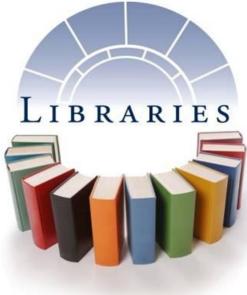


# An Unexpected Discovery: One Library's Experience with Discovery Service Evaluation Nadine Ellero and Juliet Rumble, Auburn University Libraries



Recognizing the potential benefits to users of discovery tools, Auburn University Libraries formed a committee to explore acquisition of a web-scale discovery service that would be in keeping with its values, vision, and institutional mission. As part of this process, we conducted an extensive literature review, offered informational workshops, held three onsite vendor presentations, gathered feedback from library staff, and interviewed other libraries with discovery systems.

## Testing Vendors with Real Reference Questions

In advance of their on-site presentations, we supplied vendors with five reference questions received at our Reference Desk. We asked vendors to show us how they would approach these questions using their discovery tools. Below are a sample reference question and the vendors' demonstrations.

Question:	I am looking for the letters of Thomas Jefferson
removal.	I would like to find them in book format if I car

Vendor A	Search Strategy Search Results	<ul> <li>(1) Advanced search: Thomas Jefferson A and applied "searching within full test</li> <li>(2) Thomas Jefferson as author AND Ind</li> <li>(1) 45,550 results</li> <li>(2) 38 results; selected title #8, Indian A American audiences; these pieces do a</li> </ul>
Vendor B	Search Strategy Search Results	<ul> <li>(1) Thomas Jefferson letters <ul> <li>and applied Book/eBook facet</li> </ul> </li> <li>(2) Performed search for "Indian" within</li> <li>(1) 16,082 results; multiple <i>Letters and A</i></li> <li>(2) Various "snippets" on Indians; vendo</li> </ul>
Vendor C	Search Strategy	<ul> <li>Indians and how they should be treat</li> <li>(1) Thomas Jefferson Indian removal</li> <li>(2) Thomas Jefferson Indian removal and applied book facet</li> <li>(3) Thomas Jefferson Indian removal (sa (4) Thomas Jefferson Native American removal</li> </ul>
	Search Results	<ol> <li>(1) 1,520 results; no relevant sources or</li> <li>(2) 2 results, neither of which were relevant sources on</li> <li>(3) 3301 results; no relevant sources on</li> <li>(4) 3374 results; no relevant sources or</li> </ol>

### n relating specifically to his views on Indian

#### n.

AND Indian removal ext" function ndian removal

*Addresses* [this book contains addresses given by Jefferson to Native not refer to Indian removal]

nin full text of title #4, *Letters and Addresses of Thomas Jefferson* Addresses of Thomas Jefferson dor displayed pg. 157, noting that it contains "info on his views on

ated"; [passage contained no reference to Indian removal]

same search as #1 above, but in a different library's discovery service) removal

on first page of search results levant on first page of search results

on first page of search results

Our Global Discovery Vision

Global unified index Designed for both novice and expert Normalized metadata Easy, intuitive user experience Context aware Supports development of information literacy skills Less duplication of systems, data, & cost Mi Tai Mi Ind No Ge Sea Du



# Our Findings

- Multiple versions of unified indexes Targeted at undergraduate audience Mixed metadata
- Inconsistent, non-intuitive user experience Non-context aware
- Geared more towards "get in get out" searches
- Duplication of systems, data, & cost