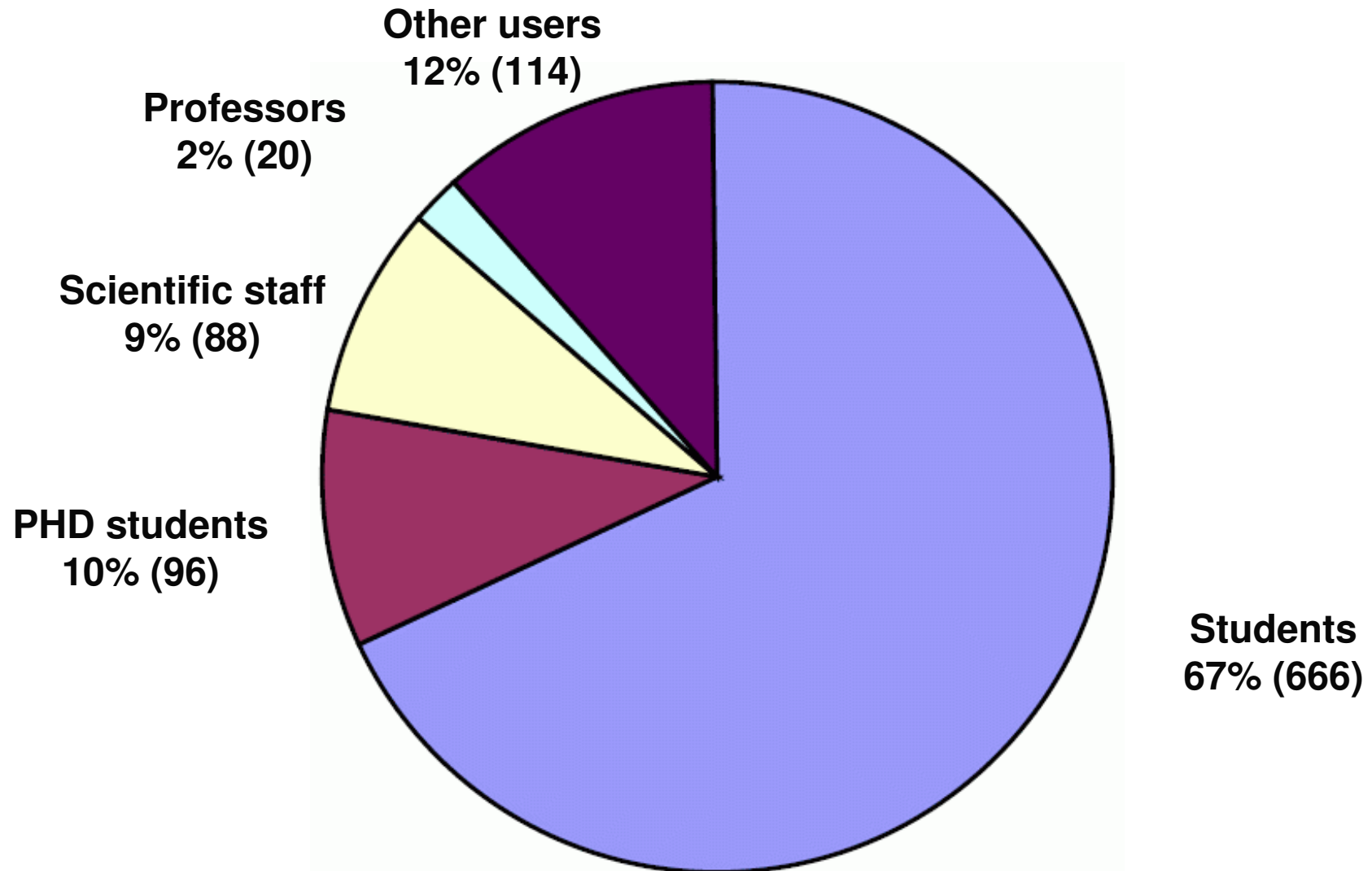
Full survey: [http://www.kobv.de/deutsch/content/wir\\_ueber\\_uns/docs/Auswertung\\_KOBV\\_Umfrage\\_User\\_2006\\_2007.pdf](http://www.kobv.de/deutsch/content/wir_ueber_uns/docs/Auswertung_KOBV_Umfrage_User_2006_2007.pdf)

# Survey Overview

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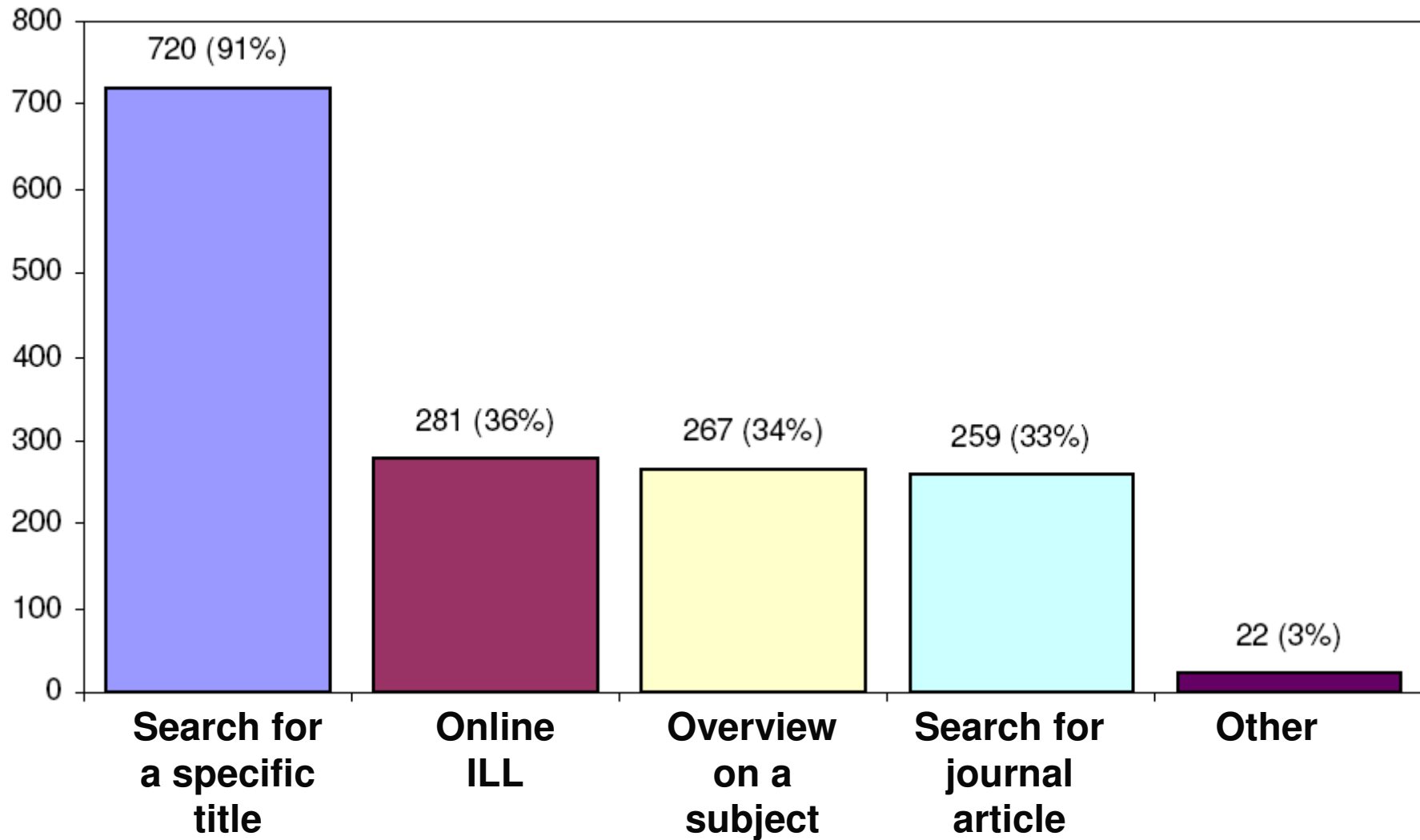
- **Survey is part of annual evaluation process („balanced scorecard“)**
- **Survey covers all KOBV services**
- **2 month online survey („phpsurveyor“)**
- **Rating on scale 1 to 5**
  - 1 = „very satisfied“**
  - 5 = „totally unsatisfied“**
- **Total of 984 participants, 787 answered questions regarding KOBV Portal**

# Who is using KOBV Portal?





# Reasons for Using KOBV Services



## Satisfaction on Access Points in the KOBV Portal

Access point in KOBV-Portal	AVG	Don't use	Don't know
Quick search	2,32	3%	0%
Meta search	2,60	20%	13%
Search for e-resources	3,01	36%	21%
Search for e- journals	2,97	34%	17%
Overall AVG	2,63		

## Registered Users Use of Personalized Functions

Are you a registered user	Yes	No	I don't know this function
	<b>136 (17%)</b>	<b>423 (54%)</b>	<b>224 (29%)</b>
Do you use ...	Yes	No	I don't know this function
... My e-ressources	<b>28 (21%)</b>	<b>48 (35%)</b>	<b>60 (44%)</b>
... My e-journals	<b>17 (12%)</b>	<b>58 (43%)</b>	<b>61 (45%)</b>
...Saved searches	<b>35 (26%)</b>	<b>51 (37,5%)</b>	<b>50 (37%)</b>

## Use of Advanced Features Saving or Sending Result Sets

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Answers	Yes	No	Don't know
Save result sets	84 (11%)	454 (58%)	245 (31%)
Send result sets	171 (22%)	451 (58%)	161 (21%)

## Satisfaction on Online ILL

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Online ILL	AVG	Don't use	Don't know
ILL handling	2,07	43%	6%
ILL quality (sent item matches requested item)	1,49	41%	9%
<b>AVG Online ILL</b>	<b>1,79</b>		

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# First Result

## Who are the users of the KOBV Portal?

## Our Users ...

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- ... come from universities, but are also from the general public (people interested in scientific questions)
- ... are interested in all areas of science
- ... look for specific titles, but also have “broad” (thematic) interests
- ... are “guest users”, they don’t register
- ... don’t like “personalized services”, but they like ILL
- ... don’t know all of our services

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# User's Comments

## A survey



# User's Comments

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- **24% of all participants left a comment**
- **One of the top terms used was “confusing”**
- **Our classification of comments:**
  - **Errors → will be fixed a.s.a.p. (or SI to ExLibris)**
  - **Requirements on the content of KOBV Portal → implementation, if possible**
  - **New function (including navigation) → discussion, next version(s)**
  - **Requirements on layout (no navigation) → implementation, if possible**
  - **Lack of information → implementation**

- **Work on strengths of the KOBV Portal**
- **Improve now, what can be improved**
- **Change as continuous process**
- **Work on pain points**



# User Comments – Pain Points

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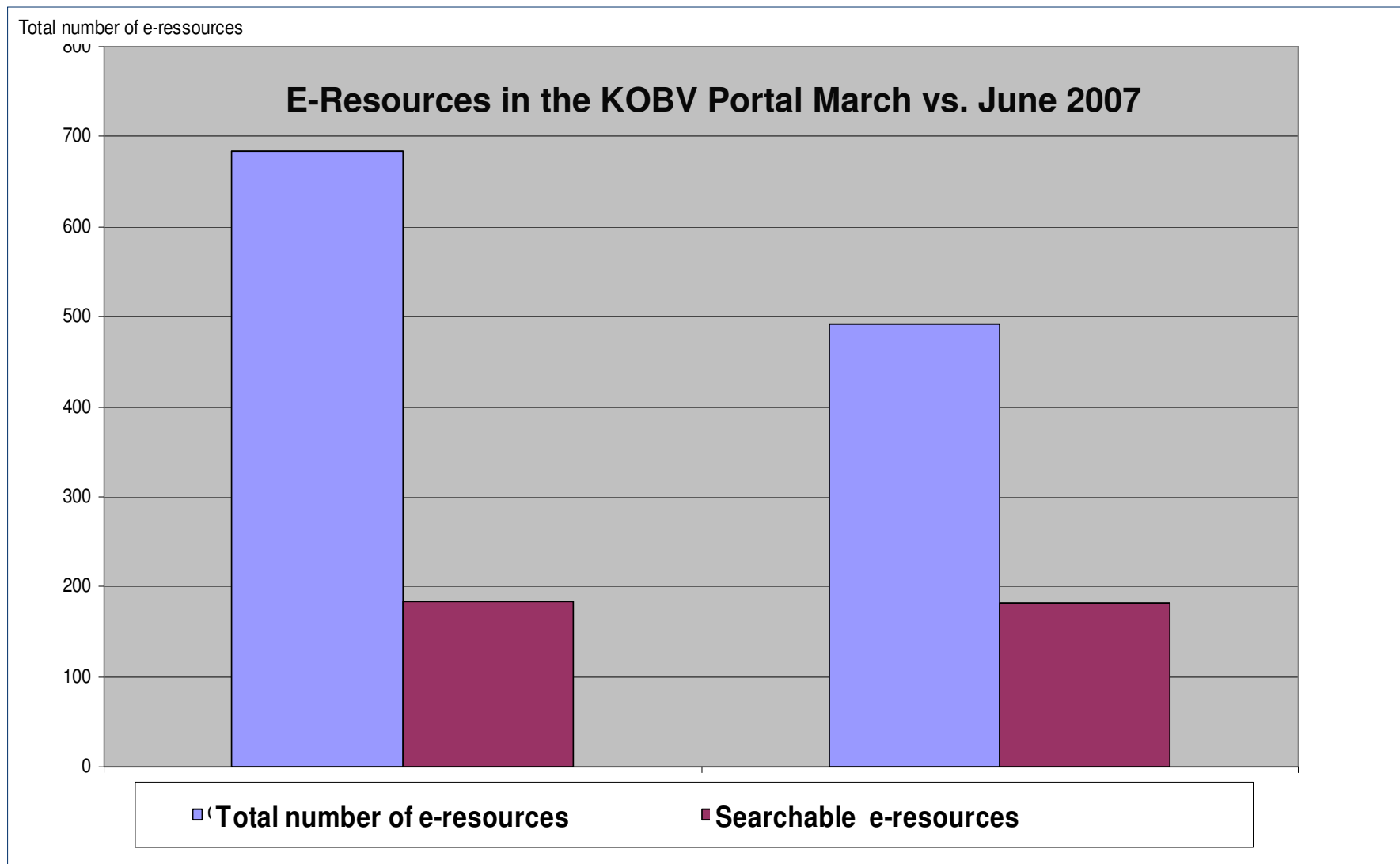


Foto: Aussie Malaysian Family

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# The profile of the KOBV Portal is not clear ...

# Less is More ...



# Less Sets with Less Content

The screenshot shows the KOBV-Portal search interface. The browser window title is "Kooperativer Bibliotheksverbund Berlin-Brandenburg - Schnellsuche - Mozilla Firefox". The address bar shows the URL: <http://se3.kobv.de/V/RM4P3GR526D8JTQI1DNXFQFEHQBRHXULNNTN7AIE6XMD4VG6H6-01951?func=quic>. The page header includes the KOBV logo and navigation links: HOME, IMPRESSUM, KONTAKT. The user is logged in as "Gast". The search bar is highlighted with a red oval and contains the text "Suchbegriff:". To the right of the search bar is a "GO" button. Below the search bar is a list of subject categories, each with a radio button and a description. The categories are: KOBV-Schnellsuche, KOBV-Fernleihe, VK-Film:Ges.Bestand, Geowissenschaften, Mathematik, Technik, Sozialwissenschaften, KOBV-Berlin, KOBV-Öffentl.Bibl, VK-Film:DVD/Video, Geschichte, Medizin, Biologie, Zeitschriften, KOBV-Brandenburg, KOBV-International, VK-Judaica, Kunst, Kultur, and Recht, Wirtschaft. To the right of the search bar is a section titled "Können wir Ihnen helfen?" with several paragraphs of help text. The browser's taskbar at the bottom shows the Start button, several open applications, and the system tray with the date and time "16:01".

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# The KOBV-Portal

**... is not intuitive**

# Less Questions - More Answers

The screenshot shows the KOBV Metasuche website in a Mozilla Firefox browser. The browser title is "Kooperativer Bibliotheksverbund Berlin-Brandenburg - Metasuche - Mozilla Firefox". The address bar shows the URL "http://se3.kobv.de/v?func=meta-1&portal=KOBV&institute=KOBV&mode=advanced". The website header includes the KOBV logo and navigation links like "HOME", "IMPRESSUM", and "KONTAKT". A navigation bar contains "Gast", "Anmelden", and "Hilfe". Below this, there are search options: "Schnellsuche", "Metasuche", "e-Ressourcen", and "e-Zeitschriften". The main content area is titled "Metasuche" and features a search form with "Einfach" and "Erweitert" tabs. The search form has fields for "Suche:" with "Autor" and "Titel" dropdowns, and a "GO" button. Below the search form, a message states "Set: KOBV-Schnellsuche enthält 3 e-Ressourcen". A table lists these resources:

e-Ressourcen-Name	Typ	Aktionen
<input checked="" type="checkbox"/> <a href="#">KOBV-Index</a>	Online Katalog	<a href="#">i</a> <a href="#">+</a>
<input checked="" type="checkbox"/> <a href="#">Berlin Staatsbibliothek</a>	Online Katalog	<a href="#">i</a> <a href="#">+</a>
<input checked="" type="checkbox"/> <a href="#">ZDB-Zeitschriftendatenbank</a>	Online Katalog	<a href="#">i</a> <a href="#">+</a>

On the right side, there is a section titled "Können wir Ihnen helfen?" with sub-sections "Metasuche in drei Schritten" and "Schritt 1: Wählen Sie links die e-Ressourcen aus...". A large red circle highlights the "Less text" annotation over the "Schritt 1" text. At the bottom of the page, a yellow box contains the text "Hotline : 030 - 84 1 85 186". The browser's taskbar at the bottom shows the "Start" button, several open applications, and the system tray with the time "15:47".



# Less Clicks

The screenshot shows the KOBV-Portal search results page. The browser window title is "Kooperativer Bibliotheksverbund Berlin-Brandenburg - Metasuche - Mozilla Firefox". The address bar shows the URL: <http://se3.kobv.de/V/RM4P3GR526D8JTQI1DNXFQFEHQBRHXULNNTN7AIE6XMD4VG6H6-00541?func=met>. The page header includes the KOBV logo and navigation links: HOME, IMPRESSUM, KONTAKT. The search results are for the query "Titel=(problembewä ..." (51 hits). The results are displayed in a table with columns: No., Autor, Titel, Jahr, Standort, Quelle, and Aktionen. A red circle highlights the "Fernleihe" button in the "Aktionen" column for the first result.

**Zusammengefasste Ergebnisse für "Titel=(problembewä ..." ( 51 hits)**  
Ansicht [Ergebnisse nach e-Ressourcen](#)

Tabellenansicht **Vollansicht**    Gehe zu #:     Sortieren nach: **Titel**

1- 10 der ersten 43 Einträge (weitere)    [Vorherige](#)    [Nächste](#)

No.	Autor	Titel	Jahr	Standort	Quelle	Aktionen
1	Gleim-Egg, Heidrun	<b>Kommunikative Problembewältigung in Staat und Privatwirtschaft</b>	1995	Berlin Staatsbibliothek	Berlin Staatsbibliothek	<a href="#">Fernleihe</a>
2	Weis, Peter	<b>Beschäftigungsprobleme älderer Arbeitnehmer</b>	1983	Berlin Staatsbibliothek	Berlin Staatsbibliothek	<a href="#">Fernleihe</a>
3	Starke, Dagmar	<b>Kognitive, emotionale und soziale Aspekte menschlicher Problembewältigung</b>	2000	Berlin Staatsbibliothek KOBV-Index	Berlin Staatsbibliothek KOBV-Index	<a href="#">Fernleihe</a>
4	Grosser, Thomas	Flüchtlinge und Heimatvertriebene in Württemberg-Baden nach dem Zweiten Weltkrieg	2001	Berlin Staatsbibliothek Berlin Staatsbibliothek	Berlin Staatsbibliothek Berlin Staatsbibliothek	<a href="#">Fernleihe</a>
5	Hillengaß, Horst W.	<b>Strategien für Generationswechsel und Zukunftssicherung</b>	1999	Berlin Staatsbibliothek KOBV-Index	Berlin Staatsbibliothek KOBV-Index	<a href="#">Fernleihe</a>

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**It's so “confusing” ...**

**This reflects also the basic  
questions of distributed search**

# Confusing Diversity of Databases

The screenshot shows the KOBV-Portal website in a Mozilla Firefox browser. The page title is 'KOBV-Portal' and the user is logged in as 'Gast'. The search results are for 'e-Ressourcen-Liste' and show 14 results. The results are displayed in a table with columns for 'e-Ressourcen-Name', 'Typ', and 'Aktionen'. The table lists various resources such as 'Mittleurop. Bibliotheksbauten', 'British Film Institute', 'filmportal.de', 'LUIS-BB: Landwirtschaft/Umwelt Brandenburg', 'Media and Communication Servic', 'ViFa Musik', 'Artlibraries.net', 'Twentieth Century North American Drama', 'Art Sales Catalogues Online', 'ViFa Kunstgeschichte', 'ViFa Sport', 'ViFa Sportwissenschaften - SPORTIF', 'Berlin Dt. Musikarchiv', and 'Berlin Staatsbibliothek'. A text box on the right side of the screenshot contains the text 'How to find the right database?'.

e-Ressourcen-Name	Typ	Aktionen
<a href="#">Mittleurop. Bibliotheksbauten</a>	Fachportal	(i) (+)
<a href="#">British Film Institute</a>	Fachportal	(i) (+)
<a href="#">filmportal.de</a>	Fachportal	(i) (+)
<a href="#">LUIS-BB: Landwirtschaft/Umwelt Brandenburg</a>	Fachportal	(i) (+)
<a href="#">Media and Communication Servic</a>	Fachportal	(i) (+)
<a href="#">ViFa Musik</a> ★	Fachportal	(i) (+)
<a href="#">Artlibraries.net</a>	Fachportal	(i) (+)
<a href="#">Twentieth Century North American Drama</a> <small>DfG</small> <small>■</small>	Dokumenten Server	(i) (+) 🔍
<a href="#">Art Sales Catalogues Online</a> <small>DfG</small> <small>■</small>	Dokumenten Server	(i) (+)
<a href="#">ViFa Kunstgeschichte</a> ★	Fachportal	(i) (+)
<a href="#">ViFa Sport</a> ★	Fachportal	(i) (+)
<a href="#">ViFa Sportwissenschaften - SPORTIF</a> ★	Fachportal	(i) (+)
<a href="#">Berlin Dt. Musikarchiv</a>	Online Katalog	(i) (+)
<a href="#">Berlin Staatsbibliothek</a>	Online Katalog	(i) (+) 🔍

How to find the right database?

# Confusing Result Sets

Exlibris - Mozilla Firefox

http://se3.kobv.de/W/QFJRDC75827X282NE25RDTTKHELBFD1B595D3NP458B3JCJ9V-05649?func=quick;

Erste Schritte | Aktuelle Nachrichten

Exlibris | Membership information — IGeLU

kobv KOOPERATIVER BIBLIOTHEKSVERBUND BERLIN-BRANDENBURG KOBV-

Gast

Schnellsuche | Metasuche | e-Ressourcen | e-Zeit

Schnellsuche | Ergebnisse | Nichts gefunden?

Ergebnisse der Schnellsuche

Suche nach "problemlösungen" in "KOBV-Schnellsuche"

Geladene Tr

e-Ressourcen-Name	Status
KOBV-Index	
Berlin Staatsbibliothek	
ZDB-Zeitschriftendatenbank	

Browser-Hinweise:  
Empfohlen werden Internet Explorer 5+, Netscape 6.2+, Mozilla 1.6/1.7 und Safari 1.2. Bildschirmauflösung 1024x768.  
Um die KOBV-Internet-Dienste zu nutzen, müssen Sie in Ihrem Browser JavaScript und Cookies aktivieren.

Die KOBV Internet-Dienste sind ein Service der KOBV-Zentrale.  
Powered by Aleph / MetaLib, © Exlibris Ltd.

Fertig

Start | kobv\_portal\_Juli2007.ppt | Exlibris - Mozilla Firef... | Posteingang für rusch@... | 100% | 16:32

- How to improve response times?
- What is a „good“ de-duplication?
- How to rank results?
- How to reduce the number of clicks until delivery?

# How to present the richness of our region?

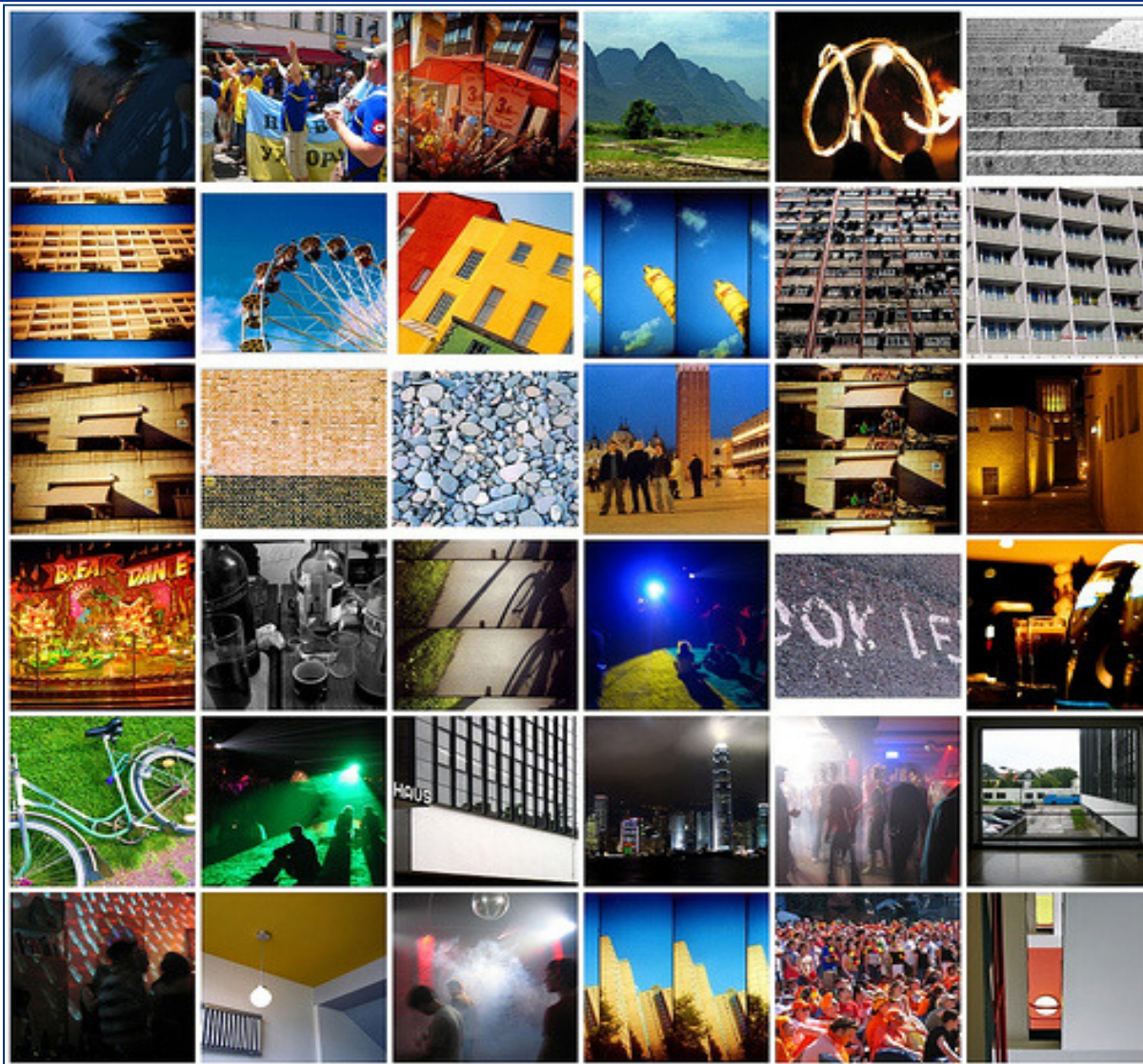


Foto Phogel





**Thank You**  
**for**  
**Listening**