Make journals easier to find: Implementing EBSCO Discovery Service (EDS) at Leeds Metropolitan University

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- 'make journals easier to find' (2010 annual student survey)
- problems finding journals (need one access point) but amount of info that is available is good' (2010 exit poll)

The statements above are indicative of the comments the Library at Leeds Metropolitan University have received from our users in Library Surveys over recent years.

Our resources were like a maze to navigate, with users accessing multiple entry points when conducting a search including the Library Catalogue and the e-journals list. It was clear that many users really wanted a one-stop search box. A project was instigated, the key objective being to 'improve overall discoverability of print and electronic resources for students and staff at the University'.

Market Research
In Phase 1 of the project we researched the main resource discovery systems on the market and identified five to look at in greater detail: Summon (Serials Solutions); Primo (Ex-Libris); EBSCO Discovery Service (EDS); WorldCat Local (OCLC) and Encore (Innovative Interfaces). A blog was created to record and promote the project (http://leedsmetlibrary.wordpress.com/) which received contributions from colleagues and vendors, both nationally and internationally.

Resource Discovery System Tender – February 2011
Phase 2 of the project saw the preparation of a university tender to procure a system. The tender was published online in February 2011 and 3 suppliers applied - Serials Solutions, EBSCO and OCLC.

The key criteria used in the evaluation and selection process can be seen in the table:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Weighting</th>
<th>Minimum quality threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality and functionality of result tools</td>
<td>30%</td>
<td>70</td>
</tr>
<tr>
<td>Quality and functionality of reporting tools</td>
<td>20%</td>
<td>70</td>
</tr>
<tr>
<td>Implementation plan</td>
<td>10%</td>
<td>65</td>
</tr>
<tr>
<td>Support Plan</td>
<td>10%</td>
<td>60</td>
</tr>
</tbody>
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Figure 1: Tender Evaluation Criteria

'EBSCO seems to tick these boxes as it has enough complexity (e.g. saving to folder, citation, clear limits) and relative user-friendliness (but not so like Google it could well be Google!)'. (Academic Staff)

Making a choice
Why did we choose EBSCO Discovery Service? A number of factors made this system stand out for us and our specific circumstances:

- Content – we already have a high percentage of EBSCO resources at Leeds Metropolitan. Tests using other systems proved less successful in retrieving EBSCO content;
- Good admin interface – which can be easily accessed by a wide range of staff (not just the super-techies) and from which useful usage data can be extracted;
- Proven customer service track-record – we know from experience EBSCO will provide good customer service;
- User interface – EDS was shown to be the preferred user interface throughout our stakeholder testing & evaluation;
- Fast and simple implementation – the system was implemented in a matter of months.
As with any system implementation the project will not stop here, we will continue to evaluate and develop EDS. In 2 years' time we will look again at what systems are on offer.

**Going Live**

In October we soft-launched EBSCO Discovery Service under the working title ‘Discover More in The Library’.

What we eventually call the system is just one of the things up for discussion. We've put the system out there to be found, used and evaluated whilst it is still under construction. We think this is the best way of testing, developing and customising EDS and already we've had some useful feedback via Wallwisher: www.wallwisher.com/wall/discover.

We are now about to embark on a library staff training exercise. So far, staff have shown just as much interest in how the system works behind the scenes as about how to help users search effectively. A full launch date is planned for early 2012.

We are also looking at the best ways to involve more stakeholders in evaluating EDS—no firm details yet on these plans, but more free cake is high on the list of incentives...

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