

Chapter 7

Exploring the E-Discovery Tools on the Use of Library Collections by Users

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ABSTRACT

This paper describes the definitions of e-discovery tools and reviews the existing literature on EBSCO discovery services, Worldcat Local, Summon, Ex Libris Primo, etc. It analyses them and the creation of cumulative indexes for searching the different types of databases like OPAC, publishers DBs, Open Access data and the different types of features available in each of the e-discovery tools. It also studied the library professionals' involvement and the user's satisfaction towards the usage of e-discovery tools. The study emphasized the assistance required for the users, particularly in relation to the need to evaluate information. Web-scale discovery creation by LIS professionals is an innovation in online searching of library collections. Many libraries are currently adopting discovery systems, but few have begun to explore and recognize the potential for a new era of instructional possibilities. The features are explained with the use of Worldcat, the EBSCO Discovery Services (EDS), Summon, VuFind and the benefits of other discovery tools such as Primo by library staff.

INTRODUCTION

The information landscape has brought changes to the way in which libraries operate due to the increased complexity. New electronic formats have proliferated and now becoming more familiar to add to the existing collections. Library users are very much confused by the disjointed array of databases, services, catalogs, and publisher websites that confront them when they seek information. The concept 'web-scale discovery' and the products in it grouped are being hailed as the panacea that provides Google-type searching of library collections. Discovery is crucial to the success of a library and its users. Even the most current and complete collection is useless if users are unable to find the information that is relevant to them. By the use of discovery processes which are online, libraries and vendors have worked

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to develop solutions that are easy and effective for a broad range of users. Most recently, libraries have embraced Web-scale discovery tools that allow a user to search quickly and easily across a broad range of resources including article databases, institutional repositories and the catalog. The new web-scale discovery approach moves beyond enhanced library catalogues and combining access to both library catalogue and journal database content in one search tool. The term “web-scale discovery” arises from a series of seminars entitled “Returning the researcher to the library: defining web-scale discovery: the promise of a unified search index for libraries”, sponsored by Serials Solutions and the Library Journal (Infomotions Inc., 2009). Breeding (2010a) stated: “initially, these new tools were called next generation library catalogs, but now we prefer to call them as discovery interfaces”. Breeding describes web-scale discovery as a library discovery system solution that “exploits the full depth and breadth of library collections [goes] beyond the bounds of the local library’s collection [and] targets the universe of objective, vetted library content” (Breeding, 2010b).

DEFINITIONS

- A discovery tool can be defined as “web software that searches journal-article and library-catalog metadata in a unified index and presents search results in a single interface” (Fagan, Mandernach, Nelson, Paulo and Saunders, 2012). Unlike a federated search tool, discovery tools import meta-data into one central index and apply a single relevancy ranking and search algorithm to the index to retrieve and display results.
- A discovery tool is often referred to as a stand-alone OPAC, a discovery layer, a discovery layer interface, an OPAC replacement, or the next generation catalog (NGC). Unlike the front-end of an integrated library system or ILS OPAC, a discovery tool is defined as a third party component whose purpose is to “provide search and discovery functionality and may include features such as relevance ranking, spell checking, tagging, enhanced content, search facets” (OLE Project, 2009).
- A next-generation catalog/discovery tool is an interface that interacts with a library’s existing Integrated Library System (ILS) to display data in different ways than the “traditional” online catalog (OPACs) or the public interface that accompanies an ILS.

E-DISCOVERY TOOLS

Due to the increased complexity in the information landscape with the new electronic formats, they have proliferated for the use of combining them and making them available to the users with the library’s traditional collections. It is well documented in / by Head and Eisenberg’s report (2009) and others (Lippincott, 2005; OCLC, 2005) that many students find the research process difficult and often choose Google or Google Scholar as their first research place, experienced by many librarians in the academic library setting. Burke (2010) pointed out that libraries are in danger of being cut out of their role as intermediaries in the information supply chain. The Ithaka survey of faculty also cautions that the “academic library is increasingly being disintermediated [left out] from the discovery process, risking irrelevance in one of its core areas... that is the core area of research” (Schonfeld & Housewright, 2010). Lauridsen and Stone (2009) have recognized the shift of hybrid library collections and therefore libraries finding ways to organize and manage this “virtual cornucopia of e-books, journal articles, text and images”. Library

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