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5-2-2018

Discovery Panel I & II

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Recommended Citation

Brink Drescher, Judith L.; Jones, Allen; Haenger, Christian; Hammons, James; Lu, Fen; and Oldham, Randy, "Discovery Panel I & II" (2018). *Librarian Presentations*. 3.
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Authors

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Discovery Panel

Judy Drescher ▪ Christian Haenger ▪ Jim Hammons
Allen Jones ▪ Fen Lu ▪ Randy Oldham

ELUNA 2018 Annual Conference

Ball State University - Jim Hammons

- 19,000 FTE
- Symphony: 1998
- 360/Intota: 2009/14
- Summon: 2012
- Alma/SOA: next week

Mannheim University - Christian Haenger

- 13,000 FTE
- Aleph 2008
- Primo 2009
- Alma 2016

Molloy College - Judy Drescher

- 4,500 FTE
- Voyager: 1998
- 360: 2008
- Summon: 2013
- VuFind: 2014

U of Guelph - Randy Oldham

- 23,000 FTE
- 3 university consortia
- Voyager: 1997
- Primo: 2008
- In discussions for a province-wide system

New School - Allen Jones

- 9,661 FTE
- Aleph:2008
- Primo:2008

U of Texas Arlington - Fen Lu

- 41,712 FTE
- Voyager:1998
- Summon:2012
- Intota: 2012
- Alma: 11/2018

Agenda

Part I 1:30 - 2:15

- Infrastructure, Configuration & Customization

Intermission 15 minutes

Part II 2:30 – 3:15

- Collections, Usability, Analytics & Support

Questions Part 1

- Why did you choose the discovery service that you did?
- How is Primo/ Summon integrated in the IT infrastructure of your institution?
- What are your experiences with configuring the discovery system?
- To what degree can the interface be customised?

Question 1

Why did you choose the discovery service that you did?

Why Primo?

1. Nothing existed in 2008 but Primo
2. Integration with Aleph E-Shelf functions
3. Flexibility in data normalization, data sources and interface flexibility
4. Multi-institutionality / Complex institution configuration
5. Integrated with the SFX/Aleph/MetaLib environment at NYU
6. Customization - root access to filesystem and database

Why Summon?

- Primo is not a viable option for many institutions that don't have a library IT staff
- In 2013 a more likely choice would be between Summon and EDS - Summon was the more mature product
- A far superior index
- SerialsSolutions 360 suite of services (360 core, link, A-Z)
- In the context of an Alma migration, the familiar UI, and having chosen Summon over Primo years ago. (Ball State)

Question 2: IT Infrastructure

How is Primo/ Summon integrated in the IT infrastructure of your institution?

Primo or Summon - Infrastructure

- Primo started as a locally hosted discovery service
- Link Resolver is a separate component
- Primo has a local index of records + remote
- front-end customization has a robust dev environments
- patron enrichment in multiple ILS systems

- Summon has always been cloud-based
- Link Resolver is integrated into Summon
- Summon has a centralized index of records
- Front-End is customized with institutionally hosted angular scripts, CSS
- ILS functionality via Alma only

Summon - API Only customers

There is also a use-case where institutions use the Summon API, but don't use the interface

- Columbia University
- Michigan State
- Molloy College
- Yale University

They only care about the API, not the interface….

Looking for Something?

VuFind Over Summon

Ask Us !

Suggestion Box | 0 items | Login | Language

Combined Results | Articles & eBooks | Books & Videos

ptsd | All Fields | Find | Advanced

Search: ptsd

Search History

PTSD

Molloy Librarian Recommendation: Looking for articles on PTSD? Try **PILOTS:** ***Published International Literature On Traumatic Stress***. Note: a network or Canvas username/password is required to access articles from off campus.

Suggested Topics within your search.

ptsd 37,880 | psychiatry 28,593 | post-traumatic stress disorder 24,467 | survivors 23,326 | adults 18,345 | veterans 14,933 | posttraumatic-stress-disorder 14,547 | more ...

Showing **1 - 20** results of **135,399** for search '**ptsd**', query time: 1.27s

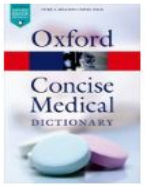
Sort: Relevance

List | Grid

Select Page | with selected: Email | Export | Print | Save | Add to Book Bag

1

PTSD
Published in The American Heritage Dictionary of Medicine (2015)
GetAccess
eReference
+ Add to Book Bag
★ Save to List

2 

PTSD
Published in Concise Medical Dictionary (01-01-2015)
GetAccess
eReference
Google Preview
+ Add to Book Bag
★ Save to List

3

PTSD
Published in A Dictionary of Nursing (01-01-2014)
GetAccess
eReference
Google
+ Add to Book Bag
★ Save to List

Apply filters to narrow or expand your results:

- ☐ Peer Reviewed/Scholarly Only
- ☐ Add Newspapers
- ☐ Add Book Reviews
- ☐ Add Dissertations
- ☐ Full Text Only
- ☐ Open Access Only
- ☐ Search More Libraries

Year of Publication ▲

From: To:

Set

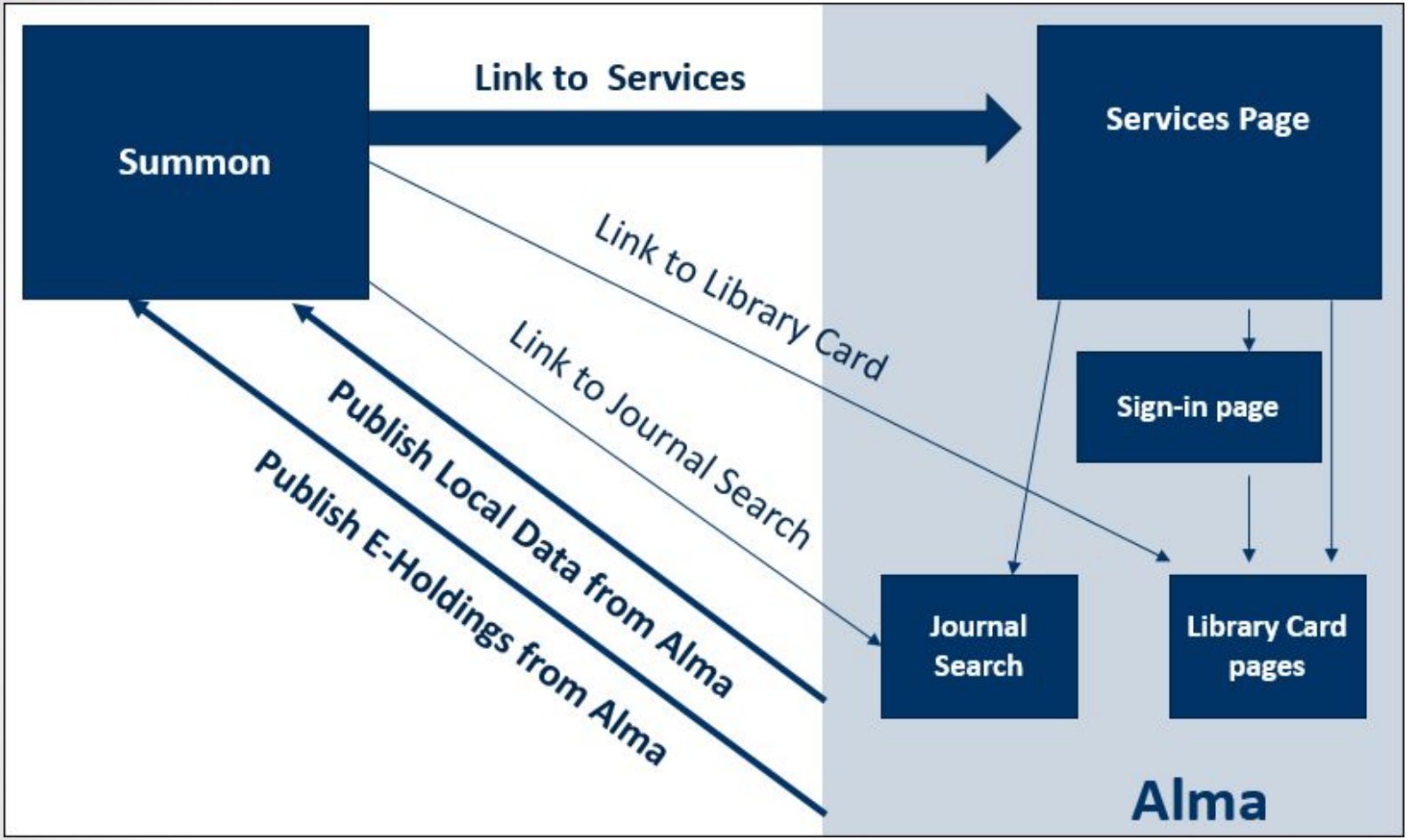
Format ▼

Subject Area ▼

Language ▼

Top Results: Books & Media

Summon over Alma



Alma-Summon Integration from Ex Libris Knowledge Center

So…relationally speaking

If you're single, *Summon* makes sense

If you're married or if it's complicated, *Primo* may fit the bill

Question 3

What are your experiences with configuring the discovery system?

Configuration

Primo Back Office

Primo Home > Advanced Configuration

Home | Deploy & Utilities | General | Local Data | Publishing | FE & Delivery | Search Engine

Advanced Configuration

General Configuration Wizard
Manage and configure the Installation Settings in Primo

All Code Tables
Manage all Code Tables

All Mapping Tables
Manage all Mapping Tables

Full Normalization Rule Configuration
Manage and configure Normalization Rules

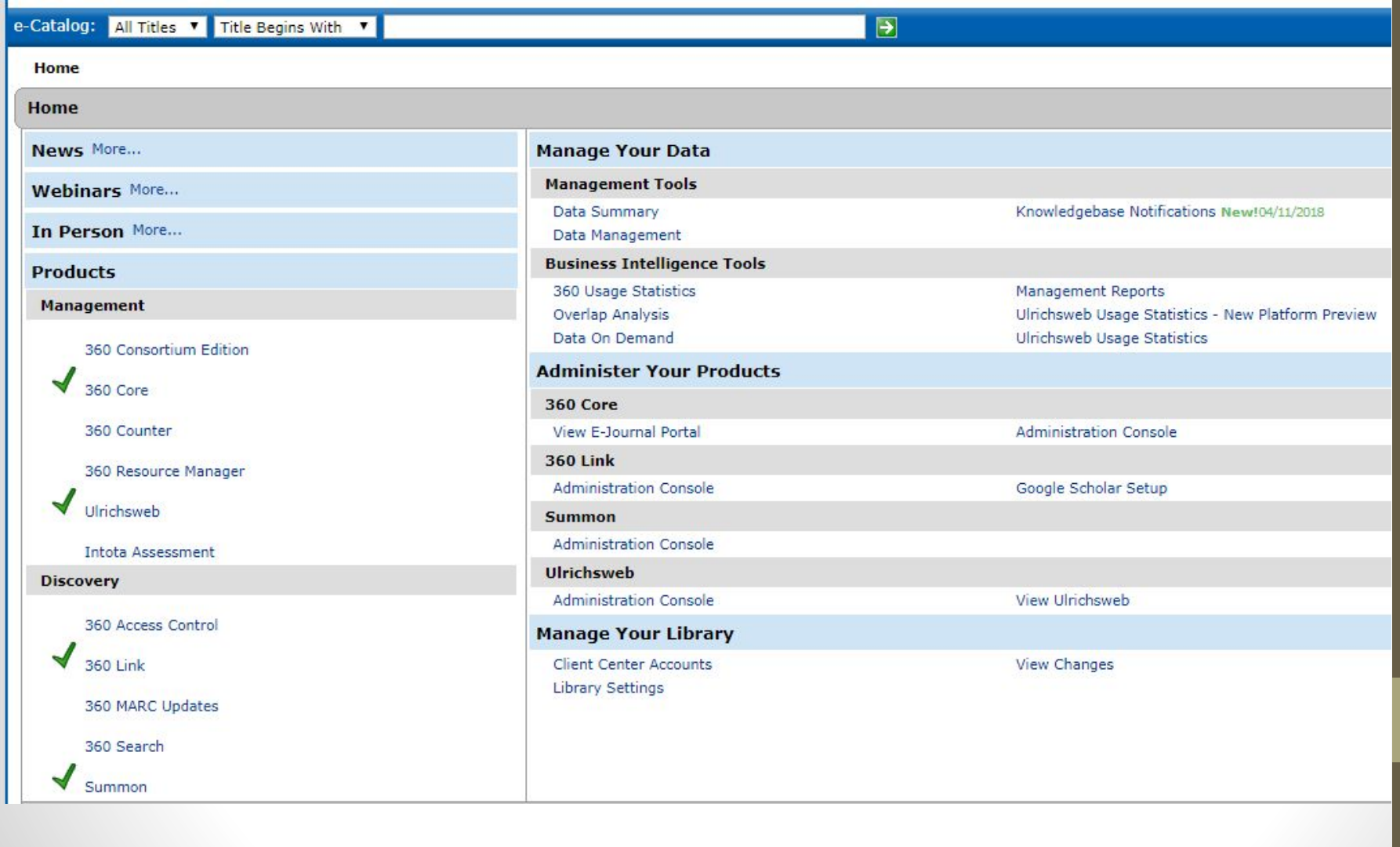
Tags and Reviews Management
Manage and configure Tags and Reviews

Resource Recommender
Manage Recommended Resources

Search Engine Configurations
Manage the search engine configurations

Configuration

- A ton of work initially!
  - Norm rules!!!!
  - Testing, testing, testing
  - Consortia causes complexity
  - Discovery layers expose flaws in your bib records
- Recently norm rule to prepend all URLs from 856 in local records with our proxy urls (view-aware)
- Local changes to improve UX and integrate other systems (Ares, custom floor map apps...)

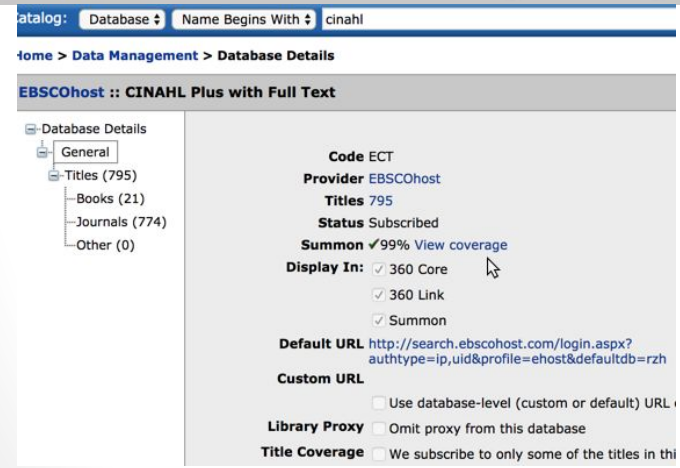

e-Catalog:
All Titles
Title Begins With
Home
Home
News More...
Webinars More...
In Person More...
Products
Management
360 Consortium Edition
360 Core
360 Counter
360 Resource Manager
Ulrichsweb
Intota Assessment
Discovery
360 Access Control
360 Link
360 MARC Updates
360 Search
Summon
Manage Your Data
Management Tools
Data Summary
Data Management
Knowledgebase Notifications New!04/11/2018
Business Intelligence Tools
360 Usage Statistics
Overlap Analysis
Data On Demand
Management Reports
Ulrichsweb Usage Statistics - New Platform Preview
Ulrichsweb Usage Statistics
Administer Your Products
360 Core
View E-Journal Portal
Administration Console
360 Link
Administration Console
Google Scholar Setup
Summon
Administration Console
Ulrichsweb
Administration Console
View Ulrichsweb
Manage Your Library
Client Center Accounts
Library Settings
View Changes

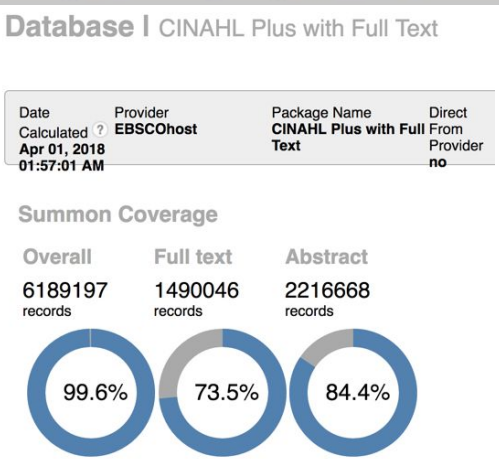
Catalog: Database | Name Begins With | cinahl

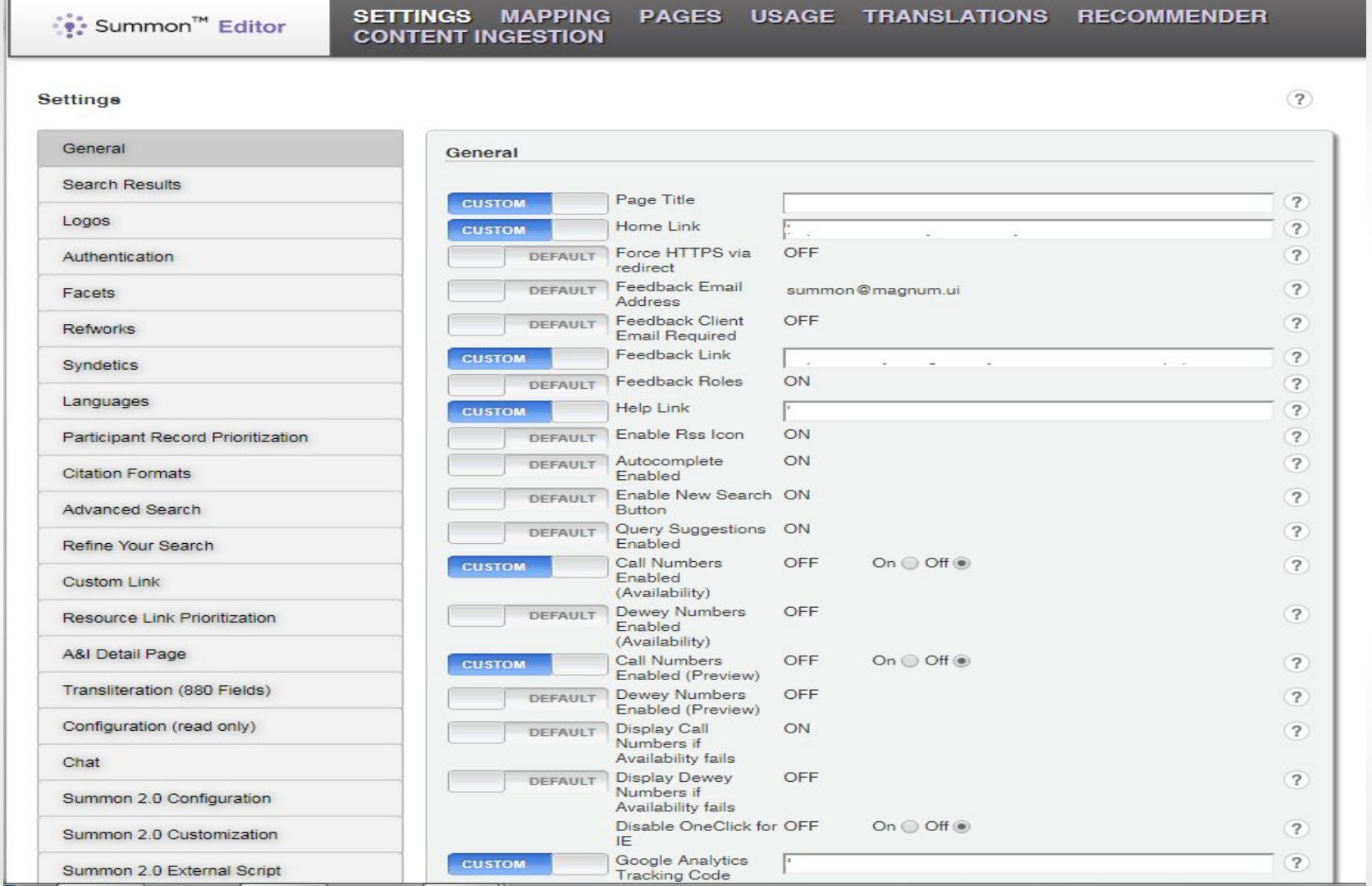
Home > e-Catalog Database Search Results

e-Catalog Database Search Results

Database Name	Origin	Status	Titles		Provider	Summon
CINAHL		Not Tracked	71		EBSCOhost	✓98%
CINAHL (Ovid)		Not Tracked	103		Ovid	✓100%
CINAHL (SilverPlatter)		Not Tracked	0		Ovid	
CINAHL and Pre-CINAHL		Not Tracked	0		EBSCOhost	
CINAHL Complete		Not Tracked	1419		EBSCOhost	✓96%
CINAHL Plus		Not Tracked	80		EBSCOhost	✓98%
CINAHL Plus with Full Text		**Subscribed**	**795**		**EBSCOhost**	**✓99%**
CINAHL with Full Text		Not Tracked	626		EBSCOhost	✓99%

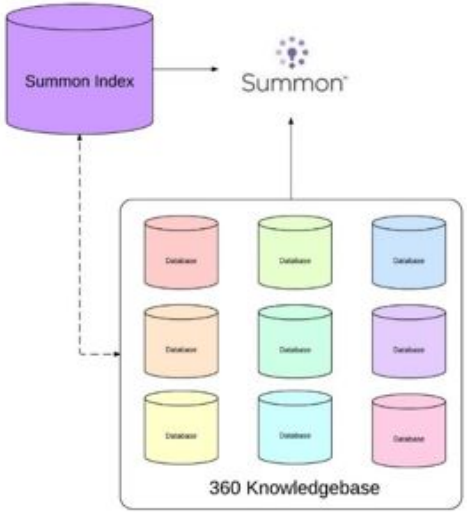





Summon™ Editor
SETTINGS MAPPING PAGES USAGE TRANSLATIONS RECOMMENDER
CONTENT INGESTION
Settings
General
Search Results
Logos
Authentication
Facets
Refworks
Syndetics
Languages
Participant Record Prioritization
Citation Formats
Advanced Search
Refine Your Search
Custom Link
Resource Link Prioritization
A&I Detail Page
Transliteration (880 Fields)
Configuration (read only)
Chat
Summon 2.0 Configuration
Summon 2.0 Customization
Summon 2.0 External Script
General
CUSTOM Page Title
CUSTOM Home Link
DEFAULT Force HTTPS via redirect OFF
DEFAULT Feedback Email Address summon@magnum.ui
DEFAULT Feedback Client Email Required OFF
CUSTOM Feedback Link
DEFAULT Feedback Roles ON
CUSTOM Help Link
DEFAULT Enable Rss Icon ON
DEFAULT Autocomplete Enabled ON
DEFAULT Enable New Search Button ON
DEFAULT Query Suggestions Enabled ON
CUSTOM Call Numbers Enabled (Availability) OFF On Off
DEFAULT Dewey Numbers Enabled (Availability) OFF
CUSTOM Call Numbers Enabled (Preview) OFF On Off
DEFAULT Dewey Numbers Enabled (Preview) OFF
DEFAULT Display Call Numbers if Availability fails ON
DEFAULT Display Dewey Numbers if Availability fails OFF
Disable OneClick for IE OFF On Off
CUSTOM Google Analytics Tracking Code

How the 360 Knowledgebase and Summon Work Together for Discovery

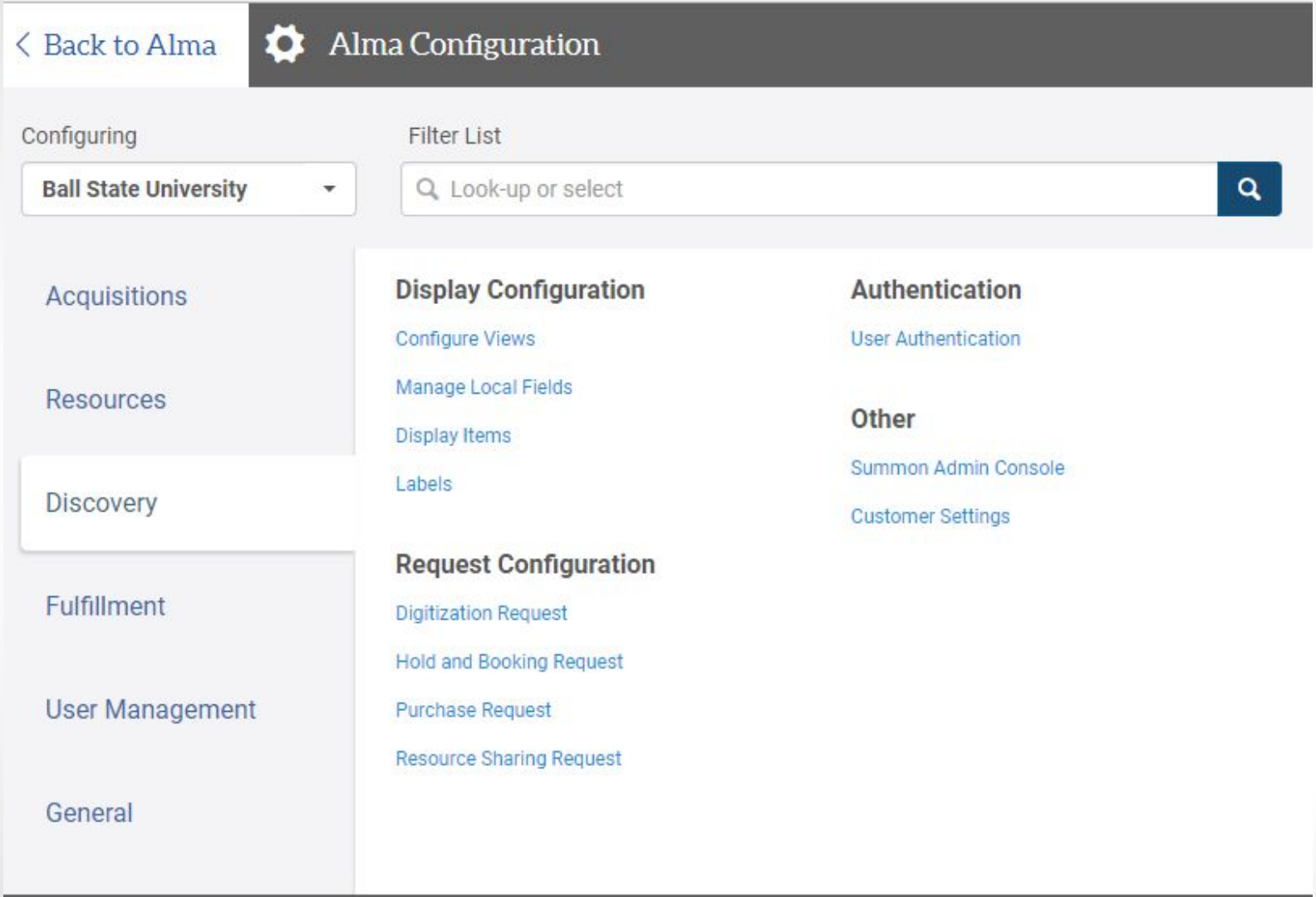
- Summon relies upon the 360 KB to help facilitate rights access to the content that resides within the index
- Rights access is assigned by tracking a particular title by its ISSN or ISBN in 360 KB, or by assigning a Database ID (all or nothing rights)
- Summon utilizes the SSID found within the Authority Records by adding it to any records found within the Summon Index that match based on either the ISSN or ISBN
- The 360 KB also helps Summon indicate when content has full-text availability



source: "Content Ingestion: The Trials and Triumph" by Dave Hovenden - Used with permission

PrimoVE/Summon Over Alma

- Alma Discovery configuration page
- Most Summon configuration is done in the familiar Summon
  - Admin Console. Exceptions (learned so far):
    - IP range, EZProxy base URL are configured in Alma
    - Require a content publication cycle to become effective
  - Primo VE normalization, etc. in Alma
- Services Page configuration is done in Alma for both
- Nice surprise for Summon: Alma Services Page is also the link resolver landing page

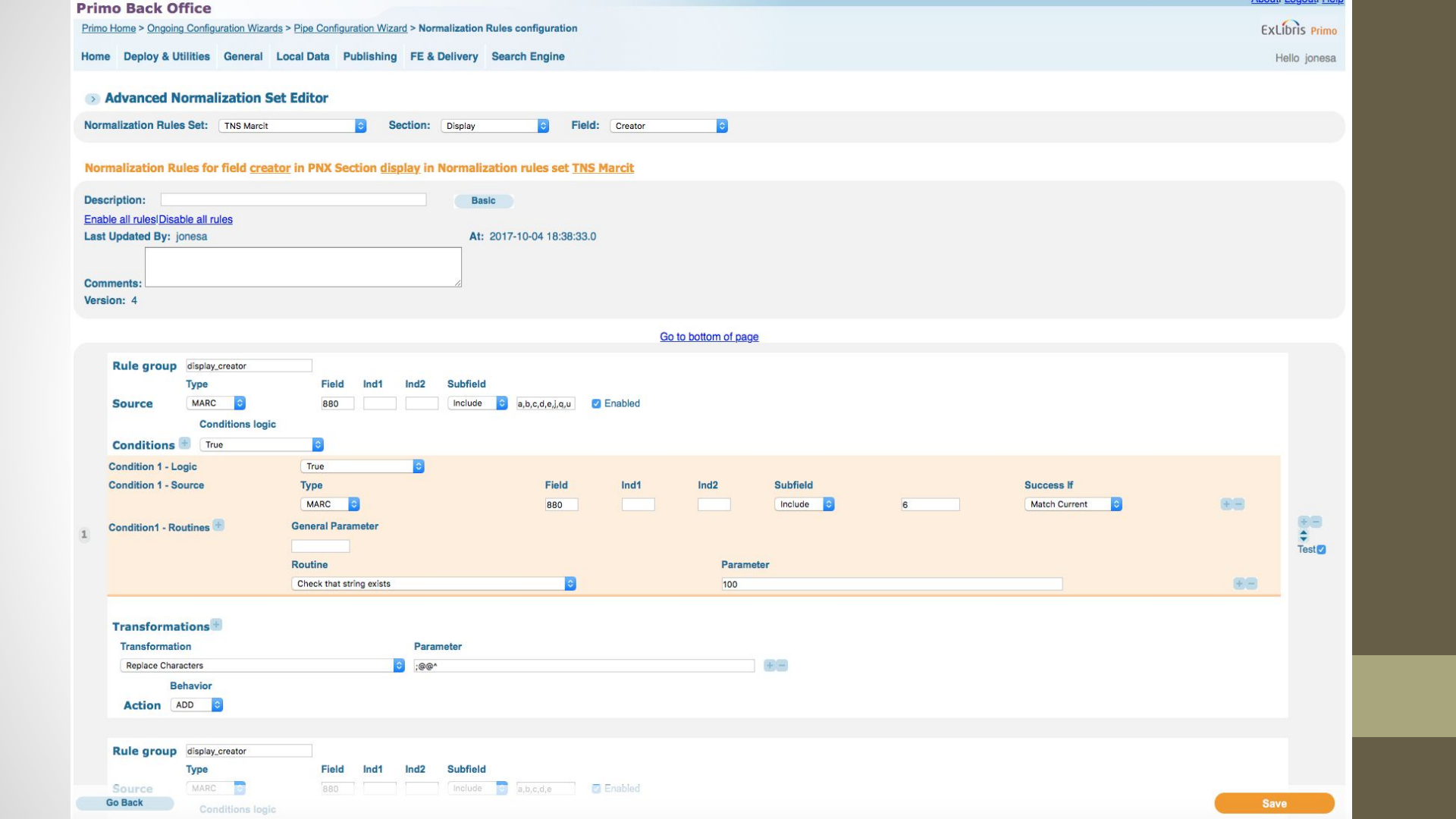

Back to Alma
Alma Configuration
Configuring
Ball State University
Filter List
Look-up or select
Acquisitions
Resources
Discovery
Fulfillment
User Management
General
Display Configuration
Configure Views
Manage Local Fields
Display Items
Labels
Request Configuration
Digitization Request
Hold and Booking Request
Purchase Request
Resource Sharing Request
Authentication
User Authentication
Other
Summon Admin Console
Customer Settings

Summary

This is the trend:

- Shared institution configurations to both within Alma
- Shared service page configurations within Alma
- Simplified administration

Normalization


Primo Back Office
Primo Home > Ongoing Configuration Wizards > Pipe Configuration Wizard > Normalization Rules configuration
Ex Libris Primo
Home
Deploy & Utilities
General
Local Data
Publishing
FE & Delivery
Search Engine
Hello jonesa
Advanced Normalization Set Editor
Normalization Rules Set: TNS Marcit
Section: Display
Field: Creator
Normalization Rules for field creator in PNX Section display in Normalization rules set TNS Marcit
Description:
Basic
Enable all rules|Disable all rules
Last Updated By: jonesa
At: 2017-10-04 18:38:33.0
Comments:
Version: 4
Go to bottom of page
Rule group display_creator
Type
Field
Ind1
Ind2
Subfield
Source
MARC
880
Include
a,b,c,d,e,j,q,u
Enabled
Conditions logic
Conditions
True
Condition 1 - Logic
True
Condition 1 - Source
Type
Field
Ind1
Ind2
Subfield
Success If
MARC
880
Include
6
Match Current
1
Condition1 - Routines
General Parameter
Routine
Parameter
Check that string exists
100
Test
Transformations
Transformation
Parameter
Replace Characters
;@@^
Behavior
Action
ADD
Rule group display_creator
Type
Field
Ind1
Ind2
Subfield
Source
MARC
880
Include
a,b,c,d,e
Enabled
Conditions logic
Go Back
Save

Normalization

1. MARC Tags | 2. Full+Link | 3. MARC Public View | 4. Catalog Card | 5. Citation

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LDR	cam a22002651 45M
001	002713169
003	NNU
005	20000905125157.0
008	750926s1961 ne b 000 0 eng
010	|a 62005662
0359	|a NYUb10408667
035	|a GLIS00408667X
035	|a (CStRLIN)NYUG1658702-B
040	|a DLC |c TxDaU |d NNU |d CStRLIN
050 4	|a B3279.H49 |b V9
079	|a (OCoLC)1658702
090	|a B3279.H49 |b V9 |i 07/24/90 T
1001	|a Vycinas, Vincent, |d 1918-
24510	|a Earth and gods; |b an introduction to the philosophy of Martin Heidegger.
260	|a The Hague, |b M. Nijhoff, |c 1961.
300	|a xii, 328 p. |c 25 cm
504	|a Includes bibliography.
60010	|a Heidegger, Martin, |d 1889-1976.
OWN	|a GENERAL
CAT	|a CONV |b 20 |c 20080618 |l NYU01 |h 1521
CAT	|a OCLCHOLD |b 20 |c 20170218 |l NYU01 |h 2011
950	|l BMAIN |h 01/01/01 N
950	|l NEWCS |i 07/24/90 N
955	|l NEWCS |c 1 |i 07/24/90 C
998	|a 07/24/90 |t c |s 9665 |n NNU |w PAUG88B41989 |d 06/10/85 |b RV |i 900724 |l NYUG
8520	|a NNNS |b TNSKE |c SPCL |h B3279.H49 |i V9 |m Library Use Only |7 10264156
SYS	002713169


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<sourcesystem>Aleph</sourcesystem>
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<subject>Haideger, Martin, 1889-1976</subject>
<subject>Hai-te-ko  1889-1976</subject>
```

Normalizing Data - Summon

- Process called "Match & Merge"
- Multiple records, full-text and other metadata along with "value added" info for an item merged into one record
- Various format types update at different intervals
- Relevance of results based on Dynamic & Static ranking

Summon Match & Merge Rules

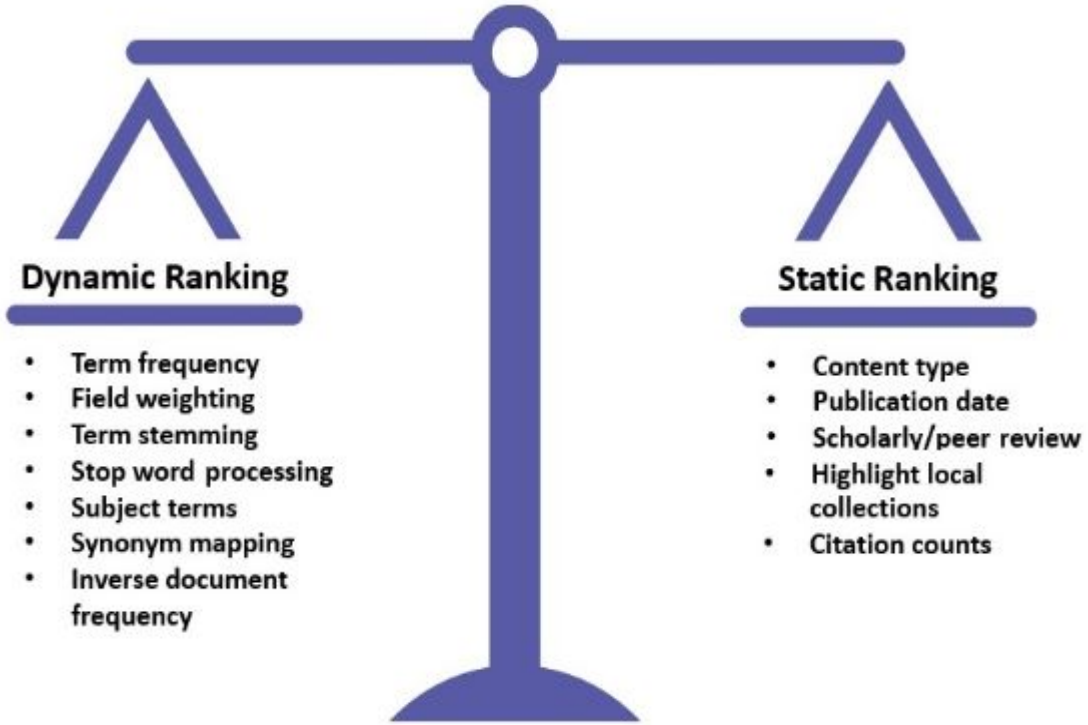
ISSN Match Rule

ISBN Match Rule

DOI Match Rule

source: "Content Ingestion: The Trials and Triumph" by Dave Hovenden - Used with permission

Summon Relevance Ranking



source: http://www.exlibrisgroup.com/products/summon-library-discovery/relevance-ranking/

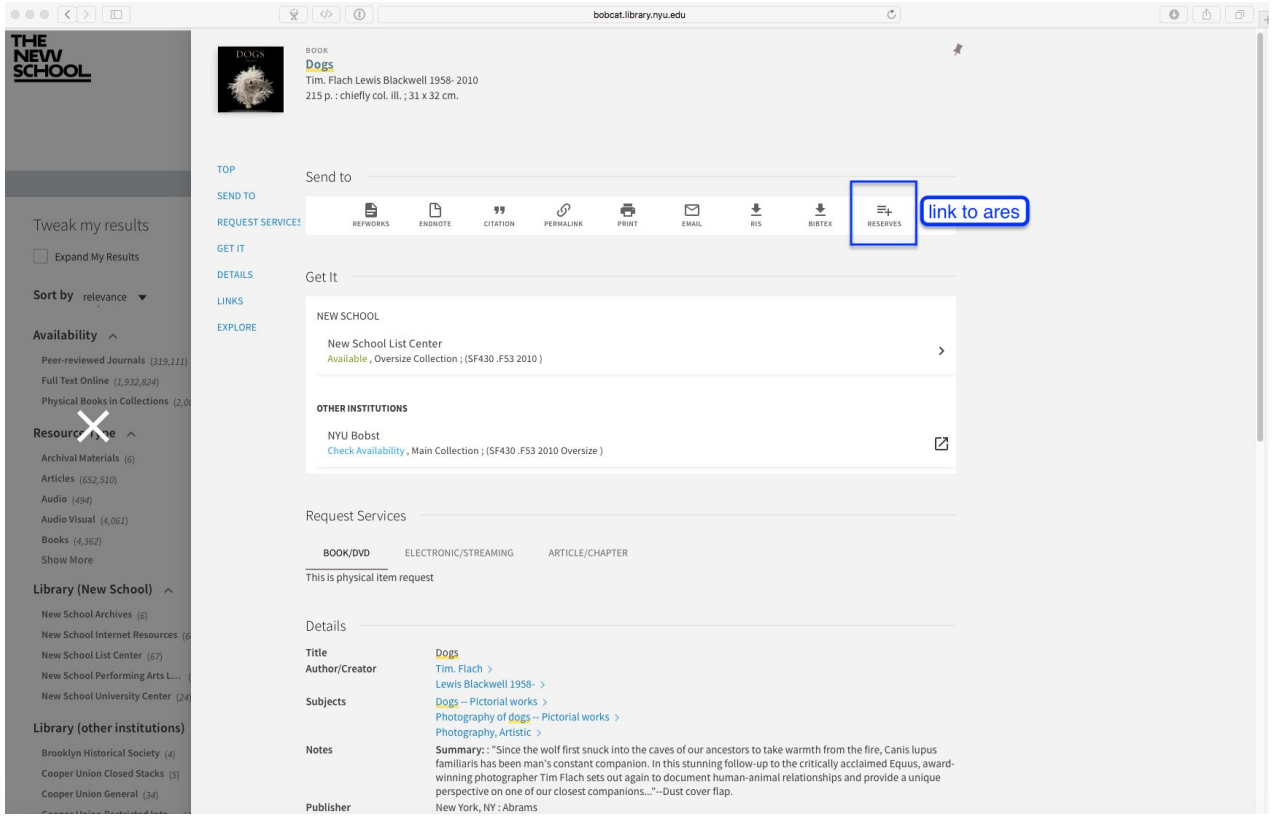
Pros & Cons for Both

- With great power comes great responsibility
  (=internal support burden AKA the app won't love you back...)
- Local indexes provide a lot of institutional customization, but also won't dedup with remotely held records (Summon only has one index)
- Oh the tweaking, tweaking, tweaking….
- ILS/patron fulfillment easier to do across institutions/consortia in Primo
- If one university solves an issue in Primo, the community may not find out about their local customization (Primo Apps to the rescue!), in Summon, everybody wins
- Improvements to metadata are on someone else's schedule (summon)
- Consortium views of holdings much harder to do in Summon

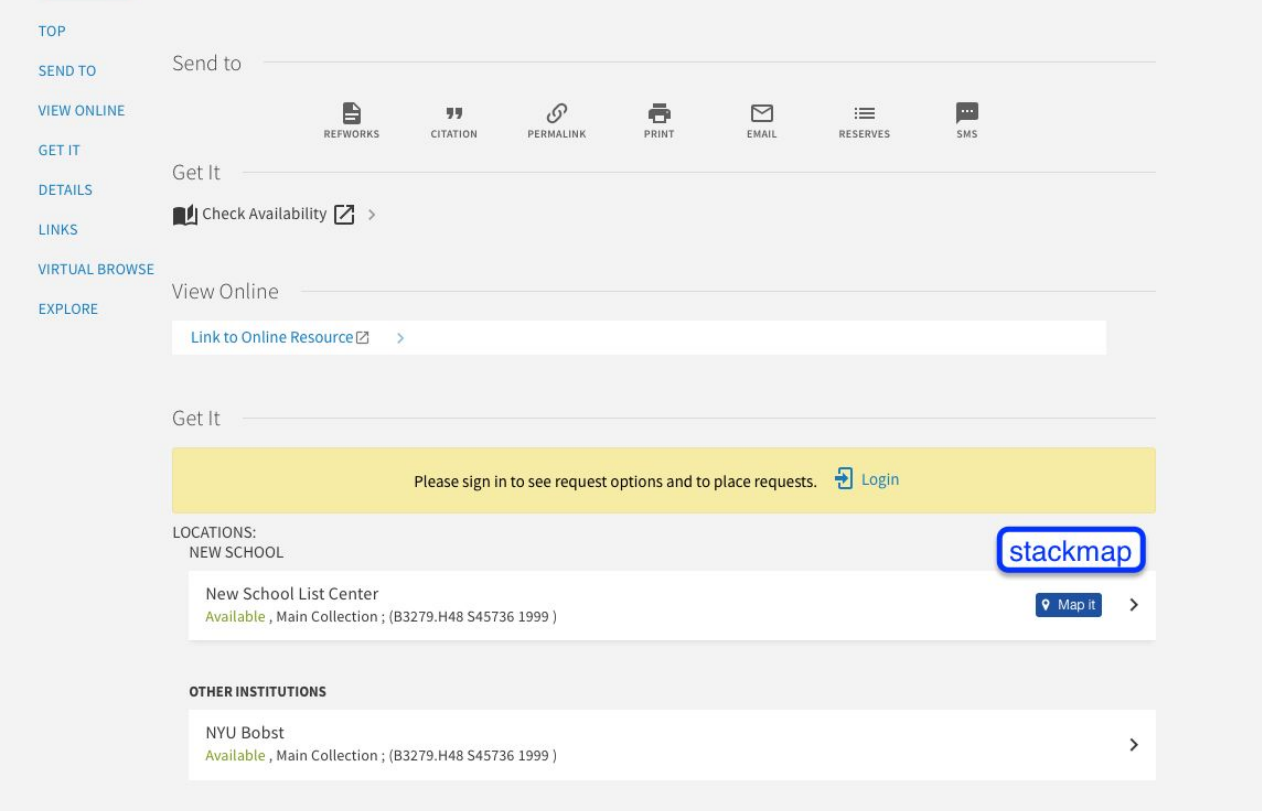
Question 4

To what degree can the interface be customised?

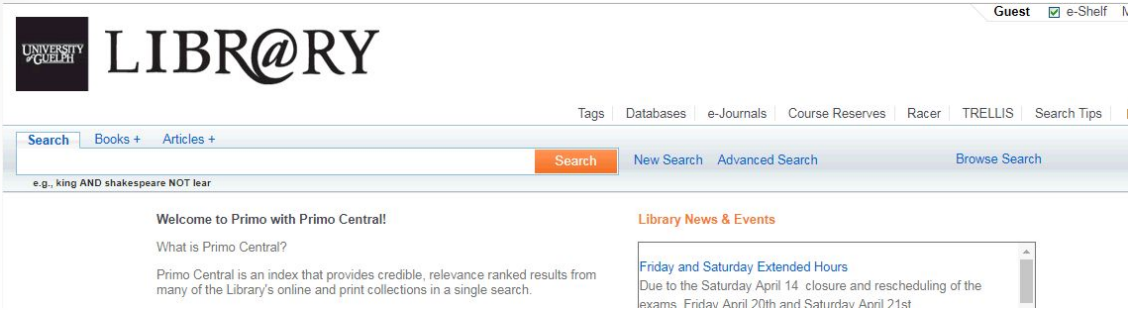
New School Customization



New School Customization

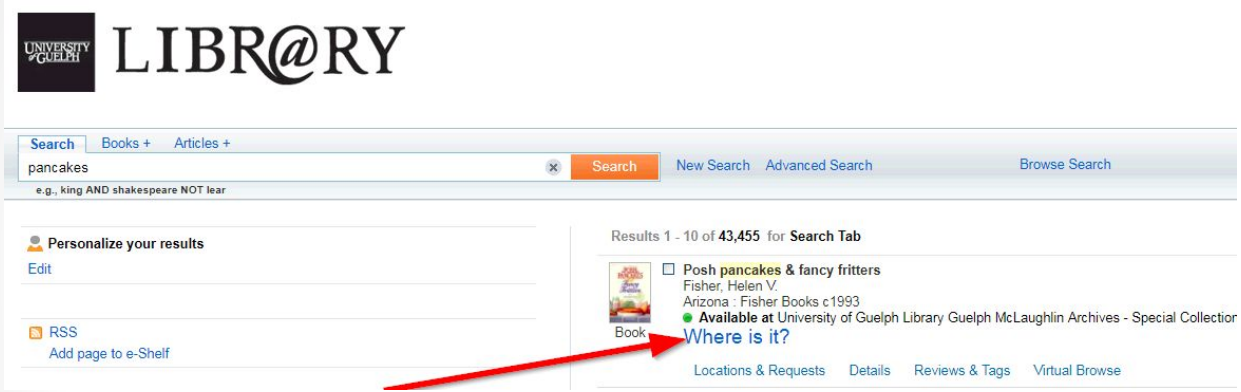


U of G: Simple Customisations



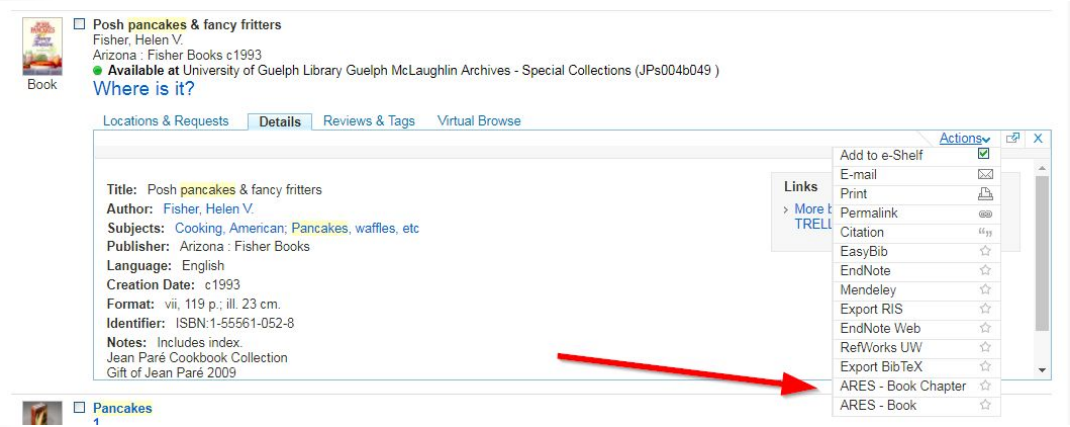
- Boolean search example
- New Search link

U of G: Advanced Customisations



Custom building map & item location integration

U of G: Advanced Customisations



Inject links to export to Ares to simplify staff/faculty course reading lists

Advantages

- No customer server-side code running, customer device (phone, tablet, or desktop) is making calls to central primo app and then displaying customizations within the browser
  (saving time and processing power from cloud)
- Customers still able to build customizations and integrations with metadata provided by Primo
- Common development framework and platform makes code exchange between institutions easy...Yay! Primo Apps!

Disadvantages

- Loss of root access to the server means no un-mediated database queries (security) or code running that takes lots of CPU cycles
- Loss of access to the filesystem means there is no code-level access to Primo, but higher requirements of APIs to provide info needed for apps (like configuration values, etc.)
- Documentation burden of the primo-explore environment is much higher because of the loss of access to source-code
- Increased security will not allow primo to speak to third-parties without some type of externally hosted mediator script (need way to store API keys securely)

Customization is great but…

- Regression testing is required for each service pack
- Every customization slows performance
- Networked customization means your app's responsiveness is dependent on other networks, not just your own or the cloud.

Summon Customization

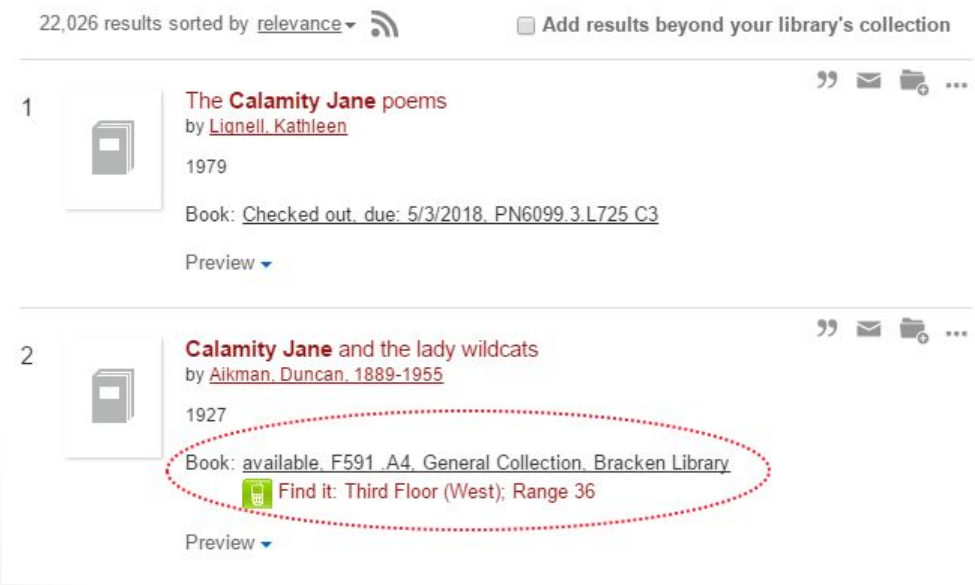
- There's several branding aspects, and a few display aspects
- More advanced modifications have to happen via the "Custom Script URL" option in the Summon Admin console
- With a skilled developer, Summon can be modified fairly extensively
- But Summon's strength lies in the adage of: "Less is More"
- AngularJS update (Summer 2017) required recoding of some customizations

Summon Customization with Jim @ Ball State

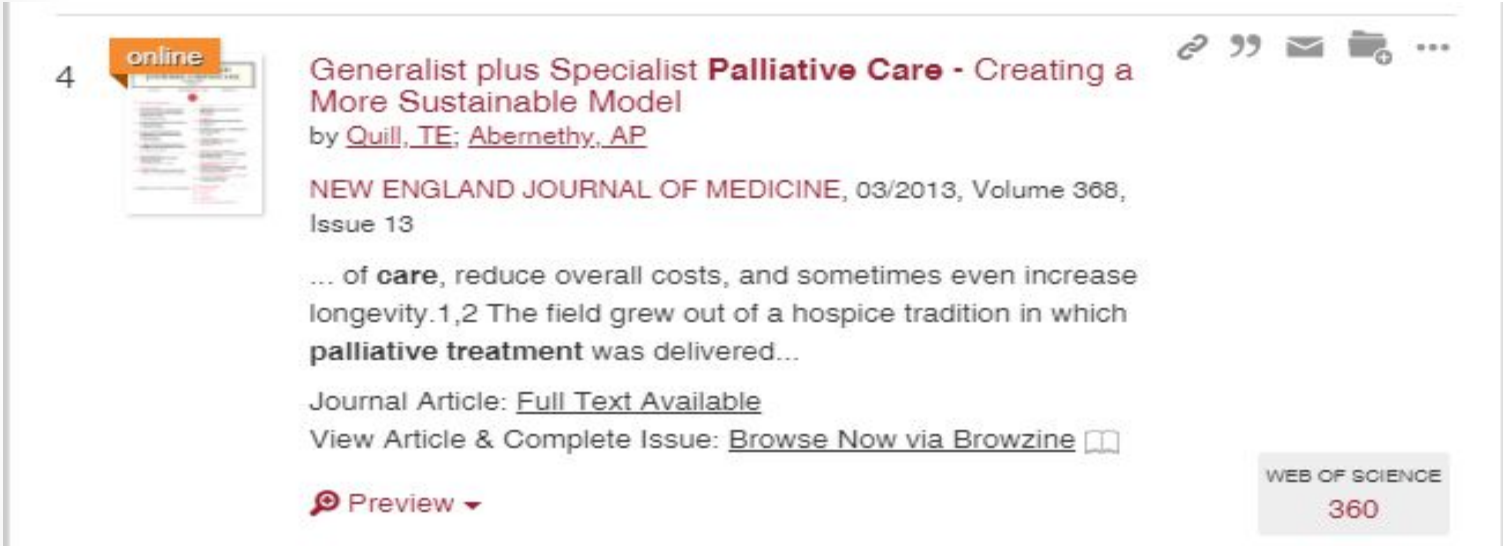
- Two paths to customize Summon
  - Summon API
    - Roll your own Summon UI
  - External Custom Script
    - Leverage Angular JS to insert code into native Summon UI
    - Call PHP, Jquery, override CSS and system messages

Summon Customization with Jim @ Ball State

Text-a-Call Number and Stack Locator (custom PHP/MySQL)



Summon Customization with Judy @ Molloy



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1

Advanced **Perl programming**
by Srinivasan, Sriram

The Perl Series, 1997, 1st ed.

Techniques for managing production-ready **Perl** programs are covered in this book, which also outlines methods for manipulating data and objects...

Book: Available, QA 76.73 .P22 S655 1997, Science & Engineering Library: Books Map it

QA 76.73 .P22 S655 1997

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22a: QA76.73 J38 S54-QA76.76 D47 A74

storage)

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4

CGI **programming** with **Perl**
by Guelich, Scott; Gundavaram, Shishir; Birznieks, Gunther

2000, 2nd ed., expanded & updated.

"CGI **Programming** with **Perl** shows how to use CGI to deliver dynamic content on your web site...

CHAT

From Wikipedia, the free encyclopedia

Programming Perl

"Programming Perl", best known as the Camel Book among programmers, is a book (ISBN 978-0-596-00492-7) and ebook (ISBN 978-1-4493-9890-3) about writing programs using the Perl programming language, revised as several editions (1991-2009) to reflect major language changes since Perl version 4. Editions have been co-written by the creator of Perl, Larry Wall, along with Randal L. Schwartz, then Tom Christiansen and then Jon Orwant. Published by O'Reilly, the book is considered the canonical reference work for Perl programmers. With over a thousand pages, the various editions contain complete descriptions of each Perl language version and its interpreter. Examples range from trivial code snippets to the highly complex expressions for which Perl is notorious. The camel book editions are also noted for being written in an approachable and humorous style.

Read more

Related Topics

Learning Perl
Perl
Intermediate Perl

Intermission

Discovery Panel

Judy Drescher ▪ Christian Haenger ▪ Jim Hammons
Allen Jones ▪ Fen Lu ▪ Randy Oldham

ELUNA 2018 Annual Conference

Agenda

Part I 1:30 - 2:15

- Infrastructure, Configuration & Customization

Intermission 15 minutes

Part II 2:30 – 3:15

- Collections, Usability, Analytics & Support

Ball State University - Jim Hammons

- 19,000 FTE
- Symphony: 1998
- 360/Intota: 2009/14
- Summon: 2012
- Alma/SOA: next week

Mannheim University - Christian Haenger

- 13,000 FTE
- Aleph 2008
- Primo 2009
- Alma 2016

Molloy College - Judy Drescher

- 4,500 FTE
- Voyager: 1998
- 360: 2008
- Summon: 2013
- VuFind: 2014

U of Guelph - Randy Oldham

- 23,000 FTE
- 3 university consortia
- Voyager: 1997
- Primo: 2008
- In discussions for a province-wide system

New School - Allen Jones

- 9,661 FTE
- Aleph:2008
- Primo:2008

U of Texas Arlington - Fen Lu

- 41,712 FTE
- Voyager:1998
- Summon:2012
- Intota:2012
- Alma: 11/2018

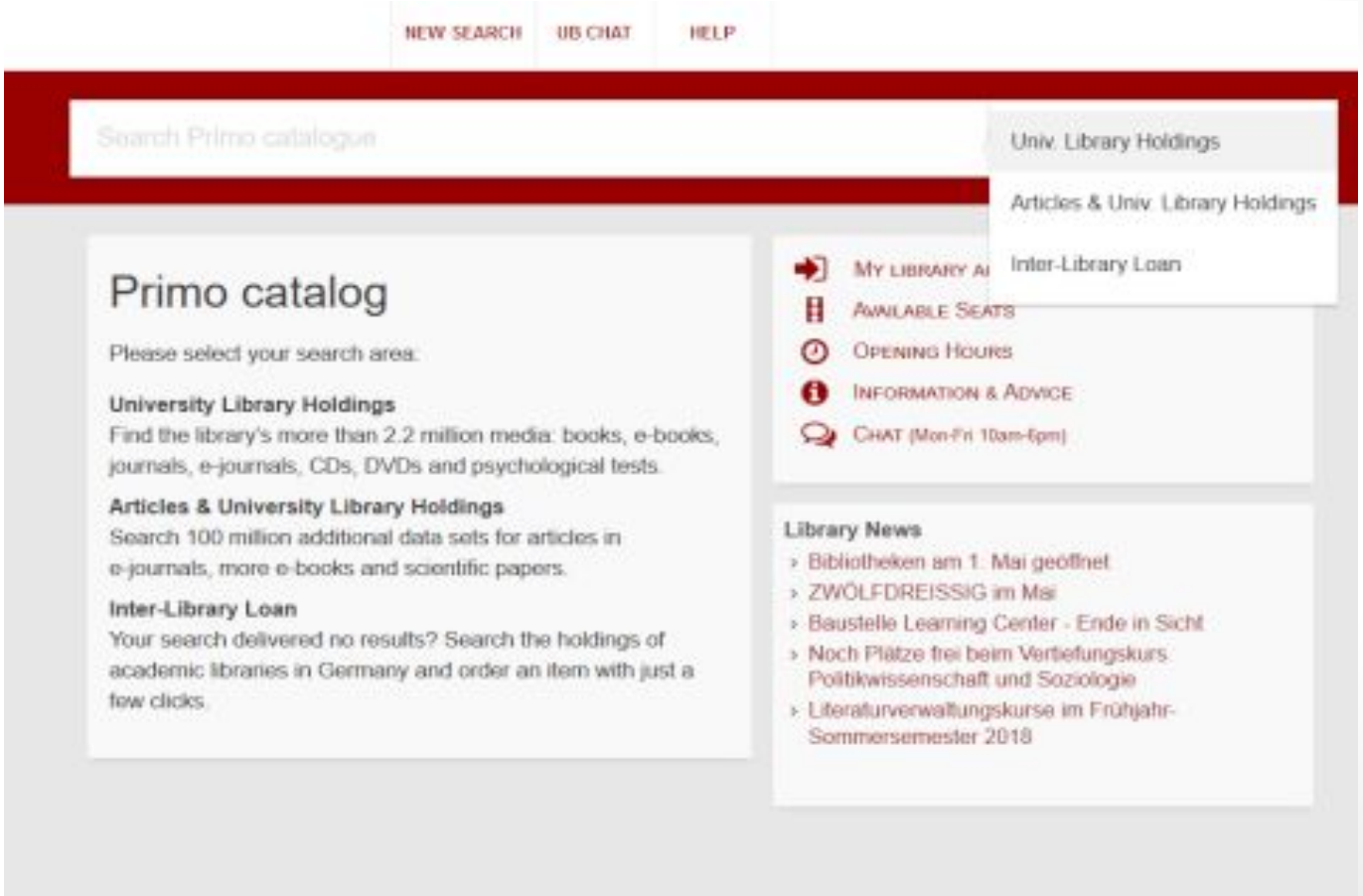
Questions: Part 2

- How important is your local content vs. remote content?
- What do your patrons say about the product (usability)?
- What challenges or successes have you encountered on the public services front?
- What tools do you use to gather analytics, built-in, external or both?
- What benefits have you seen emerge as a result of primo and summon being under one roof?
- What are your experiences with the user community engagement, e.g., enhancements, collaboration

Question 1

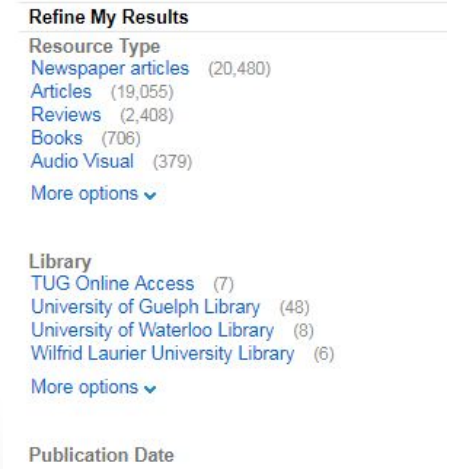
How important is your local content vs. your content delivered from elsewhere?

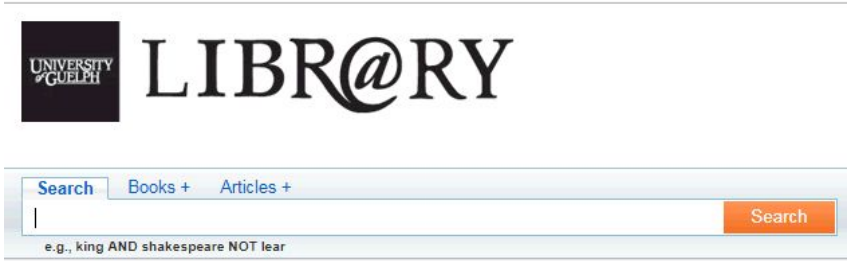
Primo - Local Content First



Forced blending

- Primo allows you to “boost” local results in the special-sauce blending that occurs
- Configure facets to allow you to drill down to local content
- Configure pre-search scopes/tabs





Summon

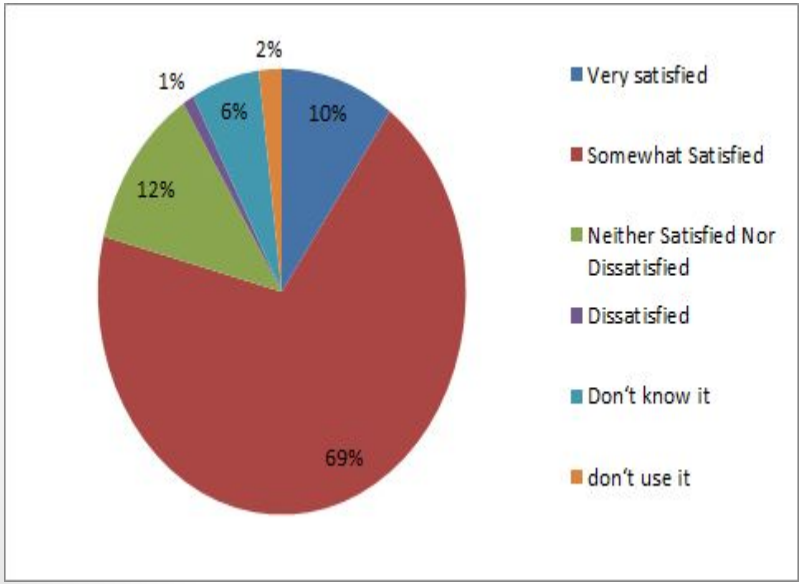
- Summon doesn't offer a way for customers to boost institutional records...but there is some built-in boosting through the algorithm
- Some boosting of key resources can be handled with Best Bets, Database Recommender and Topic Pane features of Summon
- Some institutions choose not to include their local holdings for various reasons: bento, very small index, etc.

Question 2

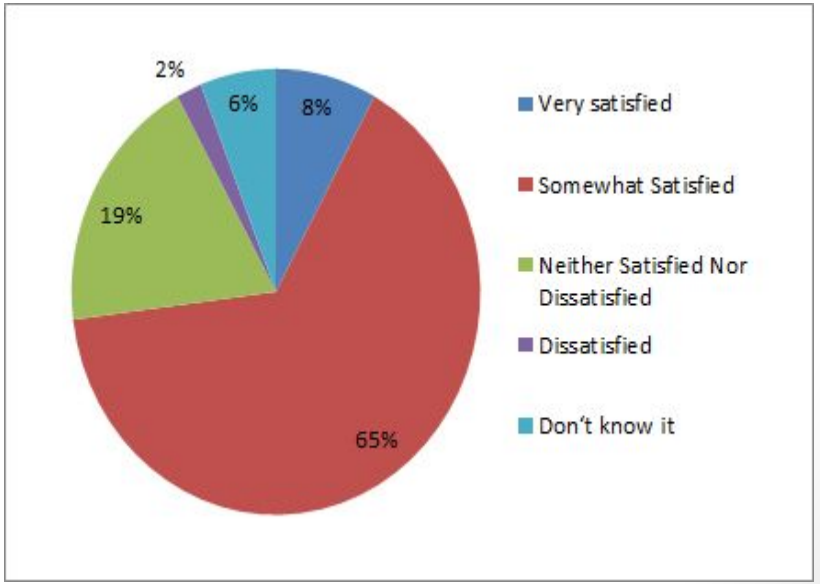
What do your patrons say about the product (usability)?

Customer satisfaction Primo at Mannheim

2016



2012



Primo UX Tests

Primo Study (#1)	W2010	▪ How do users navigate Primo? ▪ Do users interact with Primo's features like hold and recall, reviews and tags, my account, etc.?	▪ Usability testing	▪ Undergrad students ▪ Graduate students	▪ Users do not understand the scope of Primo searches, nor how Primo relates to other search options on the Library website, such as Scholars Portal, other journal indexes, and the e-journal A-Z list. ▪ Users are confused about most of Primo's features. ▪ They found Primo hard to use and "not user friendly"

- Primo v3 interface
- Pre website redesign

Primo UX Tests

Primo Central Study (#2)	F2011	▪ How is Primo Central being received on campus?	▪ Focus group ▪ Usability testing	▪ Library staff ▪ Undergrad students ▪ Graduate students	▪ Communicating to staff about the basics of and changes to Primo Central was ineffective. ▪ Users expressed confidence that Primo Central was working. ▪ At times, Primo Central provided too much information and staff would revert to TRELLIS or a Library-created web page in an effort to have more control over results.

- Primo v4 interface
- Post web redesign
- Users found it easy and intuitive; staff struggled

Question 3

What challenges or successes have you encountered on the public services front?

Primo Public Services

- Intuitive & easy to use; great place to start
- Worked with Ex Libris to get U of Guelph theses and dissertations (D-Space) loaded as a Primo Central resource
- Some ‘blindspots’ in Primo Central Index (Geography)
- Influences where we purchase online resources from

Summon Public Services

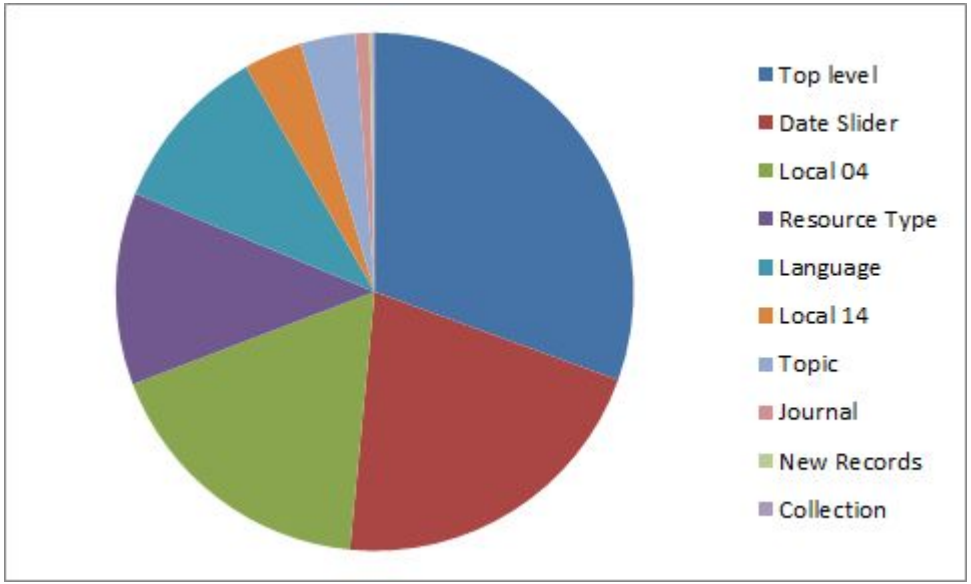
- Students and most faculty got Summon right away; UX even better with Summon 2.0.
- Librarians took a while longer: hard to let go of Boolean searching, pre-search limiters in favor of relevancy and facets.
- Some librarians believe discovery is dumbing down the research experience, taking away from critical evaluation of sources
- Librarians have trouble trusting discovery results, as sometimes it's difficult to explain why Summon is doing what it's doing

Question 3

What tools do you use to gather analytics, built-in, external or both?

Primo Analytics

Facet usage example



Primo Usage

- Primo integrated analytics
- Google analytics*

List Reports

- Code Tables
- Data Sources
- General Parameters
- IPs
- Institutions
- Mapping Tables
- Normalization Sets
- Pipes
- Processes
- Restrictions
- Scopes
- Staff Users
- Top Searches based on Processing Time
- Top Searches with No Results
- Views

Statistical Reports

- Browse String Statistics
- Click Through Statistics
- Hourly Remote Statistics
- Hourly Search Statistics
- PNX Click Statistics
- PNX Statistics
- Search Statistics
- Search Strings Statistics
- System Monitoring
- Users Personal Sets Report
- [NEW] Annual Event Statistics
- [NEW] Annual Search Statistics
- [NEW] Click Events
- [NEW] Daily Search Statistics
- [NEW] Facet Clicks
- [NEW] Search Statistics
- [NEW] Search Terms by Letter
- [NEW] Top Search Terms

Summon Analytics

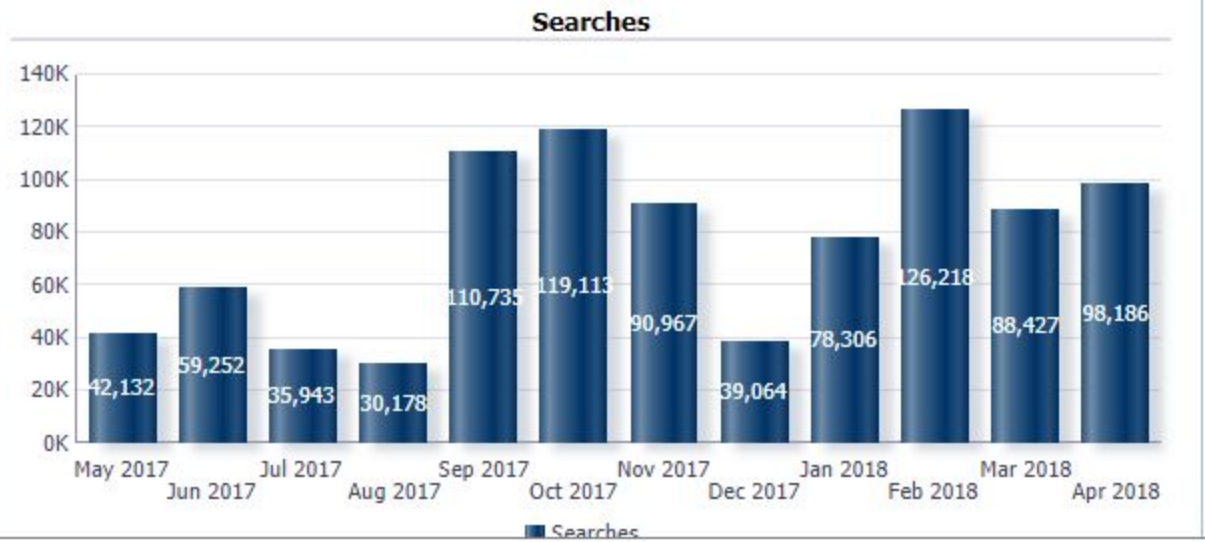
- Usage reports are available through Summon Admin Console and Summon supports Google Analytics in order to track additional user activity not covered in Summon admin console reports.
- Summon reports are built with Oracle Business Intelligence (OBI).
- Summon analytics reports: action usage searches, device usage, facet usage, popular searches, session usage and zero result searches.

Summon Analytics Example

Narrative

Searches

Graph



Pivot Table

Count

Month	Facet filtering	Basic search
May 2017	18,478	23,654
Jun 2017	27,487	31,765
Jul 2017	15,630	20,313
Aug 2017	11,477	18,701
Sep 2017	50,667	60,068
Oct 2017	53,650	65,463
Nov 2017	40,358	50,609
Dec 2017	15,908	23,156
Jan 2018	33,669	44,637
Feb 2018	63,339	62,879
Mar 2018	42,286	46,141
Apr 2018	47,652	50,534

Question 4

What benefits have you seen emerge as a result of primo and summon being under one roof?

Feature creep….

- Resource Recommender
- Topic API expansion within Primo
- Introduction of metadata into Summon Index first has led to cleanup of PCI article metadata and reduction of resource types

Summon is loading many data sources now!

- Ball State librarians turned the corner around 2015.
- Inclusion of IR content is a given with Summon. Ball State loads both CONTENTdm and DSpace.

Patron Enrichment!

- Addition of Alma Services Page to SOA is a major improvement

Question 5

What are your experiences with the user community engagement, e.g., enhancements, collaboration?

(..if you want to bring people together...give ‘em a common problem….)

Primo Community

- Ex Libris support has always been really great
- The NERS process has been around for 10+ years
- Primo developers blog: https://developers.exlibrisgroup.com/blog/tag/primo
- Many ways to communicate with the user community

  - listserv
  - github
  - primo apps
  - slack
  - conferences
  - devday
  - youtube channel
  - summits
  - Ideas exchange

Summon Community

- An ever evolving dialog between Ex Libris, the Summon Working Group and the Community - now 2 years old
- The introduction of the NERS process / commitment to enhancements within a certain timeframe
- Idea Exchange gives the larger community a voice which is factored into the enhancements process by the WG
- Sharing customizations is less formalized, but it happens
- An opportunity to participate in Regional User Groups
- This conference!