

# **Bridging the Gap:** Enhancing Digital Discoverability of Library Resources & Services

ELAG 2022

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**LEAN LIBRARY**  
Technology from SAGE

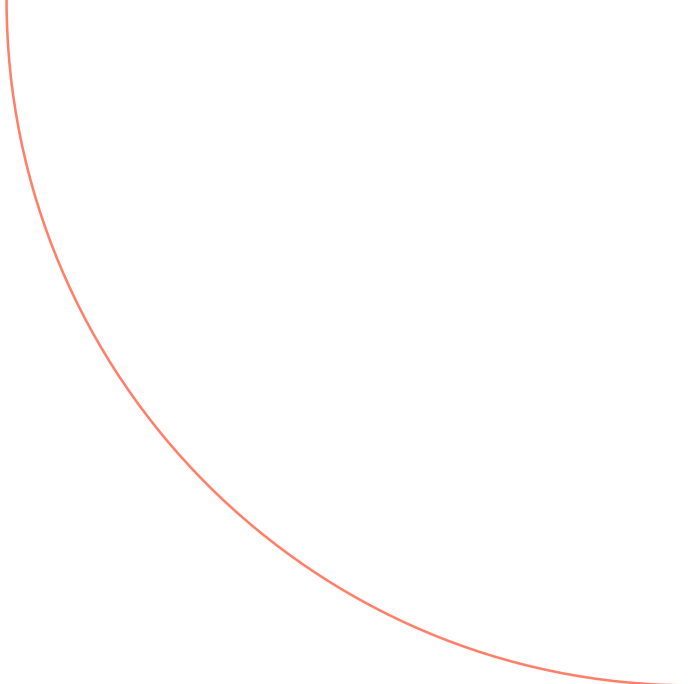
# Contents

- A. Insights from the *Librarian Futures* Report
- B. Putting the Librarian on the Patron's Shoulder
- C. Use Cases



**A**

INSIGHTS FROM THE  
*LIBRARIAN FUTURES* REPORT





## LIBRARIAN FUTURES

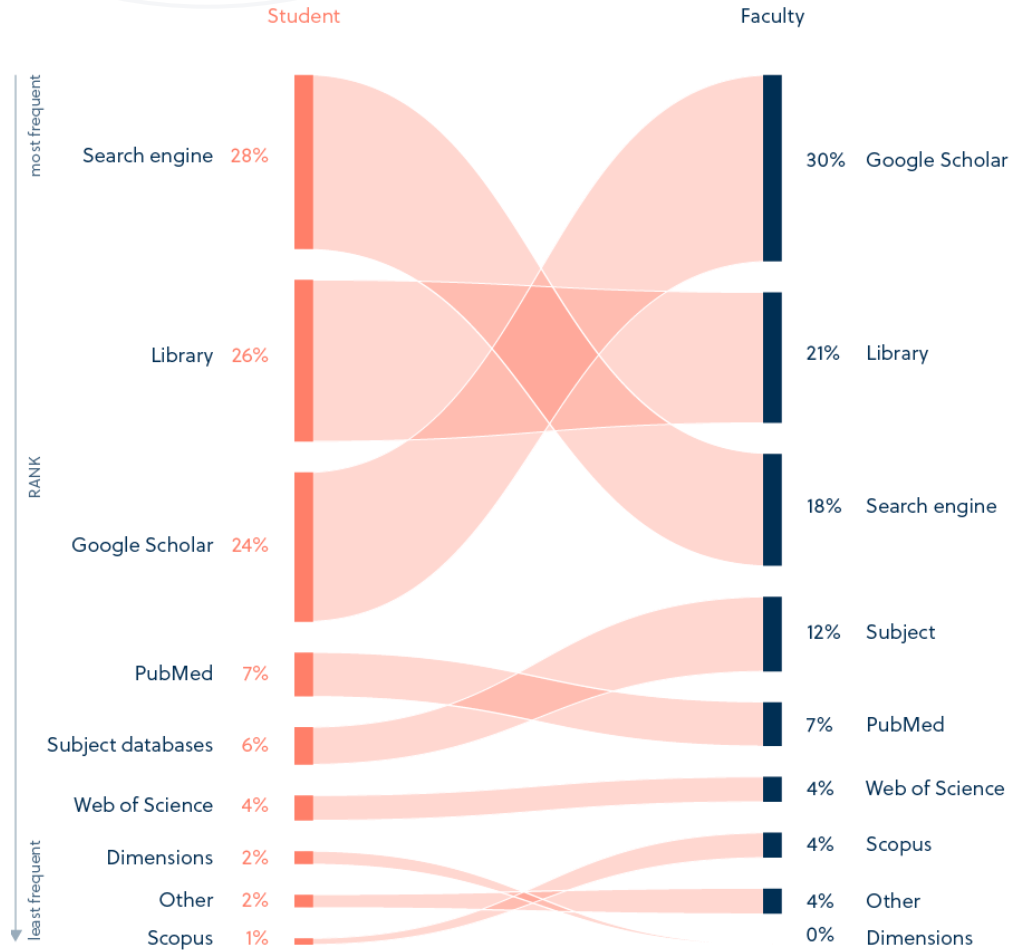
Charting the future of the librarian-patron relationship.

- The library ‘in the life of the user’
- Key data points:
  - Survey of 4,000 librarians and patrons across 1,500 institutions
  - Interviews with librarians and other stakeholders
  - Contributions from Springshare, scite, OCLC and other Lean Library partners
  - Data from Lean Library on user workflows
  - Student studies conducted for Lean Library at Pearson College London

Download now at [www.librarianfutures.com](http://www.librarianfutures.com)

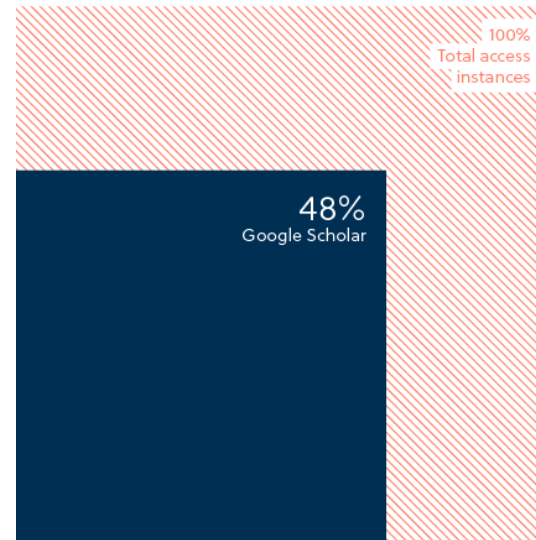
# Modern patron workflows begin outside the library...

Fig 1. Where do patrons begin discovery?



- 79% of faculty and 74% of students begin discovery outside of the library.
- 30% of faculty and 28% of students begin discovery on Google Scholar

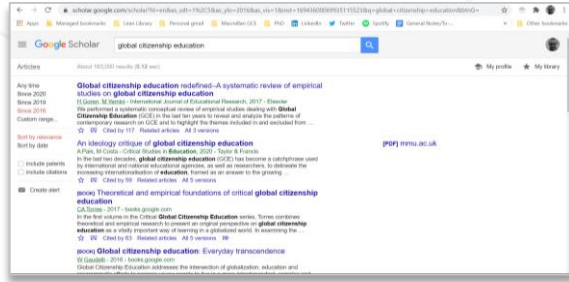
Fig 2. % of Lean Library users beginning their discovery process on Google Scholar



← Lean Library data shows 48% of patrons begin on Google Scholar

# ... where the user experience is painful...

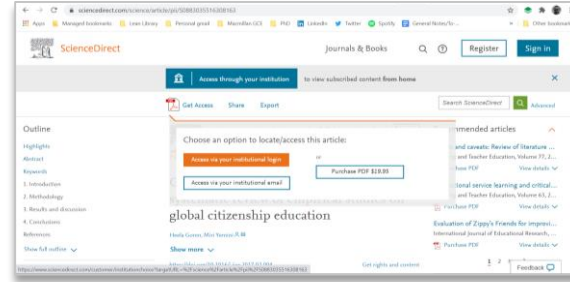
## Access outside the library takes an average 12 clicks & 3:49 minutes



Google Scholar



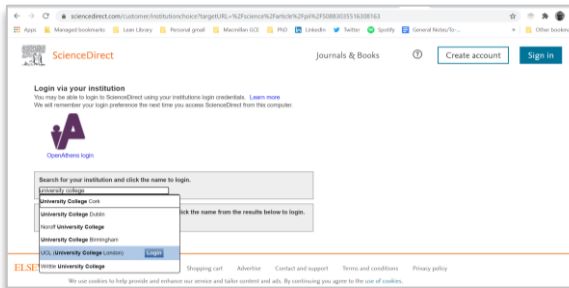
Publisher website 1



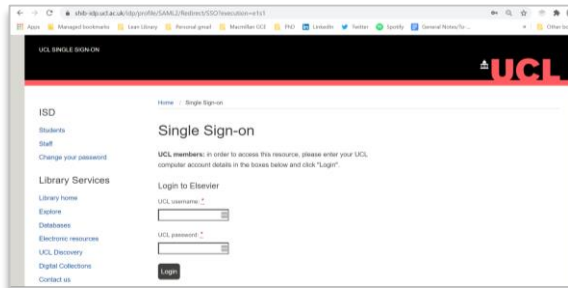
Publisher website 2



Publisher website 3



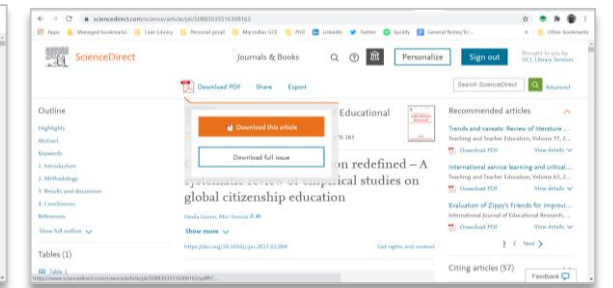
Publisher website 4



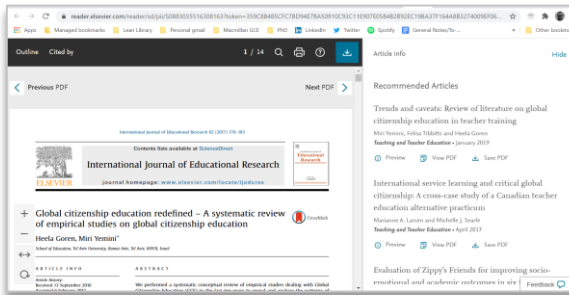
University credentials



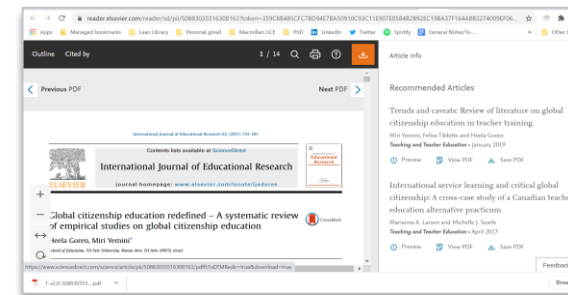
Publisher website 5



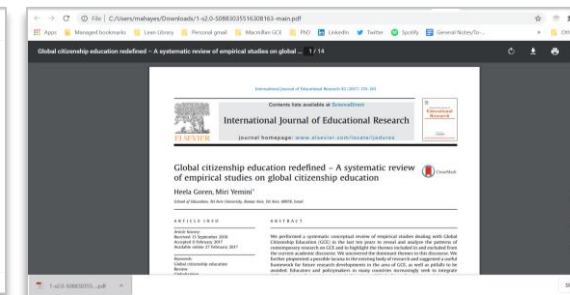
Publisher website 6



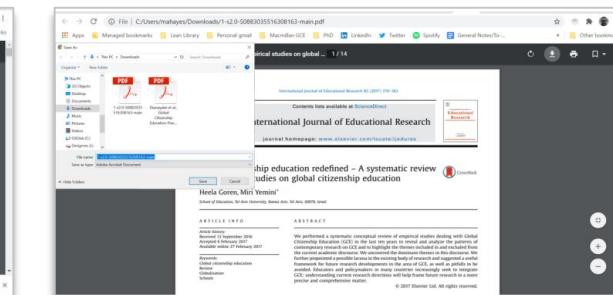
Publisher-preferred PDF viewer



Downloading PDF



Finding PDF

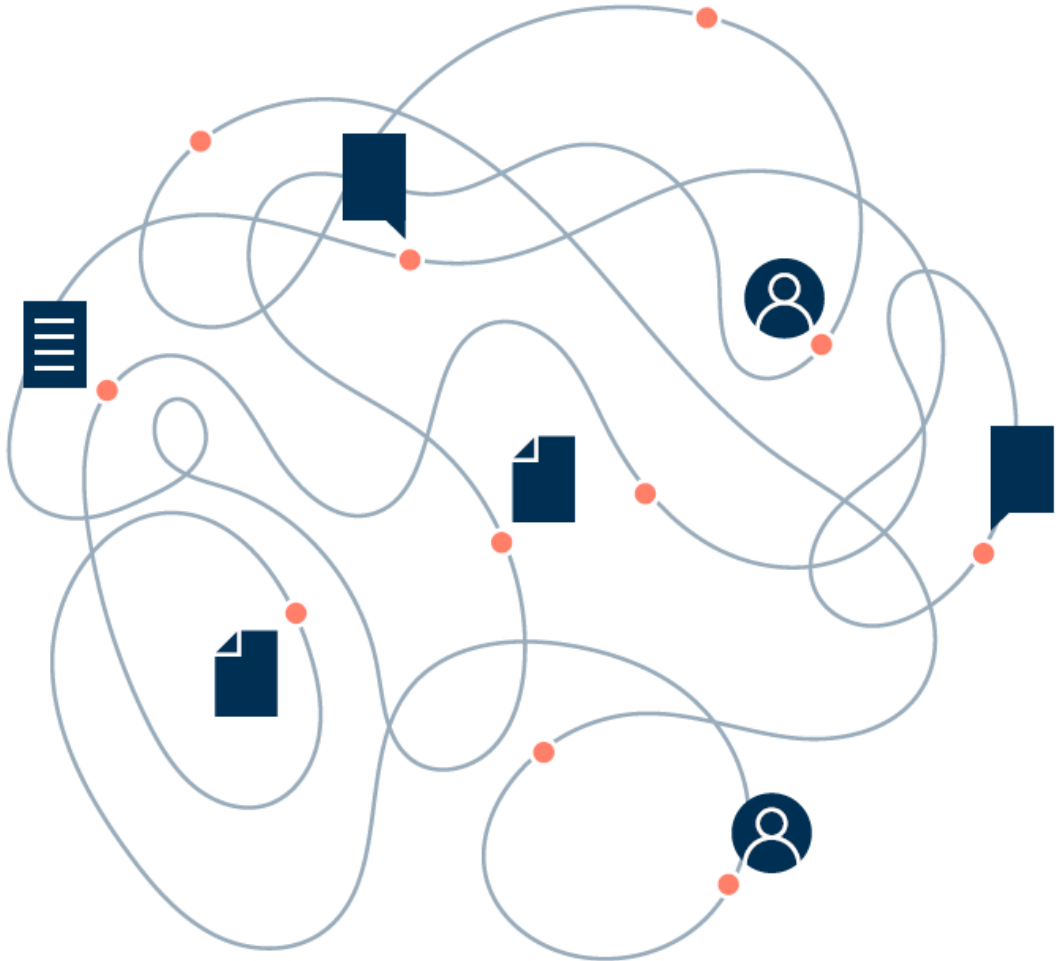


PDF on desktop

## ...and not oriented around the user.

**Fig 1. The legacy patron workflow**

Where systems assume the library is the destination & the starting point



“

Higher education is shifting because its core constituents – students – are starting to behave more like customers and are less forgiving of some of the inefficient and ineffective aspects of the academy not tailored for a strong customer experience.

ANONYMOUS STUDENT SURVEY RESPONDENT

“

For basic interactions the modern consumer now expects and prefers self-service support, including FAQs and general information, to 1:1 contact **at the-point-of-need** (Kulbyte, 2021).

KULBYTĒ, 2021, CITED IN *LIBRARIAN FUTURES*.

As a result, most students are unaware of the full extent of librarian support.

→ Students use Wikipedia as much as their librarian

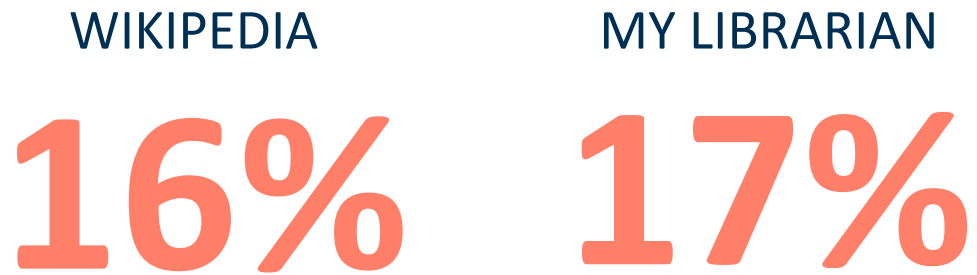


Fig 1. Sources of information students use 'often'

→ 42% of students from the UK said they 'never' use a librarian or deemed their librarian 'not relevant to me'

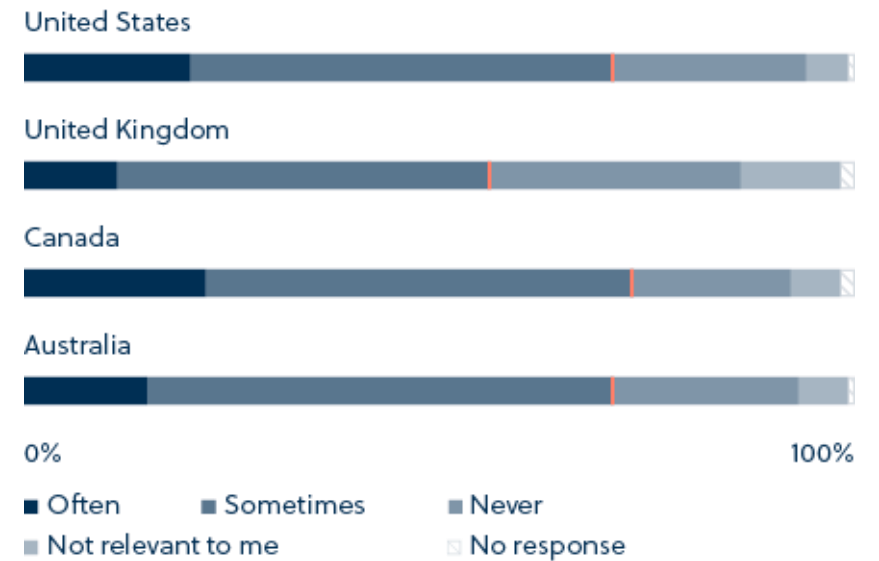


Fig 2. How often students use their librarian



# Patrons would welcome the library 'in their workflow'...

**Fig 1: Embedding library chat and support in patrons' digital workflows**

96%

OF LIBRARIANS  
consider this 'desirable'

90%

OF PATRONS  
consider this 'desirable'

→ 91% of faculty

→ 96% of librarians

→ and 90% of students

said it would be desirable that

'When working online, you/your patrons can access librarian support via a single click, either through live chat or relevant lecture or study materials, without needing to pause what you're/they're doing or visit a separate website.'

“

In this past year we've become increasingly aware of the importance of being able to connect to other people in a virtual environment; this kind of support for users would be extremely helpful.

ANONYMOUS LIBRARIAN SURVEY RESPONDENT

...and would adopt a comprehensive digital application of their library.

Fig 3. Would patrons and librarians adopt a comprehensive digital application of their library?

82%

OF LIBRARIANS

'definitely would'  
or 'probably would'

88%

OF PATRONS

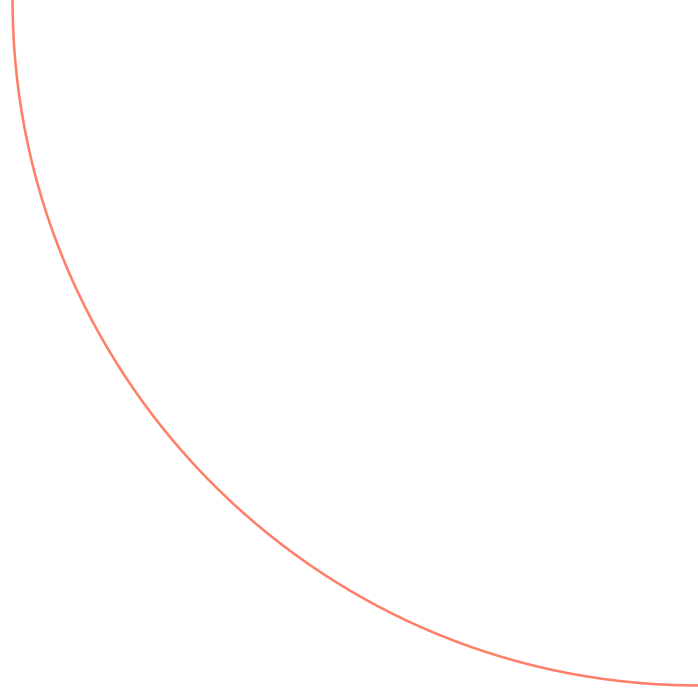
'definitely would'  
or 'probably would'

→ Contrary to any notions that patrons 'just want to be left alone', 88% of patrons want the library more deeply embedded in their workflow





PUTTING THE LIBRARIAN ON THE  
PATRON'S SHOULDER



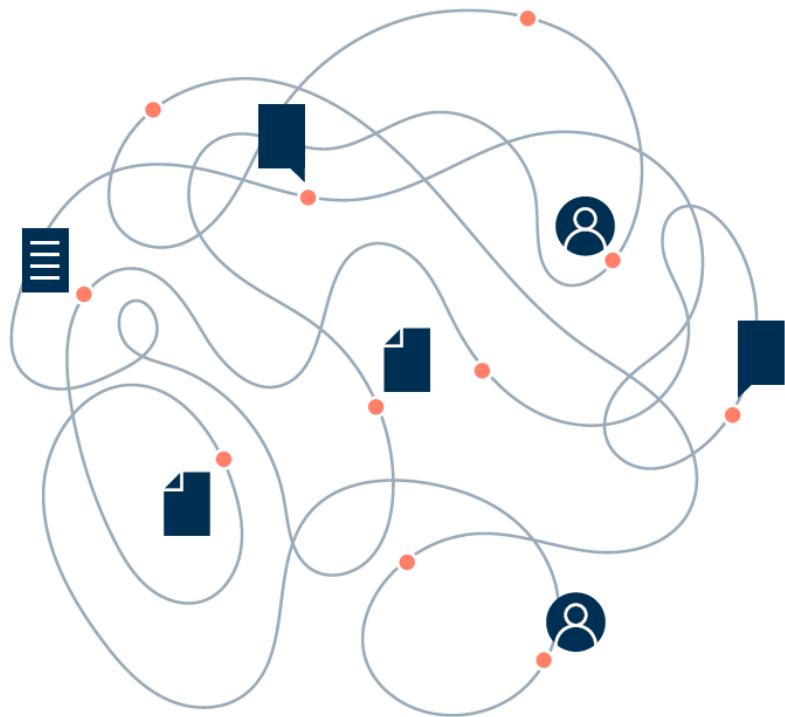


**Streamlines access. Enhances discoverability.**  
**Grows usage. Increases visibility & impact.**

# An app for your library on your patron's desktop

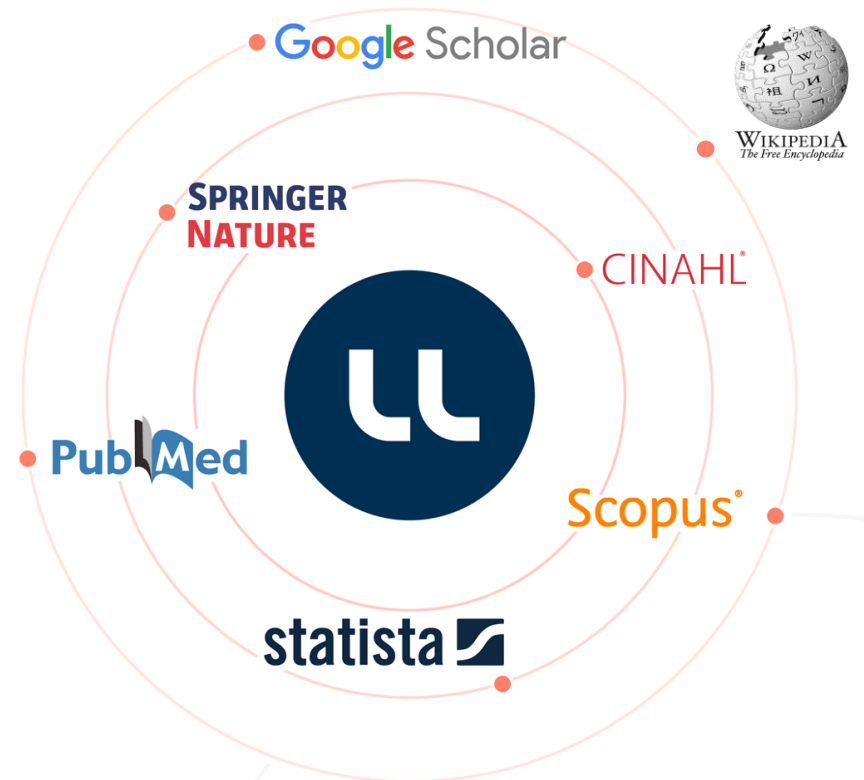
Library as a destination the user must come to

Content centric, campus-dependent, linear systems



Library in the life of the user, embedded in their preferred workflows

Patron centric, learning & research anytime/anywhere



# How do we do this?

Integrations with authentication system...

**EZproxy®**

- Proxy login domain
- Proxy config file

**OpenAthens**

- OA Entity ID
- OA Scope
- E-resource domain list

**Shibboleth.**

- Shibboleth iDP
- E-resource domains
- Redirector URL (if available)

+

...holdings system...

**ExLibris**  
a ProQuest Company

- ALMA
  - Delivery domain
  - Institution code
- SFX
  - Delivery domain
  - Client code
- SUMMON
  - API ID
  - API Key
- 360Link
  - Link Hash

**EBSCO**

- Profile string
- Profile password

**OCLC®**

- WSKey / API key

None of the above...

- Kbart file
- Link resolver URL

+

...discovery tool...

**EBSCO Discovery Service**

**ExLibris Primo**

**ExLibris Summon**

**WorldCat®**

**ENCORE™**  
DISCOVERY SOLUTIONS

**TDNet**  
simply better

+

... and content packages.

**JSTOR**

**jove**

**Trip**

**SciELO**  
Scientific Electronic Library Online

**statista**

**SAGE researchmethods**

**BMJ Best Practice**

**SAGE Video**

# Additional Integration Capabilities

## ACCESS

Authentication

RemoteXS

HAN-Server

VPN

Open Access

Unpaywall

CORE

ILL /DDS

ILLiad

ReprintsDesk

EBSCO

Article Reach

CLIO

## SUPPORT

Springshare LibGuides

Springshare LibAnswers

Springshare LibChat

Sharepoint

Confluence

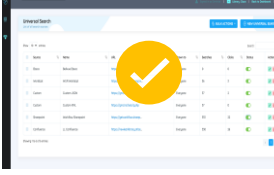
## CURATION

Scite.ai

# 2022 Roadmap - Library Access & Futures Futures

Q1			Q2			Q3			Q4		
January	February	March	April	May	June	July	August	September	October	November	December

LFF dashboard rework



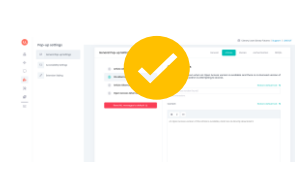
Lock icon

Community Insights



Lock icon

Parent – child accounts



Lock icon

Ringgold / Grid



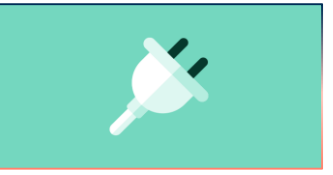
RINGGOLD

Counter

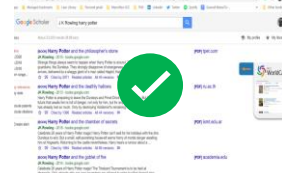


COUNTER  
CONSISTENT CREDIBLE COMPARABLE

Extension rework & API

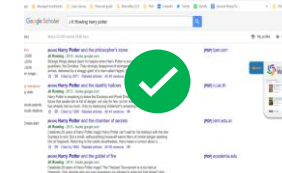


Jstor



Lock icon

OCLC Worldcat



Lock icon

Integrate Google Fonts



Lock icon

SAGE products integration



SAGE video

Library Insights?



LIBRARY INSIGHTS  
YOUR LIBRARY LOGG HERE

Librarian Insights




WFL widget



Lock icon

ESS Discovery



Lock icon

GetFTR




GET FULLTEXT  
RESEARCH

User groups




PON messaging



Lock icon

Library search 2.0



Lock icon

Zotero integration



Lock icon

Unpaywall & Core

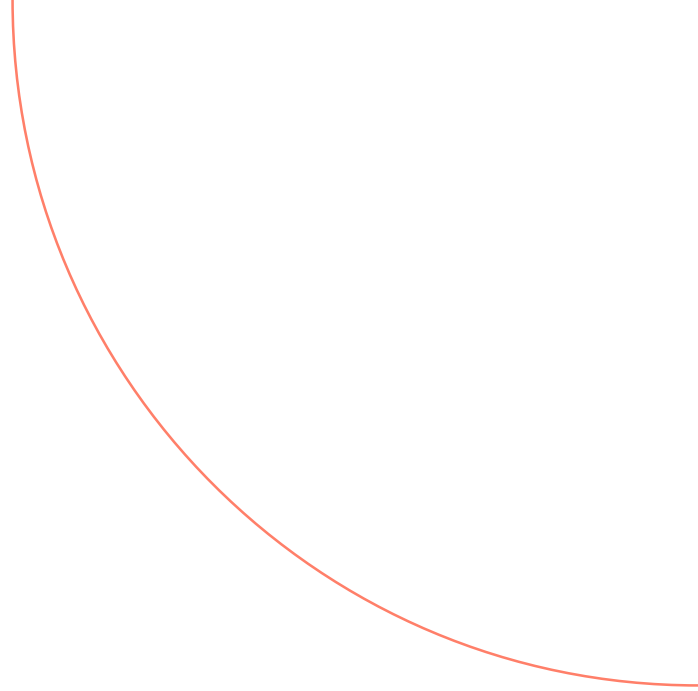


Unpaywall  
CORE

CTA features







# Access to Licensed Databases

The screenshot shows a Microsoft Bing search results page for the query 'jstor'. The browser's address bar shows the URL: <https://www.bing.com/search?q=jstor&cvid=448b488d80e846f8a4b9e241388dc5ea&aqs=edge.0.69i59j0l6j69i60l2.2...>. The search bar contains the text 'jstor'. Below the search bar, there are navigation tabs for 'ALL', 'WORK', 'IMAGES', 'VIDEOS', 'MAPS', 'NEWS', and 'SHOPPING'. The search results show 13,600,000 results. The main result is 'JSTOR Home' with the URL <https://www.jstor.org>. To the right of the main result is a knowledge panel for JSTOR, which includes the JSTOR logo, a description of the digital library, and links to Wikipedia, the official site, and Twitter. Below the main result, there are several related links: 'Subjects', 'Workspace', 'Log In', 'About', 'Register', 'Text Analyzer', 'JSTOR Institutions', 'JSTOR Search', and 'Open Content'. At the bottom of the page, there is a search bar for 'Search results from jstor.org' and a 'Search' button.

Microsoft Bing

jstor

13,600,000 Results

**JSTOR Home**  
<https://www.jstor.org>  
Harness the power of visual materials—explore more than 3 million images now on **JSTOR**. Enhance your scholarly research with underground newspapers, magazines, and journals. Explore collections in the arts, sciences, and literature from the world's leading museums, archives, and scholars.

**Subjects**  
JSTOR is a digital library of academic journals, books, and primary sources.

**Workspace**  
Workspace - JSTOR Home

**Log In**  
Log In - JSTOR Home

**About**  
JSTOR provides access to more than 12 million academic journal articles, books, and ...

**Register**  
Register - JSTOR Home

**Text Analyzer**  
Text Analyzer is a new way to search for articles and books on JSTOR. Upload any ...

**JSTOR Institutions**  
Institution Search | JSTOR - JSTOR Home

**JSTOR Search**  
Show Basic Search | JSTOR - JSTOR Home

**Open Content**  
JSTOR Daily. JSTOR Daily is an online publication that contextualizes current ...

Search results from jstor.org

Search

**JSTOR**  
JSTOR (/ˈdʒeɪstɔːr/; short for Journal Storage) is a digital library founded in 1995 in New York City. Originally containing digitized back issues of academic journals, it now encompasses books and other primary sources as well as current issues of journals in the humanities and social ... +

Wikipedia Official site Twitter

Type of site: Digital library

Available in: English (includes content in other languages)

Owner: Ithaka Harbors, Inc.

Created by: Andrew W. Mellon Foundation

Founder(s): William G. Bowen


Registration: Yes

Publication

Commercial digital libraries See all (5+)

# Access to Articles in the Library Collection

Working off-campus? Learn about our [remote access options](#)

 the british psychological society

BPS Psych Hub Journals ▾

Search: sion coding in children and adolescents with autism 🔍

Login / Register

Advanced Search | Citation Search

BPS JOURNALS ▾ | BPS BOOKS | RELATED JOURNALS | Become a BPS member

## PsychHub: Online Resources

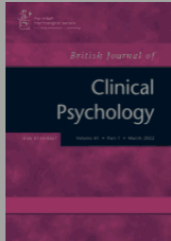
### BPS resources

- › EBSCO Discovery Service
- › The Psychologist
- › Research Digest
- › BPS Shop
- › Guidelines and Policy Documents
- › History of Psychology Centre
- › BPS Impact


### EBSCO Discovery Service

Abstracts from over 200 databases – including the Psychology and Behavioural Sciences Collection of 480 full-text psychology journals.


SEARCH



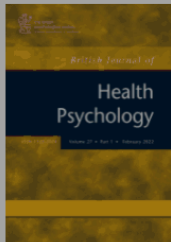
[British Journal of Clinical Psychology](#)




[British Journal of Developmental Psychology](#)




[British Journal of Educational Psychology](#)



[British Journal of Health Psychology](#)



[British Journal of Psychology](#)



[British Journal of Social Psychology](#)

# Access to Open Access Articles

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# Google

Cardiac alterations in cancer-induced cachexia in mice igentar X



Google Search

I'm Feeling Lucky

United Kingdom

[Advertising](#)

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[How Search works](#)

Carbon neutral since 2007

[Privacy](#)

[Terms](#)

[Settings](#)

# Access to eBooks in the Library Collection

The screenshot shows a Google search interface. The search bar contains the text "applied developmental science textbook". Below the search bar, there are navigation links for "All", "News", "Shopping", "Images", "Maps", and "More". The search results show "About 147,000,000 results (0.63 seconds)". Under the heading "Ads · Shop applied developmental science textbook", there are five book advertisements. Each advertisement includes a book cover, the title, the price, the publisher, and the source (By Google or By Crowdstorm). Below the ads, there is a section for "Scholarly articles for applied developmental science textbook" with three entries, each including the article title, author, and citation count.

Google

applied developmental science textbook

All News Shopping Images Maps More Tools

About 147,000,000 results (0.63 seconds)

Ads · Shop applied developmental science textbook

Book Title	Price	Publisher	Source
Developmental Evaluation: Applying Complexity Concepts to Enhance Innovation and Use	£31.20	Amazon.co.uk	By Google
Developmental Science: An Advanced Textbook	£89.99	Routledge	By Crowdstorm
Developmental Science	£11.59	JNC Academic...	By Google
The Future of Child Development Lab Schools	£42.99	Routledge	By Crowdstorm
Principles of Development	£45.68	Amazon.co.uk	By Google

Scholarly articles for **applied developmental science textbook**

- Applied developmental science: An advanced textbook** - Lerner - Cited by 40
- Developmental science: An advanced textbook** - Bornstein - Cited by 157
- Developmental systems and applied developmental ...** - Lerner - Cited by 384

# Support Material Integration

The screenshot shows a Google search for "google scholar". The search bar at the top contains "google scholar" and the Google logo. Below the search bar, there are navigation links for "All", "Books", "News", "Videos", "Shopping", and "More". The search results show "About 393,000,000 results (0.83 seconds)".

The first result is from <https://scholar.google.com> with the title "Google Scholar". The description states: "Google Scholar provides a simple way to broadly search for scholarly literature. Search across a wide variety of disciplines and sources: articles, theses, ... You've visited this page many times. Last visit: 09/12/21". Below this is a section for "Profiles" with the text: "Google Scholar Profiles provide a simple way for authors to ...". A link "More results from google.com" is provided.

The second result is from [https://en.wikipedia.org/wiki/Google\\_Scholar](https://en.wikipedia.org/wiki/Google_Scholar) with the title "Google Scholar - Wikipedia". The description states: "Google Scholar is a freely accessible web search engine that indexes the full text or metadata of scholarly literature across an array of publishing formats ...". The URL is "scholar.google.com" and it was "Launched: November 20, 2004; 17 years ago".


The third result is from <https://scholar.google.co.uk/intl/scholar/about> with the title "About - Google Scholar". The description states: "Google Scholar provides a simple way to broadly search for scholarly literature. From one place, you can search across many disciplines and sources: ...".


The fourth result is from <https://libguides.reading.ac.uk/boost/google-scholar-pr...> with the title "Boost your academic profile: Create a Google Scholar Profile".

On the right side of the search results, there is a knowledge panel for "Google Scholar". It features a large blue geometric logo and a collage of images including the Google Scholar logo, a "University of Make Believe" logo, and a "More images" button. Below the images, the text reads: "Google Scholar" with a share icon, "google.com", and a description: "Google Scholar is a freely accessible web search engine that indexes the full text or metadata of scholarly literature across an array of publishing formats and disciplines. Wikipedia". It also lists: "Owner: Google", "Date launched: 20 November 2004", and "Created by: Alex Verstak". At the bottom of the panel, it says "People also search for" with a "View 5+ more" link, and shows logos for "PubMed", "Scopus", "Google Scholar", and "Clarivate Web of Science".

# Discovery Tool & Content Integration



 My profile

 My library



## Google Scholar

the cold war



Articles  Case law

**Stand on the shoulders of giants**



# Collection usage grows when access is simplified

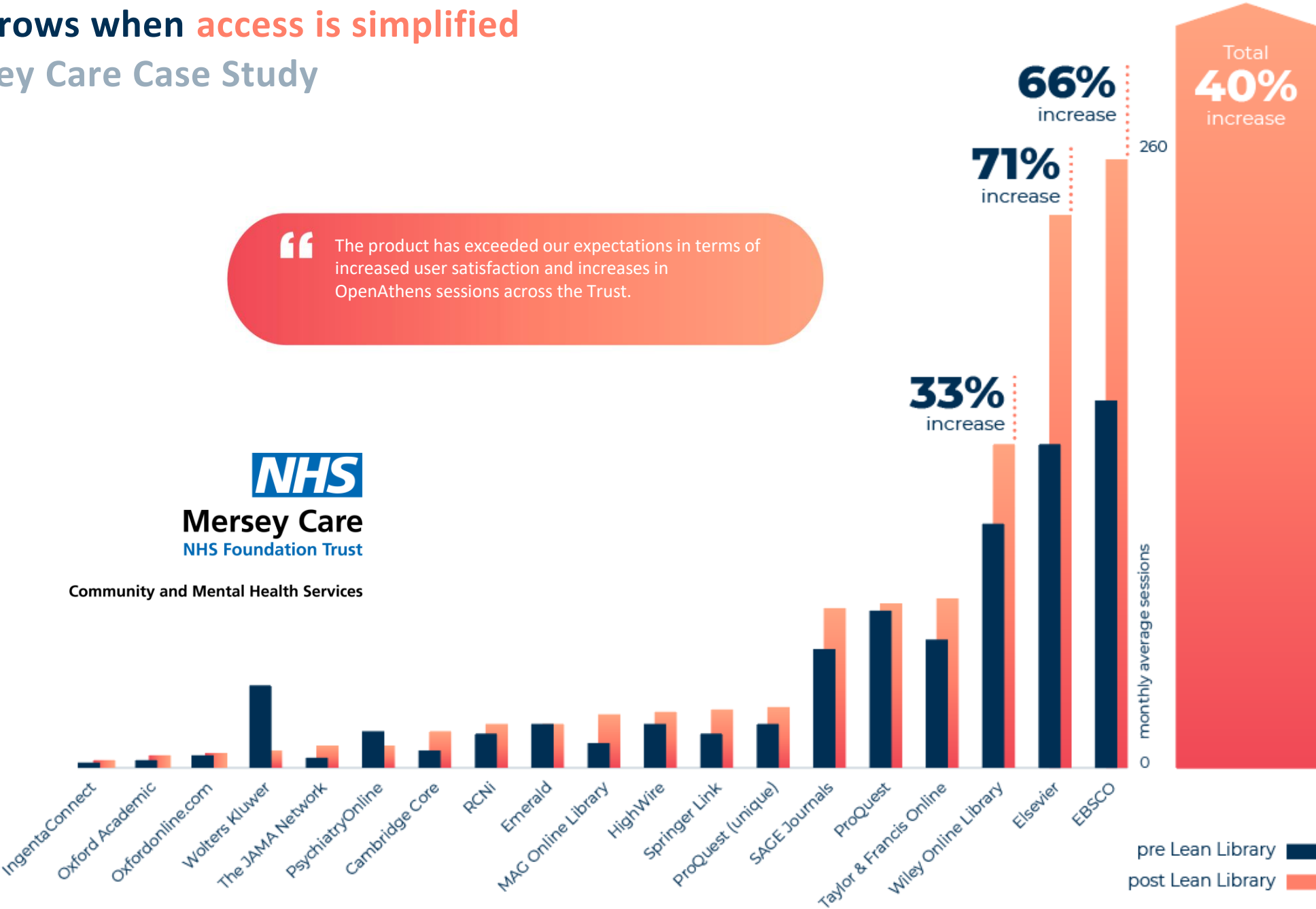
Source: NHS Mersey Care Case Study

“ The product has exceeded our expectations in terms of increased user satisfaction and increases in OpenAthens sessions across the Trust.



**Mersey Care**  
NHS Foundation Trust

Community and Mental Health Services

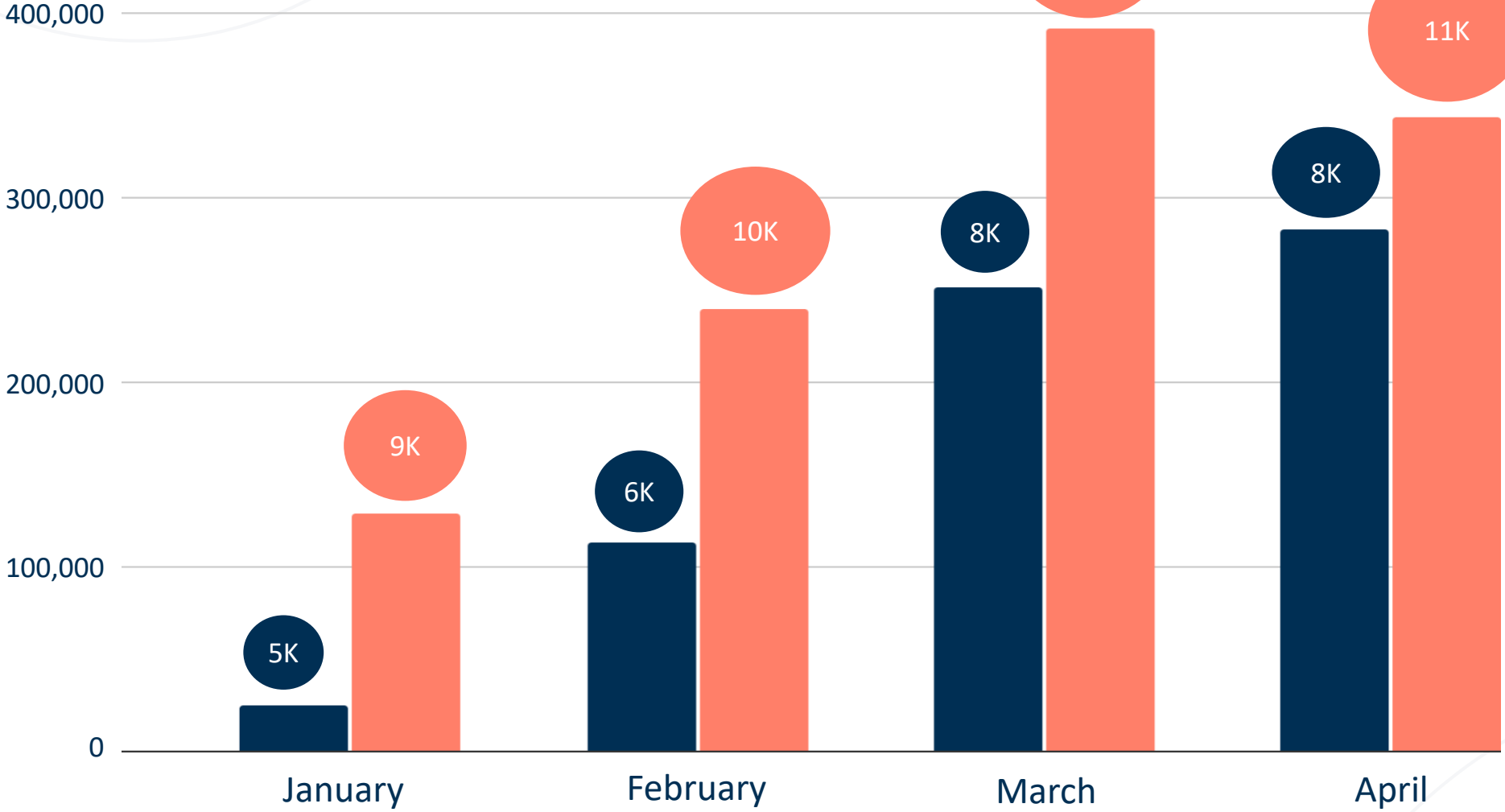


Extract from NHS Mersey Care Case Study, available here: <https://www.leanlibrary.com/case-studies/nhs-mersey-care/>



# Melbourne Usage Growth, 2020-2021

## OpenAthens Authentications



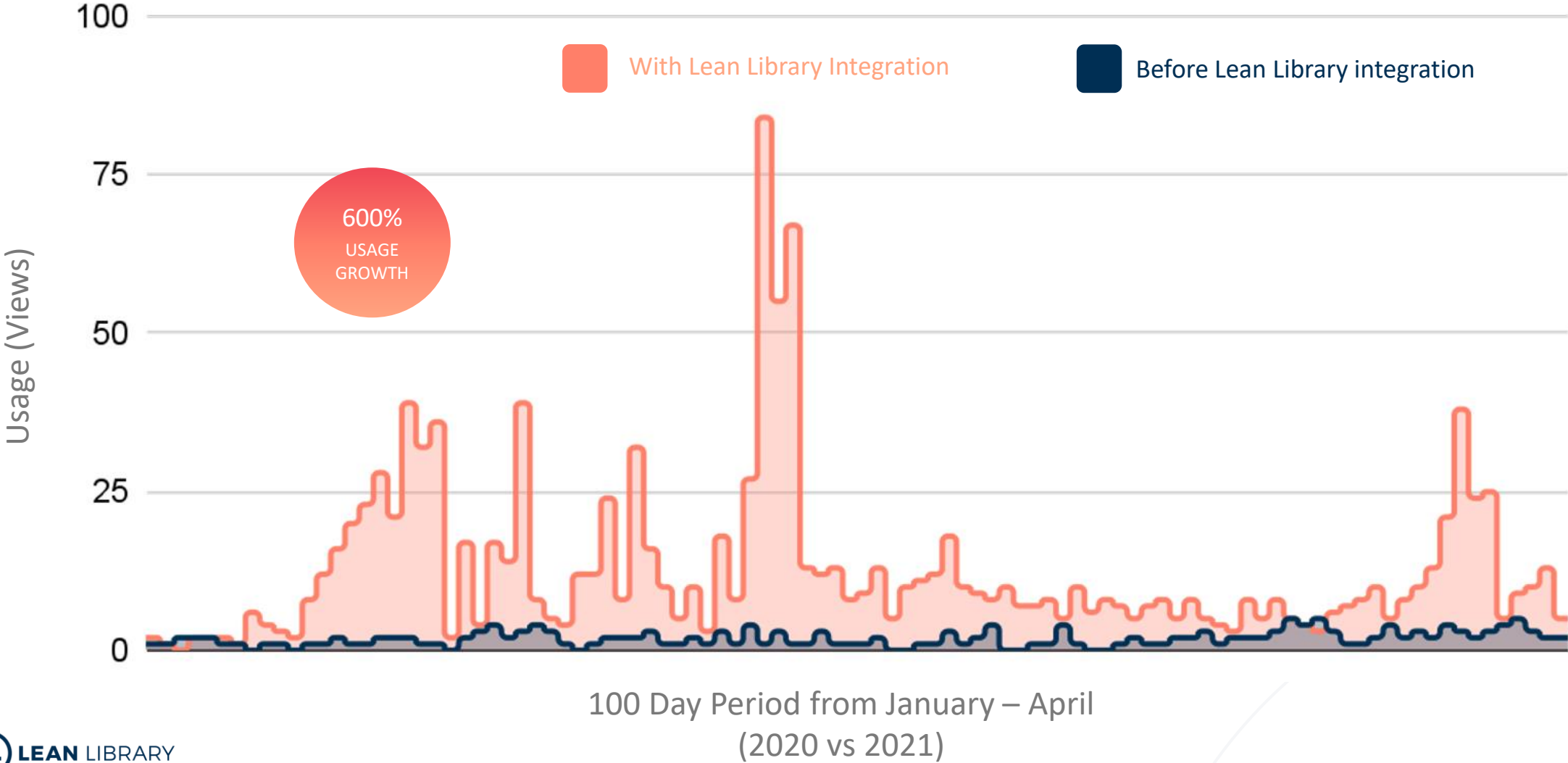
- 2021 LL Active Users
- 2021 Usage
- 2020 LL Active Users
- 2020 Usage

TOTAL  
**64%\***  
USAGE  
GROWTH

Extract from 'Paywalls and Pandemics', a webinar case study with the University of Melbourne available to watch at <https://www.leanlibrary.com/events/>

# Library support use grows when discovered & delivered at the point of need

Source: LibGuides integration, Utah State University



Thank you.



**LEAN LIBRARY**  
Technology from SAGE

Anna Russo

Development Manager, International

[anna@leanlibrary.com](mailto:anna@leanlibrary.com)