Citation:
Cleverley, J and Morris, D (2011) Implementing EBSCO Discovery Service (EDS) at Leeds Metropolitan University. Taking Stock, 20 (2). 5 - 6. ISSN 0966-6745

Link to Leeds Beckett Repository record:
https://eprints.leedsbeckett.ac.uk/id/eprint/610/

Document Version:
Article (Published Version)

The aim of the Leeds Beckett Repository is to provide open access to our research, as required by funder policies and permitted by publishers and copyright law.

The Leeds Beckett repository holds a wide range of publications, each of which has been checked for copyright and the relevant embargo period has been applied by the Research Services team.

We operate on a standard take-down policy. If you are the author or publisher of an output and you would like it removed from the repository, please contact us and we will investigate on a case-by-case basis.

Each thesis in the repository has been cleared where necessary by the author for third party copyright. If you would like a thesis to be removed from the repository or believe there is an issue with copyright, please contact us on openaccess@leedsbeckett.ac.uk and we will investigate on a case-by-case basis.

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

■ Julie Cleverley and Debbie Morris

- *'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 polls)

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-journal's 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 (EBSCO); 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 2011and 3 suppliers applied - Serials Solutions, EBSCO and OCLC.

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

Stakeholder consultation

Key to evaluating the systems was the process of consultation with our stakeholders – we invited students and staff at the University to system demos and all attendees were asked to complete evaluation forms.

At this stage preferences for a particular system were quite close, with all 3 systems scoring highly in areas such as the user interface, content and results.

We also held a focus group (with free cakes as an incentive!) which gave stakeholders the opportunity to try out demo versions of all 3 systems and complete an online survey for feedback.

It was clear that one product was beginning to stand out, as can be seen by the results of the survey's final question:
Comments from the survey were very positive about EBSCO Discovery Service:

I think students will find it easy to use, and it is attractive.' (Student)

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

Making a choice

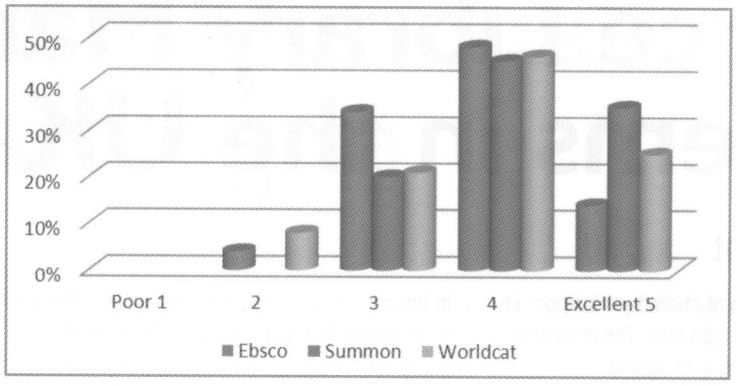
Why did we choose EBSCO Discovery Service? A number of factors made this system stand out for us and our specific circumstances:

- **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.

Criteria	Weighting	Minimum quality threshold
Quality and functionality of result tools	30%	70
Quality and functionality of reporting tools	20%	70
Implementation plan	10%	65
Support Plan	10%	60

Figure 1: Tender Evaluation Criteria

Figure 2: Staff Evaluation of Vendor Demos



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.

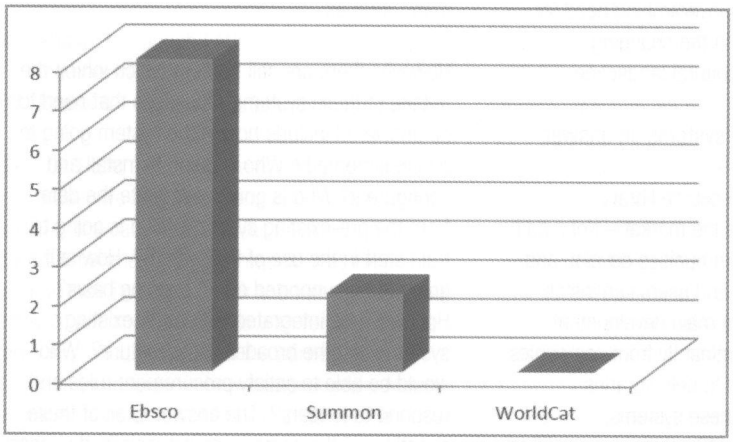
We are also looking at the best ways to involve more stakeholders in evaluating EDS– no firm details yet on these plans,but more free cake is high on the list of incentives…

Please feel free to contact us:

j.cleverley@leedsmet.ac.uk
d.morris@leedsmet.ac.uk

- Julie Cleverley *is Journals and Electronic Resources Manager at Leeds Metropolitan University Library.*
- Debbie Morris *is Library Systems Developer at Leeds Metropolitan University Library.*

Figure 3: Focus Group Evaluation Results



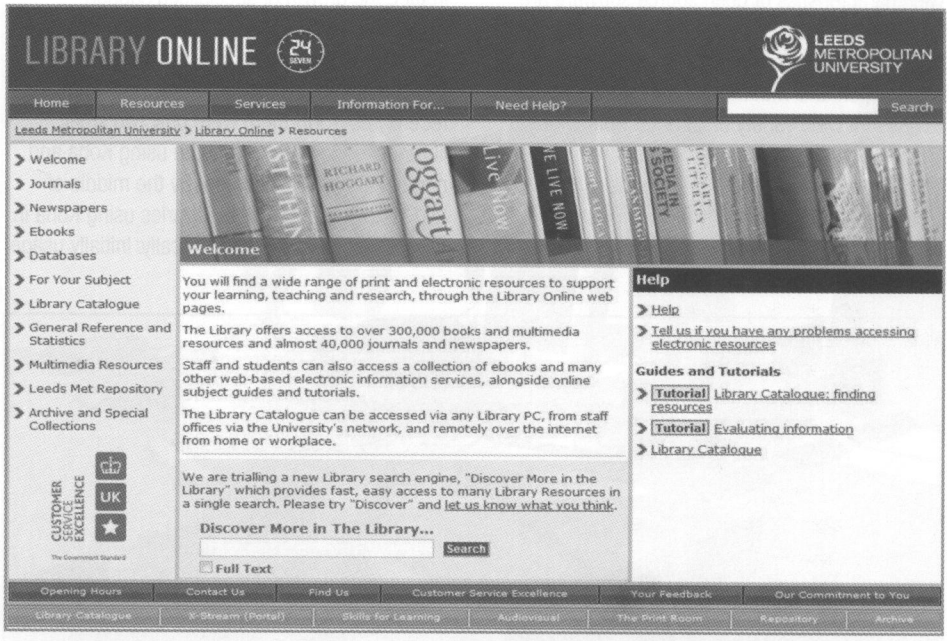


Figure 4: 'Soft Launch' of EDS Search Box