

## Chapter 14

# Web-Scale Discovery Service in Academic Library Environment: A Birds Eye View

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### **ABSTRACT**

*Web-Scale Discovery service is the new buzzword of library service in the current environment. It refers to a group of products that index a wide number of resources in various formats and allows users to search for content in the physical collection, print and electronic journals collections, and other resources from a single search box. It has the capacity to connect the researchers more easily with the vast information repository of the library including both locally and hosted content i.e. physical holdings, digital collection, and local institutional repositories. This article defines the concept of Web-Scale Discovery Service and its features. The author tries to illustrate the evaluation process for implementing Web-Scale Discovery Service. He also outlines some of important steps involved while execution.*

### **INTRODUCTION**

As we all know that Academic library is considered as the center hub of knowledge. The main goals of the Library are to connect its users with information they need with maximum relevancy. In order to attain its requirement, there are different kinds of library automation software and IT applications that have been developed so far. The Impact of Information Technology and the evolution of Google Search engine has drastically changed the information seeking behavior of library users (Narayanan, 2013). In this current environment, most of the users are seeking unified information in a single search from the available library resource. Almost all libraries have been struggling the same difficulty for years. To meet this difficulty and the users' expectation, the first Meta search and federated search had evolved in the past, but it does not sustain long due to its cumbersome process. In late 2007, a new kind of search engine had evolved that had the potential to search all the available resources in a single search with relevance known as Web Discovery Service. This paper tries to illustrate on Web-Scale Discovery Service and their implementation in academic library.

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## **LITERATURE REVIEW**

Calvert (2014) measured the effect that EBSCO Discovery Service has had on utilization of library assets through circulation statistics, utilization of e-resource, and request of ILL. Also, finds a solid development in e-journal use but a sharp decrease available in circulation statistics. Chatterjee and Das (2015) summarizes the characteristics of discovery services and compared a checklist of 12 discovery tools. Deodato (2015) described his own experience in Rutgers University and provided a step-by-step guide for building the evaluation plan of Web Discovery Service. Graves and Dresselhaus (2012) feature the challenges of refurbishing the art of discovery in the library, and the application of usage information to assess the achievement of the program. Gross and Sheridan (2011) analyzed in their study how a small group of students in a university adopting new web discovery tools, and also find out the new homepage design of the university provides a single search box is an effective interface for user. Kritikos and Plexousakis (2009) attempt to expand on current literature, combining the best elements from assessment strategies utilized at different institutions as well as the authors' own, with the aim of providing a comprehensive, step-by-step guide to assessing Web-Scale Discovery Services established in best practices. Rowe (2010) presents a comparison of several Web-Scale Discovery Services, which includes the Summon, EBSCO Discovery Service (EDS), and WorldCat Local.

The above reviews endeavor to expand on this current literature, combining the best components from assessment techniques utilized at different institutions, with the aim of giving a complete, well ordered manual for assessing Web-Scale Discovery Services established in best practices.

## **WHAT IS WEB-SCALE DISCOVERY SERVICE?**

Web-Scale Discovery Service is an integrated web based tools, which provides seamlessly and prompts searching results from the wide range of local and remote content of libraries, and also provides relevancy ranked results in the type of intuitive interface that today's information seekers expect (Hoeppner, 2012). These services are offered as cloud computing model and have the capacity to more easily connect researchers with the library's vast information repository, including remotely hosted resources and local content. It provides a unified platform for library users to access and search from all the library resources to get a single set of results by providing a Google-like environment (Hoy, 2012).

## **WHY WEB-SCALE DISCOVERY?**

Web discovery tools play a major role to transforming the library service. It is an essential integrated tool for the academic library in the present digital environment. The continuing proliferation of formats, tools, services and technologies has up turn over how we arrange, retrieve and present our library resource. The users expect simplicity and immediate access like Google like of search engine. The motive behind the use of Web-Scale Discovery Service is that, if something is not discovered, it has no way of being utilized. Whether a librarian made user awareness service, a user browses the shelves, searches in Google and scans issues and articles titles in an electronics journals or a database, discovery should be happening either by focused intent or serendipitously.

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