EBSCO Discovery Service & I-Share @ SIUC

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Background & Selection Process

Fall of 2009: Testing & comparing of web scale discovery services
- OCLC WorldCat Local – set up free version Sept. 2009
- Summon demo – Oct. 2009
- EDS beta partner – starting in Feb. 2010
- Gathered staff feedback

February 2012: Decision to implement EDS with the condition that I-Share must work in EDS

August 2012: Live public release of EDS as OneSearch Beta

Factors influencing our decision

- SIUC subscribes to a large number of A&I, aggregator, and third-party databases via EBSCO
  - Familiar interface
  - Lots of subscribed content

- EBSCO database search box was added to library website back in April 2009

- I-Share catalog set up as the default catalog on the library website May 2011

Implementation process and timeline part 1

Feb. 2012:	Decision to implement with I-Share integration
	Source list submitted to EBSCO for title analysis
	Conference call between CARLI, EBSCO, SIUC
	Catalog questionnaire & lookup tables for both SIUCat and I-Share submitted
	Branding & Customization Questionnaires submitted (color, logos, toolbar, widgets, linkresolver)
	Sample I-Share data submitted
March 2012:	SIUC catalog data uploaded on EBSCO FTP server
	Customlinks configured by EBSCO
	I-Share test catalog (subset of records) added to another EDS profile
	SIUC catalog data processed and added to EDS
April 2012:	Daily updates of SIUC catalog data started
	EDS implementation with SIUC catalog done

Implementation process and timeline part 2

May 2012 – Aug. 2012: I-SHARE
Problems:
- Link to catalog provided, but no request function available
- SIUC holdings did not float to the top
- All I-Share holdings displayed in EDS but RTAC (Real-Time availability check) did not work
- E-resources records - EDS pulls and displays the URL (856 info) from the bibliographic record and not from the MFHD
  - SIUC patrons would be asked to log into the authentication system of another I-Share library when the URL in bib is not for SIUC
  - SIUC patrons presented with a large number of e-resources SIUC has no access to

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Implementation process and timeline part 3

Solutions:
- Replace catalog link with a link to Request 1st available in VuFind
  - Added a new button instead of text link

- Show only SIUC holdings for an I-Share item
  - Resolved issues with RTAC
  - Easy to recognize an item held by SIUC

- E-resources workaround
  - Suppress e-resources from I-Share catalog
  - Load a separate catalog from SIUC's Voyager db with e-resources data only (SIUC uses a separate record approach for catalog e-resources)

Advantages of our implementation

- Eliminated some of the silos
- I-Share is working in EDS
- Location facet allows limiting to SIUC items
- Advantages of a hosted solution
  - Tech support from EBSCO
  - No hardware to maintain locally

Disadvantages of our implementation

- Non-EBSCO data excluded from EDS Base Index is getting less emphasis
- We don't have single sign-on
  - Requesting items via I-Share requires users to log into VuFind
- Disadvantages of a hosted solution
  - Less control over customization options (e.g. limited control over order of facets)
- Students still need instruction
  - Overwhelming number of results
  - Students need to learn to use facets
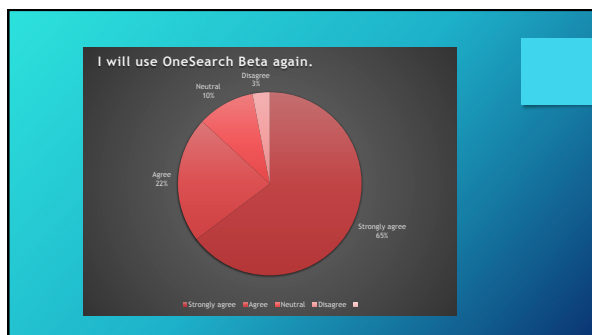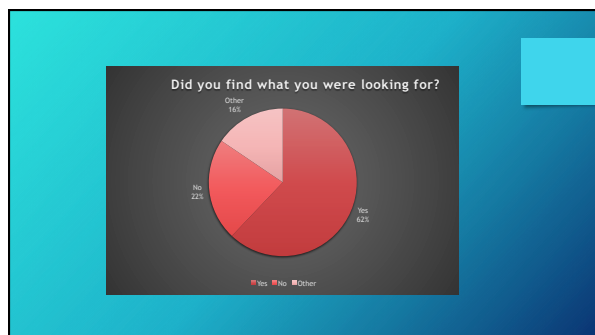 - Students have the wrong assumption that we have Full text to everything in EDS

Feedback – user survey results – Nov. 2012

Did you find what you were looking for?

Other
16%

No
22%

Yes
62%

Yes No Other

I will use OneSearch Beta again.

Disagree
3%

Neutral
10%

Agree
22%

Strongly agree
65%

Strongly agree Agree Neutral Disagree

Librarians' satisfaction level

- Mixed
  - "Step in the right direction"
  - Others prefer going to a specific database to search for articles and use the catalog to search for books

Demo and questions

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