Power-searching the “3-click” world

A federated search solution for clients at the University of Pretoria

Ina Smith

AGM LIASA Gauteng North

September 1, 2006

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Agenda

- E-information strategy
- Client needs assessment
- Evaluation of Federated Search Engines & Link Resolvers
- Google Scholar & ScholarSFX
- Searching with Google Scholar

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“Only librarians like to search; everyone else likes to find.”

- Roy Tennant -

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E-Information Strategy

- Integrate online products & services with UP's core processes
  - Contribute to international e-phenomenon
  - Support education innovation
  - Deliver optimal e-information portal services
- Maximise technology
- Enhance research & learning process
- Identify products to address client needs

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Client Needs Assessment

- Needs assessment

  "a structured process of collecting and analyzing users' assumptions, and the necessary or desired services to satisfy specific audiences" (Institute of Museum and Library Services 2003, p. 3)

- Specific needs identified
  - Libqual+™ Survey 2005
  - GAELIC 2005 Survey
  - "An anlysis of the e-research needs of postgraduate students at higher education institutions"

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The Net Generation

- “Growing up digitally” generation
- Multi-tasking
- Prefer Google to library searches
- Simple search interface (“Google”-like)
- Want speedy answers and full gratification immediately
- “Three clicks”
- Quality matters less than process

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Distinguishing between Search Engines

Robot-driven for WWW pages

Federated Meta Search for e-Resources

+ Link Resolver

Desktop Search

Federated Search Engine

- Global search OR Meta Search OR Broadcast Search
- Same-time searches of different e-resources
- Single searchable point
- Blends:
  - E-journals, library catalogue, subscription databases, e-print collections, digital repositories, web pages
- Examples: MAPMetafind (Innovative), MetaLib (Ex Libris), SIRSI

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Link Resolver

- Essential for optimal usage of Federated Search Engine & e-resources
- Connects references with full text
- Examples: WebBridge (Innovative), SFX (ExLibris)

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Advantages

- Single one-stop searching point
- Save time
- Less training needed
- Immediate access to full text via link resolver
- Utilise very expensive databases
- Partially address client needs identified

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Commercial Products

- ENCompass & LinkFinder Plus (Endeavor)
- SearchSolver & LinkSolver (Ovid)
- MetaLib & SFX (ExLibris)
- Knowledge Prism & Serial Solutions (WebFeat)
- MultiSearch & Linking Profile (CSA)
- SIRSI
- MAP Metafind & WebBridge (Innovative)

Importance of an Evaluation

(UCE Birmingham Evidence Base 2006)

- Ensure that objectives are met
- Identifying problems & weakness
- Evidence of benefits & impacts
- Securing funding
- Gain support of institutional managers
- Guide future plans
- Develop guidelines useful for other libraries
- Devising strategies to develop projects into services
- Position library

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Evaluation Criteria

- Search functionality
  - *E.g. Broadcast searching, Boolean searching*
- Search results
  - *E.g. Limit results, Download results to bibliographic software*
- Interface features
  - *E.g. Help options, Customisable interface*
- User access
  - *E.g. Single sign-on, Secure login*
- Vendor support
  - *E.g. 24/7, Update frequency of knowledgebase*

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Evaluation Instrument

- Expert Review Checklist
- Rating Scale
  - 4 = Excellent
  - 3 = Acceptable
  - 2 = Partially
  - 1 = Poor
  - 0 = Not available/ Cannot evaluate
- Very important criteria *
- Comments

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AN EVALUATION OF THE USABILITY OF FEDERATED SEARCH ENGINES AND ACCOMPANYING LINK RESOLVERS

Name of Evaluator

Date
Time
Venue
Vendor
Federated Search Engine
Link Resolver

Expert Review Checklist Rating Scale for hands-on evaluation of products (mark with a cr o where appropriate):

4 = Excellent
3 = Acceptable
2 = Partially
1 = Poor
0 = Not available/ Cannot evaluate

Please note: All criteria are important, but criteria with * has been identified as being very important for the Academic Information Service

	Search criteria						COMMENTS
1*	Basic & Advanced searching possible and obvious to use	4	3	2	1	0	
2*	Broadcast searching of an unlimited amount of databases simultaneously (remote & local)	4	3	2	1	0	
3	Broadcast searching of electronic and internet search engines (remote & local, meta-search, gateways)	4	3	2	1	0	
4*	Broadcast searching of citations and full-text in databases by keyword	4	3	2	1	0	
5*	Broadcast searching of citations and full-text in databases by advanced search	4	3	2	1	0	
6*	Broadcast searching of all databases by field e.g. author, title etc.	4	3	2	1	0	
7	Field searching of individual databases	4	3	2	1	0	
8	Keyword searching of citations and full-text in individual databases	4	3	2	1	0	
9	Advanced search of citations and full-text in individual databases	4	3	2	1	0	
10*	Broadcast searching of web sites, search engines, databases and OPAC simultaneously	4	3	2	1	0	
11*	Restrict search to specific kinds of resources, e.g. databases vs websites	4	3	2	1	0	
12	A list of databases and resources with descriptions can be searched	4	3	2	1	0	
13*	The software is capable of suspending a potentially long search at a pre-determined point and providing the user with options to narrow or terminate the search, examine a portion of the results, or continue the search	4	3	2	1	0	
14*	Boolean searching (AND,OR,NOT)	4	3	2	1	0	
15*	Wildcard and truncation searching	4	3	2	1	0	
16	Proximity searching (NEAR)	4	3	2	1	0	
17*	Phrase searching	4	3	2	1	0	
18*	Combining search operators	4	3	2	1	0	

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Evaluation Process

- Participants from UP, UNISA, CSIR, WITS
- 19 – 21 October; 7 November 2005
- 7 sessions in total; 28 hours
- Each session:
  - Introduction & Live Internet Demo by Vendor
  - Q&A via telephone conferencing
  - Hands-on Session
- Acknowledgement
- Processing of data
- Feedback via e-mail & blog

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Academic Information Service

This is to confirm that

Bettie de Kock

has participated in a dynamic formative

Evaluation of Federated Search Engines & Link Resolvers

19 – 21 October & 7 November 2005

Mr Robert Mampa
Acting Director

Date

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Managing the Evaluation Process

Solution

Federated Search Solution

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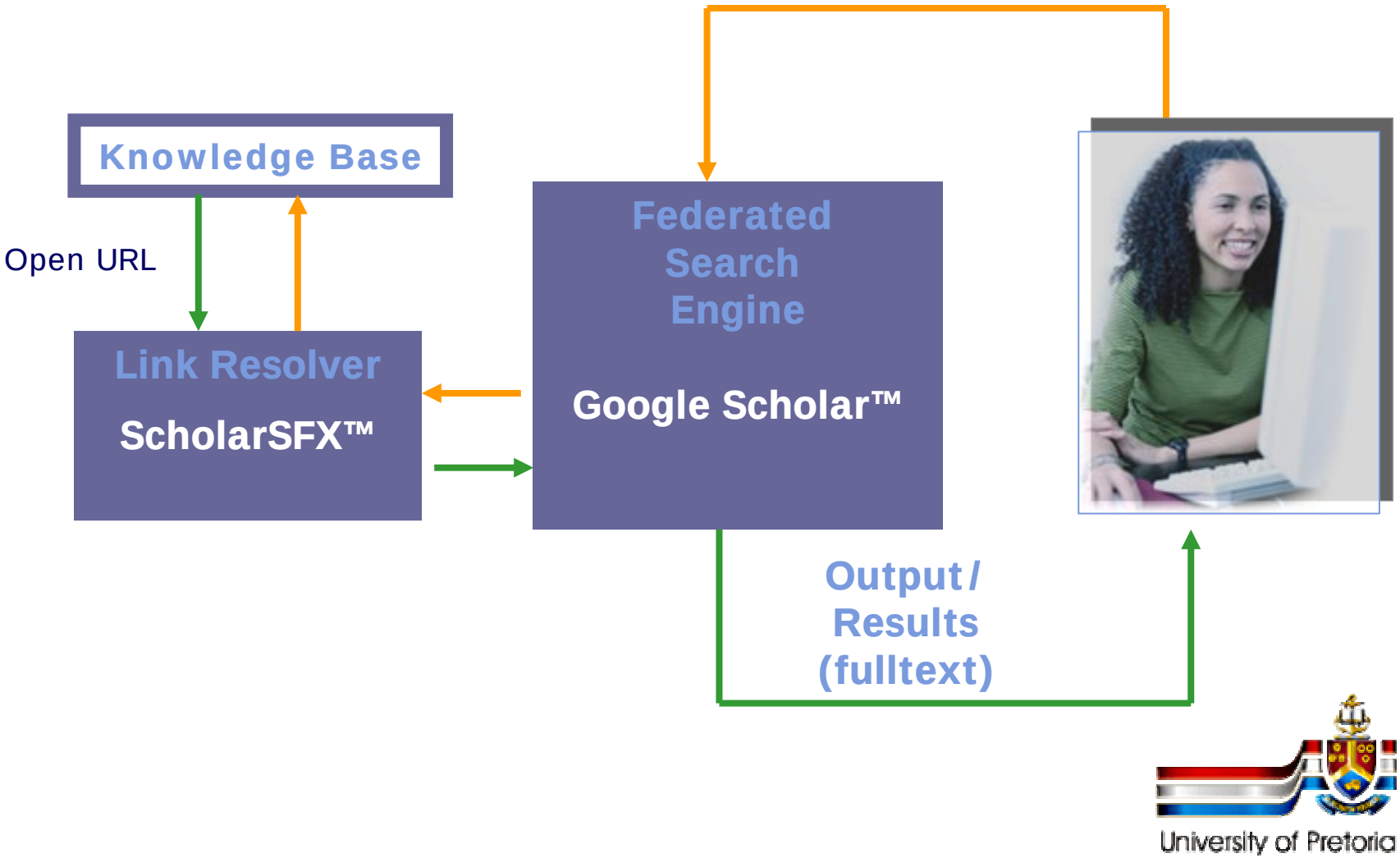
Google Scholar™ & ScholarSFX™



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eIFL Agreement

- GoogleScholar™ as a Federated Search Engine
- ScholarSFX™ as a **free** link resolver
- Also available for member institutions who purchased:
  - SFX (ExLibris)
  - Article Linker (Serials Solutions)
  - TOUResolver (TDNet)
  - LinkSource (EBSCO)
  - WebBridge (Innovative)
  - Sirsi Resolver (Sirsi)
  - 1Cate (Open Informatics)
  - Own link resolvers

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About Google Scholar™

"Google Scholar provides a **simple way** to **broadly search** for **scholarly literature**. From one place, you can search **across many disciplines and sources**:

- Peer-reviewed papers,
- Theses;
- Books;
- Abstracts and articles, from academic publishers, professional societies, preprint repositories, universities and other scholarly organizations."

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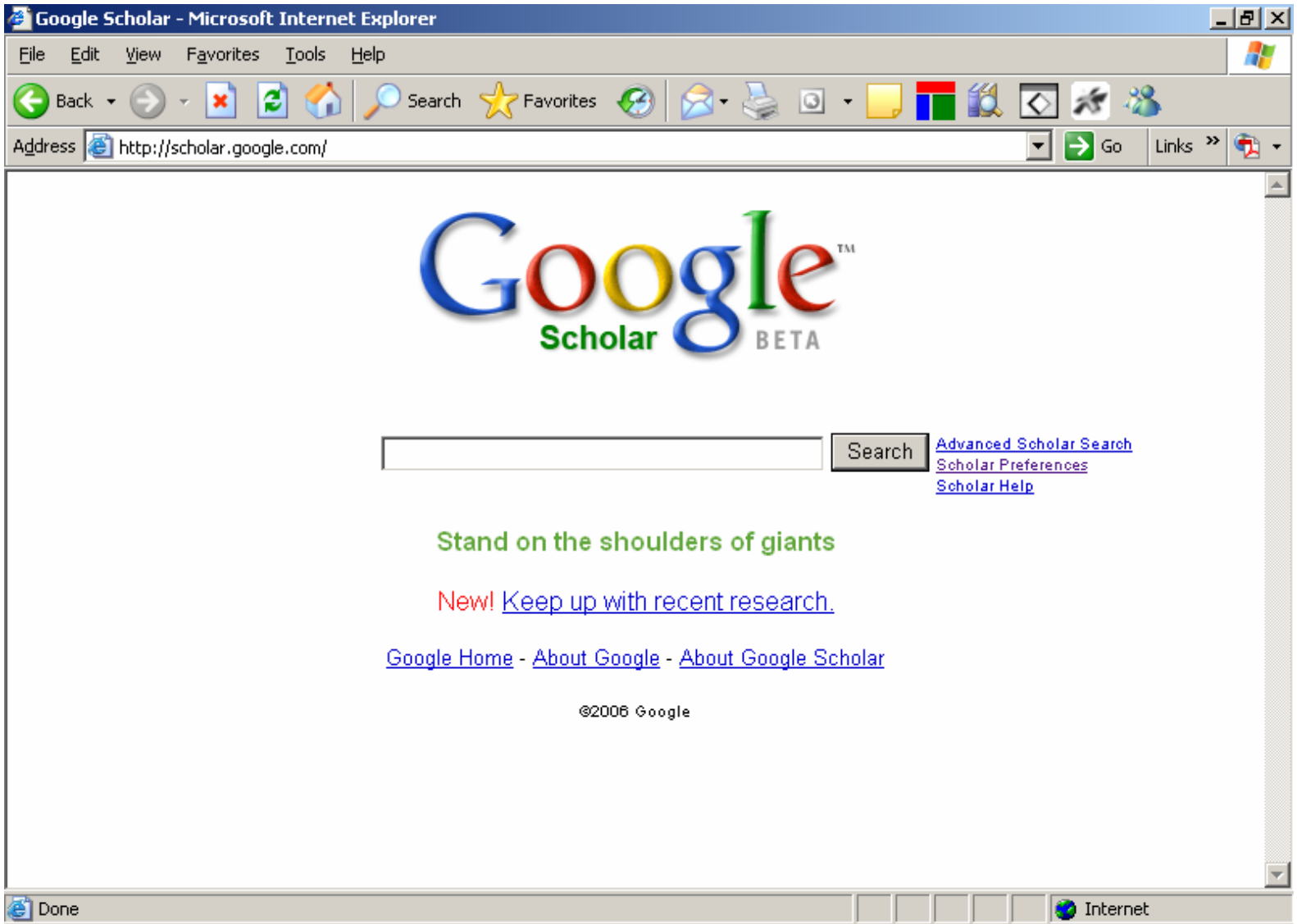
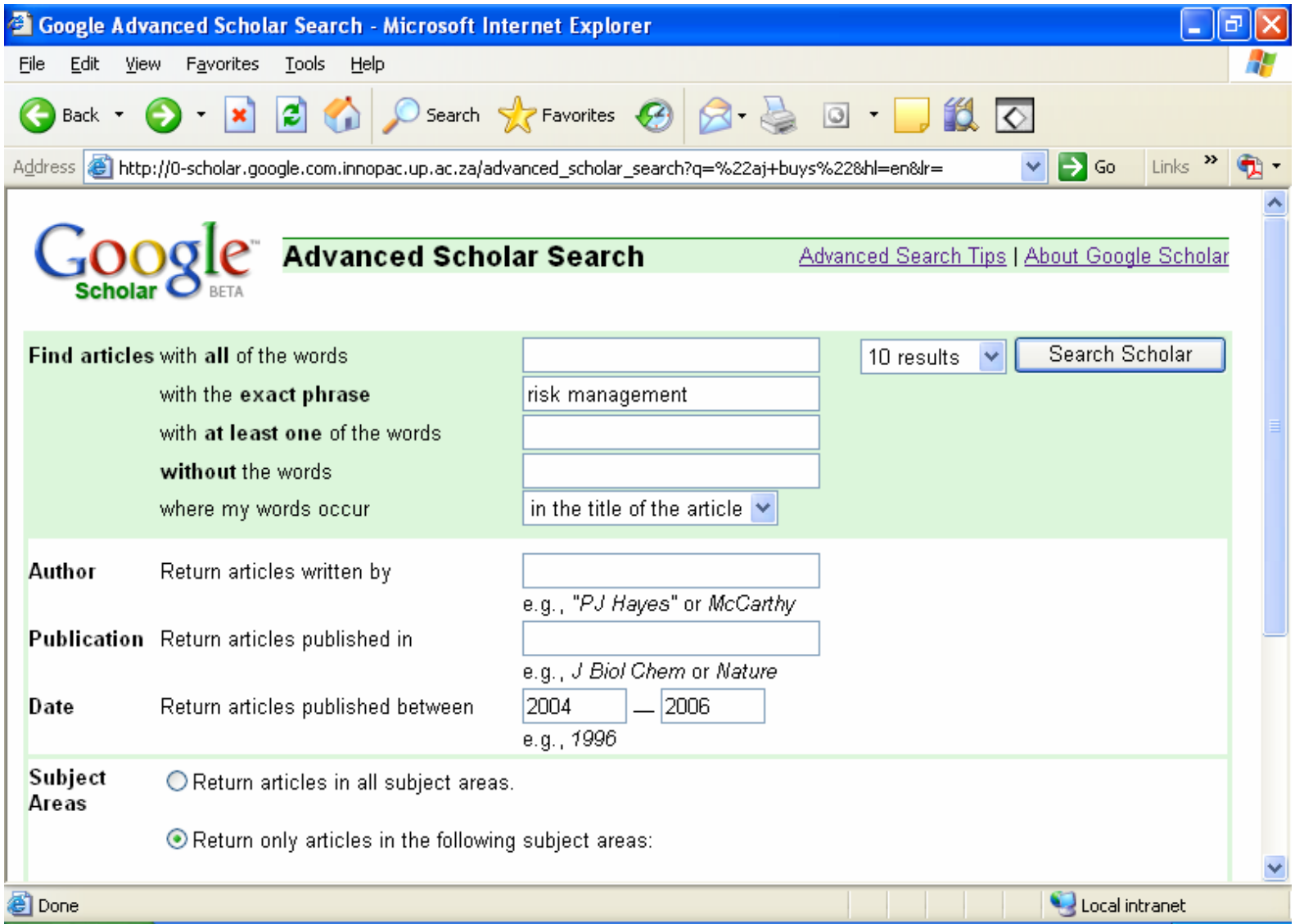
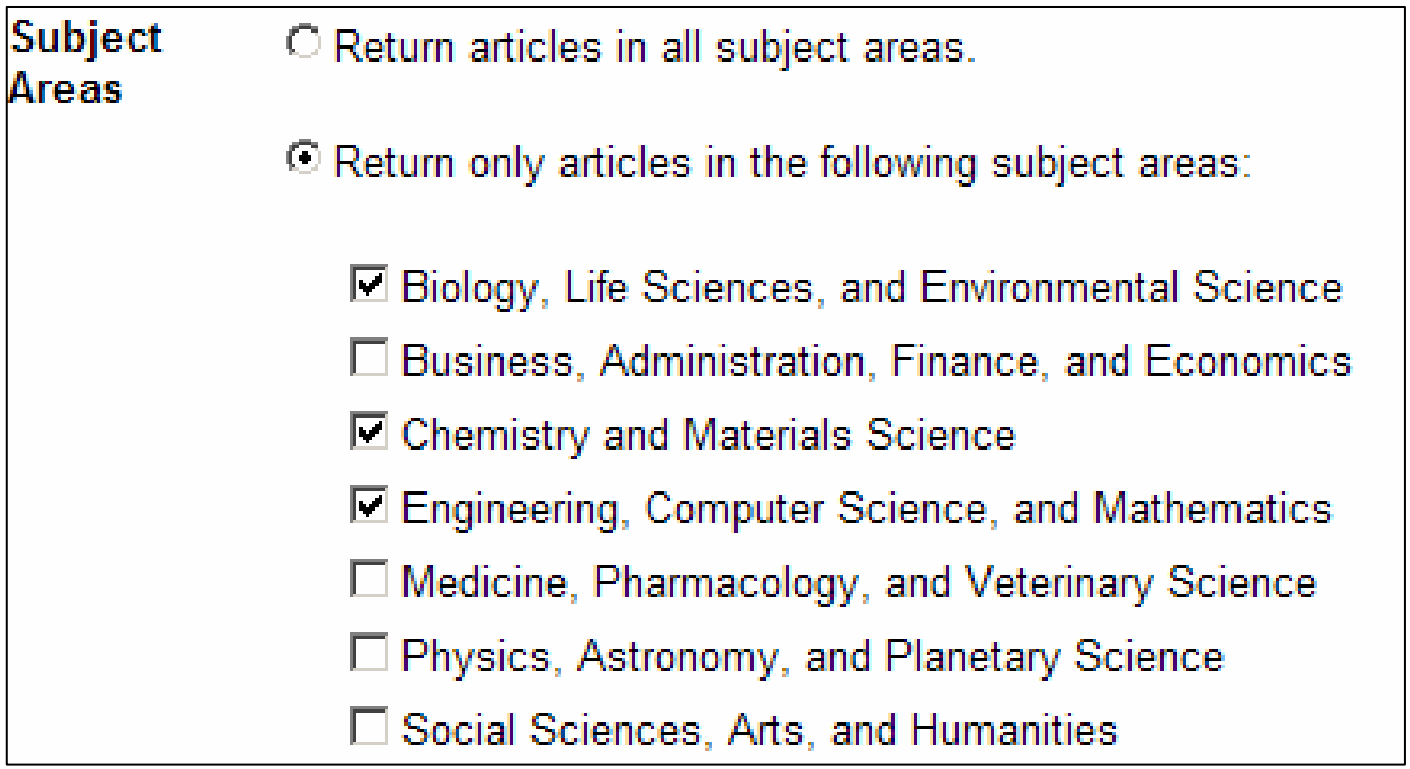
Simple Search



Advanced Search

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Social Sciences, Arts, and Humanities

ScholarSFX™ links client to targets

Definition of a SFX "target":

"… an **information resource** or **service** which a … user can view when following a link from Google Scholar™ or an SFX menu".

- **Free Full Text**, e.g. DOAJ, Free E-Journals
- **Aggregators**, e.g. Ovid, ScienceDirect
- **OPAC** (OCLC WorldCat)
- **Subscription e-Journals**
- **E-books**, e.g. Gutenberg-e, Books 24X7
- **Databases**, e. g. Silverplatter

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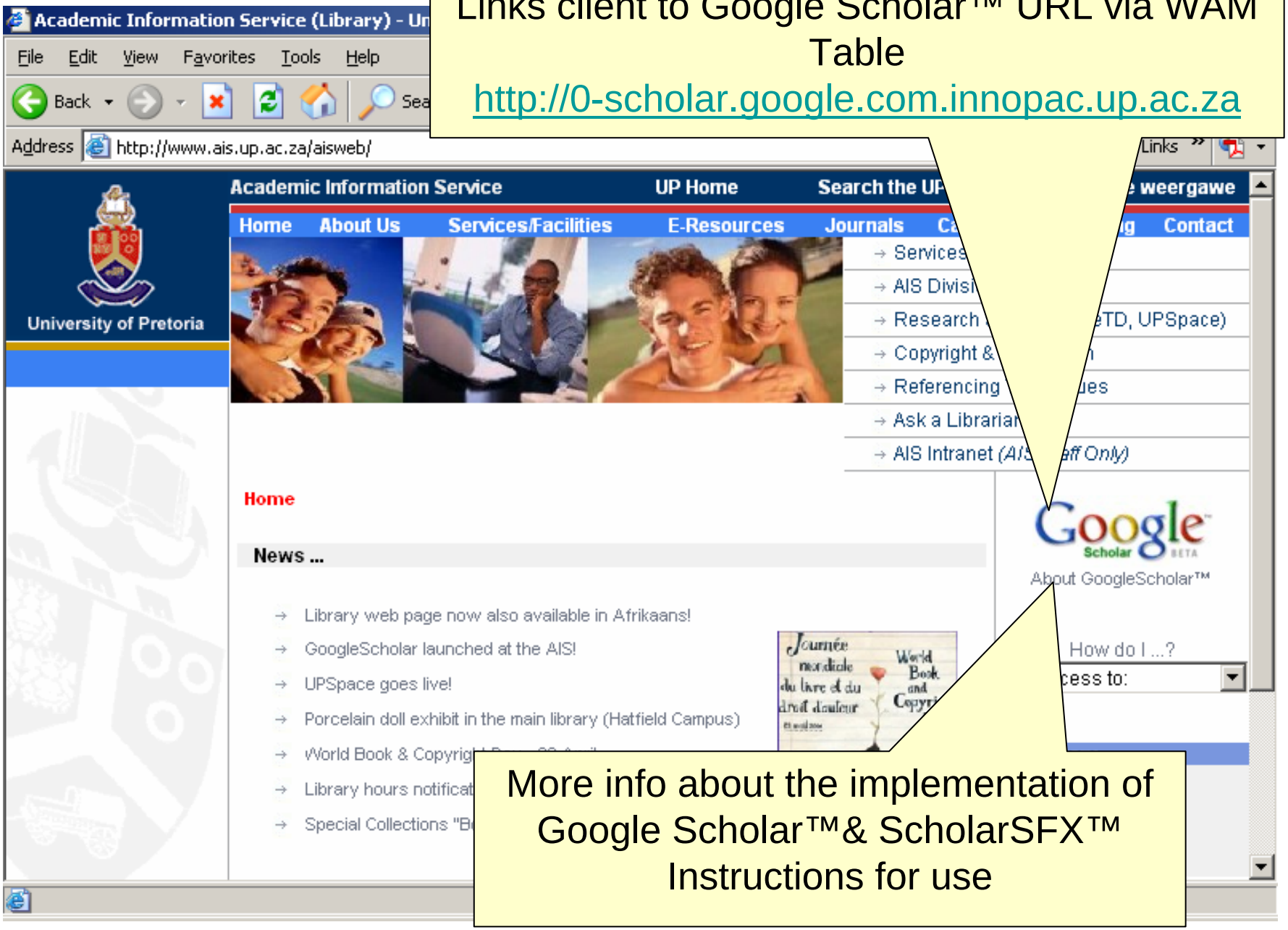
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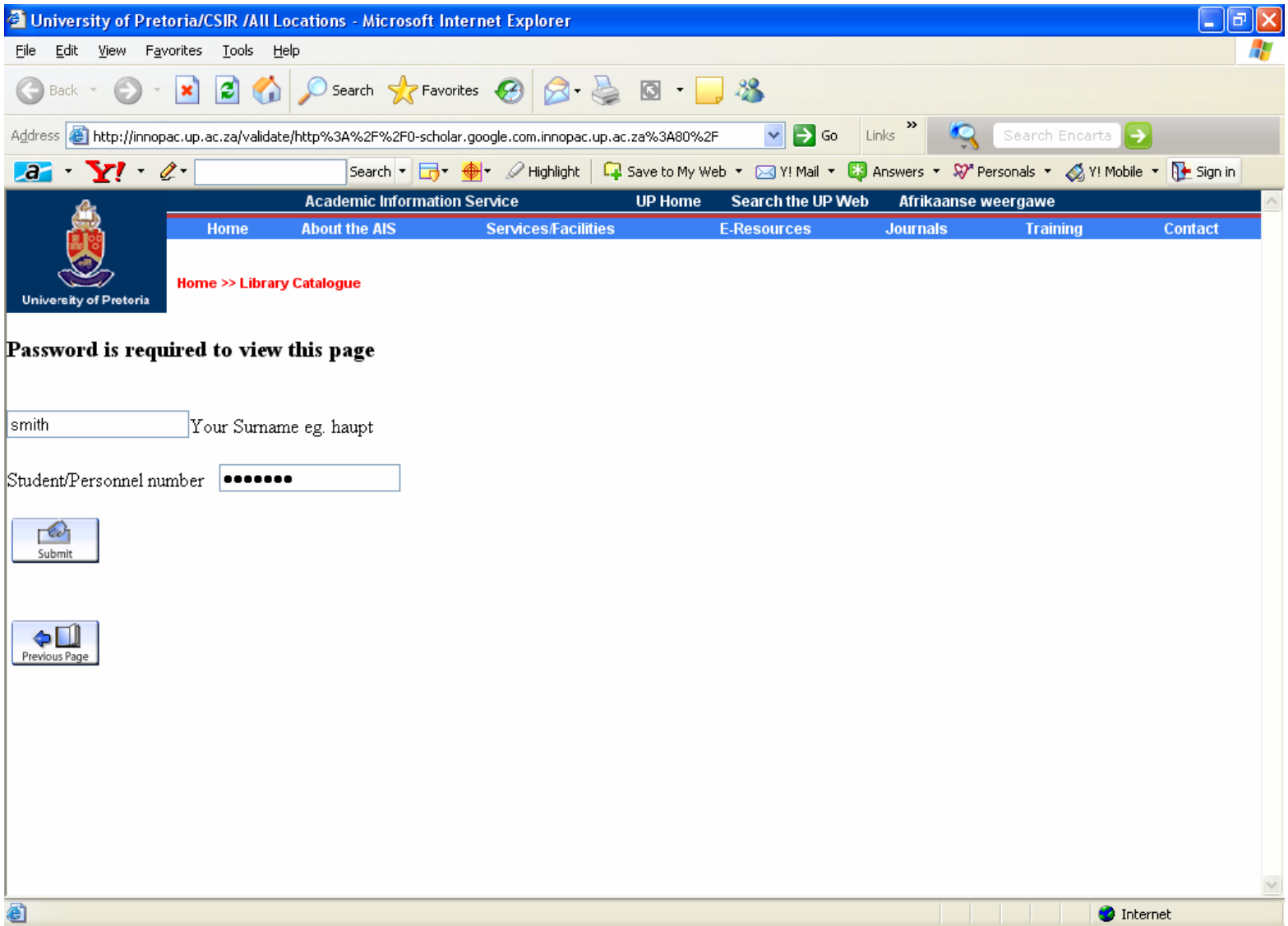

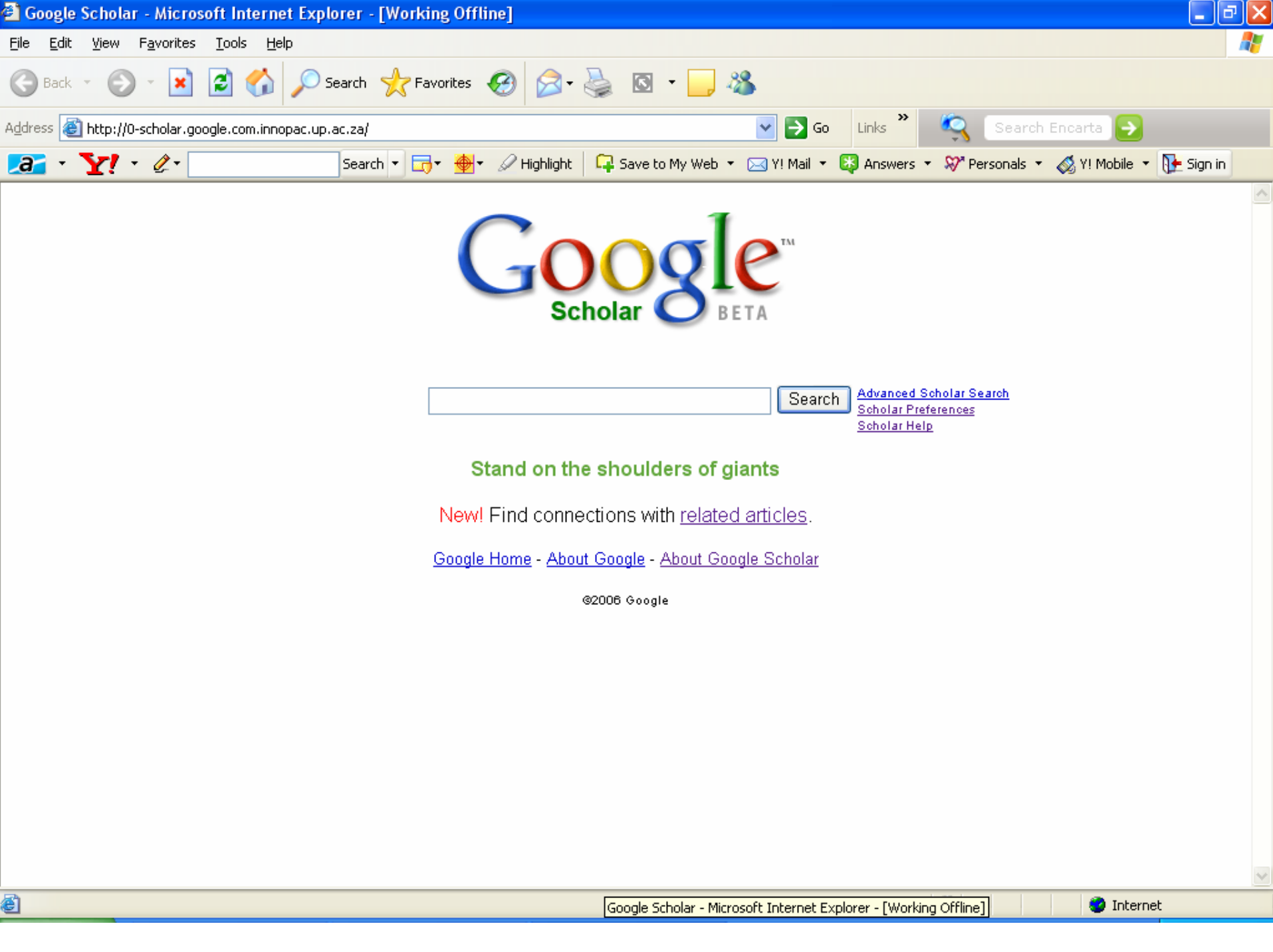
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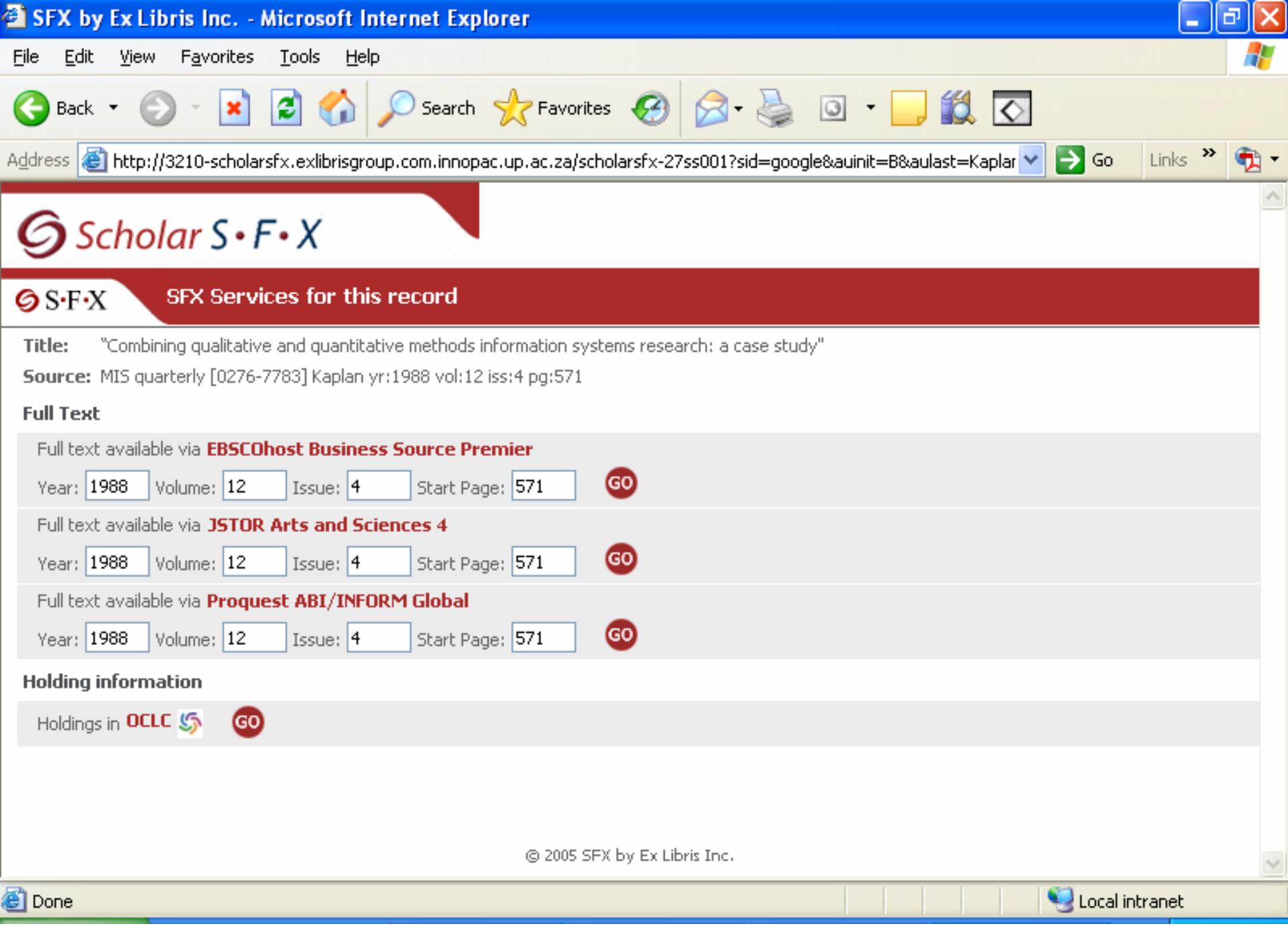
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Combining Qualitative and Quantitative Methods in Information Systems Research: A Case Study[1]

By: Bonnie Kaplan
Department of Quantitative Analysis and Information Systems
University of Cincinnati
Cincinnati, OH 45221-0130

Dennis Duchon
Division of Management and Marketing
College of Business
University of Texas at San Antonio
San Antonio, TX 78285-0634

Abstract

This article reports how quantitative and qualitative methods were combined in a longitudinal multidisciplinary study of interrelationships between perceptions of work and a computer information system. The article describes the problems and contributions stemming from different research perspectives and methodological approaches. It illustrates four methodological points: (1) the value of combining qualitative and quantitative methods; (2) the need for context-specific measures of job characteristics rather than exclusive reliance on standard context-independent instruments; (3) the importance of process measures when evaluating information systems; and (4) the need to explore the necessary relationships between a computer system and the perceptions of its users, rather than unidirectional assessment of computer system impacts on users or of users characteristics on computer system implementation.

Despite the normative nature of these points, the most important conclusion is the desirability for a variety of approaches to studying information systems. No one approach to information systems research can provide the richness that information systems, as a discipline, needs for further advancement.

Keywords: Methodology, research methods, research perspectives, qualitative methods, interpretivist perspective, computer system impacts, computer system evaluation, organizational impacts, work, medical and health care applications

ACM Categories: K.4.3, H.0, J.3

[1] This paper was presented at the Ninth Annual International Conference on Information Systems, Minneapolis, MN, November 30-December 3, 1988.

Introduction

Information systems had its origins in a variety of reference disciplines with distinct theoretical research perspectives on the important issues to study and the methods to study them (Banff and Ginzberg, 1982; Dickson, et al., 1982; Mendelson, et al., 1987). This article describes a study that combined some of those distinct perspectives and methods. The article discusses how limitations of one research perspective can be addressed by also using an alternative. This emphasis reflects the lesser familiarity information systems researchers might have with the perspective receiving more in-depth discussion and promotion. A key point to this article is the importance that both perspectives had for this study; no implication of preference in perspectives is intended.

The discussion of perspectives provides background for understanding the process and methods of this research. Following the discussion,

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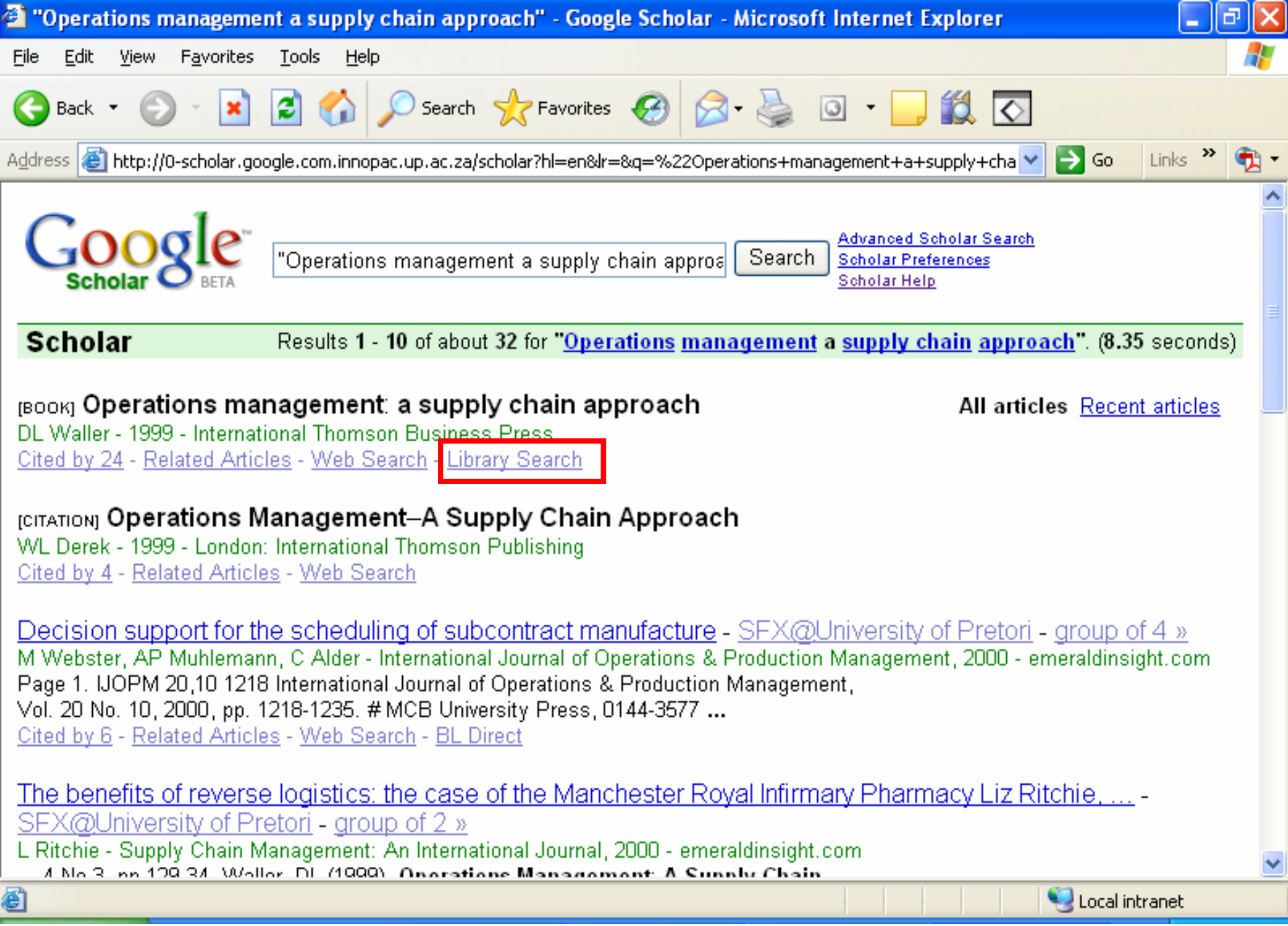
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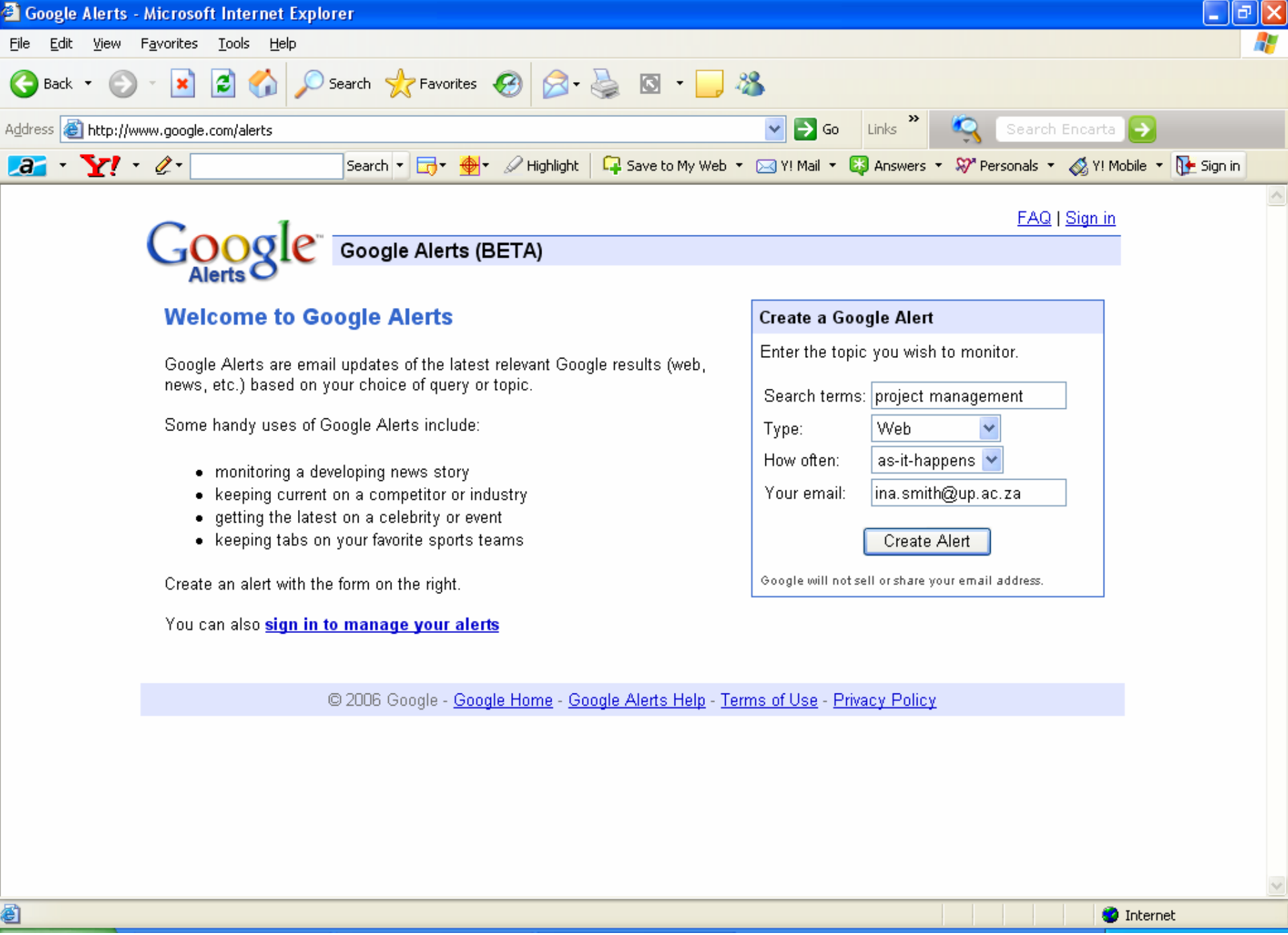
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Google Alerts
Google Alerts (BETA)
Welcome to Google Alerts
Google Alerts are email updates of the latest relevant Google results (web, news, etc.) based on your choice of query or topic.
Some handy uses of Google Alerts include:
monitoring a developing news story
keeping current on a competitor or industry
getting the latest on a celebrity or event
keeping tabs on your favorite sports teams
Create an alert with the form on the right.
You can also sign in to manage your alerts
Create a Google Alert
Enter the topic you wish to monitor.
Search terms: project management
Type: Web
How often: as-it-happens
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Implications

- Guide Google-users back to valuable high quality library resources
- Increase library presence
- Effective Internet search strategies
- Evaluate quality of resources
- Skills of information specialists
- Evaluation of Google Scholar™/ScholarSFX™

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Getting up and running

Ongoing activation & marketing

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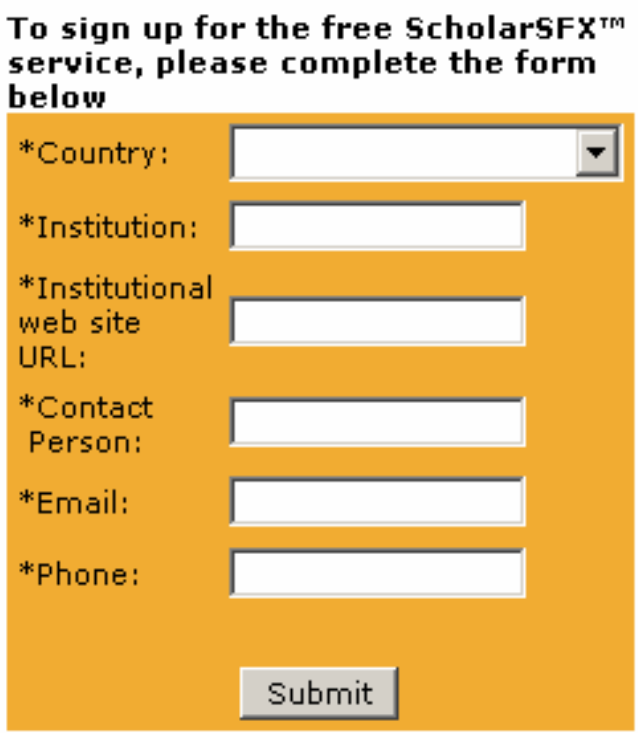
Setting up a ScholarSFX™ Account

http://www.exlibrisgroup.com/scholar_sfx.htm

or google **Scholar SFX**



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Adapt or die …

"Offering **[metasearching]** as an option will not *deny* our students the **choice** of using a **specific database** and advanced features.

But *refusing* to offer that option will *deny* them an **alternative** that may suit their **needs** better than database-by-database searching."

- James Rettig, Univ of Richmond -

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Conclusion

Google is probably here to stay. Our students love it! So we decided: If you can’t beat them, join them with Google Scholar and Scholar SFX combined!

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Thank you!

Questions?

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WANNA... Google.com?