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# **Navigating the Maze of Article Discovery**

**University of Western Australia**

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## DISCOVERY LIBRARIAN COLLECTION & ACCESS SERVICES

My portfolio includes:

- Primo VE (OneSearch)
- Alma Resource Sharing
- Alma Course Reserves
- Leganto (Unit Readings)



# Presentation Outline

## A STORY IN SIX CHAPTERS

**The Idea:** How could we improve article discovery for our users?

**The Maze:** Navigating the complexity of access issues that appear every day.

**The Quest:** From thought to reality with the Article Discovery Project.



## A STORY IN SIX CHAPTERS

**The Map:** Finding our way through the maze of the project to improve article discovery.

**The Keys:** What tools did we find to help unlock access for users?

**The Champions:** Once the quest was over, who were the heroes of our tale?



# UWA context

**UNIVERSITY OF WESTERN AUSTRALIA**  
SITUATED ON THE LAND OF THE  
WHADJUK NOONGAR PEOPLES

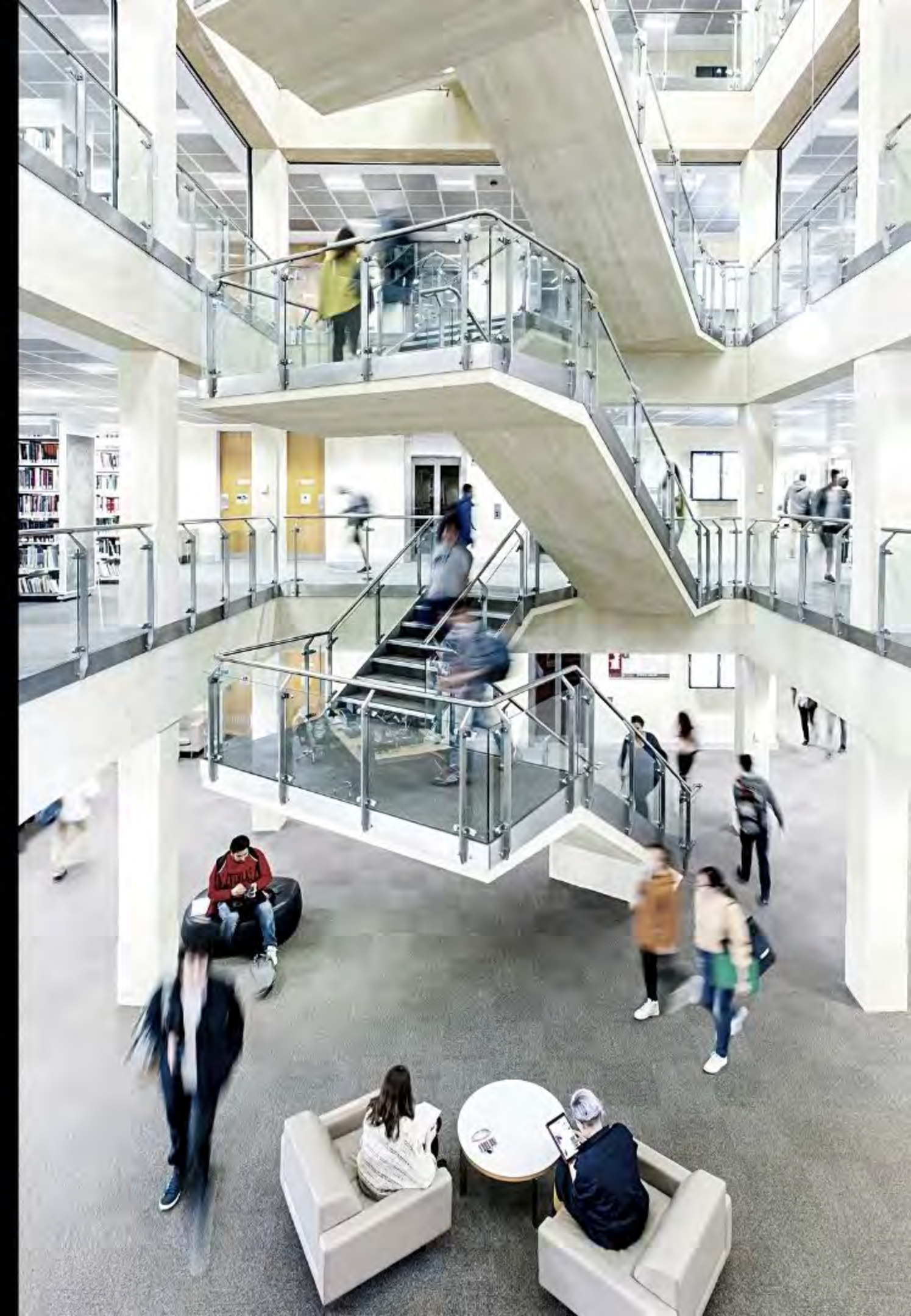
- Founded in 1911
- 25,000 students
- 1,620 academic staff
- 2,220 professional staff



# UWA Library

## SIX LIBRARIES WORKING AS ONE

- 14,700 visits per day on average
- 3.4m Primo searches a year
- 1.3m eresources
- 1m print volumes





# The Idea

Improving article discovery

# 1 minute to make a pitch

WHAT IS ONE THING YOU THINK  
COLLECTION & ACCESS SERVICES SHOULD DO?

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"Promote Kopernio as a browser extension to our staff and students as a way to improve access to full text articles."



# What did I really mean?

FINDING ARTICLES CAN BE LIKE BEING LOST IN A MAZE  
FULL OF LOOPS AND DEAD-ENDS AND CONFUSION



There seemed to be new tools appearing that were linking users with full text articles in new ways, and I wanted us to be agile enough to explore these technologies.



# The Maze

A place we have all been...

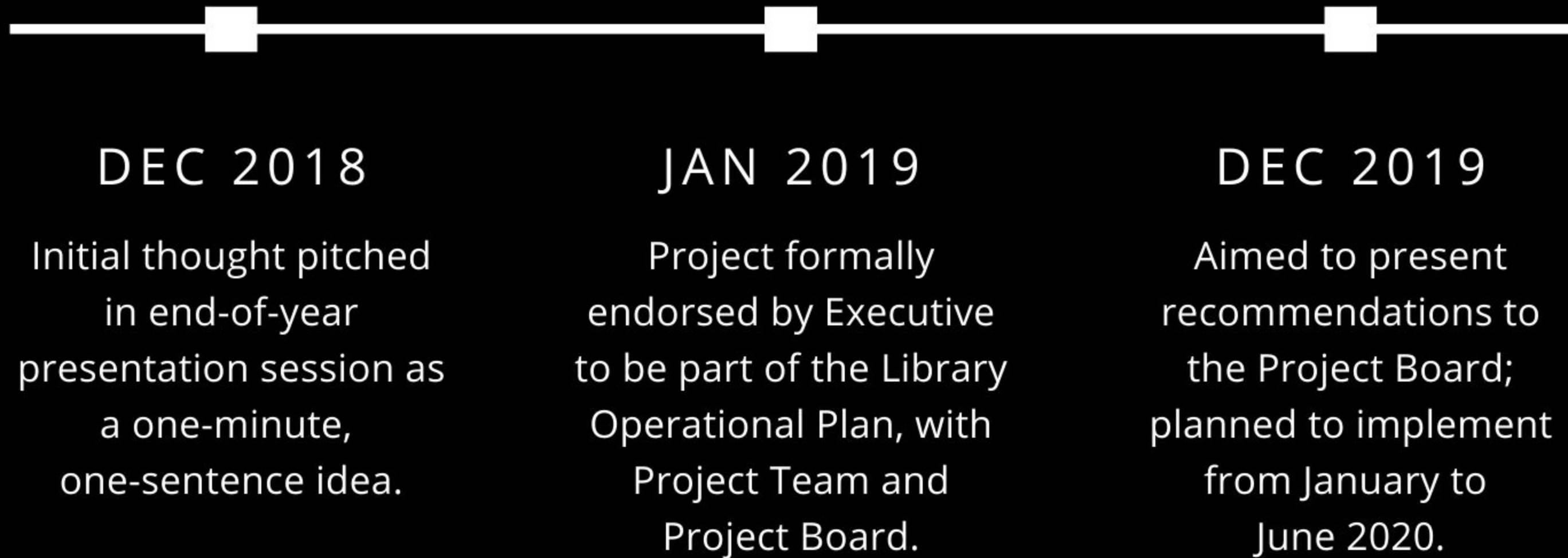




# The Quest

From idea to project

# Project timeline



# What did our users want?

## LESS CLICKS

Reduce the number of steps required to access full text articles in OneSearch.

## LESS BARRIERS

Decrease the incidence of broken links, dead-ends, and loops through different publisher sites.

## INCREASED PRESENCE

Integrate the Library into their preferred discovery spaces to provide clear links to subscribed resources.

## CONFIDENCE

Assure users that they will find what they need in a wide variety of online situations.

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# Two main paths to explore

## Direct Linking

FULL TEXT IN PRIMO  
WITH LESS CLICKS

## Browser Extensions

TOOLS FOR THE USER AT  
POINT-OF-NEED

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# The Map

Navigating the maze of the project



# Article Discovery Project

## SCAN THE FIELD

Find all the potential tools and services in the rapidly changing environment and investigate viability.

## CATEGORISE AND SELECT

Arrange according to type, functionality, integrations, cost.  
Decide which products to pursue.

## EXPLORE AND TEST

Set up product trials.  
Technical testing with integrations.  
UX testing with library staff and library users.

## CHOOSE AND IMPLEMENT

Recommend the best options.  
Make a business case for the budget.  
Liaise with vendors.

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# Environmental Scan

## Direct Linking

2 OPTIONS CONSIDERED

## Browser Extensions

5 OPTIONS CONSIDERED

## Hybrid Tools

3 OPTIONS CONSIDERED

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# Rapidly changing field

## **New products**

NEW VENDORS AND  
MERGERS

## **New features**

CHANGING OPTIONS AND  
FUNCTIONS

## **Unknown quantities**

VAPOURWARE AND LACK OF  
DOCUMENTATION

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# The Keys

The outcomes of our exploration

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# Recommendations

**Third Iron**

BROWZINE AND LIBKEY

**Google Scholar**

GOOGLE SCHOLAR BUTTON

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# Recommendations

## Third Iron

BROWZINE AND LIBKEY

## Google Scholar

GOOGLE SCHOLAR BUTTON

## Third Iron

LIBKEY NOMAD

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# The Champions

The tools we are now using and promoting

# LibKey

## INTEGRATED TOOLS

BrowZine

LibKey Discovery

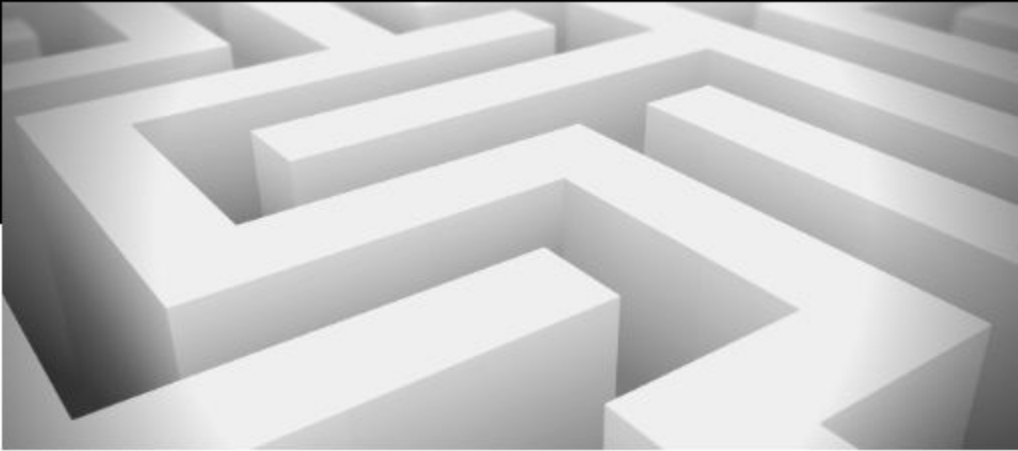
LibKey Link

LibKey Nomad



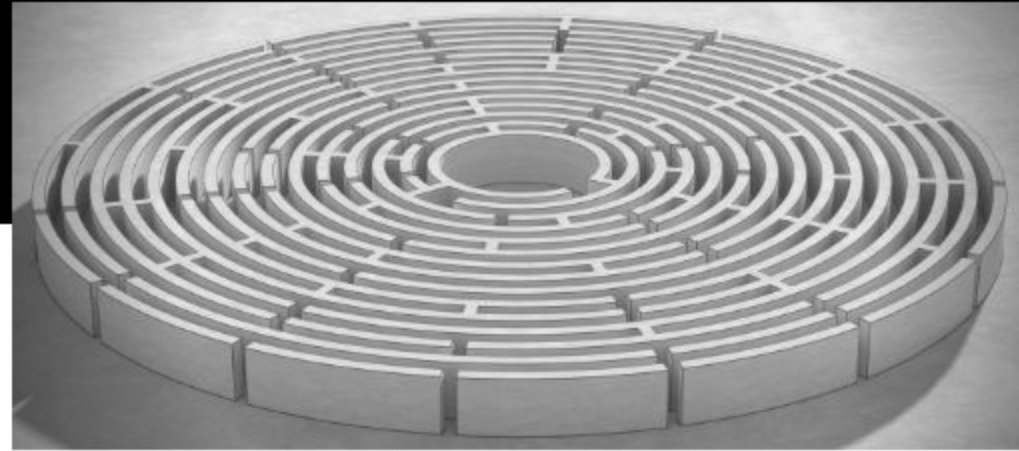


# LibKey functionality



## DOI MATCHING

Rather than using link resolver metadata strings, LibKey uses the DOI as the match point to increase accuracy and improve reliability.



## LIBRARY HOLDINGS

Uploading our subscriptions and platforms means LibKey can cross check and decide on the best source for delivering the full text directly.



## FULL INTEGRATION

LibKey Discovery creates direct links to PDFs in Primo;  
LibKey Link integrates with native databases to show PDFs;  
LibKey Nomad provides point-of-need access to PDFs.



Full text direct downloads via LibKey Discovery 2020

**MARCH TO JULY = 217,959**

**AVERAGE PER DAY = 1,453**

**MAIN TEACHING PERIOD**

**AVERAGE PER DAY = 1,840**



# Google Scholar

## SEARCH POWER

Popular research space for users

Can be linked to UWA resources

Finds articles that others can't

LibKey integration for direct linking

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# **LibKey integrations:**

**Primo VE**  
**Google Scholar**  
**Databases**

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# The path through the maze

## LESS CLICKS

LibKey Discovery links directly to PDFs from OneSearch brief results page, and also in Leganto.

## LESS BARRIERS

Broken link reports have reduced and users don't need to sign-in as often when navigating resources.

## INCREASED PRESENCE

LibKey Link has replaced Find It in databases and LibKey Nomad connects users to owned content.

## CONFIDENCE

Look for increased satisfaction with OneSearch and access to online resources in next user survey.

## **REFERENCES (AND INSPIRATION)**

**Roger C. Schonfeld**

***Dismantling the stumbling blocks that impede researcher access to e-resources.***

**Presentation at STM Frankfurt Conference 13th October 2015.**

**Posted at [The Scholarly Kitchen](#) 13th November 2015.**

**Aaron Tay**

***A comparison of 6 Access Broker browser extensions...***

**Musings about librarianship (blog post) 3rd July 2019**

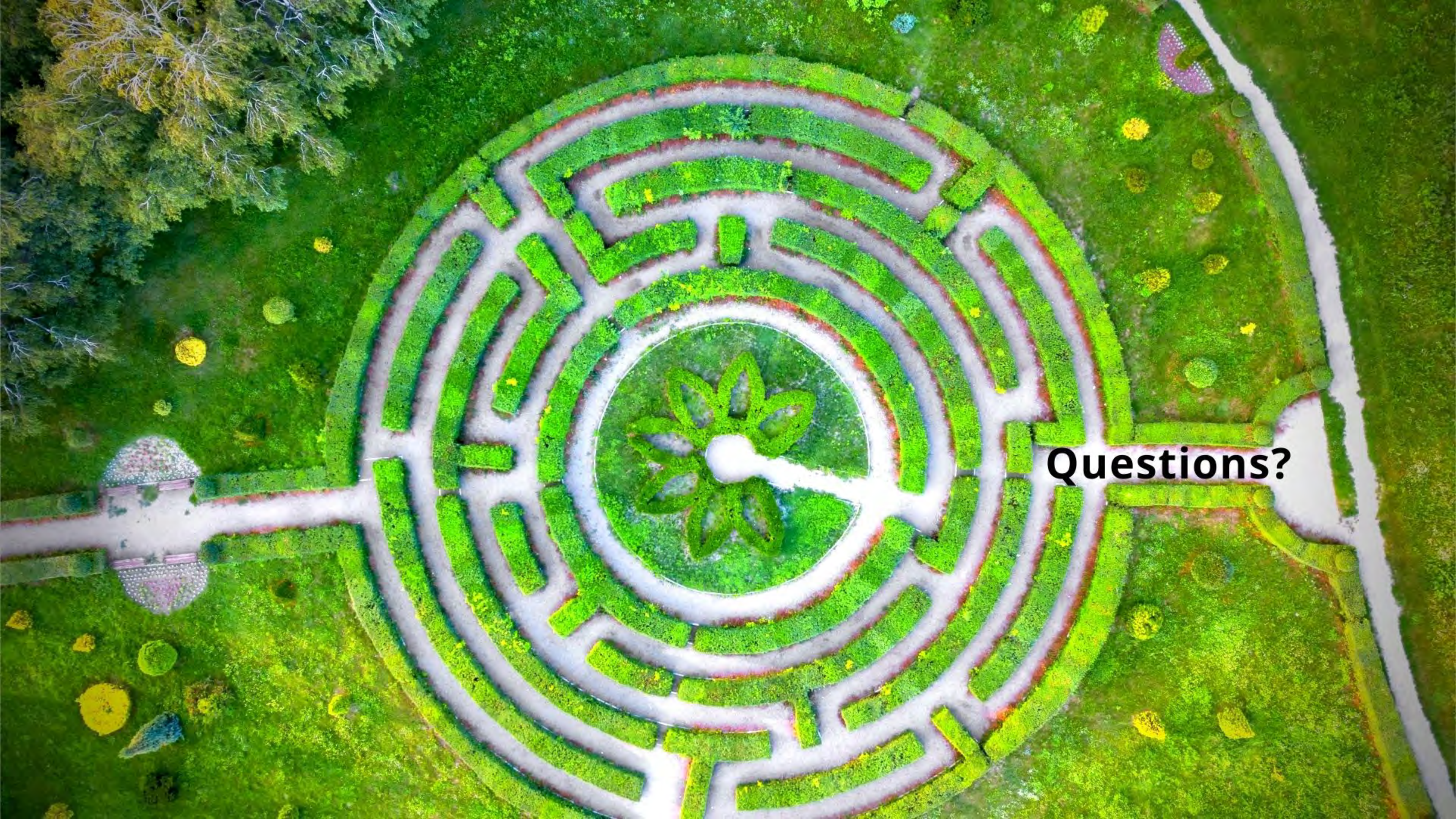
# **THANKS TO THE PROJECT TEAM**

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**Questions?**