Discovery Product Expectations/Outcomes

Tomahawk Pubic Library: 4/9/2015

Expectations and desired features:

Single search "box" access with spell check capabilities - similar to Google (i.e. *did you mean*....)

New materials and bestsellers tab or a Quick Lists tab - depending is this an option with the discovery layer or is this staff implemented?

Limit search field box (see Merlin example)

Fast response time

Relevancy ranked results

Connection to BadgerLink databases (not sure if this is feasible)

for example if the patron types in used cars - they would receive the Consumer Reports magazine hits too.

Outcome: more results, increase in circulation, user friendly, happy costumers/patrons. Realistic timeline? I have no idea - how long did it take other Systems to implement?

It would be ideal to have it functioning within 6 months after contracts are signed.

Thanks!   Mary Dunn

Anne LaRoche Medford Comments:

-Simple interface that includes all resources is great. More Google interface is what patrons expect since establishment of internet. It will casually introduce other resources to patrons who traditionally only use books/ebooks/movies etc.

EBSCO Discovery layer is our preference

- o Richland Library: http://richlandlibrary.com
- o O'Fallon Public Library: http://ofpl.info

Expectations:

- **Encore Discovery Layer not accessible** according to Gus Falkenberg from Indianhead. We do not want ENCORE. Indianhead purchased the product and it is not compatible for e-readers for the blind. That is why they have the traditional catlog search still available BUT THEN their handicapped patrons do not get the benefits of the new product.

-Online Badgerlink resources obvious in search results (hierarchy on side or in a boxed section so as not to confuse them)

-Convenient to patron, clearly marked online resources so if they only want a book/e-book they can easily skip around Badgerlink content.

Community Outcomes:

-**Discovery Layer project completed before Jan 2017.**

-As stated in the Sterring Committee meeting and again at the VCAT meeting in April, money in the special projects budget line will stay in the budget line and not roll into the unreserved line after every year.

-Community directly exposed to journal articles, newspapers etc. rather than navigating to Badgerlink and then selecting the resource for their information need.

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Desirable Attributes	Desirable Attributes	Desirable Attributes
Encore	*Ebsco*	*Bibliocommons*
classic catalog set up link is good	Like link to traditional catalog	Search box at the top
link "click here" easy clicks	Liked check it out/research it/download it	Recently reviewed/ new titles/bestsellers
One page no scrolling		Divides collection into books, movies, music
MORE has easy navigation (teen, kids, what's popular, books, movies, music, audiobooks)	Richland : Once you're 'in', lots of options, BUT takes practice to become comfortable, not as easy	Login and help icon location
Quick list drop down	Nice for proficient users	Links to individual library (catalog or website)
Like Keyword (Merlin)	O'Fallon: shows library status, portal (library info) new books Trailers for DVDs (patron told us)	Drop down on menu bars at top are helpful MY Lib drop down

	Children's catalog = Appealing	
Icon for OverDrive not easy to confuse with regular catalog	Shows library and availability	Browse by format and audience views help
Classic catalog is user friendly		Link to databases may increase use
Map of and List of System Libraries		Is default setting to recent review? Can it be modified to suit system say, with new titles?
Printer friendly		Screen looks easy to navigate not too crowded
County Cat was well liked		King County LS: DVD trailers and comments by patrons (monitored? Example: Fifty Shades of Gray
**Patron liked MORE	**Patron liked	User friendly
**Patron "ease of use"	** Patron liked as second choice	Community input design
** Patron liked these		**Patron favorite- easy to use
		Who rates the books/items with ratings?
Clean, Easy, Approachable, What's popular	**Bit more complex site**	**Filters at left, easy to navigate**
Cost?	Cost?	Cost?

Liked any that had the advanced search button near the regular search box. Quick Links Icons are easy and visible.

Less Desirable Attributes	Less Desirable Attributes	Less Desirable Attributes
Encore	**Ebsco**	**Bibliocommons**
Got used to seeing book covers in the other vendors home page – looks plain	Had to scroll to get to all the quick links?	Recent tags – what if something inappropriate is typed over and over to get it posted there? also prone to spelling errors noted
No drop down choices in main menu	Richland co all links were at the bottom?	Recent reviewed covers may offend
Negative comments by those that have it	Traditional catalog – could that be default?	Recent lists at the bottom
Digital Library link too big Folks may click here thinking they are getting the library catalog	Richland: too much! Had to scroll to see stuff. What's with the girl in the hardhat?	King County LS: DVD trailers and comments by patrons (monitored? Example: Fifty Shades of Gray
Merlin: who updates lists of NYT/Fiction	O'Fallon is an awesome site for one library- how would this look for a system site?	Is any Bibliocommons user allowed to comment on items?
	More than a bit of a scroll is a pain	Too many steps to get to basic search

Spanish/other languages: not all information is translated. Reason?

Kim & 3 Libraries

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Almost forgot to send comments about a discovery layer. Here are my very brief comments. I haven't had a great amount of time to look at all options, but I definitely think that if we are to continue in the library "business", the addition of a discovery layer is crucial. Our current site is not user or even staff friendly. The layer should be "clean" and readable and easy to navigate. Of greatest importance, is the search component – are results easy to understand, is the hold process easy to follow and are the results accurate. I realize that this may not be much help. We are in the midst of summer reading program planning – just about finished – and trying to navigate a complicated staffing situation.

I should be at the June VCat meeting. Enjoy your weekend. Looks like we will have a nice one!

Mary Taylor Director / Minocqua Public Library

I apologize this will be a few days late – but here are some thoughts that my library board and I have…taken from the minutes of our board meeting..

7) Discuss Discovery Layer for Online VCAT Catalog:

The discovery layer would be another yearly fee of approximately $400. This is enhanced software to make our systems website more aesthetically pleasing, the functionality would be better and the search results would be more accurate. There would also be more search options for online resources.

> ****Diana questioned if there will be additional fees for access to magazines not subscribed to at our local library.**

> ****Kim questioned if we would get a circulation credit for magazines viewed online through some of the sites offered.**

> ****If there isn't much change, do we still have to pay? Julie indicated yes.**

> ****We want Julie to ask if we can lock in on a price or will it continue to increase in cost year after year.**

> **This is not something we can opt out of. If the system votes to go with this Discovery Layer then every library has to share the cost. Julie wanted to discuss it with us so we could help her decide if it is something we want to vote for or against.**

Any Discovery Layers would be created in Wausau and would be an exact look on all other library computers in the system.

At the June meeting, the libraries will be voting on whether or not to get quotes for Discovery Layers.

As you can see in the notes there are a lot of questions and I'm not sure if I got the answers all right.

For our board members, I showed them examples of different websites, and we would like to see a product that is accurate, visually pleasing and easy to use.

For example – the Chicago Public Library website is amazing!! We would happily spend money for that (that is where some of the questions about magazines come in – my board was impressed with the idea of checking out digital magazines), but if it looks like MORE's catalog we don't see that the money spent is worth it.

So I don't have a lot to add about outcomes other than we want it to work and look exceptionally 'pretty'. As far as timeline – we are flexible. Money is ALWAYs going to be tight. And we have many questions once the details start to get finalized.

Thank you – it should be an interesting discussion in June ☺

Julie Beloungy, Director

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