



Andrea Kroneisl

Beate Rusch

Damyanti Patel

Duccio di Blasi

Lukas Koster

Repke de Vries

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- Users talk about usability tests
- Users write an open letter to Mr. Statistics
- Users explore unknown modules
- Users turn into crows
- Users are looking forward to Stockholm

## Everything you always wanted to know about users but were afraid to ask

BY MARCO STREEFKERK  
(LIBRARY OF THE UNIVERSITY OF AMSTERDAM)  
AND REPKE DE VRIES  
(NATIONAL LIBRARY OF THE NETHERLANDS)

CONTACT:  
M.STREEFKERK(@)UVA.NL  
REPKE.DEVRIES(@)KB.NL

Every now and then, we libraries step out of our safe fortifications called service desks or electronic services, to communicate directly to our users. Of course there are many ways to do that. Both the Library of the Universiteit van Amsterdam (UvA) as well as the Koninklijke Bibliotheek (National Library of The Netherlands, KB) in The Netherlands recently used two well known methods: a user survey and a usability test.

### User surveys

With a user survey a selection of the user base is interviewed that is large enough to consider the opinion expressed in the interviews to be representative. Since the user population cannot be called upon too often, we conduct a survey once every two years and try to cover a broad spectrum of the library services. As a consequence for the KB and UvA examples dis-

cussed here, the number of questions dedicated to the Digital Library, that is the implementation of MetaLib and SFX, was limited and of a general nature in both cases. Nevertheless the answers are proving their worth. A survey gives our patronage, as an important stakeholder, a voice and tells us strategically and more practically if existing and new services are on the right track. In both cases it turned out that users are highly appreciative of the libraries and their services. What might be considered a form of criticism is that our patrons are still unaware of the true extent of content and functionality we libraries provide. We should therefore put more effort into marketing in order that our patrons could be satisfied further.

### Results

With regard to the actual implementation of the Digital Library different and detailed questions would have been needed. Perhaps qualitative data rather than large scale user survey techniques would be more appropriate. Either of these would have allowed for more precise questioning, even anticipating the answers to confirm or reject design assumptions. This not

being the case, it's almost impossible to base real implementation decisions on the answers in the UvA and KB surveys. They are being used however as a motivator for further improvement of the Digital Libraries, but you have to read between the lines. The small percentage of respondents in the KB survey that are unhappy about electronic publications (9%) for instance mention inaccessibility of the system as one of the reasons; searching for publications get the lowest score among the various aspects of the website; 13% can not find what they came looking for; improvement of the searching capabilities stands out as one of the top suggestions by users. What's interesting (to say the least) when looking at the results from the UvA survey is that 30% of UvA employees indicates that they prefer Google (Scholar?) over the Digital Library when looking for (scientific?) literature. So the outcome of these two surveys is a feeling that progress has been made to fulfill our patrons changing needs, that the Digital Library definitely plays its role but that further development is needed.

*(to be continued on page 2)*

Issue No 3 was edited by

Beate Rusch, KOBV Berlin  
Lukas Koster, Library of the University of Amsterdam  
Damyanti Patel, Royal Holloway London  
Andrea Kroneisl, The Austrian Library Network and Service LTD Vienna  
Contact: editors(@)smug-4-eu.org

## Everything you always wanted to know about users but were afraid to ask

(Continued from page 1)

### Usability tests

So then comes usability testing! Everyone who has ever experienced usability testing knows: they are likely to have a negative effect on your confidence in the system. For those of you who might not know: usability testing is the activity in which you take 5 or 6 potential users, put them behind a computer, point a camera and microphone at them, give them some representative tasks and observe them while they work with the system. If the system they are testing is the Digital Library then they will struggle! We guarantee you that when you observe such a test; you are likely to feel very sorry for the user taking the test. This is because with usability testing you are specifically looking for problems, and problems you will find.

### Big issues

Nevertheless both KB as well as UvA went through this painful process and organised usability testing for their Digital Library. The usability study at the KB in December 2005 tested the Digital Library and website which were both already in production. The usability test in June 2005 at the UvA tested only the Digital Library and did so before going live. The experiences of both institutes however were similar in many respects. There are some big issues that need to be resolved in order to make any Digital Library successful. To start with: the term Digital Library is difficult. Libraries seem to be unable to promote this concept in an unambiguous way and every user has a different notion: some think of it as being the

library's website, some name their favourite database as such, some believe that you cannot find books using it. Another problem is the OPAC relative to the Digital Library. Both KB as well as UvA still offer separate access to OPAC and Digital Library, even on the same page, without making clear to the user when to use which. Once inside, the Digital Library cannot turn the user's expectations into reality. Users expect the option to search everything but we cannot offer that. Instead we have to choose between forcing the users to select resources to be searched, which they can't, or pretend they are searching everything, which is not true. Of course solving these issues takes time and probably many versions of Digital Libraries to come. Maybe even the whole strategy based on meta searching is wrong.

### Follow-up actions

So is it all for nothing? Certainly not! Every usability test gives you a few of these pearls: problems almost all testers are stuck upon that are caused by a misconception which you had never thought of before and which are easy to solve. Let us mention some;

- the lock icon for example, supposed to be a signal for users to login, is often understood by users as something not to touch.
- the absence of a tick box in front of "link to" resources in MetaSearch. Users either concluded that this resource was not yet searchable or that this resource was included in every search they did!

Despite similar observations at KB and UvA, the follow up within both institutes was again quite different. At the UvA the report that came out of the testing was a deliverable within the implementation project of MetaLib 3. It didn't question the usefulness of the kind of Digital Library a product like MetaLib offers, but instead listed a bunch of recommendations for changes to the interface. The next deliverable of the project was the realisation of the changes, some difficult or even not possible, some done very quickly, and some weeks later MetaLib 3 was launched and the project filed. What was remembered was the fact that the current version of the Digital Library was the result also of usability testing during implementation.

The end report that came out of the usability study of the KB was presented to the library management and contained conclusions like: the concept of the Digital Library is unclear; users don't realise what they are searching and that the search covers more resources; the different searching methods and entry points are in most cases not being used; users found few results when searching the Digital Library. Although also at the KB a number of quick wins was delivered in the weeks after, the main result was that the KB has now planned a re-specification and subsequently redesign of the Digital Library later in 2006.

Just two examples of the impact user studies can have on the use of MetaLib and SFX within a library. Some food for thought for every institute that plans to organise one.



Photo by: Marco Streefkerk

It's great that you can make your own database selection to search



Photo by: Marco Streefkerk

I personally would never do it like that, but it's fantastic.

## Let's talk

## See you at Victor's and Mauritz's

BY BEATE RUSCH, KOBV BERLIN

CONTACT:  
RUSCH(@)ZIB.DE

Victor and Mauritz have already welcomed a lot of guests. They served tons of popcorn, litres of red sparkling lingonberry juice and a lot of light beer, when Ingmar Bergman, Woody Allen, Jean-Luc Goddard and Federico Fellini shared their stories. Victor and Mauritz are the owners of a cinema. But no, hold on, that is not exactly true: Victor and Mauritz are cinemas themselves, cinemas in the Stockholm Filmhuset, which are named after two famous Swedish directors from the silent movie area: Victor Sjöström and Mauritz Stiller.

Regulars in the Filmhuset will find that in September IGeLU will be playing. They may ask what kind of movie this is, what school IGeLU stands for. IGeLU fits well in the concept of the Filmhuset, as IGeLU clearly sympathizes with the independent cinema and sees itself in the tradition of the nouvelle vague, where everything – from the very first idea to the screenplay, the setting, the casting

and finally to the filming - lies in the hands of the director. Moreover, IGeLU shares the view that a good performance is always the product of a team, a group of players, on the screens and behind the scenes.

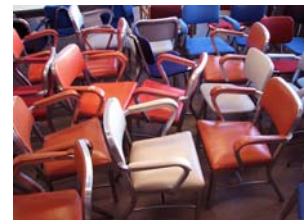
But what is the story, what's the plot, the puzzled visitor in the Filmhuset may ask. It is the saga of a big family, you may explain, a long saga of a group of people, who have adopted five children with quite strange names: Aleph, MetaLib, SFX, DigiTool and the youngster Verde. These children are so lively and agile that they keep the whole family busy. Visit IGeLU and you will explore a kaleidoscope of emotions: love and hate, misunderstandings, surprises, suspense, appeasements and promises. You won't be bored, when the same story will be told more than once. From different perspectives. From the perspective of older and younger members of the family. Of male and female. Of the original parents and the adopting partners. How they met the children with the strange names the first time, how they go along, how they sometimes struggle, what they

are hoping for the future. Don't be surprised that there will be no happy ending, and that many questions are left unanswered. That is normal for the independent scene. This is not Hollywood.

At this point you will have already convinced the regulars of Stockholm's Filmhuset to join you. However, there will even be a second chance, as IGeLU is scheduled as a serial production, as an ongoing story. By the way: they are still looking for new actors ...

See you at Victor's and Mauritz's!

1<sup>st</sup> IGeLU Conference, 4<sup>th</sup> to 7<sup>th</sup> September 2006, Filmhuset Stockholm, Starring: Users of Ex Libris Products.



Photos by: "emdot" maya  
<http://flickr.com/photos/emdot/sets/330117/>

### 1<sup>st</sup> IGeLU Conference 4<sup>th</sup> to 7<sup>th</sup> September 2006

- ◆ Conference Homepage: [http://www.bib.slu.se/ican\\_igelu2006/meeting/](http://www.bib.slu.se/ican_igelu2006/meeting/)
- ◆ Conference programme: <http://www.igelu.org/Conferences/>
- ◆ Your active participation is welcome, call for papers, posters still open at: <http://www.igelu.org/Conferences>
- ◆ For Poster sessions please contact Gerard Bennett, [g.j.bennett\(@\)westminster.ac.uk](mailto:g.j.bennett@westminster.ac.uk)

## Let's talk

# The real thing – Product Working Groups

BY LUKAS KOSTER,  
LIBRARY OF THE UNIVERSITY OF  
AMSTERDAM

CONTACT:  
L.KOSTER@UVA.NL

In the Special London Issue of this newsletter (September 2005) I said that there were two main reasons for organisations to join IGeLU:

- 1 - some kind of formal enhancement procedure with Ex Libris
- 2 - a virtual community website for exchanging information, plugins etc.

Now, if you propose some new idea that catches on, you run the risk of being asked to take responsibility for implementing it. This is exactly what happened. The IGeLU Steering Committee made me an offer I couldn't refuse and now I am acting Coordinator of the Product Working Group for SFX and MetaLib.

A group of 6 volunteers in total is responsible for creating proposals for the general organisation of the PWG and the implementation of an enhancement procedure to be discussed and decided upon at or around the first annual meeting in Stockholm, September this year.

### So, what is a Product Working Group anyway?

According to the official IGeLU Statute, a PWG is the place where the really important work regarding a product is done, while the Steering Committee is responsible for the general organisation and the official representation. To sum up the tasks and responsibilities of a PWG and its

Coordinator in a very concise way:

- organisation of content of annual conferences
- organisation of enhancement request procedures and focus groups
- communication with other PWG's, the Steering Committee, Ex Libris and national user groups

### Getting organised

The official IGeLU Statute is at best not completely clear about who can be a member of a PWG. The Steering Committee has shed some light on this matter in some additional guidelines: "... any member of IGeLU who is interested in the concerned product can be member of the concerned PWG, = can take responsibility in the PWG, vote or become the coordinator etc." This means that all member institutions are de facto member of all PWG's, whether they are using the products or not.

PWG's are free to organise themselves in a suitable manner to perform their tasks and must select a Coordinator. The Steering Committee proposes to establish some kind of Working or Executive Body to assist the Coordinator. The current group of volunteers of the PWG for SFX and MetaLib is acting as such an Executive Body, and will draw up proposals for the internal organisation and selection procedures of the PWG.

A special issue is the question whether there should be one PWG for SFX/MetaLib or separate PWG's for each product. For historical and practical reasons there is now only one

combined PWG, but personally I think in the future there should be two.

### Current projects

#### - Information and communication

On the IGeLU website special sections for SFX and MetaLib have been established for exchanging information.

#### - Sharing platform

The group of volunteers is discussing ways to implement a central platform for each product for sharing locally developed solutions like resource configurations, external programs, parsers, workarounds, etc.

#### - Enhancement procedure

The Steering Committee of IGeLU, ELUNA and Ex Libris have agreed that a joint procedure for the processing of enhancement requests for MetaLib and SFX will be established. The enhancement procedure includes short term enhancement requests, long term developments and knowledge base items.

Proposals for the implementation of this procedure, including methods of submitting and prioritising, will be published on the IGeLU website in the PWG SFX/MetaLib section.

At the annual meeting in Stockholm the PWG's will have business meetings where all their activities and proposals will be presented and discussed. The proposals regarding the internal organisation and the enhancement procedure will be submitted to a ballot in which all members will be able to vote.



Photos by: "Perspektive 89"  
<http://flickr.com/photos/perspektive89/page2/>

## Further Info

◆ <http://igelu.org/sfx/metilib/pwg>



## Pen pals

### Postcard from South Africa

BY NIKKI CROWSTER,  
CALICO (CAPE TOWN)

CONTACT: NIKKI(@)CHEC.AC.ZA

We waited in anticipation for the announced release of ALEPH v18 as the even-numbered year implied upgrade < sigh > A reality check brought to light what many had been thinking. 'Being on the bleeding edge is not a good place to be' as we may potentially be one of the first v18 installations. CALICO needs more time to stretch, test and pummel v16 to its fullest capability, utilise its strengths and expose its weaknesses. So, we're thinking about v18 but it's not in our immediate sights.

2 universities in the consortium have been setting up and are nearing MetaLib STP. The benefits of consortial knowledge sharing have been realised with references to setups of MetaLib instances in pro-

duction. Once all instances are live, the plan is to investigate the efficiency of the current CALICO MetaLib enterprise model. Looming on the horizon are intentions of integration with institutional portals and online course management systems.

ARC was installed in December 2005 on the same production server as ALEPH. After what seemed interminable Service Pack installations to get to the correct fix number, we were ready to roll. However, challenges posed are a steeper than anticipated learning curve and performance problems: running ARC reports impact severely on ALEPH transactions. We're facing challenges of ETL extraction times vs. daily maintenance and house-keeping. So calling in the Ex Libris expertise has brought back hardware resizing suggestions and Oracle tuning. In CALICO, there is still one more instance of SFX to switch

to production and this is scheduled for the 2nd half of 2006.

On an exciting note, CALICO Systems Librarians will be assisting at the Ex Libris stand at the 1st ever Cape Town Book fair. During this time, we planning to have a good look at Verde and as much of Primo as is available.

So where are we going in 2006? Tuning, fine tuning, more tuning, learning about new products, assessing their potential in our environment, getting applications to interact with each other and others... Pretty much a normal day in the office for librarian-users of Ex Libris products.



View of Cape Town from Table Mountain

Photo by: Rachael McCurdy  
<http://flickr.com/photos/rachaelmccurdy/32066449/>

#### Further Info

- ◆ On Cape Town Book fair:  
<http://www.capetownbookfair.com/ctibf/en/index.php>

### Postcard from North America

BY BOB GERRITY,  
BOSTON COLLEGE (BOSTON)

CONTACT: GERRITYR(@)BC.EDU

Many former North American SMUGers attended the first annual meeting of Ex Libris Users of North America (ELUNA), in Knoxville, Tennessee, on June 4<sup>th</sup> through June 7<sup>th</sup>, 2006. The meeting was hosted by the University of Tennessee at Knoxville, Tennessee's oldest and largest public university.

MetaLib and SFX customers were presenting on a variety of topics, including:

- custom services using the SFX API
- integration of SFX and MetaLib with Course Management Systems

- report from the ELUNA X-Services Focus Group
- MARCit! developments
- Improving user experiences with MetaLib and SFX

Ex Libris staff also presented product updates with information about new and planned developments for SFX and MetaLib, including a session on MetaLib version 4.00. Program details for the Knoxville meeting are available at the meeting website.

The meeting also provided attending MetaLib and SFX customers the opportunity to further define what membership in ELUNA means, and how ELUNA fits into the larger environment of other national user groups and IGELU. As the successor organization to NAAUG, ELUNA continues to work di-

rectly with Ex Libris on behalf of its members, including lobbying for enhancements to ALEPH and now other Ex Libris products. In keeping with the SMUG heritage, there will initially be a single "product group" in ELUNA representing both SFX and MetaLib users, but this may change over time.

A full report on the MetaLib and SFX presentations will be available for the next SMUG 4 EU. ["... or SMUG-4-IGELU, who knows?" says the editor]



Tennessee

#### Further Info

- ◆ ELUNA: <http://www.elu-na.org/>
- ◆ University of Tennessee at Knoxville: <http://www.utk.edu/>
- ◆ ELUNA Meeting website: <http://www.lib.utk.edu/eluna2006/index.php>

## In Focus

## Hello Mr. (or Ms.) Statistical Analyst

BY ELISABETH MANNERFELDT,  
NATIONAL LIBRARY OF SWEDEN  
(STOCKHOLM)

CONTACT:  
ELISABETH.MANNERFELDT(@)KB.SE

Mr. (or Ms.) Statistical Analyst, it was really great news, when we first heard, that somewhere in the big Ex Libris world was a person working on the MetaLib statistics module. That someone was taking our concerns seriously. Unfortunately, we have never met, never talked to each other personally and do not know each other's name. But as we do need you so much, we would like to write you an open letter.

Firstly, an introduction. We have a consortia model with 43 libraries sharing the same MetaLib server. This puts some rather special demands on MetaLib and amongst other things, special demands on the statistics function.

To add to the complexity every research library in Sweden has an obligation to share statistics with BIBSAM, a department within the National library of Sweden, which is responsible for collecting and analysing statistical data on Swedish research libraries. The statistics are collected in cooperation with Statistics Sweden and in accordance with both international (ISO 2789) and Swedish standards (SS 03 80 01).

Owing to the fact that we are 43 libraries sharing the same MetaLib IP-address, which is registered with the supplier, it is difficult to manage the statistics coming from MetaLib and the statistics coming from the supplier.

This fact really focused our need for a functional statistics module in MetaLib and with that in mind, during the au-

turn of 2005 Susanne Sellei of The Library of the Royal Institute of Technology in Stockholm conducted a feasibility study on account of the MetaLib/SFX project in Sweden.

The report she wrote gave us more questions than answers and the scariest part of all was that she found that the numbers in the statistics module don't compute! For instance the numbers from the MetaSearch module were unreasonably low.

### The study's questions, answers (?) and more questions

The feasibility study's task was to try and find answers to the following questions:

1. Can every library within the consortia get correct statistics regarding the library's own search pattern from MetaLib?
2. Is it necessary to get user statistics concerning the number of searches, from two different sources, both MetaLib AND the supplier?
3. Is it enough to fetch statistics concerning the number of full text documents, from just the supplier? (This question quickly resolved as we found that when accessing the supplier's database it is in fact the library's own IP address which is registered with the supplier.)
4. Can the suppliers link searches via MetaLib to the different libraries within the consortium?
5. Is the number of searches defined the same way in MetaLib and in the national research library statistics? Is it possible to look at the number of searches and see what portion is searched via MetaLib and what portion via the suppliers interface?

However you consider it, collecting statistics will be more complicated using the MetaLib module for this. Much of the work is built upon knowing HOW the

suppliers present their statistics and HOW MetaLib works with that supplier. The questions above proved hard to answer. However, Susanne did an amazing job and came up with the following.

1. The need for standards – making MetaLib COUNTER compliant  
Ex Libris say they are following the development within different standards but haven't adjusted their portal to COUNTER or any other standard and we ask: Why not? We want to compare different data from different suppliers and therefore we need a standard!

2. Format for presenting statistics  
We need to know how suppliers have chosen to present statistics originated via MetaLib. A format for presenting statistics is a necessity and therefore should be developed and communicated to suppliers.

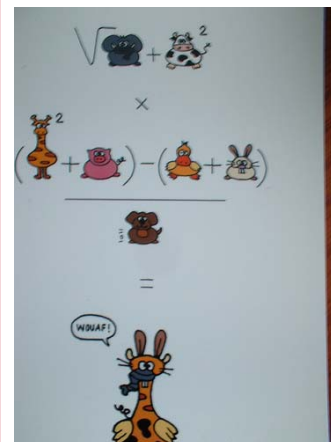
3. Further development of the MetaLib statistics module

- We want to be able to sort the lists alphabetically and within different categories.
- Another wish is to limit the outtake depending on the resource type such as E-books, E-journals, Bibliographical databases, Encyclopaedias etc.

### Focus group for statistics issues

Our next step is to create a focus group consisting of people from BIBSAM and from the participating libraries in order to test the statistics function again and again and again until we know how it works.

(to be continued on page 7)



Photos by Evil Genius Society - photostream  
http://flickr.com/photos/egs/97657909/

## In Focus

## Hello Mr. (or Ms.) Statistical Analyst

(continued from page 6)

Dear Mr. or Mrs. Statistic Analyst. Maybe you should know that you are not only needed in Sweden. The picture I get from discussions in the mailing list is that really no one seems happy with the statistics module and some even consider it BAD.

We would appreciate some straight answers from you:

- What functions specifically are not working at the moment?
- How does MetaLib count statistics?
- How does Ex Libris discuss with suppliers the ways the supplier counts statistics

compared to how MetaLib does this?

- Will MetaLib become COUNTER compliant? Or at least following any kind of standard?
- Is the intention that Service Packs will fix the bugs in the statistical module? (If this is the case why in the past did we need an upgrade to fix bugs?)

Dear Mr. or Ms. Statistic Analyst, we are confident, that you really do exist, as sometimes we do get such promising news, that you, the Statistics Analyst, will look at a certain problem and analyze it! WONDERFUL! My call to you, Mr or Ms. Statistical Analyst, whatever you do will be

greatly appreciated and even more so if you actually TELL us what you find and fix!



Photo by: Clint M. Chilcott  
http://flickr.com/photos/\_elemenoh\_/71232780/

## Under the Hood: MetaLib- and SFX-user statistics and beyond

BY ANDRÉ KEYZER, ANE VAN DER LEIJ, ROXANA MARIA POPISTASU, BART ALEWIJNSE, UNIVERSITY LIBRARY OF THE UNIVERSITY OF GRONINGEN (GRONINGEN)

CONTACT:

A.K.KEYZER(@)RUG.NL  
A.W.VAN.DER.LEIJ(@)RUG.NL

From the very sparse user and usage statistics we gathered from database providers, we already knew that our users don't always use our costly information resources quite as well as we would like them to do. Analysing our home-made statistics programs for MetaLib and SFX gave us a more in-depth and more disturbing insight of the problems our patrons have by selecting the best sources and getting the best information from these resources.

Some figures were rather shocking, as a matter of fact. It turned out that over 50 percent of all searches through our MetaLib portal result in

either zero hits, false results, or error-messages. This has undoubtedly resulted in disappointed users turning away from our system.

### Database usage

We wanted to learn more. We wanted to see what our users are doing. We wanted to follow them. This is why we built a statistics module based upon several Combine- and RUGlinks-logfiles (RUG Combine is what we branded MetaLib at the *Rijksuniversiteit Groningen* - RUG; RUGlinks are our SFX-services). The information from the log files is stored in a local MySQL database from which we can extract all the information we want by using our own search criteria and we can add our own queries. This MySQL database and the search software are placed on a separate server so we do not interfere with our production environment for MetaLib/SFX. The information is then made available in an online web interface for library management and staff by username/password access. Thus

we have moved away from the admin-module to an easy to use HTTP-environment.

### MetaLib statistics

As to the Combine statistics: we are now able to get detailed information about the number of users for each category: students, university staff, university hospital staff, authenticated users and guests. We get the number of users for each possible Combine service, usage of the native interfaces or the XML-interface (X-Server) and of course we can filter by date, university department and/or databases used.

At a database level, we can see the number of searches, the successful ones and the unsuccessful ones, and most importantly: we can see the details of every search; do people use QuickSearch or MetaSearch, which QuickSets do they use, which databases do they select, do they use Find Database, how do they use it, which search terms are

(to be continued on page 8)



Photo by: Sherlock77 "Prowd Owner"  
http://flickr.com/photos/sherlock77/27889578/

## In Focus

## Under the Hood: MetaLib- and SFX-user statistics and beyond

(continued from page 7)

used, refinements etcetera.

### SFX statistics

When it comes to RUGlinks: we now get detailed information about the actions performed in the SFX menu. We now can do a search for information about the number of requests per source/target, per object or type, with or without full-text and the number of users for each. We can see the number of clickthroughs per target, per target service and the number of users for each, the list of requested vendors and the number of users for each of them.

All these searches can be limited by date, department or database(s) or user group, if one so desires.

The same goes for information about most active users, requested journals, the number of requests per journal (full-text or not), and the most popular journals and the number of requests for each. We now also have clues about accessed (e-)books (ISBN, title, series, source and IP (department) of the user), about inter-library loan requests and about the usage of our reference generator.

### Lessons learned ...

What have we learned so far? Combine users sometimes seem to choose databases at random. When choosing from the alphabetical list, users often just pick the first ones to check, and then start their search. Thus, the ABELL-, ABES- and ABSEES-databases, for English and Slavonic studies respectively, suddenly became popular among the University Hospital staff.

But even when guided towards the right resources in the Meta-Search Subject Area-section, users make lots of wrong queries:

- Phrases that are non-specific or too broad
- Dutch keywords in English language databases
- Many misspellings
- Lack of understanding of Boolean logic or database peculiarities

Any misconception you can think of can be found in our statistics.

On top of these problems with searching come several technical issues related to live cross-searching several external databases, like: temporarily unavailable databases, "Z39.50 gate not running" etc. Several problems users encountered while searching through our MetaLib server could be solved quite easily. A simple script keeps an eye at the local Z39.50 server and restarts the server when it stops and several adjustments were made to the search programs or the configuration files. Thus the number of errors where reduced significantly.

But we cannot just blame MetaLib's peculiarities for all problems. Yes, distributed search systems like MetaLib bring along some problems that are hard to handle: time-outs, limitations in concurrent users and a variety of search protocols and parsers, just to name a few, however local systems can be optimized.

We should try to move away from librarian's jargonese, we

shouldn't write ABES but write *Annotated Bibliography for English Studies* instead, we should give the core resources preferential treatment in our presentation. We have to instruct, inform, educate and guide our users. We should also think of ways to reduce the number of times users get zero results in every possible way, by improving the interface, the workflow and the way queries are handled.

### ... And beyond

In Groningen we will go further. Having our statistic lessons in mind we are now trying to build a new system, based on MetaLib's X-Server and other APIs. This system will definitely include:

- A completely new interface and new workflow;
- Database and query suggestions based on online generated word indexes;
- Spelling correction;
- Inline SFX information (no popup screen);
- Locally generated TinyURLs for linking to full-text;
- Book covers

and maybe some graphical features (like AquaBrowser, <http://www.medialab.nl>) as well as an option to add ratings/remarks to selected items.

We think we can do that, we can build a system our users do expect. Thanks to our statistics.



Photo by: „jmv“  
<http://flickr.com/photos/jmv/21373021/>



Photo by: „cynical pink“  
<http://flickr.com/photos/cherieb/125998935/>

### Further Info

◆ Read our library's blog <http://linklog.weblog.ub.rug.nl/>



## In Focus

## Grepping our users in their tracks

BY REPKE DE VRIES,  
NATIONAL LIBRARY OF THE NETHERLANDS (THE HAGUE)

CONTACT:  
REPKE.DEVRIES(@)KB.NL

Implementing a Digital Library (DL) with MetaLib is an investment that should prove its worth for the users. One way to get feedback on that is log file analysis. Many of us will be familiar with such analysis for web sites: it gives an impression what visitors do, of usage. And standardized indicators like “number of unique visits [sessions] per month” and “number of unique visitors [IP addresses]” make it possible to compare web sites. There is a lot that log files can’t explain: user’s intentions and therefore ultimately user’s satisfaction or dissatisfaction. But they are great for profiling and usage impressions – both of functionality and of content.

MetaLib log files are essentially just like website logs, it is just that there are several and the format of the information written to the log does not follow the standard for web server logs. This has the advantage that richer information is available, but the obvious disadvantage of choosing between either predefined statistics in MetaLib Admin that might not fit the bill, or creating your own analysis tools. The following is a brief account of such an analysis of our own at the National Library of The Netherlands (the KB – Koninklijke Bibliotheek) and concludes with two proposals: one to share profiling results and the other to create an Open Source log analysis tool dedicated to MetaLib logs.

From the different MetaLib logs we use the main `www_server_m` log, extract just the log entries that have the requests that MetaLib has to process and then further extract and count those en-

tries that are specific for certain usage. To do so standard Unix tools are used like `grep` (extracting based on pattern matching), `sort`, `unique` (for measures like “unique number of visits”) and `wc` (for counting).

As a side effect of MetaLib’s deep linking functionality grepping usage this way is relatively easy: the different modules and sub modules have distinct calling URL’s and these same URL’s appear in the log. By starting a MetaLib session with and without logging on, and then performing tasks and later checking the log for unique enough corresponding entries, almost any usage can be identified, grepped and counted. At the KB we count the number of unique visits and visitors, in order to be able to compare the Digital Library with other web services that we offer, and also use this number as part of a series of accountability indicators. We follow up on our “website – MetaLib” integration by tracking logon as guest or library pass holder and when we still had a MetaLib QuickSearch deeplinked search box on the KB homepage, we counted these searches, including the typed in search phrases. And MetaLib itself is monitored from the point of view of the different modules, by counting the usage of the main modules like My Space, MetaSearch and so on.

Clearly this tracking is pretty static and observes relative usage of MetaLib itself. High on our wish list is session or click stream analysis: getting to know patterns of use. If QuickSearch is the entry point, do users go to Find Database at all? Once within MetaSearch do they go back and forth between its sub functionalities? Such session analysis is beyond standard Unix tools however and needs an approach like tagging the main MetaLib interface pages where the tag is some extra code that sends tracking data

on someone’s session to a data collecting and analysis server. (“Web Site Measurement Hacks”, Eric. T. Peterson, O’Reilly, 2005).

This leads me in conclusion to the following proposals:

- given the fact that we have hundreds of MetaLib implementations worldwide all having the same log file format, even a simple set of standard Unix commands based data preparation and analysis could give us some nicely comparable profiling. At the KB for example QuickSearch as entry point has most usage, with My Space, but also even Find E-Journal, trailing far behind. Such uneven distributions suggest problems with overall navigation and understanding of the concept of a multifunctional portal. How would the profile work out at other (types of) libraries?

The proposal therefore is to share our profiles after testing out and improving the basic KB “usage grepping” commands.

- as explained, much richer insight would be gained with implementing session analysis with MetaLib page tagging or with writing dedicated software that brings together someone’s session in a MetaLib log by looking at the unique session identifier.

The proposal here is to start an Open Source project that can look at these approaches and work out a solution. Sharing insights from what our users do step by step could have a major impact on interaction design of portal systems generally because of the large user base of MetaLib installations with variations at the same time in end user audiences.



Photos by: „dannywartnaby“  
<http://www.flickr.com/photos/dannywartnaby/>

### Further Info

- ◆ <http://www.igelu.org/metilib/shared/1/greptools>
- ◆ *Some results:* <http://www.igelu.org/metilib/shared/1/grepdata>

## In Focus

### What about your portal

BY MONIKA HOTZE,  
RESEARCH CENTER JÜLICH (JÜLICH)

CONTACT:  
M.HOTZE(@)FZ-JUELICH.DE

Since 2004 the Central Library at Research Centre Jülich has been offering scientist at the Research Centre's campus a Subject Portal based on MetaLib and SFX. This portal guides our scientists through the world of literature and factual databases, electronic journals, and other resources. Metasearching simplifies the search for literature and articles appear even quicker on the scientist's desktop. Before the portal was officially released several scientists tested it and were pleased with the new service. Feedback from other users was also positive.

However a closer look at our usage figures was disappointing. Although all channels for advertising were activated - we announced it on the library's website, reported on the service in the library's newsletter, and produced flyers - only a small number of researchers were actually using the portal.

Is the portal too complicated to

use? Is the user interface confusing? These problems were discussed and we came to the conclusion that the portal itself was fine but advertising alone would not convince users to work with the portal.

From the user's perspective, it is not enough to be informed of a new library service. You need to know how the service will benefit you and you have to be able to adopt the service to your day-to-day business. All of this requires valuable working time, openness and a readiness to learn new techniques.

We decided to set up a training programme consisting of information sessions and courses on different levels, that would be held in the scientist's departments rather than in the library. This programme included:

- half an hour of presentations giving an overview of the library's service portfolio,
- half an hour of presentations on the subject portal,
- one hour introducing in all functions of the portal in detail,
- workshops with hands-on training are planned

Before the training sessions take place, we speak to the institutes about our services and they decide what kind of training they like to have.

The aim is to establish a platform where library staff and scientists can talk directly to each other and to point out that the library is interested in suggestions and requests. Through the feedback given during these sessions, we learn how our services are used, what information is required and how to optimize our services.

This long-term programme is time consuming and requires a lot of planning to determine appropriate target groups, to find contact persons, and to plan and to conduct the courses.

However at a time when electronic information is pervasive and accessible from the user's desktop, the library has to promote its services and training should be brought actively to the users.



Photo by: Kevin Trotman  
<http://flickr.com/photos/kt/8730356/>



Photo by: Tomi Knuutila  
<http://flickr.com/photos/yourbartender/49871530/>

## In Focus

## See me, feel me, touch me, heal me - Usability testing at Maryland

BY LAURA WRUBEL,  
UNIVERSITY OF MARYLAND AND  
AFFILIATED INSTITUTIONS (USMAI)

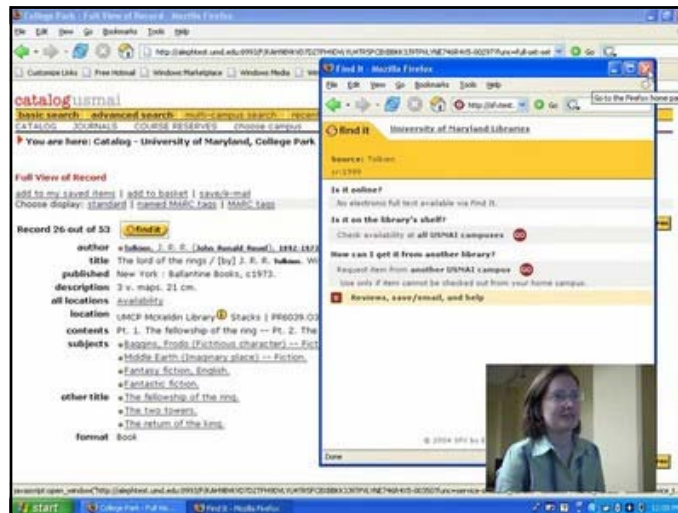
CONTACT: LWRUBEL(@)UMD.EDU

At the University System of Maryland and Affiliated Institutions (USMAI), we've been working to incorporate usability testing into the process of customizing the interface of ALEPH, SFX, and MetaLib.

In a typical usability test, our graduate assistant recruits students from the library café or computer lab, enticing them with gift certificates to the campus bookstore.

Each participant is asked to do a list of tasks in the website we're testing. These tasks might include finding a particular book, locating an article, or determining how to get an item that is checked out or isn't available online. For example, "You would like to look at an article in the July 4, 2004 *Washington Post*. How would you do that?" The tasks might involve using the catalog, SFX, MetaLib, or a combination of sites.

We ask the students to think aloud as they work on the tasks so we hear what confuses them, what assumptions they're making, and what they're expecting the website to do. We use the Morae software from TechSmith to record the sessions. The software captures the screen activity, video records the participant using a web camera, and sends the recording to other computers where librarians



Screenscapture from usability test in Maryland

can watch the sessions in progress.

While we're not surprised to learn that students want everything in full text, other student perceptions have challenged us to rethink the language on our sites and the workflow for tracking down items. Currently, we're evaluating and developing our implementation of SFX in the catalog and trying to make our many delivery options clearer to students and faculty. When we first made SFX available in the catalog, we put a patron-placed holds service and ILL service on every SFX menu. That was immensely confusing to students, and so we're working to make the SFX menu only show the most appropriate service.

We're also trying to streamline the "full" or "standard" record in the catalog, and no longer present the title as a link to do another search. Students thought that was a link to the full text. We also know that as

long as we present links to URLs in the full record, students will usually choose them over the SFX button (which we call "Find It"), so making the Find It button prominent and enticing remains a challenge. We've also unexpectedly learned more about how students interpret the wording we use to describe the different types of searches we provide. We thought "title beginning with..." described a browse search clearly, but we're learning that it, as well as the "title word/s" search, means something different to many users.

We have found it extremely worthwhile to have a closer look at the way people use our information retrieval systems. The Morae software makes it easy to create video clips to share in order to both build understanding of our users and the value of usability testing.

Photo by: University of Maryland



Graduate Assistant Sara Snyder leading a usability testing session

Photo by: University of Maryland

### Further Info

◆ Complete test results at: <http://usmai.umd.edu/userinter/usability.html>

## In Focus

## Students' experience of Metalib and Google Scholar - a preview

BY GLENN HAYA AND  
WILHELM WIDMARK,  
UNIVERSITY STOCKHOLM  
(STOCKHOLM)

CONTACT:  
GLENN.HAYA(@)SUB.SU.SE  
WILHELM.WIDMARK(@)SUB.SU.SE

At Stockholm University Library we are currently in the middle of conducting a user study on the experience of students using MetaLib and Google Scholar. This is a cooperative effort between two librarians from Stockholm University Library and a researcher in Human-Computer Interaction at Uppsala University. Since Google Scholar and MetaLib have the same overall purpose but differ in some fundamental ways, we thought we might get some interesting insights by studying both at the same time. However, we don't want to present this as some kind of "battle of the titans" where the two are pitted directly against each other. There are many things that make that kind of direct comparison unfeasible.

At the moment we have completed the recording of student searches with Morae usability testing software. We chose to have 32 students in the study, each of which searched with both Google Scholar and MetaLib (20 minutes with each tool, alternating which tool was used first). The students were middle to upper-level undergraduate students in a variety of subjects including Business, Communications and Computer Science. Half of the students received a 45 minute instructional session a day or two before the search and half of them went in with no preparation. All participants were currently writing a thesis and searched after their own subjects and were allowed to print out any articles they found of interest during the search.

The analysis phase is about to begin, so we can't report back with any results yet. Instead we can offer only some informal observations. An important disclaimer is necessary: The following observations are subjective and do not in any way represent the actual results of our study which will be reported after the analysis is completed.

#### First impressions of MetaLib searches

In the group of students who received no instruction, most students quickly ran into major problems, particularly having to do with discrepancies between what the students were expecting and what MetaLib was actually doing. Many sessions ended with students finding very few or no articles of interest and in a few cases having difficulty even coming to a results list. One glaring example was the problem of default phrase search in many of our popular databases, which often resulted in 0 results since students clearly searched with the assumption that there would be a default AND search.

Despite the major problems students encountered, the majority of students seemed to be neutral to slightly positive in their view of MetaLib. Some said that they liked the structure of the tool and that they got the sense that it could be very effective if they knew how to use it. A few students seemed to indicate that they thought the poor results of the searches were most likely due to their own lack of search skills or the fact that they had a difficult topic to search for.

Things went better for students who attended the instructional session since they had a better idea of how to successfully navigate and search using MetaLib and in many cases understood the

function of the SFX button, something which we very rarely saw without instruction. Despite the improvement, there were still significant problems in the searches which we will better understand after the analysis. On the whole, the observer's impression of students' searches after instruction was that there was clearly much more potential for a positive search experience. The students' own perception of MetaLib seemed to be slightly more positive after instruction.

#### First impressions of Google Scholar searches

In contrast to MetaLib, students experience with Google Scholar did not seem to change very much as a result of instruction and seemed to maintain an overall mediocre level as a search everything tool. Students searching Google Scholar had no difficulty beginning a search and getting results and typically found at least something that was of interest. On the other hand finding relevant results proved a challenge in many cases, particularly for students who were earlier in the thesis writing process and had less defined queries. The lack of structure and uniformity in the results presentation was also a disappointment to some students and many expressed confusion over what it was that they were searching or finding. As far as student reaction goes, the impression is that the students' response to Google Scholar was on the whole surprisingly similar to their response to MetaLib, that is to say overall neutral to slightly positive. No doubt we will identify more differences when we actually analyze questionnaire results. This will be the case in June.



Photo by Bryan Haggerty, "elevator usability"  
<http://flickr.com/photos/bhaggs/28470543/>

Usability (I)



Photos by Mirko Caserta, "usability issues"  
<http://flickr.com/photos/input/125019796/>

Usability (II)



## In Focus

## I spy with my little eye something that is ... an ad hoc SFX 3 usability discussion

BY THERESA ARNDT,  
TAUBMAN MEDICAL LIBRARY  
(UNIVERSITY OF MICHIGAN)  
CONTACT: TARNDT(@)UMICH.EDU

Anecdotal reports from public service desks at our university led to concerns about the usability of our SFX menu. The upgrade to version 3 provided a good opportunity to improve the screen displays. While we conducted local usability tests with a small number of individuals, we hoped for more data and ideas on which to base changes.

About a dozen people attended an informal lunch meeting focused on usability at the 2005 North American Meeting in College Park, Maryland. Based on this interest in sharing usability information, I issued an invitation to the SFX/MetaLib e-mail list to discuss usability issues "off list". During July and August about 25 people from SMUG list participated in an ad hoc e-mail discussion group focused on SFX v.3 usability. A number of participants' institutions had conducted usability testing, and we shared our results and ideas. Tamar Sadeh from Ex-Libris was a welcome observer of this discussion.

The discussion centered on several themes: the Citation Linker menu, the SFX services menu, general visual display issues, and wording/terminology issues. Problems experienced by users were com-

mon across our institutions, although the solutions attempted were not.

A common area of concern with the Citation Linker menu was confusion over which form fields are required. The problem is compounded because the SFX menu is returned no matter what the user enters; there is no warning that required information was left unentered. Several institutions have tried to clearly mark required versus optional fields. Other common problems included users entering article titles in the journal name field, and lack of understanding of the name "Citation Linker". There was also no cross-institutional agreement on the best default title search. "Exact" produces better results for one-word journal titles (e.g., Nature), "Begins with" works better with long titles, and "Contains" is best for users entering title keywords.

Institutions also had contradictory approaches to improving the SFX menu display. Some preferred the "Go" button; others preferred a text link. Some suppressed display of volume/issue/page form fields; others consciously retained these. Some eliminated the distinction between a "basic" and "advanced" menu; others embraced variations of the two-tiered menu.

There was some consensus about problems with visual display and readability of the

default SFX menu. Small text and poor color contrast were common concerns. Also, usability testing demonstrated that users did not "see" all the information on the screen before them! Source citation and availability information were especially overlooked. Several institutions creatively highlighted these to make them more prominent. Jargon is a perennial problem in libraries and computer programs, and SFX is no exception. Terms that caused particular confusion included Interlibrary Loan/ILL, holdings, and advanced/basic.

A detailed summary of the ad hoc usability discussion was posted to the SMUG email list on 5 October 2005. A search of the list archives for "usability summary" (sans quotation marks) will turn up the relevant post. Thanks to all the individuals who took part in the discussion and shared usability test results. Isn't the activity of this ad hoc group is a testament to the collegial nature of the SMUG community too?



I spy...

Photo by: Aurea Okok  
<http://flickr.com/photos/okokitsme/598554/>



...with my little eye...

Photo by: Melinda Taber  
<http://flickr.com/photos/niteseeker/11791812/>



...something that is...

Photo by: „stickb0y“  
<http://flickr.com/photos/jasonslogic/139544639/>

### Further Info

◆ Review discussion in the SFX Archive at: <http://listserv.nd.edu/archives/sfx-metalib-discuss-l.html>  
Month: October 2005; Subject: SFX v.3 usability discussion summary

## From the web

## Crow 2.0

BY REPKE DE VRIES,  
NATIONAL LIBRARY OF THE NETHER-  
LANDS (THE HAGUE)

CONTACT:  
REPKE.DEVRIES(@)KB.NL

Collectors us crows are. Anything catchy, shiny, suggestive. Buttons? Not many with zippers around. Plenty on the web though. Funny, they should not button up but unbutton, be catchy enough to lead to the next step. Seen some with special effects [started by Andy Ekins on SFX-MetaLib-Discuss, April 25th], wasn't always impressed. Branding getting in the way of universal suggestion where pushing this button would lead you.

But more than collecting, we stash. Know 'bout the biggest stash on earth? [Flickr](#) Isn't the very name crow lingo. It is big, it is as collective or individual as you want it to be, any creature can drag their bounty there, any other one can come



Photo by: Fergus Ray Murray  
<http://flickr.com/photos/Ooioing/83789865/>

up and have a look. In short, it is very 2.0. Birds we may be but "relay information over great distances, [and] live in complex, hierarchic societies involving hundreds of individuals with various "occupations" .." [addressable knowledge: [wikipedia](#)]. Sounds like digital library implementers and system librarians. They should stash their buttons in Flickr not under roof beams in email archives. Easier also to invite colleagues to look at their dreams and leave a comment.

But to really get into 2.0 orbit and make DL's fly: give the end user a web 2.0 [tool](#) to

screen snap shot and Flickr what is sooo wrong or sooo right when they engage librarian's interface designs and D2D concoctions. Just search Flickr for "Upenn OPAC" to see an example: very catchy, highly suggestive. Also the research community can benefit, for "Studying Digital Library Users in the Wild" it is dream material [[JDCL 2005](#)]

Needs defining a few Tags [[OPAC](#) in the example and going from Technorati to Flickr] and if the word is out librarians can start collecting. On behalf of all crows: you gonna like it. Caw. [Caw](#).

## NOTE:

It is much more fun to read this column on screen!

## Links:

- ◆ *Flickr*: <http://flickr.com>
- ◆ *Wikipedia*: <http://en.wikipedia.org/wiki/Crows>
- ◆ *Tool*: <http://web2.0awards.org/>
- ◆ *JDCL 2005*: <http://www.dlib.org/dlib/july05/kboo/07kboo.html>
- ◆ *OPAC*: <http://www.technorati.com/tag/OPAC>
- ◆ *Caw*: <http://www.crows.net/3-1-2-c2.wav>



Photo by: Repke de Vries

The crow takes a rest

## The unknown module

# MetaIndex – What on earth are they doing?

BY ARI ROUVARI AND ERE MAIJALA,  
NATIONAL LIBRARY OF FINLAND  
(HELSINKI)

CONTACT:  
ARI.ROUVARI(@)HELSINKI.FI  
ERE.MAIJALA(@)HELSINKI.FI

In Finland we have a nationwide unlimited MetaIndex license for all our universities, polytechnic schools and even for public libraries. MetaIndex is a MetaLib component that creates local indexes through harvesting OAI compliant repositories. MetaLib can search these indexes like any other resource, along with other resources. Actually, end users cannot see the difference between searching these local indexes made by MetaIndex and searching remote resources.

Our first objective is to use MetaIndex with resources that do not support standard search protocols like Z39.50 or SRU/SRW, or that do not work properly.

Our second objective is to create separate indexes for virtual sub-collections in a single catalogue which can't be distinguished in an easy way with standard MetaLib configurations. These might be for example e-thesis collections and music collections. We currently have a dozen

domestic indexes and a couple of international collections, for example DOAJ – Directory of Open Access Journals and E-LIS – E-prints in Library and Information Science. We anticipate dozens more in the near future.

The third objective is to create the Collection Map of Finnish University Libraries. The purpose of the Collection Map project is to improve the availability and coverage of research materials in university library collections. The idea is to show the collection profiles of different university libraries as a whole and to give an overall picture of the strengths and weaknesses of the libraries' research materials by subject.

We are going to harvest with MetaIndex the described parts of the university library catalogues. An example of those virtual collections could be the folklore collection of the Helsinki University Library. The indexes or virtual collections as we call them will be organized as the Finnish collection Map and customers can use it via the MetaLib user interface. All Finnish universities use the Voyager library system and in that system OAI-PMH has not been implemented, so we have to use our own home made OAI-PMH script.

The creation of indexes uses a lot of CPU capacity. For this

reason we have decided not to let our customers (libraries) make indexes by themselves. At the moment we do all harvesting in our central Nelli Office. Of course our customers can suggest new indexes and indeed they do. We are quite satisfied with MetaIndex and we believe that OAI-PMH will be as powerful a library tool as OpenURL and search protocols. With this new harvesting module we are ready for the new era of library world.



Photo by Jukka Pennanen (Nelli—Office)

Ere, aren't these items too heavy for harvesting?

## Special Effects

### SFX personalized (I) - Making SFX speak many languages

BY JIRI PAVLIK,  
CHARLES UNIVERSITY (PRAGUE)

CONTACT: PAVLIK(@)CUNI.CZ

Nearly everything in this world could be made better, including multilingual functions in SFX. In November 2005 a working group was formed for sharing ideas, problems, workarounds, tips and making development suggestions concerning multilingual functions in SFX. During November and December 47 people from 17 countries joined the group. Nettie Lagace - SFX product manager - joined the group as an Ex Libris observer. A wish list was put together in

which problems with multilingual support in SFX were summarized. At the moment there are 7 main issues in the list to which priorities were assigned by the participants in the group.

These issues are, in order of priority assigned:

- 1 - Citation Linker
- 2 - Categories
- 3 - Notes at target level
- 4 - A-Z list
- 5 - Translation tables for HTML templates (like the MetaLib "www\_const.<lng> tables)
- 6 - Configurable default language
- 7 - Service names, target names



Photo by: „pneff”  
<http://flickr.com/photos/patrice/86487725/>



Photo by: „easternblot”  
<http://flickr.com/photos/easternblot/96176746/>

#### Further Info

◆ <http://bojar.ruk.cuni.cz/~pavlik/>

### SFX personalized (II) - Experimenting with user attributes as thresholds for SFX

BY ALISON POPE,  
ROYAL HOLLOWAY (UNIVERSITY OF LONDON)

CONTACT:  
ALISON.POPE(@)RHUL.AC.UK

Reading the SFX Source configuration guide this paragraph concerning Metalib caught my eye:

When the user logs into MetaLib, MetaLib sends SFX information about the user including his or her institution, division, user group, user ID and language interface preference. SFX creates a cookie on the users PC with this information which is used to create thresholds for SFX services. On checking with Ex Libris for further information I was informed that user attributes that were passed between MetaLib and SFX by setting/

reading cookie information previously are now checked by SFX in the PDS. Even better. We could then envisage a system where a user who has logged into the PDS could make an SFX request and we could use user attributes to provide a more personal experience on the SFX menu. My immediate objective was to prove that we could retrieve user attributes from the PDS, place them in the context object and use this information as a target threshold. To try this I decided to see if it was possible to differentiate between staff, postgraduates and undergraduates and offer a different SFX target depending on their status. Ex Libris advised that you setup SFX to query the PDS for user attributes by adding the following section to /exlibris/

```
sfx_ver/sfx_version_3/
<sfx_instance>/config/
authentication_gateway.config
Section "Authentication"
active "1"
module
"Manager::AuthenticationGateway::PDS"
location "http://your server:your port/pds"
EndSection
```

When we did this we could see from the debugging information in the SFX menu that SFX was indeed querying the PDS but that the context object was not being populated with the information. This was frustrating and to begin with we couldn't understand why this was happening. To try and resolve it I traced the journey of data through the PDS from the point of login

(to be continued on page 19)



Photo by: Mary Ann Schwartz  
<http://flickr.com/photos/maryanns/33275394/>



## Special Effects

### SFX personalized (II) - Experimenting with user attributes as thresholds for SFX

(continued from page 18)

to MetaLib to SFX querying the PDS and learnt a lot about how the PDS works in the process!

By turning on the PDS debug mode (`($debug) = "Y";` in `pds/program/PDSDefinitions`) and then reviewing the PDS Log (`$LOGDIR/pds_server.log`), I was able to track down the problem. The log showed that the BOR\_INFO routine was correctly retrieving the patron data from our Aleph X-Server but the file that normalized the data for SFX (INSTITUTE.tags) was missing. This file was needed to perform the local attribute mapping to translate our borrower status from Aleph into user groups for SFX. This is covered in the PDS Documentation section 5 on Attribute Mapping

Creating the missing RHUL.tags file that SFX was looking for enabled us to translate the Aleph XML into fields that SFX could recognise:

```
z305-bor-status,01 =
group,Undergraduate
z305-bor-status,02 =
group,Postgraduate
z305-bor-status,03 =
group,Staff
```

Once this missing piece was added PDS was able to proc-

ess the Aleph XML and output it in a way SFX could recognise and process. This enabled SFX to create a req.user\_group attribute in the context object and populate it using the value that we specified in our RHUL.tags that corresponded to the user's borrower status in Aleph:

```
req.user_group' = 'Staff'
From here it was easy to create targets that display only for a particular user group. For example to only display a target to staff users we could add the threshold:
```

```
$obj->need
('req.user_group','eq','Staff').
By using this information from the PDS we are able to display an SFX Menu that was sensitive not just to the context of the requesting open url but also to the context of the requesting user.
```

We have not yet been very innovative or imaginative about how we are actually going to use this functionality; that is the next stage. But we are now in the position to say to our library staff that we have another level of control over target display in the SFX menu, and by writing about this experiment here hopefully it may generate some interesting ideas from the SFX community on how this functionality could be put to use.



Photo by: "thaddeus" Mark O'S  
http://flickr.com/photos/thaddeus/2066845/



Photo by: Steven Erat  
http://flickr.com/photos/stevenerat/49833351/

#### Further Info

◆ [http://personal.rhul.ac.uk/UPYL/015/archives/2006/03/entry\\_4.html](http://personal.rhul.ac.uk/UPYL/015/archives/2006/03/entry_4.html)

## Unplugged

## Enhancement lists - a sneak preview

## Metalib

<b>Admin - Resource management/CKB</b>	
Add option to include additional IRD fields in the "Global Update" action in the Management interface	AARLIN
Add option to select individual IRD fields to be copied with replication	AARLIN
Provide a diagnostic interface that allows one to see ALL of the returned results with creating local configurations, especially with WEB_CONFIG, in order to detect required cookies.	University of California
Include connection parameters (Link to Native Interface URL, Hostname:port, Database code, Link to Records in Native Interface) in the CKB IRD, with the option of updating these locally	Cape Peninsula University of Technology
Add multilingual IRD fields for display in Information Popup window, just like the categories	SMUG-NL
Provide WEB_CONFIG_COMPLETE for local resource configuration	SMUG-NL
Add SRU/SRW as a standard search protocol	SMUG-NL
<b>Admin - Category management</b>	
Add option to search for resources by category/subcategory in the Search Database Panel (in order to link some or all of these to another subcategory).	AARLIN
Add option to assign a single database to a list of subcategories in one action, meaning from the point of view of the database (for instance in the IRD window) instead of the other way around, from a single subcategory	AARLIN
Provide a confirmation prompt when deleting a resource category, including a warning if the category has active resources attached	AARLIN
Provide reports in the Management interface to show: <ul style="list-style-type: none"> <li>• which resources have been assigned to which categories/subcategories - by resource and by category/subcategory</li> <li>• which resources have not been assigned to any category</li> <li>• which categories a particular IRD has been assigned to</li> </ul>	AARLIN
<b>Admin - Security</b>	
Create different levels of admin privileges, at least for Cataloguing, Configurations, Statistics	SMUG-NL
<b>System management</b>	
Ability to run UTIL-N-1 and UTIL-N-2 (Export and Load E-Journals from SFX) from a cron job, ie. without requiring manual intervention	AARLIN
Add option to change "sent from" email address (not just the label) and subject line for Alerts etc.	SMUG-NL
<b>Statistics</b>	
The statistic should also include information on the number of "active" users, making use of the last transaction date	KOBV
<b>User interface</b>	
Add clipboard functionality for guest users, so they can see databases added to the clipboard from the Database List	KOBV
Add option to (de)select all resources in MetaSearch	SMUG-NL
<b>X-Server</b>	
SRW interface, with Metalib and NISO/MI specific extensions, as needed, for example: "set_number" == "new_set_number" == SRW:resultSetId	University of California
Ability to sort results of single resources without needing to do a merge first	University of California
Consistent and logical naming of parameters in the interface, with backward compatibility, for example: "find_base_001" == "source_001" == IRD Number == databaseld	University of California
Get fullText linking and integration with SFX working in order to get the fullText links directly from X-Server	University of California

## How and why we collected requests

In order to present a "sneak preview" of possible lists of enhancement requests the editors asked selected *MetaLib* and *SFX* users and user groups for their existing lists.

From the reactions that we received, we compiled a very subjective list.



Photos by: Toshihiro Oshima „Wishlist“  
<http://flickr.com/photos/tommyoshima/tags/wishlist/>

## Unplugged

### Enhancement lists - a sneak preview

#### SFX

User interface	
Add option to display all targets if the coverage differs, thus adding a new item in the Display logic	AARLIN
Ability to produce a an e-book “A-Z” list which can then be added to MetaLib	AARLIN
Admin	
Ability to order Object Portfolios alphabetically	AARLIN
Add option to process all targets in one action instead of individual targets in the Threshold tool	AARLIN
Add option to query PDS for any user attribute (for instance to populate forms)	AARLIN
Make sorting of targets and services available in the Admin interface	AARLIN



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# SMUG 4 EU

European Newsletter for SFX/MetaLib  
Users

## Credits

Thanks to all authors, all photographers and all people in the photos for their permission to publish

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- The people which invented Flickr <http://www.flickr.com/> which is a „trouvaille“ if you have time and look for pictures.

## What we skipped or missed

What we missed:

- to excuse ourselves for the delay of this issue, which was originally scheduled for May. *Apologies especially to the authors!*
- Karen Calhoun's report "The Changing Nature of the Catalogue and its Integration with Other Discovery Tools": <http://www.loc.gov/catdir/calhoun-report-final.pdf>

- The new user experience of Web 2.0: <http://www.oreillynet.com/pub/a/oreilly/tim/news/2005/09/30/what-is-web-20.html>

- Tagging and Folksonomies, new ways of community based categorisation: <http://en.wikipedia.org/wiki/Folksonomy>

- The portrait of Luxembourg

- to think about the next issue and a possible focus story. Send us your comments and ideas!

- to repeat, that every helping hand is welcome in this newsletter project.

Before we say good-bye Andrea's joke:

A computer visits a psychiatrist. Says the doctor: Okay, tell me something about your first operating system...

*Each issue should be edited by a new board of editors. This principle of rotation may help to reflect the cultural diversity in Europe and to make SMUG 4 EU a success.*

*If you want to become an editor or a helping hand, please don't hesitate to contact:*

*editors(@)smug-4-eu.org*



And what do your literature searches look like?

VISIT:

[HTTP://WWW.IGELU.ORG/  
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