

# Revisiting Discovery Audit: Plea, Pledge and Process, not Perfection

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NISO ODI Standing Committee / IEEE



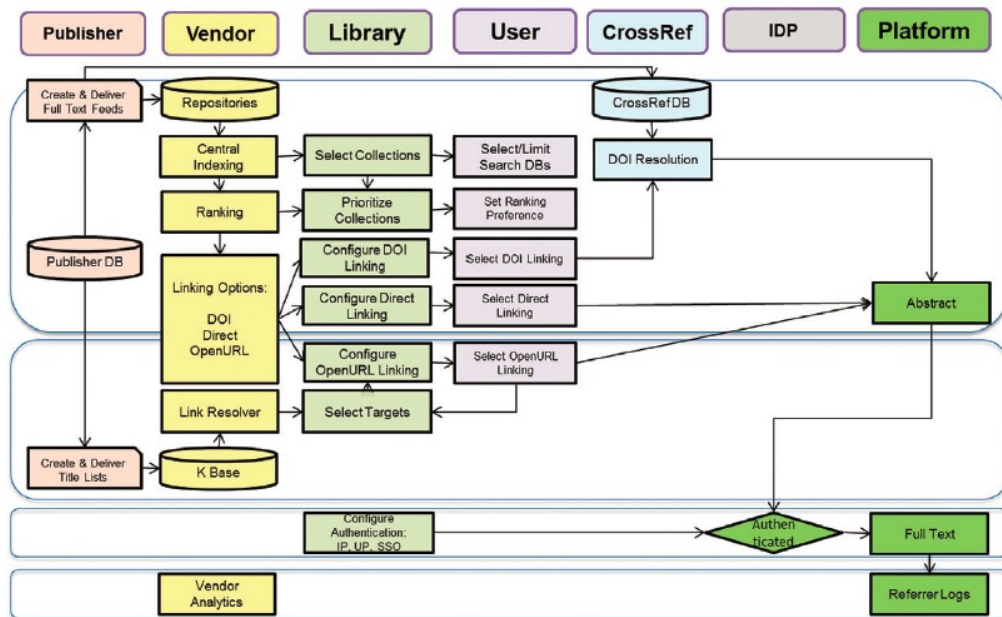
# Julie Zhu



- Senior Manager, Discovery Partners, IEEE
- KBART Standing Committee 2010 -
- ODI Standing Committee 2014 -

Work with IEEE internal teams, Discovery Partners, Libraries and the Scholarly Community to make the IEEE content more discoverable, linkable and accessible from all discovery channels.

# Complex Discovery Pipelines



## Complex Dataflows

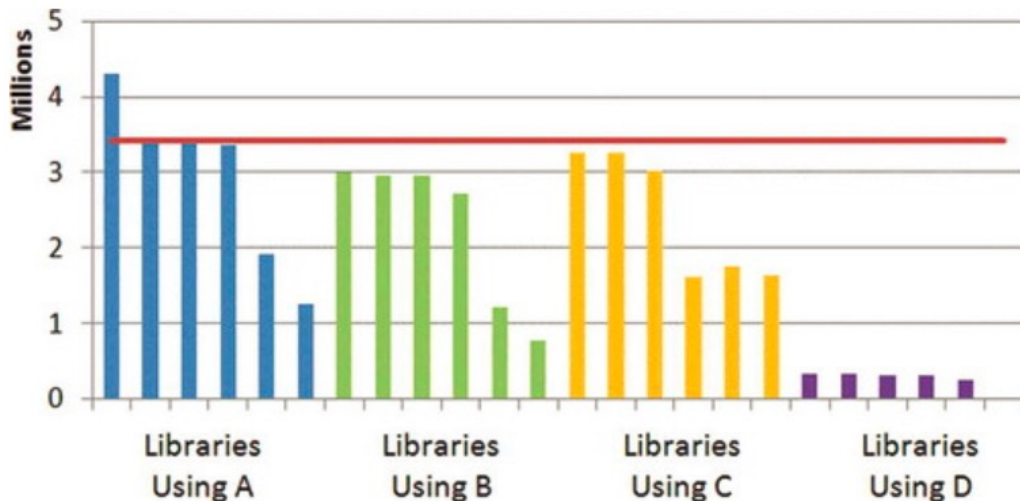
- ▶ Publisher Systems
- ▶ Vendor Systems
  - ▶ Indices
  - ▶ KB
- ▶ Library Systems
- ▶ Other Systems
  - ▶ CrossRef
  - ▶ IDP
  - ▶ Platforms



Zhu, J. "Should Publishers Invest in Library Discovery Technologies and What Can They Do?"

3 *Learned Publishing* 30.1 (2017): 71-80. <http://onlinelibrary.wiley.com/doi/10.1002/leap.1079/full>

# 2015 Discovery Auditing Study



## Auditing Study

- ▶ 24 libraries
- ▶ 4 discovery/KB tools
- ▶ Subscribing to the same IEL package

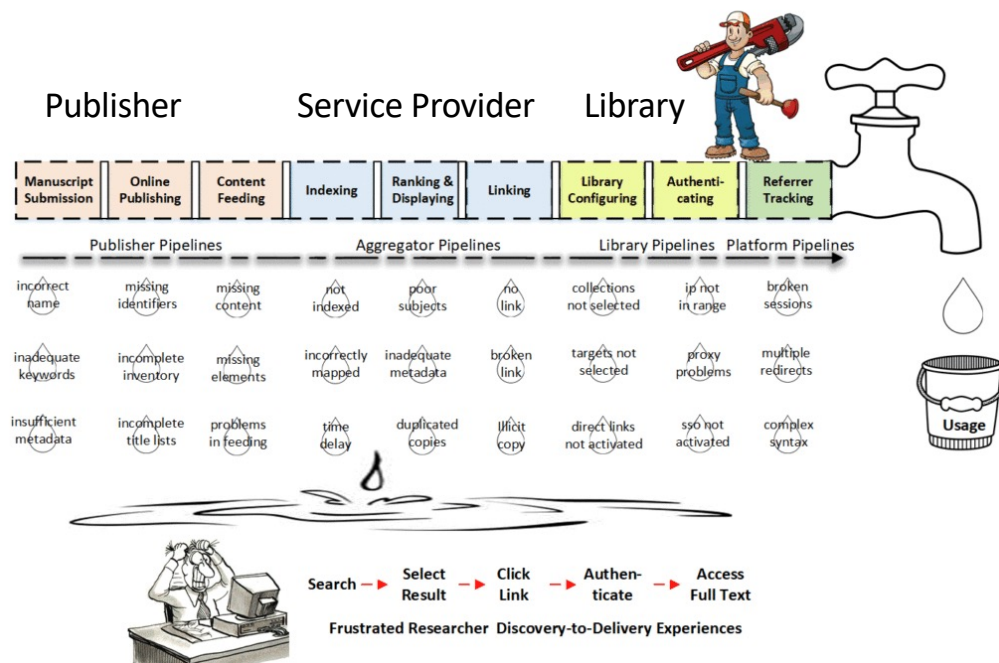
## Auditing Results

- ▶ Gaps in publisher workflows
- ▶ Gaps in vendor tools
- ▶ Gaps in over half of library tools

Zhu, J. and J. Kelley. "Collaborating to Reduce Content Gaps in Discovery: What Publishers, Discovery Service Providers, and Libraries Can Do to Close the Gaps." *Science & Technology Libraries* 34.4 (2015): 315-328.

<http://www.tandfonline.com/doi/full/10.1080/0194262X.2015.1102677>

# Building Data Pipes and Fixing Leaks



## Causes of Leaks

- ▶ Publisher Systems
  - ▶ Author submission
  - ▶ Publishing
  - ▶ Content delivery
- ▶ Vendor Systems
  - ▶ Indexing
  - ▶ Linking
- ▶ Library Systems
  - ▶ Configuration
  - ▶ Authentication

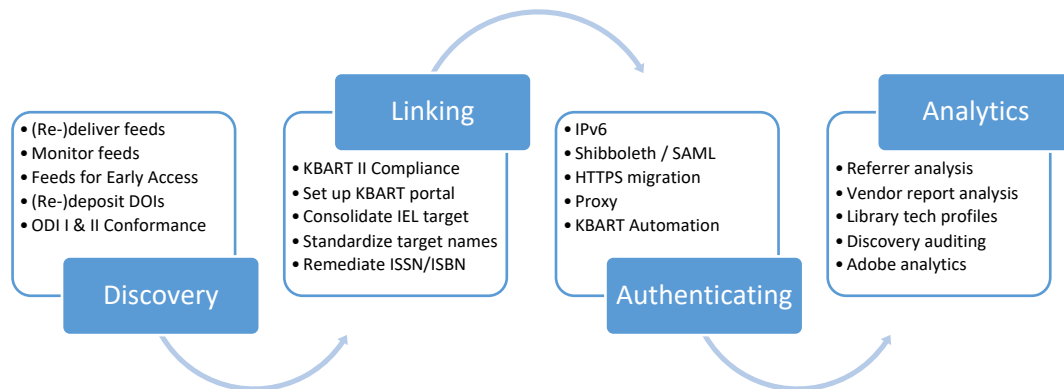


Zhu, J. "Building Pipes and Fixing Leaks: Demystifying and Decoding Scholarly Information Discovery & Interchange." Scholarly Kitchen, July 11, 2019. <https://scholarlykitchen.sspnet.org/2019/07/11/building-pipes-and-fixing-leaks-in-scholarly-content-discovery-and-access/>

# Discovery Auditing: Publishers



## KBART Automation



Zhu, J. "Should Publishers Invest in Library Discovery Technologies and What Can They Do?"

*Learned Publishing* 30.1 (2017): 71-80.

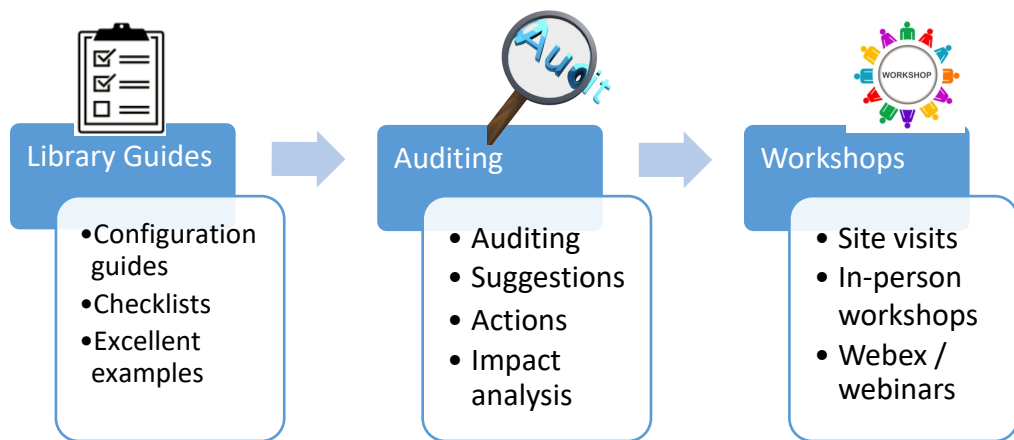
<http://onlinelibrary.wiley.com/doi/10.1002/leap.1079/full>

## Auditing checklists

- ▶ ODI Recommendation checklist: Self-auditing, remediation, and conformance
- ▶ KBART II recommendation checklist: Self-auditing, remediation, and compliance
- ▶ Vendor collaboration checklist
- ▶ Library discovery service auditing checklist



# Help Libraries for Better Content Discovery



<https://ieeexplore.ieee.org/kbart>  
<https://ieeexplore.ieee.org/discovery>

<https://ieeexplore.ieee.org/openurl>  
<https://ieeexplore.ieee.org/marc>

## Publisher Help for Libraries

- ▶ Troubleshooting
- ▶ Guides
- ▶ Auditing
- ▶ Training

## Positive Results

- ▶ Library complaints ↓
- ▶ Usage ↑
- ▶ Publisher-library engagement ↑





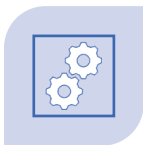
# Discovery Auditing: Libraries



GENERAL



COLLABORATION



CONFIGURATION



DOCUMENTATION



LONG TERM  
PLANNING



MAINTENANCE



TRAINING



VENDOR  
COMMUNICATION

## Library Responsibilities

- ▶ Proposed ODI library responsibilities in 2017
- ▶ Led ODI II sub-group
- ▶ Drafted ODI library conformance statement & checklist
- ▶ ODI 2 published in 2020
- ▶ Cover multiple categories



# Library Survey on ODI Conformance

Recommendation	Reference	%
Library designates individuals to be responsible for configuring Discovery Service, link resolver, proxy, and other discovery-related tools for subscribed content from Content Providers. Designated point persons should work or coordinate with each other.	3.4.1.1 (1)	83%
Library documents configuration decisions and the reasons behind these decisions.	3.4.1.1 (3)	10%
Library regularly evaluates and updates its configurations of Discovery Service configurations.	3.4.1.1 (4)	37%
Library plans for system upgrades and seeks assistance from vendors if needed.	3.4.1.2 (1)	29%
Library plans and documents for discovery tool changes and seeks assistance from vendors if needed.	3.4.1.2 (2)	14%
Library selects the correct database collections available in the Discovery Service tool for subscribed content from Content Provider and seeks clarification from the Discovery Service Provider and Content Provider when needed.	3.4.1.3	66%
Library selects the correct holdings packages available in link resolver for the subscribed content from Content Providers and seeks clarification from the link resolver provider and Content Provider when needed	3.4.1.5 (1)	37%
Library configures the proxy server for discovery service, link resolver and ODI links, and seeks clarification if needed	3.4.1.6	63%
Library develops and executes a staff training program for one or more staff members on managing the Discovery Service, link resolver, proxy, and other discovery-related tools.	3.4.3.1 (1)	7%
Library provides regular training sessions to patrons and staff on how to use Discovery Service tool.	3.4.3.1 (2)	34%
Library staff read official documentation, announcements, and updates, and make relevant adjustments in configurations.	3.4.3.1 (3)	24%

## Limited Survey

- ▶ 83% designate individuals for configuration
- ▶ 10% document configuration
- ▶ 34% train patrons and staff on using discovery services
- ▶ 7% train staff on configuration
- ▶ 66% select correct databases in discovery index
- ▶ 37% select correct KB collections

Need more library discovery auditing



# Discovery Auditing: Vendor Tools

COLLECTION_NAME	IEEE Xplore Collection ID	DateAdded	KBART TXT URL	Alma COLLECTION_ID	360 Collection ID	SFX Collection ID	EBSCO Collection ID	OCLC Collection ID
IEEE Electronic Library (IEL)	IEEEExplore_01_01		<a href="https://ieeexplore.org/doi/10.1109/1028746359000">https://ieeexplore.org/doi/10.1109/1028746359000</a>	613860000000000120	RIE	IEEE_ELECTRONIC_LIBRARY	570	ieeel
IEEE Electronic Library (IEL) Journals	IEEEExplore_01_01_01		<a href="https://ieeexplore.org/doi/10.1109/10982940858951">https://ieeexplore.org/doi/10.1109/10982940858951</a>	61110982940858951	IFIPE	IEEE_ELECTRONIC_LIBRARY	3762834	ieeeljournals
IEEE Electronic Library (IEL) Conference Proceedings	IEEEExplore_01_01_02		<a href="https://ieeexplore.org/doi/10.1109/1028746359000">https://ieeexplore.org/doi/10.1109/1028746359000</a>	6111028746359000	6IE	IEEE_ELECTRONIC_LIBRARY	3964126	ieeelconf
IEEE Electronic Library (IEL) Standards	IEEEExplore_01_01_03		<a href="https://ieeexplore.org/doi/10.1109/1028746359000">https://ieeexplore.org/doi/10.1109/1028746359000</a>	6111000000000000671	OXO	IEEE_ELECTRONIC_LIBRARY	3964419	ieeelstandards
IEEE Electronic Library (IEL) Conference Series	IEEEExplore_01_01_04	2021-04-30	<a href="https://ieeexplore.org/doi/10.1109/1028746359000">https://ieeexplore.org/doi/10.1109/1028746359000</a>	6154900000000000538	ADZIZ	IEEE_ELECTRONIC_LIBRARY	4010545	ieeelconfiel
IEEE Enterprise	IEEEExplore_01_02		<a href="https://ieeexplore.org/doi/10.1109/1028746359000">https://ieeexplore.org/doi/10.1109/1028746359000</a>	6138600000000000110	OCL	IEEE_XPlore_ENTERPRISE	1004	ieeelenterprise
IEEE Enterprise Journals	IEEEExplore_01_02_01		<a href="https://ieeexplore.org/doi/10.1109/1028746359000">https://ieeexplore.org/doi/10.1109/1028746359000</a>	6149700000000000374	IPLJI	IEEE_ENTERPRISE_FOR_JOU	3227092	ieeelenterprisejournals
IEEE Enterprise Conference Proceedings	IEEEExplore_01_02_02		<a href="https://ieeexplore.org/doi/10.1109/1028746359000">https://ieeexplore.org/doi/10.1109/1028746359000</a>	6149700000000000377	6IK	IEEE_ENTERPRISE_FOR_CON	3227893	ieeelenterpriseconf
IEEE Enterprise eBooks	IEEEExplore_01_02_03		<a href="https://ieeexplore.org/doi/10.1109/1028746359000">https://ieeexplore.org/doi/10.1109/1028746359000</a>	6149700000000000378	IERZE	IEEE_ENTERPRISE_FOR_EBC	3227093	ieeelenterprisebooks
IEEE Xplore Communications Library	IEEEExplore_01_03_01		<a href="https://ieeexplore.org/doi/10.1109/1028746359000">https://ieeexplore.org/doi/10.1109/1028746359000</a>	6138600000000000106	BEFXN	IEEE_XPlore_COMMUNICATI	2028255	ieeelcommlib

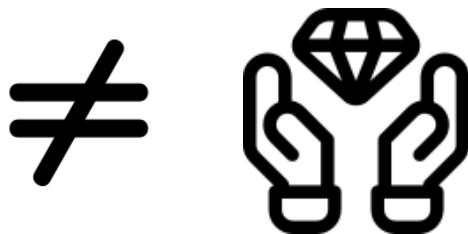
COLLECTION_NAME	IEEE Collection ID	IEEE Xplore Title Count	KB-A Title Count	KB-A Diff	KB-A Diff %	KB-B Title Count	KB-B Diff	KB-B Diff %
IEEE Xplore All Journals	IEEEExplore_00_01	460	458	-2	0.00%	458	-2	-0.40%
IEEE Xplore All Conference Proceedings	IEEEExplore_00_03	31,111	30817	-294	-1.00%	30876	-235	-0.80%
IEEE Xplore All Standards	IEEEExplore_00_04	10,415	9957	-458	-4.00%	10311	-104	-1.00%
IEEE Xplore All Books	IEEEExplore_00_05	5,616	5438	-178	-3.00%	5471	-145	-2.60%
IEEE Xplore All Courses	IEEEExplore_00_06	539	488	-51	-10.00%	537	-2	-0.40%
IEEE Electronic Library (IEL)	IEEEExplore_01_01	35,927	40660	4,733	12.00%	41399	5,472	15.20%
IEEE Enterprise	IEEEExplore_01_02	34,114	39434	5,320	14.00%	39516	5,402	15.80%
IEEE Enterprise Journals	IEEEExplore_01_02_01	446	443	-3	-1.00%	444	-2	-0.40%

## Use Publisher Package ID to

- ▶ Map against collections across KB tools
- ▶ Help add/update/track KB collections
- ▶ Detect errors in KB tools & published lists
- ▶ Compare title/article counts in collections
- ▶ Help librarians select the correct collections by Collection ID
- ▶ Prepare for KBART Automation



# Discovery Auditing: Plea, Pledge, Process, not Perfection



Discovery Auditing is a

- ▶ Plea to all parties to examine and resolve discovery-related issues
- ▶ Pledge to do the share of the work
- ▶ Process to continuously uncover issues and remediate

# THANK YOU

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