

# **Rethinking discovery:** **potential, pain points and pragmatism**

**BRIAN FLAHERTY**  
**IGELU 2011**







Last night...



# The University of Auckland



New Zealand's largest university  
*Universitas 21/APRU* Partner

850 network databases

100,000 electronic journals

420,000 electronic books

11,000 electronic course readings



Perfect Storm – Auckland style



<a href="#">DESKTOP DATABASES</a>	<a href="#">SUBJECT ACCESS TO ELECTRONIC RESOURCES</a>	<a href="#">ALPHABETICAL LIST OF LIBRARY RESOURCES</a>
	<a href="#">AUCAT</a>	<a href="#">UNIVERSITY OF AUCKLAND</a>
<a href="#">WHAT'S NEW</a>	<a href="#">HELP FOR NEW USERS</a>	<a href="#">LIBRARY SERVICES</a>
<a href="#">GENERAL INTERNET RESOURCES</a>	<a href="#">INTERNET SEARCH</a>	<a href="#">OTHER LIBRARIES</a>
	<a href="#">QUICK REFERENCE COLLECTION</a>	<a href="#">ELECTRONIC JOURNALS</a>

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Comments and suggestions to  
[b.faherty@auckland.ac.nz](mailto:b.faherty@auckland.ac.nz)  
 Last updated: 5 June 1997

[Voyager](#)  
 the Library Catalogue

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Updated 1 March 1999

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# LEARN

Library Electronic Academic  
 Resources Network

The University of Auckland Library | Te Tumu Herenga

I need to ...

[Voyager | Catalogue](#)

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[Resources By Subject](#)

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Search LEARN

Go

[Library Course Bookings](#)

## News

01 The [Western Pacific Archive has arrived in Special Collections](#), after more than 20 years in the UK. An exhibition highlighting this outstanding acquisition will run outside Special Collections in the General Library until the end of the year.

[>> more news](#)

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UNIVERSITY HOME SEARCH LEARN FOR:  Go

LIBRARY Te Tumu Herenga THE UNIVERSITY OF AUCKLAND

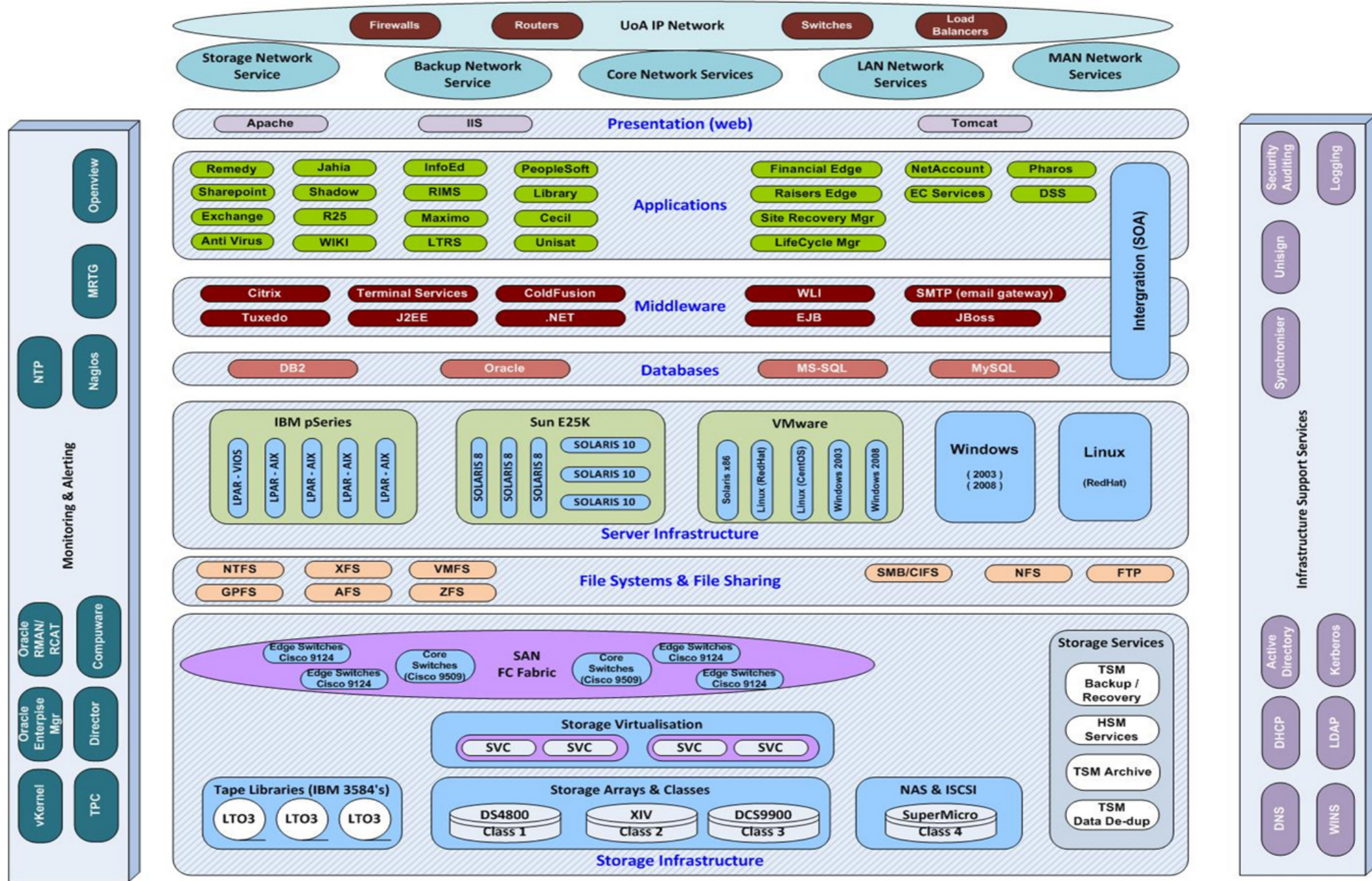
I need to ...  Go

Resources	News	Services
<a href="#">Voyager - Catalogue (Read-only)</a> <a href="#">Databases &amp; Article Searching</a> <a href="#">E-Journals</a> <a href="#">E-Books</a> <a href="#">Resources By Subject</a> <a href="#">Course Materials @ Library</a> <a href="#">Exam Papers</a> <a href="#">News &amp; Newspapers</a> <a href="#">Statistics &amp; Numeric Data</a> <a href="#">Reference Collection</a> <a href="#">Internet Gateway</a> <a href="#">Library Contacts</a> <a href="#">Library Hours</a>	<a href="#">View Galleries</a> <a href="#">New Books</a> <b>NAXOS MUSIC LIBRARY</b> An online database comprising of over 75,000 tracks, including classical music, historical recordings, jazz, world, folk and Chinese music. <a href="#">Try out Naxos here.</a> <a href="#">More news</a>	<a href="#">Book a Library Course</a> <a href="#">Ask a Librarian</a> <a href="#">Training &amp; Help</a> <a href="#">Suggestion Box</a> <a href="#">Inter-Campus Delivery (ICLDS) Request</a> <a href="#">Interloan Request</a> <a href="#">NetAccount</a> <a href="#">Off Campus Services</a> <a href="#">Libraries, Services, Collections</a> <a href="#">Information Commons</a>

[Celebrate THINKING](#) webmaster | disclaimer © The University of Auckland 2003



# Solaris to Linux



# U of A Library Website 2009

**THE UNIVERSITY OF AUCKLAND LIBRARY**

**Feedback**  
Tell us what you think of [LibrarySearch](#)

**LibrarySearch BETA**

Home | **Catalogue** | Course Materials & Exam Papers | Databases & Articles | About LibrarySearch | Citation Linker

[New Search](#) | [Tags](#) | [Help](#)

## Catalogue

Search for books, journals, theses, images, films, recordings, and more.

**Find**  **GO**

**Tip:** Use AND, OR, NOT between words and phrases

[New Search](#) [Advanced Search](#)

**Hello, Guest**

[Sign in](#) for full access

[Guest Library](#)

[? Help](#) [My Preferences](#)

[Interlibrary Loan \(VDX\) request](#) | [Voyager](#)

[The University of Auckland Library](#) | Contact: [digital.services@auckland.ac.nz](mailto:digital.services@auckland.ac.nz)

Update my screen automatically

start | Calendar - Microsoft ... | Microsoft PowerPoint ... | Microsoft Excel - Jobc... | Primo by Ex Libris - W... | EN | 10:36 a.m.

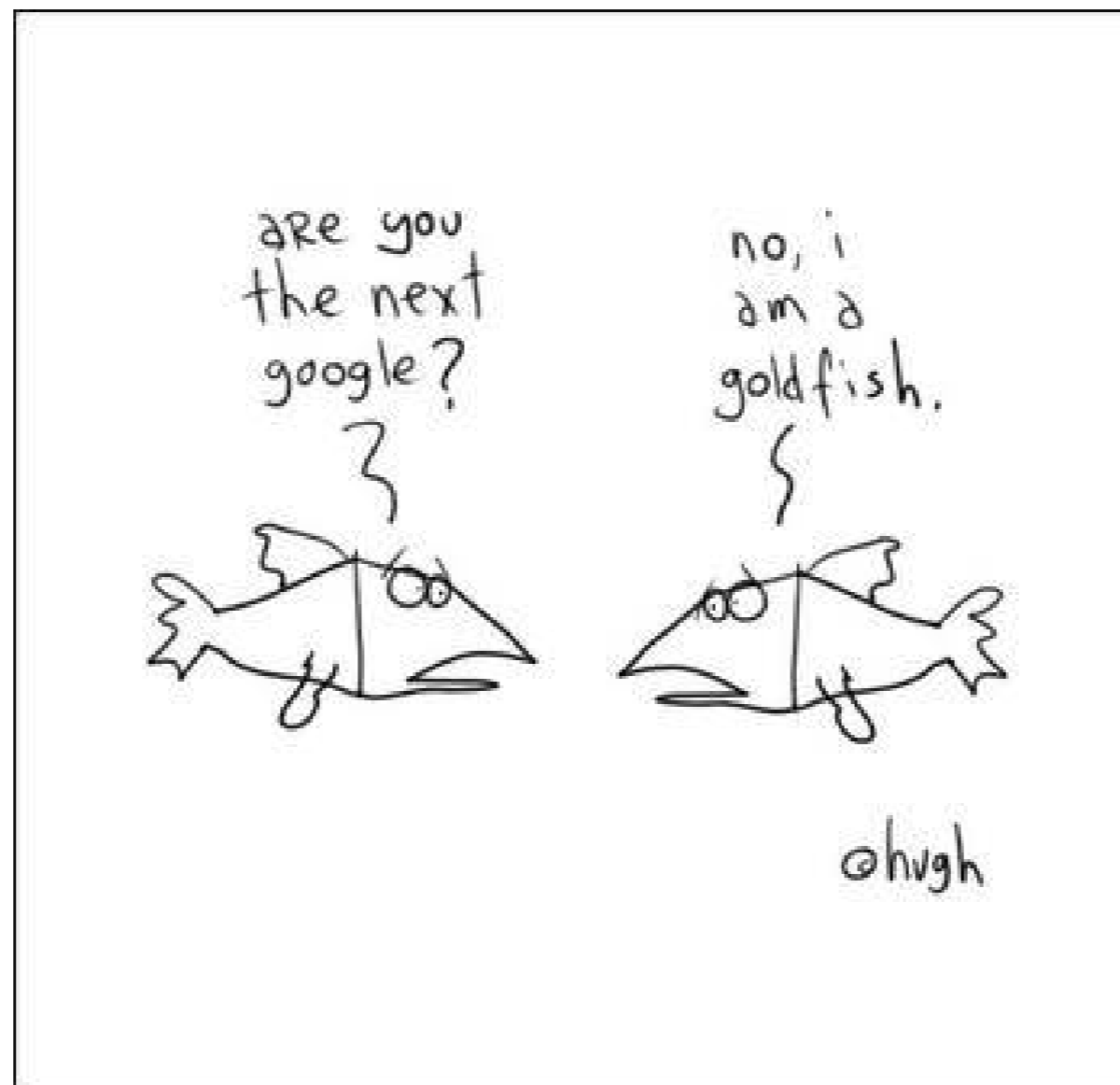




**Single box discovery?**

[http://www.ideachampions.com/weblogs/archives/2011/03/what\\_exactly\\_is.shtml](http://www.ideachampions.com/weblogs/archives/2011/03/what_exactly_is.shtml)

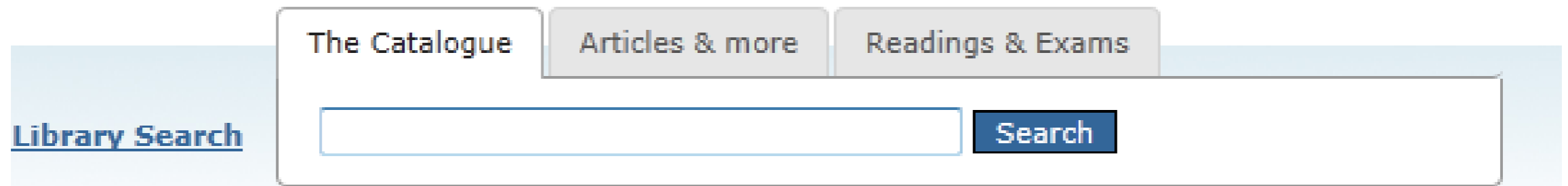
# The need to use different terminology – The Catalogue morphs into Library Search





## Three tabs :

The Catalogue; Articles & more; Readings & Exams



The image shows a library search interface. On the left, there is a light blue vertical bar with the text "Library Search" in a dark blue, underlined font. To the right of this bar is a white search area. At the top of this area are three tabs: "The Catalogue", "Articles & more", and "Readings & Exams". The "The Catalogue" tab is currently selected and is highlighted with a light blue background. Below the tabs is a search input field with a blue border, and to its right is a dark blue "Search" button with white text.

# Readings & Exams

**VOYAGER**  
The University of Auckland  
Library Catalogue

Recall / Inter-campus Patron My Bookbag My Saved Searches Hours Maps Library Interlibrary Loan (VDX) Voyager Tutorial Help Exit

Database Name: The University of Auckland Library

Main Search List Guided Keyword Search **Course Material Search**

Course: Any  
Campus: Any

20 records per page Search Reset

Course Materials

THE UNIVERSITY OF AUCKLAND **ExamBase**

Library Home Start Over HELP

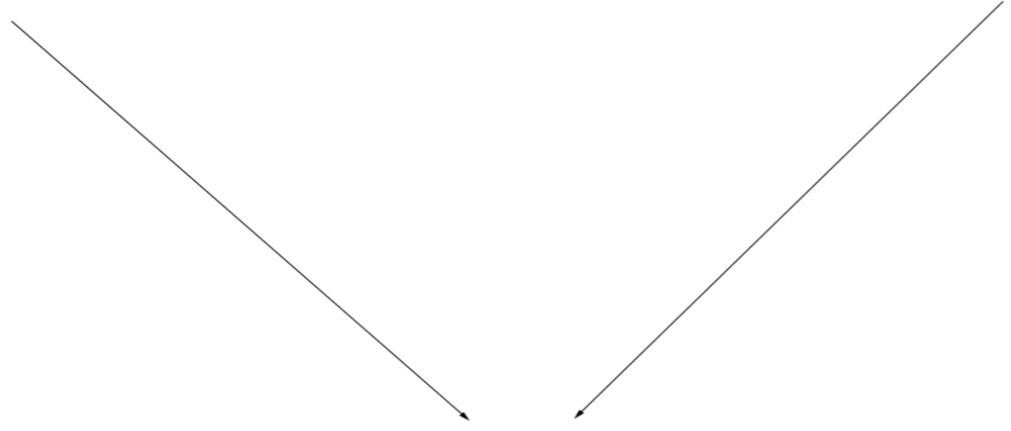
Search

Enter Search Term: Date Limit: None

Select a Search Type: Course Code Search e.g. ECON101  
Keyword Search (see Search Tips)  
Browse Course Codes  
Browse Departments

20 records per page Search Reset

Exambase



THE UNIVERSITY OF AUCKLAND LIBRARY

Home Library Search Databases Contact Us My Library Account Ask a Librarian

University home » Library

## Library Search

Guest Sign in My Library Account

New Search Tags Help Feedback

The Catalogue Articles & more **Readings & Exams**

maori 101 Search Advanced Search

Did you mean **maori 100?**

3 results for **Course Materials and Exam papers** sorted by: relevance

Show only Available in the Library (2)

Format type  
Books (2)  
Audio Visual (1)

Interlibrary Loan (VDX) request | Voyager | The University of Auckland Library | Contact: digital.services@auckland.ac.nz

- Exam  **MAORI101 (Introduction to Written Māori)**  
University of Auckland  
ExamPapers  
Available  
View online Details Reviews & Tags More options
- Book  **Maori identities : fixed, fluid, forced.**  
Tracey McIntosh  
Available  
View online Request Locations Details Reviews & Tags More options
- Book  **Living in the city ain't so bad : cultural identity for young Maori in South Auckland.**  
Belinda Borell  
Available  
View online Request Locations Details Reviews & Tags More options

3 results for **Course Materials and Exam papers** sorted by: relevance





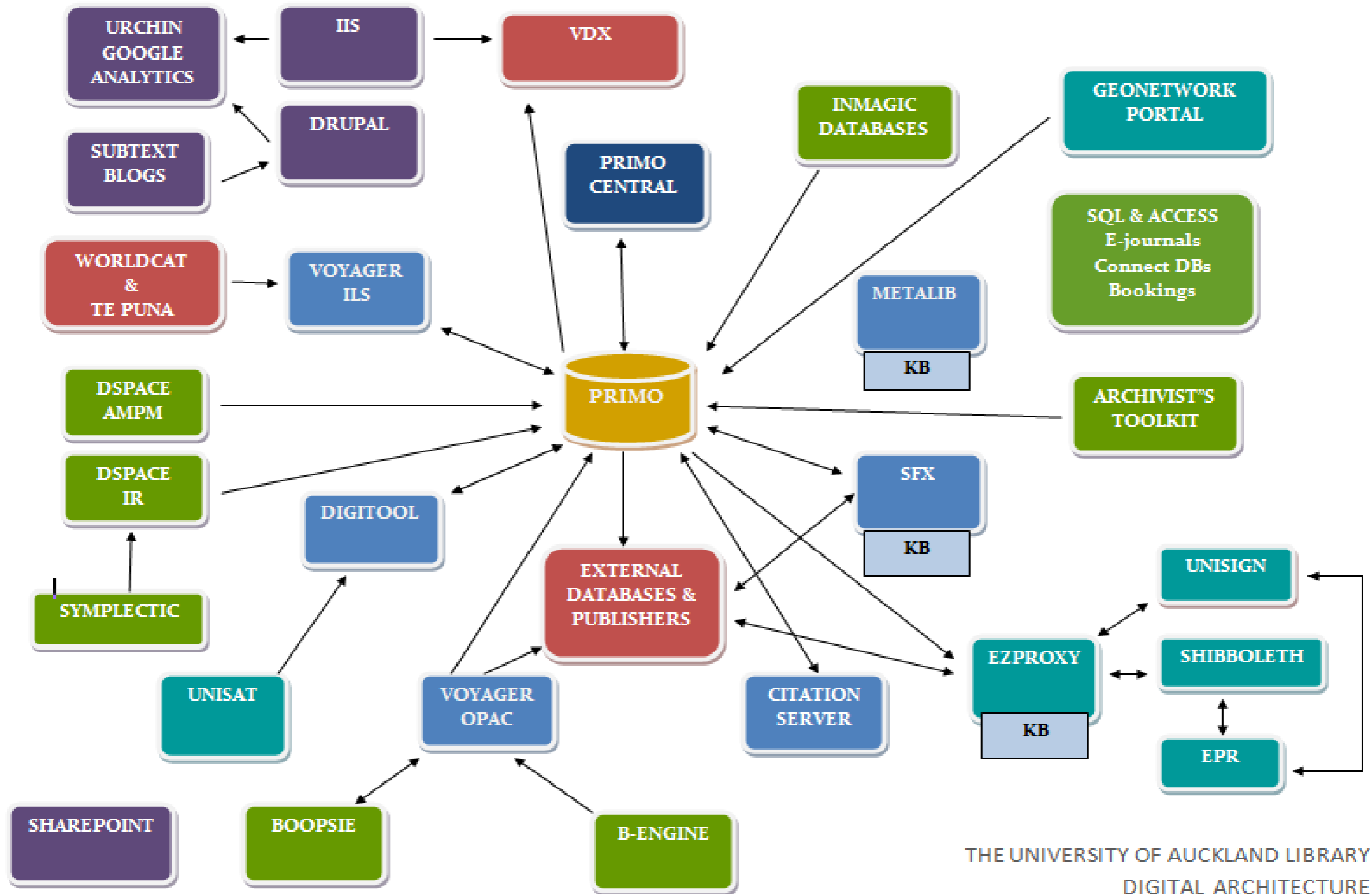
# Pain Points

<http://www.odt.co.nz/lifestyle/health/62774/getting-point-with-acupuncture>

# PAIN POINTS - WHY

- **Multiple knowledge-bases & workflows**
- **Customised metadata**
- **Complex data loads**
- **Double roll-out**
- **Lack of granular control**
- **2.5 million to 150 million**
- **Documentation**





# Stitching Costs

# Multiple knowledge-bases

- SFX, Voyager, Primo Central, Metalib and EZproxy – at a minimum SFX & Primo Central **need to be in sync** .
- Multiple workflows and aligning of systems results in **increased** local staff **investment**.
- Some publishers providing different electronic packages in different regions so need to be able to turn **specific titles** on and off at local level .

# Customised metadata / Complex data loads

- **Earlier decisions** for example re: course materials within Voyager a problem when piped into Primo.
- **Not able to fix at source** because code doesn't allow you to do so – eg field length insufficient within Voyager to allow for full course code name but other course resources such as Exams in DigiTool have full course name as no limit .
- Result - **need to normalise** metadata to surface Course Materials and Exams together in Primo.



University home » Library

My Library Account Ask a Librarian

The Catalogue Articles & more Readings & Exams

Library Search

Search input field with Search button

Find

- Library Search
Databases
E-Journals
Course Pages
Subject Guides
Voyager

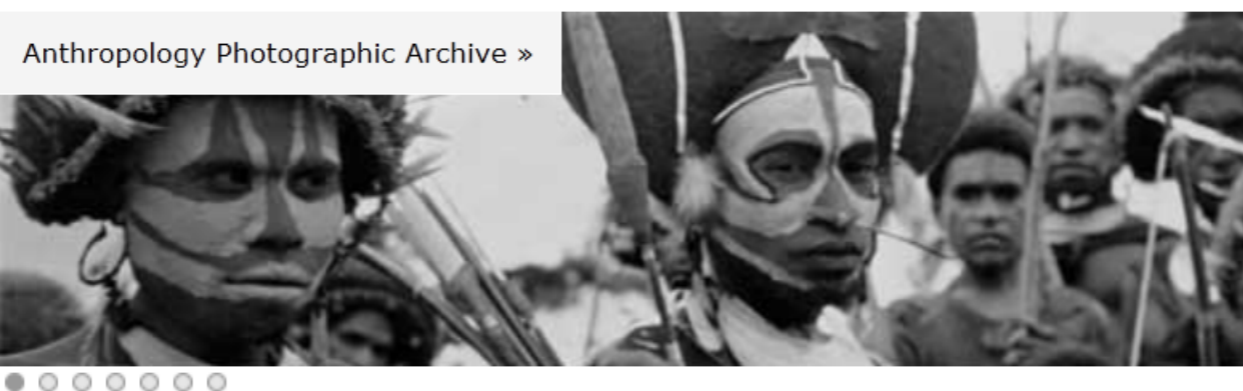
Help

- Library Workshops
Tutorials & Guides
Subject Librarians
Ask a Librarian

For

- Study
Research
Teaching
Flexible & Off Campus

From the Collections



News

All News » New Books | Blogs | RSS

New File Sharing Law

On 1 September 2011, the Copyright (Infringing File Sharing) Act 2011 came into force. Please read... »

JSTOR maintenance

05 September 2011
Some JSTOR functions will not be available while it is undergoing maintenance from Friday 9 September - Sunday 11 September 2011... »

Request

- Interlibrary Loan
Recommend a Book

Contact

- Library Staff
Suggestion Box

About

- Hours
Lending
Collections
Libraries & Services
Information Commons

"Read about the new File Sharing Law" with copyright symbol

"QR codes bring the" with QR code

# Roll out ..... Roll back

- **Primo 3** upgrade & **Primo Central**
- Plus rolling out **redesigned Library website !!**
- New search environment **buried the catalogue**
- Needed to roll back a step as **negative feedback** from our specialist searchers including many Library staff .



Making Everything Easier!™

# Boosting... Search Ranking FOR DUMMIES®

## Learn to:

- Leave behind negative modes of thinking
- Understand the psychology of self-esteem
- Use a variety of effective techniques to build self-esteem for a happier and healthier life
- Give yourself a boost with cognitive behavioural therapy

**Rhena Branch**  
**Rob Willson**

*Cognitive behavioural therapists*





# From the listserv recently...

- When I add something like AND OneFile or AND “Science Citation Index Expanded” to a search **I do not retrieve all of the things in the collection**. Perhaps ExLibris hasn’t indexed the collection for search?
- Primo Central **relevancy ranking looks very poor** when search results are limited to peer review journals. It appears that there is a lot of relevance weight for certain journal titles (for example Journal of Personality and Social Psychology) as opposed to the search term that was driving the initial relevance ranking before the filter. – Jimmy
- Peer reviewed relevance: **broken, broken, broken** – Jimmy
- with a search on Shakespeare AND art. When I limit by articles, the journals Science, Nature and some psychology journals **rise to the top** in the results.- Alison
- Having enabled ScienceDirect (Elsevier) indexing in PC we have found that **Elsevier content now swamps the relevance ranked results**. The easy solution would be to switch off that content in PC, but I am reluctant to lose that content - -Greg

# Library Search

[Guest](#) [Sign in](#) [My Library Account](#)
[New Search](#) [Tags](#) [Help](#) [Feedback](#)
[The Catalogue](#) [Articles & more](#) [Readings & Exams](#)

Loss

Search

[Advanced Search](#)

## Show only

[Full Text Online](#) (1,191)  
[Available in the Library](#)  
 (3,009)

## Refine My Results

### Format

[Books](#) (2,947)  
[Images](#) (17)  
[Journals](#) (9)  
[Audio-Visual](#) (261)  
[Other](#) (8)  
[Show 2 more](#)

### Source Type

[Course Materials](#) (93)  
[Serials](#) (4)  
[Theses](#) (76)  
[Voyager Catalogue](#) (2,562)  
[eBooks](#) (692)  
[Show 1 more](#)

### Location

3,276 results for **Combined Local**

sorted by: relevance

1-10 [Next](#) 
 Show only [Full Text Online](#) (1,191) | [Available in the Library](#) (3,009)


Book

- [Loss! / August Strindberg ; brev i urval av Erik Wijk.](#)  
 August Strindberg 1849-1912. Erik Wijk  
 Solna : Cogito, 1990.  
**Available at OFF-CAMPUS STORAGE** General B (839.726 S91Uwi )

There are 4 versions of this item

[Request](#) [Locations](#) [Details](#) [Reviews & Tags](#) [Find more](#)


Book

- [Loss / Peter Bland.](#)  
 Peter Bland 1934-  
 Wellington, N.Z. : Steele Roberts, c2010.  
**Available at OFF-CAMPUS STORAGE** General B (839.726 S91Ur )

[Request](#) [Locations](#) [Details](#) [Reviews & Tags](#) [Find more](#)


Book

- [Loss : understanding the emptiness / by Eileen Kuehn ; consultant : Debbie Richey Stracener.](#)  
 Eileen Kuehn  
 Mankato, Minn. : Lifematters, c2001.  
**Available at OFF-CAMPUS STORAGE** General B (839.726 S91Ua )

[Request](#) [Locations](#) [Details](#) [Reviews & Tags](#) [Find more](#)



# PRAGMATISM

No matter how trustworthy he may appear, do not give the monkey your pistol.





Hybrid

“All I can say is after a great day’s research how much I **love Voyager** and **dislike Library Search**. I know precisely what I want and can’t bear the wading through all the **irrelevant** material from LS .

Please keep my friend Voyager going”.



Primo Central: **activate all?**

# Databases - disconnect

- A-Z browse
- Subject browse
- Select for Federated Search?
- Intuitive interface
- Link from Home page



## Databases

Databases | Multi-database Search | Article Linker

Need a database to find articles?

### Find a database by Title

A B C D E F G H I J K L M N O P R S T U V W X Y Z 1

Past issues of some journals may not be available electronically. Search for print copies of journals in the [Catalogue](#)

Have a complete citation? Use the [Article Linker](#)

### Or find a database by Subject

Order by Faculty

#### A

- [Anthropology & Archaeology](#)
- [Applied Language Studies and Linguistics](#)
- [Applied Social Sciences](#)
- [Architecture](#)
- [Art](#)
- [Art History](#)
- [Asian Studies](#)

#### B

- [Biological Sciences](#)
- [Business & Economics - All Databases](#)

# The future of Metalib

With Primo Central increasing coverage of e-resources what is the value of having a federated search product?

# Summon™ Key Databases & Packages

Full
  Partial
  None
  Not Applicable

Database/Package	Publisher/Provider	Content Type(s)	Available for Indexing	Data From Publisher / Provider	Status	Coverage	Full-Text Searchable
HathiTrust Digital Library	HathiTrust	Books	Full Text and Metadata	Yes	Indexed	<input checked="" type="radio"/> 100%	<input type="radio"/> *
Haworth Press Journals	Taylor & Francis	Journals	Full Text and Metadata	Yes	Indexed	<input checked="" type="radio"/> 100%	<input checked="" type="radio"/> 100%
Health & Medical Complete	ProQuest	Journals, Books	Full Text and Metadata	Yes	Indexed	<input checked="" type="radio"/> 100%	<input checked="" type="radio"/> 100%
Health & Wellness Resource Center	Gale (Cengage Learning)	Journals, Magazines, Pamphlets	Full Text and Metadata	Yes	In Progress	<input checked="" type="radio"/> 100%	<input checked="" type="radio"/> 100%
Health & Wellness Resource Center (with Alternative Health Module)	Gale (Cengage Learning)	Journals, Magazines, Pamphlets	Full Text and Metadata	Yes	In Progress	<input checked="" type="radio"/> 100%	<input checked="" type="radio"/> 100%
Health and Safety Science Abstracts	CSA	Citations	Metadata	Yes	In Progress	<input checked="" type="radio"/> 100%	<input type="radio"/> **
Health Business FT Elite	EBSCO	Journals	Full Text and Metadata	No	Covered	<input type="radio"/> 94% *	<input type="radio"/> 78% *
Health Business Full Text	EBSCO	Journals	Full Text and Metadata	No	Covered	<input type="radio"/> 94.5% *	<input type="radio"/> 75% *
Health Reference Center Academic	Gale (Cengage Learning)	Journals, Newspapers, Magazines	Full Text and Metadata	Yes	In Progress	<input checked="" type="radio"/> 100%	<input checked="" type="radio"/> 100%
Health Source (Consumer Edition)	EBSCO	Journals	Full Text and Metadata	No	Covered	<input type="radio"/> 99% *	<input type="radio"/> Analysis in progress *
Health Source: Nursing and Academic	EBSCO	Journals	Full Text and Metadata	No	Covered	<input checked="" type="radio"/> 100% *	<input type="radio"/> 89% *

Summon analysis of coverage at database level



Potential

<http://www.odt.co.nz/news/galleries/gallery/your-town/146667/birdman-competition-oamaru>



The vision of a new discovery environment [..] suggests that a synthesis of tools and services need to be coordinated in such a way to enable users to **discover**, **access**, and **interact** with relevant data from internal, external, owned, licensed, and freely-available data sources.



# Hathi Trust





Content slicing by type/audience – books, undergrad, staff or Psych 101





Local Content





Outside-in & inside-out

			Discovery Environment	
			Local	External
<b>Internal Data Sources</b> <ul style="list-style-type: none"> <li>· Catalog</li> <li>· Finding Aids</li> <li>· Digitized resources</li> <li>· Locally-created databases</li> </ul>			<u>Mechanism:</u> Provide central portal(s) that eliminate silos  <u>Intersection:</u> Local Content, Local User	<u>Mechanism:</u> Push out/open up  <u>Intersection:</u> Local Content, Global User
<b>External Data Sources</b> <ul style="list-style-type: none"> <li>· Externally-managed metadata, e.g., journal articles</li> <li>· HathiTrust API</li> <li>· WorldCat link</li> </ul>			<u>Mechanism:</u> Pull/Harvest, Load, Integrated Search, Separate Search. Could be one-time or ongoing, ingested records, or data accessed via an API, or provided as a separate search interface.  <u>Intersection:</u> Remote Content, Local User	<u>Mechanism:</u> University Libraries works with external entities like HathiTrust to develop standards and provide governance.  <u>Intersection:</u> Community Content, Community Users

# Index to Common Law Festschriften

## NEW ZEALAND ASIA INFORMATION SERVICE

### Conflictz

### New Zealand Conflict of Laws

### NEW ZEALAND LITERATURE FILE

## OFFSTATS - THE UNIVERSITY OF AUCKLAND LIBRARY

Home Browse Help Contact About



# OFFSTATS

Official Statistics on the Web

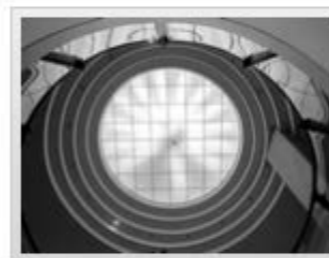
## OFFSTATS DATABASE



### Browse

Browse a collection of free official statistics resources ...

[more](#) →



### About

Free statistics from official sources arranged by country, region, or topic ...

[more](#) →



### Contact us

Contact us ...

[more](#) →

## Quick Links

- University Home
- Library
- Library catalogue
- Business & Economics
- Statistics Resources
- Statistical Databases
- NZSTATS

**Image Link:** [View full size image](#)

**Title:** Residence at Craggy Range, Havelock North, Hawke Bay

**Architect:** Gummer, William Henry, 1884-1966

Search

FULL D

Previous Home

Copyright consistency Record

Search Your information Adv Focusing on engagement

Project Edit Ack

Terminology Edit Limit

History Festivals Sub

Add Library Dav New Found

Search

KEY

lose

TITLE

AUT

PUB

DATE

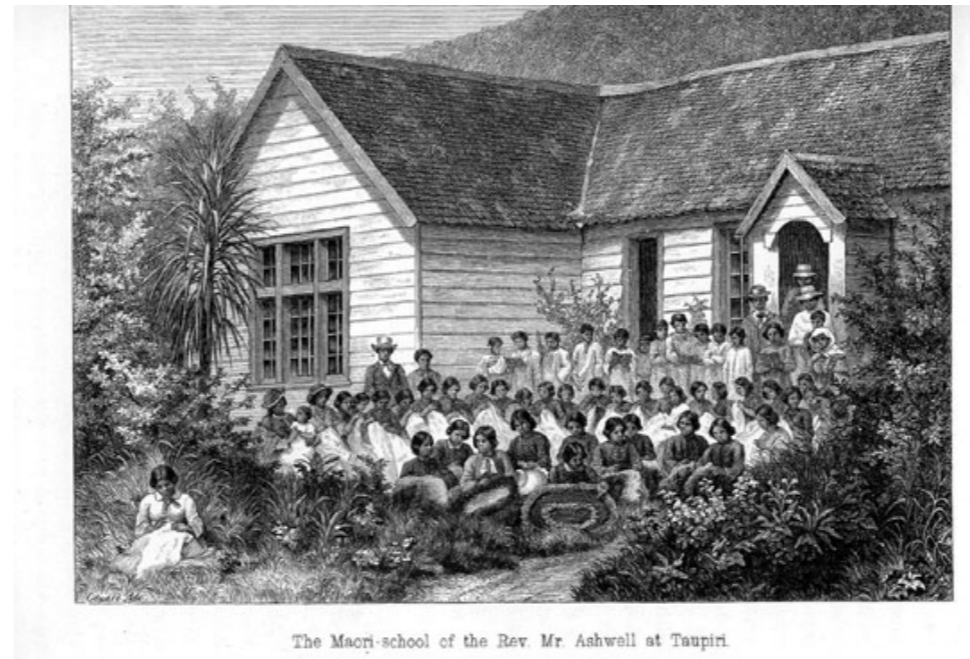
FOR



Dspace / Skylight



# Text: Early NZ Books database



The Maori-school of the Rev. Mr. Ashwell at Taupiri.

The Maori- school of the Rev. Mr. Ashwell at Taupiri.

How much more charming would the smiling fields of this beautiful country have appeared to us, could we have beheld it studded with European towns and villages! The middle Waikato Basin is the home of the most powerful and most numerous Maori-tribes, whose king had fixed his residence by the confluence of the Waikato and Waipa at Ngaruawahia, and whose metropolis, -- if we may use the expression, -- may be considered Rangiawhia, a large settlement, situated between the Waipa and Waikato in the southern part of the basin, which has attained its importance especially by its extensive corn-trade and horse-breeding. In future decades this blessed region will be the granary of the North Island, -- a real Eden for agriculture and the breeding of cattle, to which, in this respect, no other part of New Zealand might easily compare. The height of the Taupiri above the level of the sea, as resulting from my barometrical measurements, amounts to 983 feet; it consists of a hard blackish-gray slate-rock, polyhedrally fissured. The top of this hill will be one of the principal points for a future triangulation of the country.

March 13. -- Sunday. -- The Sabbath in New Zealand is kept by both Europeans and natives, with still greater puritanic severity, than in England. Sunday is Ra tapu, a holy day, on which first of all it is not allowed to travel. A violation of the Sabbath would be

95 articles from yesterday's  
NZ Herald available in  
**ProQuest** databases

180,000 articles back to  
2004 in fulltext

find, share and use New Zealand's digital content



**find digital content**

**Search**

[Make your own search tool](#)

**House**

Opening the door

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**ADD YOUR CONTENT**

Start developing with the

**DIGITALNZ API**

Digitisation help

Go to

**MAKE IT DIGITAL**

[Vote for digital content NZ needs](#)



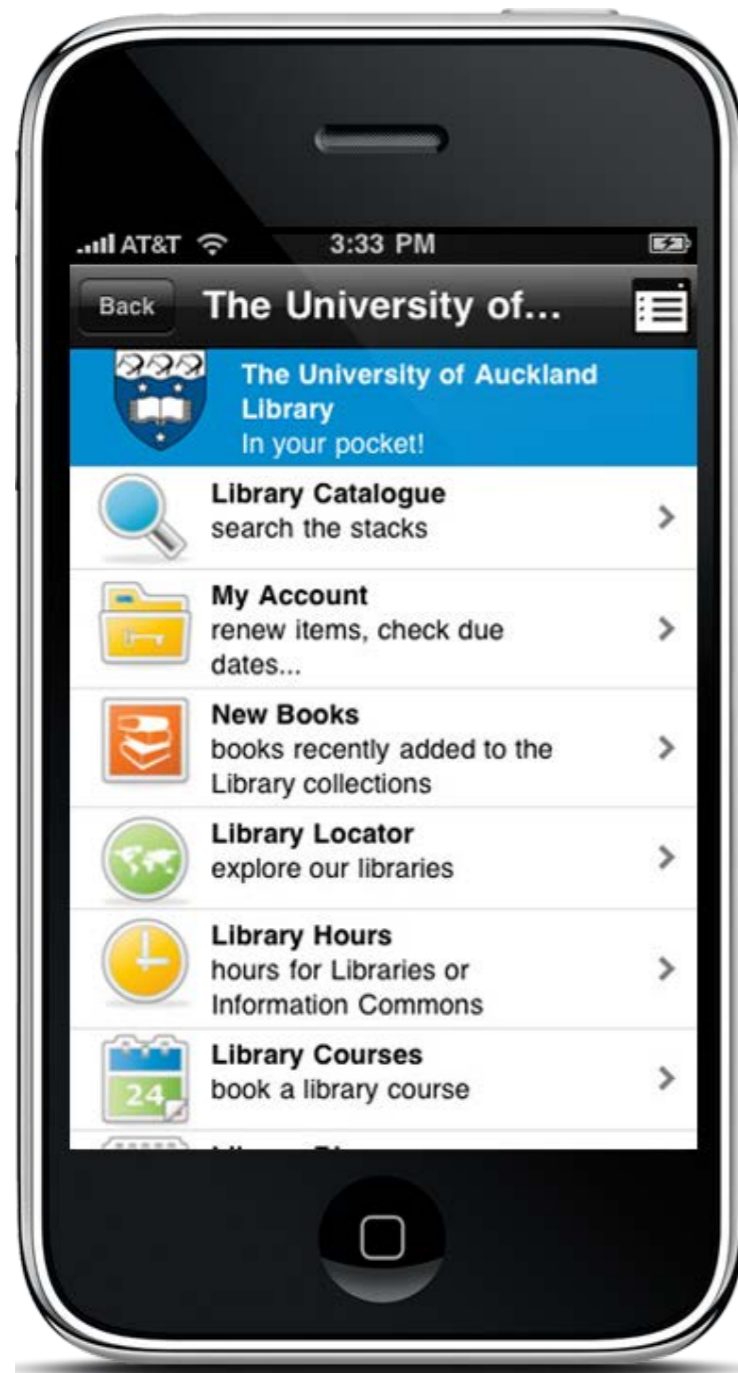
middle men

# Exposure



<http://www.funnychill.com/media/879/Flasher/>





The Library on your mobile phone  
search the Catalogue, renew books & more...

<http://www.library.auckland.ac.nz/mobile>

Interact –  
eg order a copy, add metadata

Digitool Viewer - Mozilla Firefox

http://digitool.auckland.ac.nz:1801/view/action/singleViewer.do?dvs=1297913893022~734&locale=en\_US&VIEWER\_URL=/view/action/singleViewer.do?&DELIVERY\_RULE\_ID=11&application=DIGITool-3&forebear\_coll=1150&frameId=1&usePid1=true&usePid2=true

ExLibris Digitool - Resource Discovery

View/hide details: [icon] [icon]

View Options [icon]

Takiala Women's Club in uniform for group portrait. Front: Losa, unknown, Evelina, Lutia Middle: Vaelua, Ana, unknown, Vae Back: unknown, unknown



Windows taskbar: 4:38 p.m.

# **Rethinking discovery:** **potential, pain points and pragmatism**

**BRIAN FLAHERTY**  
**IGELU 2011**

