



PROMOTING TRANSPARENCY
IN DISCOVERY

NISO Open Discovery Initiative (ODI)

Best Practices to Improve the Discovery Experience

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NISO ODI Standing Committee

Overview of the Open Discovery Initiative

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NISO Open Discovery Initiative – Promoting Transparency in Discovery
@NISO_ODI

Introduction

- The Open Discovery Initiative (ODI) is governed by a standing committee within the National Information Standards Organization (NISO).
- ODI provides technical recommendations for data exchange, including for method of delivery, usage reporting, data formats, and rights of use.
- Initiative begun in **2011** at ALA Annual Meeting.
- Published as NISO RP in **2014**.
- Updated in **2020**.

Goals of the Open Discovery Initiative

- Define ways for libraries to assess the **level of content provider participation** and for discovery services to affirm **how they use** that content
- Help **streamline the process** by which content providers work with discovery service vendors
- Define models for “**fair**” **linking** from discovery services to publishers’ content
- Determine what **usage statistics** should be collected for libraries and for content providers

ODI Recommended practice



NISO RP-19-2020

Open Discovery Initiative: Promoting Transparency in Discovery



*A Recommended Practice of the
National Information Standards Organization*

Approved: June 22, 2020
Prepared by the Open Discovery Initiative Standing Committee

- The Recommended Practice includes general measures, as well as measures related to various aspects of configuration, communication, documentation, and training.
- <http://www.niso.org/publications/rp-19-2020-odi>

ODI Conformance Statements for All Key Parties



Content Provider

1. Metadata quality
2. Fair linking
3. Open access



Discovery Provider

1. Transparency
2. Fair linking
3. Open access
4. Metrics

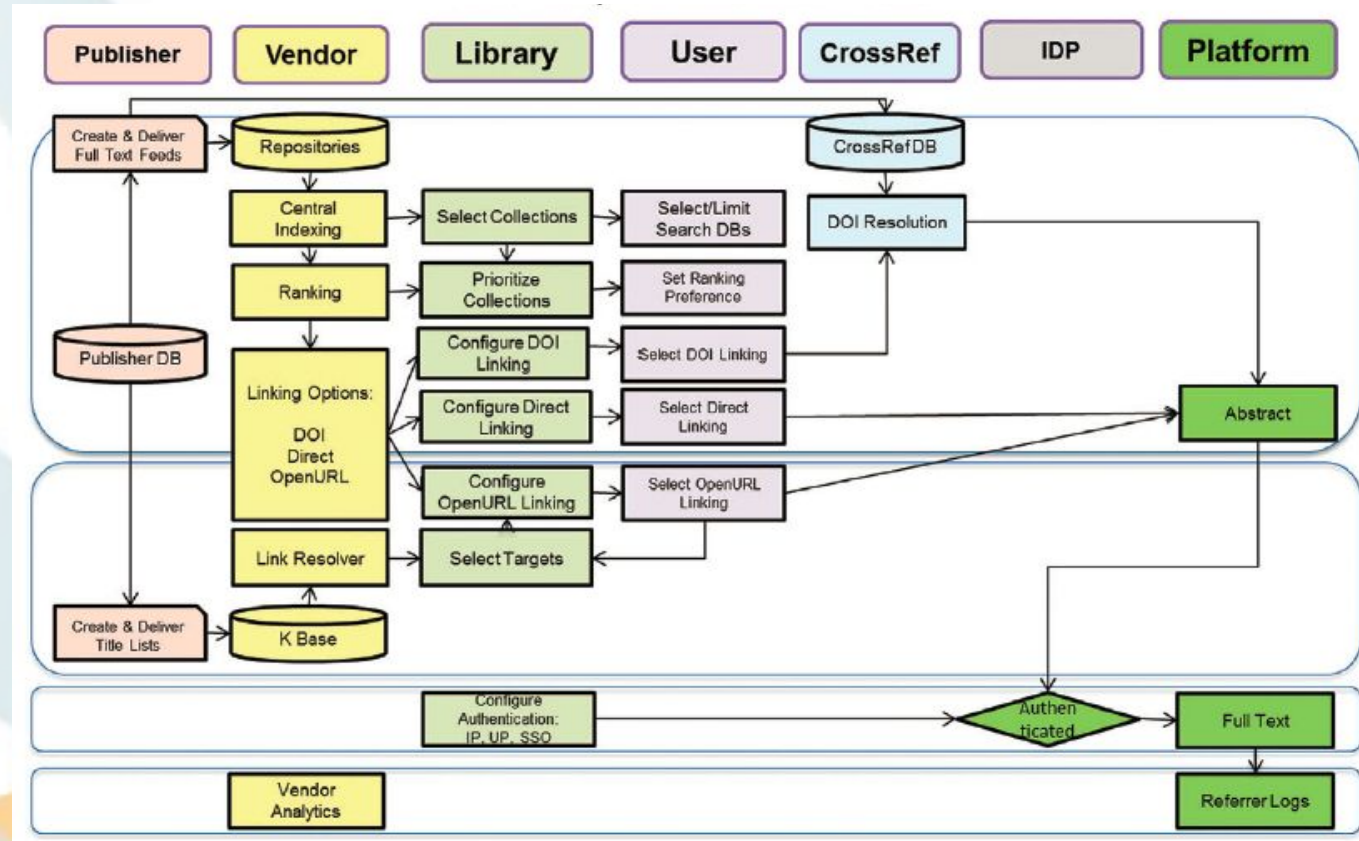


Library

1. Configurations
2. Collaborate with vendors
3. Training and communication

<https://www.niso.org/standards-committees/odi/conformance>

Library Systems: An Integral Part of Discovery Data Flows

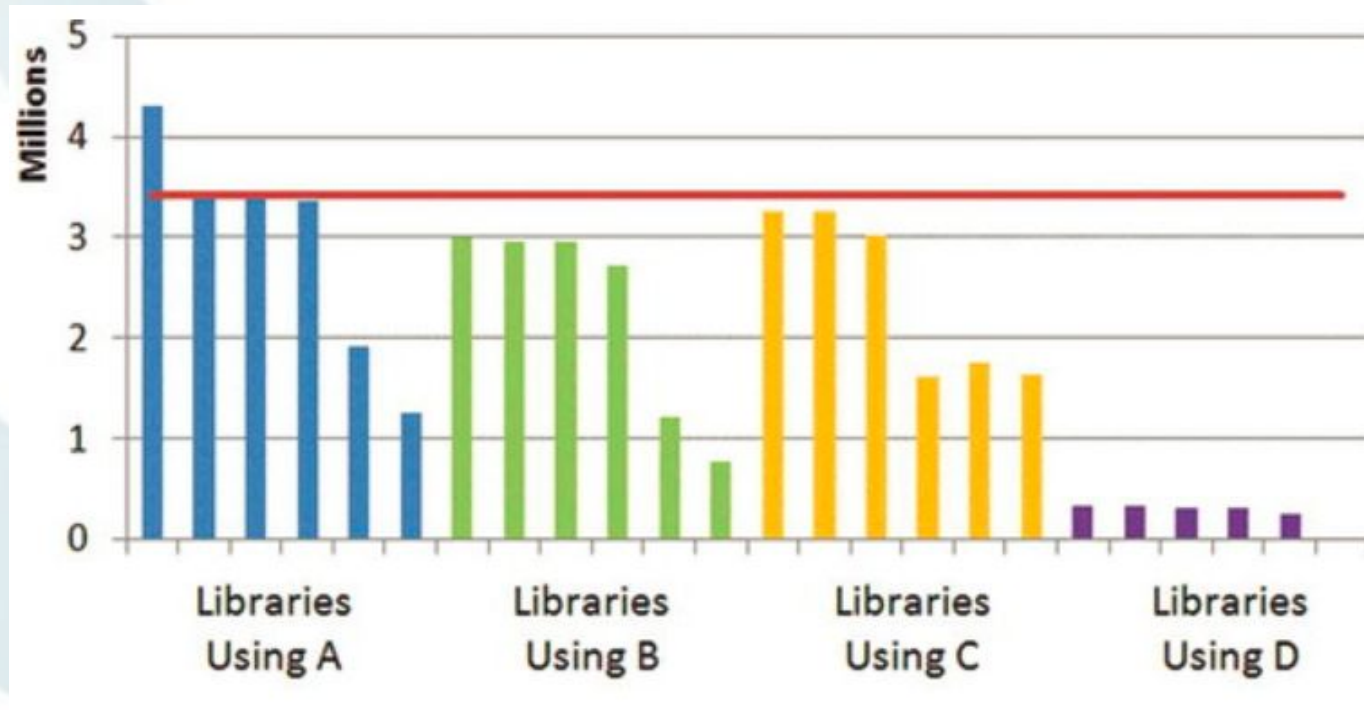


Complex Dataflows

- ▶ Publisher Systems
- ▶ Vendor Systems
 - ▶ Indices
 - ▶ KB
- ▶ **Library Systems**
- ▶ Other Systems
 - ▶ CrossRef
 - ▶ IDP
 - ▶ Platforms

Zhu, J. "Should Publishers Invest in Library Discovery Technologies and What Can They Do?"
Learned Publishing 30.1 (2017): 71-80. <http://onlinelibrary.wiley.com/doi/10.1002/leap.1079/full>

Discovery Auditing Revealed Uneven Results in Library Systems



Auditing Study

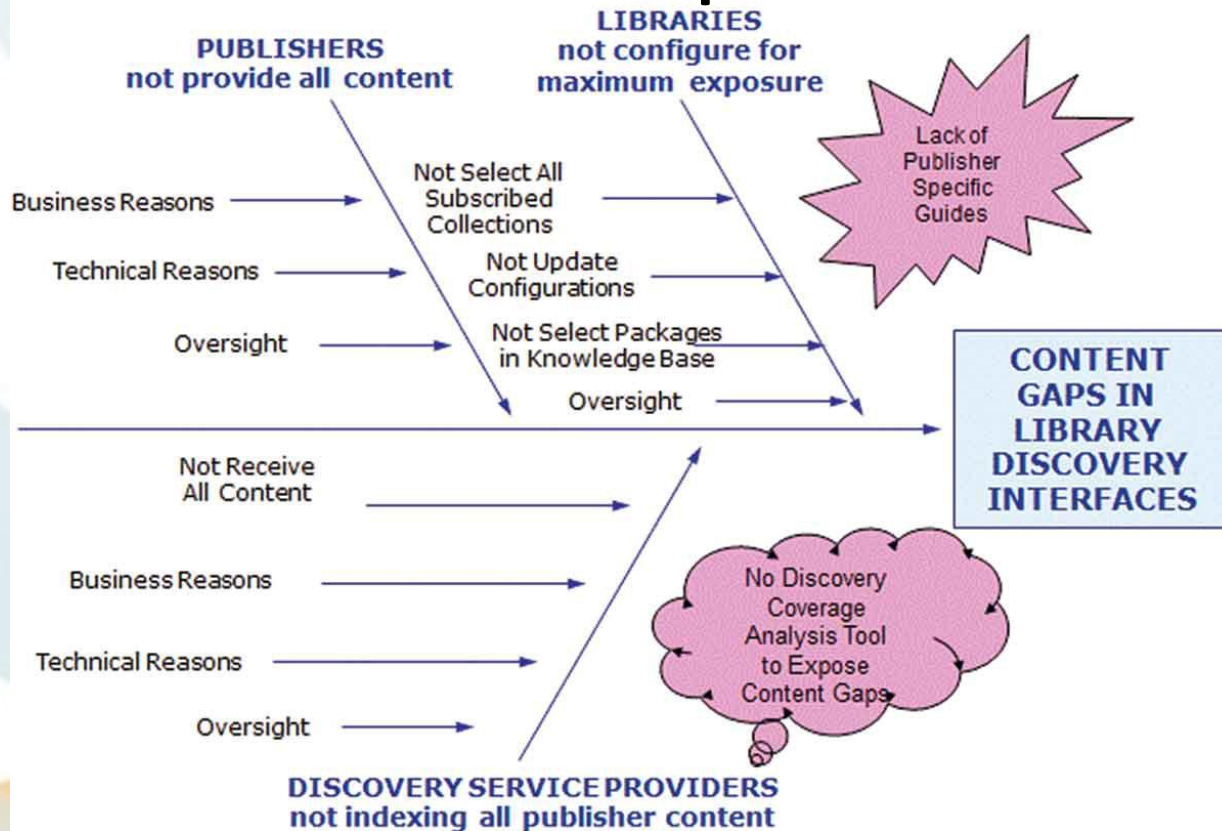
- ▶ 24 libraries
- ▶ 4 discovery/KB tools
- ▶ Subscribing to the same IEL package

Auditing Results

- ▶ Gaps in publisher workflows
- ▶ Gaps in vendor tools
- ▶ **Gaps in over half of library tools**

Zhu, J. and J. Kelley. "Collaborating to Reduce Content Gaps in Discovery: What Publishers, Discovery Service Providers, and Libraries Can Do to Close the Gaps." *Science & Technology Libraries* 34.4 (2015): 315-328.
<http://www.tandfonline.com/doi/full/10.1080/0194262X.2015.1102677>

Library System Configurations Impact Content Discovery



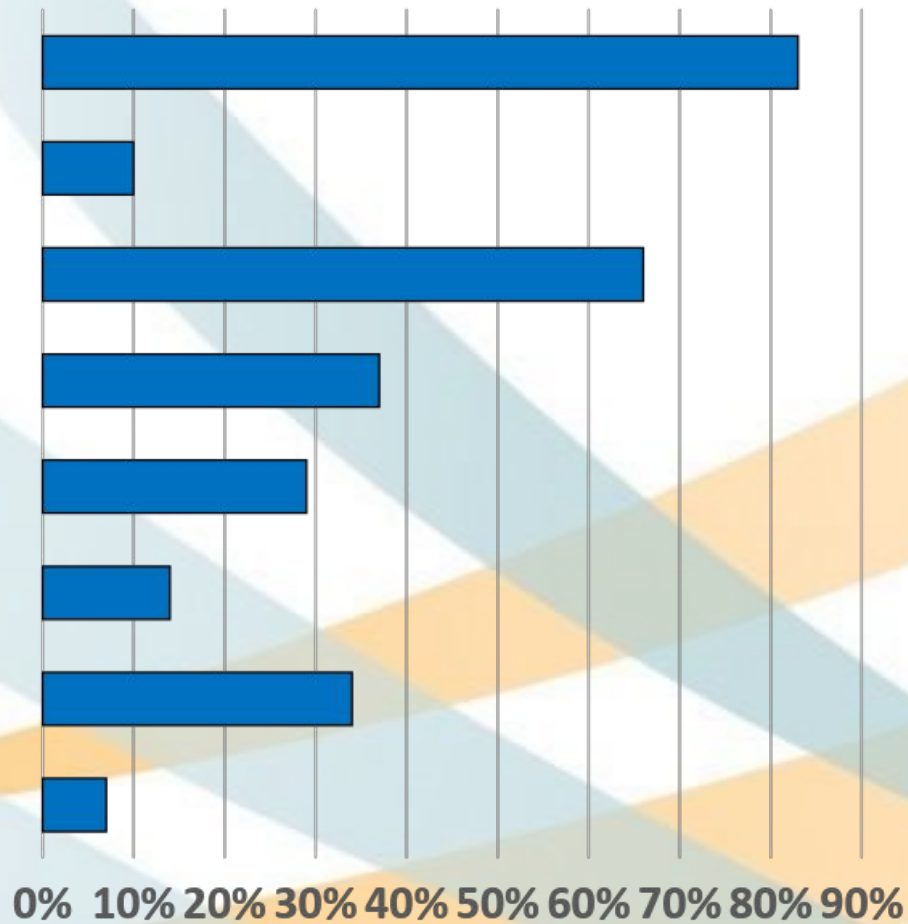
Causes of Gaps & Leaks

- ▶ Publisher Systems
 - ▶ Author submission
 - ▶ Publishing
 - ▶ Content delivery
- ▶ Vendor Systems
 - ▶ Indexing
 - ▶ Linking
- ▶ **Library Systems**
 - ▶ Configuration
 - ▶ Authentication

- Zhu, J. and J. Kelley. "Collaborating to Reduce Content Gaps in Discovery: What Publishers, Discovery Service Providers, and Libraries Can Do to Close the Gaps." *Science & Technology Libraries* 34.4 (2015): 315-328. <http://www.tandfonline.com/doi/full/10.1080/0194262X.2015.1102677>

Libraries Can Do More in Managing Discovery Systems

Library Survey



Selected Survey Results

- ▶ 83% designate **individuals** for configuration
- ▶ 10% **document** configuration
- ▶ 66% select correct **DBs** in discovery index
- ▶ 37% select correct **KB collections**
- ▶ 29% plan for discovery tool **upgrades**
- ▶ 14% plan for discovery tool **changes**
- ▶ 34% train patrons/staff on **using** discovery services
- ▶ 7% train staff on **configuring** discovery tools

Library Conformance Statement

Introduction



ODI Conformance Checklist: Library

Libraries are encouraged to take specific measures to assert their conformance with NISO RP-19-2020, the recommended practices of NISO’s [Open Discovery Initiative](#). These measures are voluntarily made by each organization, in an effort to increase transparency and communications around pre-indexed or “web-scale” library discovery services. The ODI Conformance Checklist below was created to enable standardized methods for libraries to assert their ODI conformance to content providers, discovery services, and other industry stakeholders.

Organization name: _____ Date: _____
 Contact information: _____

Y/P/N	Recommendation	Reference	Comment
	Library designates individuals to be responsible for configuring Discovery Service, link resolver, proxy, and other discovery-related tools for subscribed content from Content Providers. Designated point persons should work or coordinate with each other.	3.4.1.1 (1)	
	Library enables linking, ranking, and authentication options available in the Discovery Service Tool for subscribed content from Content Providers, and seeks clarification if needed.	3.4.1.1 (2)	

- The Library ODI Conformance Checklist was created to enable standardized methods for libraries to assert their ODI conformance to content providers, discovery services, and other industry stakeholders.
- Available in English & Spanish at <https://www.niso.org/standards-committees/odi/conformance>

Introduction

- Every library organizes their work differently; understanding staff roles is critical to determining your institution's current conformance level.
- For each topic in the Conformance Checklist, we will provide a series of starting questions to help you determine:
 - What information is needed to respond to each measure?
 - Who in your institution can help to inform your institution's conformance level for each measure?

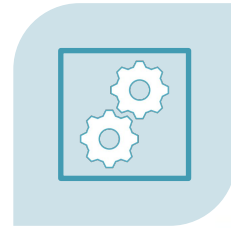
ODI Library Best Practices



GENERAL



COLLABORATION



CONFIGURATION



DOCUMENTATION



LONG TERM
PLANNING



MAINTENANCE



TRAINING



VENDOR
COMMUNICATION

General (A)

Measure: 3.4.1.1 (1) Library designates individuals to be responsible for configuring Discovery Service, link resolver, proxy, and other discovery-related tools for subscribed content from Content Providers. Designated point persons should work or coordinate with each other.



Who does this work in your library? Is this documented? If done by multiple staff members, do they have processes in place for cross team communication?

Collaboration (B)

Measure: 3.4.3.1 (4) Library staff join the online communities (listservs and forums) for the Discovery Service Providers, engage in dialogue, offer ideas and suggestions, and share innovative approaches created or implemented.



What groups focus on your discovery tool? Who should be monitoring or participating in each? Are there websites to monitor?

Configuration (C)

Measures: These measures relate to how you have configured your discovery system.

- 3.4.1.1 (2), 3.4.1.3, 3.4.1.5 (1), 3.4.1.6, 3.4.3.2



Is it clear who in your organization is responsible for configuration of your discovery system and related tools? Is there formalized communication, collaboration, and coordination with those responsible?

Documentation (D)

Measures: These measures relate to how you have documented your discovery system.

- 3.4.1.1 (3), 3.4.1.2 (2)



Are configuration decisions documented in a readily accessible place for current and future staff?

Is it clearly documented which staff are responsible for specific areas of configuration?

Long Term Planning (E)

Measures: These measures relate to how you plan for updates to your discovery system.

- 3.4.1.2 (1), 3.4.3.1 (3)



When is discovery use lower on your campus, so you can schedule updates with minimal impact on users? Who is responsible for monitoring update announcements from the vendor and making decisions?

Maintenance (F)

Measures: These measures relate to how you keep your discovery system up to date.

- 3.4.1.1 (4), 3.4.1.5 (2), 3.4.2.2 (1)



Do you regularly evaluate and update existing configuration settings of your discovery services and tools? Do you regularly check content and discovery providers' configuration guides, conformance statements, and official communications regarding changes?

Training (G)

Measures: These measures relate to how you organize staff and public training on your discovery system.

- 3.4.3.1 (1), 3.4.3.1 (2)



Do you offer training to library staff on how to manage specific aspects of the system?

Do you offer training for library patrons to get the most out of the discovery system?

Vendor Communication (H)

Measures: These measures relate to how you communicate with your discovery system provider.

- 3.4.1.4, 3.4.2.1, 3.4.2.2 (2), 3.4.2.3



During and after implementation of your discovery service have you worked with vendors on creating detailed support agreements? Are you familiar with vendor-provided tools to report missing, incorrect, and incomplete database collections?

Next Steps

Made it this far? Great! Next, you could:

- Post your completed Conformance Statement on your public website as a PDF, web page, or other format of your choosing.
- Share the link to your Conformance Statement with the ODI Standing Committee -- odi-sc@niso.org

Improving the Discovery Experience

Library Conformance Statements

Completing the conformance statement helps us:

- Ensure that the library has followed discovery and content providers' guidelines to communications and configurations
- Ensure that all desired content is activated
- Follow up with vendor partners on their conformance
- Establish training for library staff and end users
- Establish good practices to document decisions, evaluate and planning the service

Perfection is an Aspiration, not a Reality

- Improvement is an iterative process
- Discovery environments are a work in progress, the conformance statement can help you identify gaps to resolve
- It helps you to assess where you are and what you can improve
- A good opportunity to review configurations, workflows, processes, and modes of communicating across your organization
- You can post an updated statement at any time

Improving Configuration

Proactive

- Designate individual to be **responsible** for configurations
- **Document** configuration decisions and discovery tool changes
- **Evaluate and update** configurations in discovery service and link resolver
- **Plan** for system upgrades
- **Work with** discovery service providers to learn about configuration options
- Read documentation, announcements and updates and make adjustments

Active

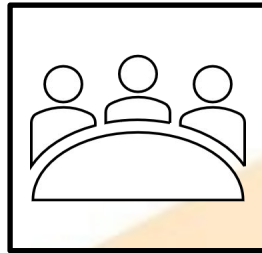
- Enable linking, ranking and authentication options in discovery service
- Select correct database collections in discovery service and link resolver
- Configure proxy server for discovery services and link resolvers

Improving Collaboration & Communication



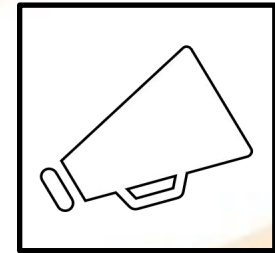
Discovery Service

- Work with vendor to clearly define support available to library
- Report content issues to discovery service



Internal

- Train staff on managing discovery service and related tools
- Train users and staff on how to use discovery service
- Meetings with licensing, electronic resources and systems staff to discuss configurations



Community

- Promote ODI conformance with content and discovery service providers
- Join listservs and forums to engage in dialogue

Additional ODI Resources for Librarians

- FAQ and Talking Points

<https://www.niso.org/standards-committees/odi/library-talking-points>

- Publishers Discovery Configuration Guides

<https://niso.org/standards-committees/odi/configuring-content-providers>

General ODI Resources

- Website

<https://www.niso.org/standards-committees/odi>

- ODI Updates

<https://www.niso.org/standards-committees/odi/updates>

- Twitter

https://twitter.com/NISO_ODI



Thank you! Questions?

<https://www.niso.org/standards-committees/odi>
odi@niso.org

Value Propositions / Benefits

Or, WHAT'S IN IT FOR ME?

- **Libraries/Users.** Finding relevant content is simpler when it's all in one platform. ODI makes it easier to understand which resources are included in discovery services.
- **Content Providers.** Participation in discovery services increases visibility and exposure, increasing usage and decreasing the likelihood of cancellations. ODI makes users aware of your participation and interest in transparency.
- **Discovery Providers.** Participation in ODI increases transparency, improving customer satisfaction and retention.