



Eluna Learns Discovery Session Q & A

Is Harvard using Primo "classic" ? Not PrimoVE, right?

Corinna Baksik: Harvard is on Primo Back Office (aka "Classic")

Can you describe how this was publicized for patrons?

We put a note in the Metalib UI that it was being retired, with end date, and a link to the new tool. Any documentation on Metalib was updated to reflect the new tool. No other special communication to patrons was made, though we did have a prominent feedback link when the new Database tool was launched. We removed it after a month or two.

Can you talk about how the subject categories and best bets are determined? Is there a committee or org structure to support this?

For the initial launch, we had a formal task group composed of research, teaching, and learning librarians who determined the categories. After launch, there was outreach to public services staff via internal mailing lists to solicit best bets. We have a Discovery-to-Delivery Working Group, and every quarter they convene a meeting for all interested library staff (open invitation) and that's where decisions on changes are determined.

Do your librarians still use libguides? If so, do you still manage assets or links in libguides?

Yes, we make heavy use of LibGuides. It's up to the owner of a guide whether they include links to specific databases.

With such extensive customization of Primo, did you have any trouble updating your code for the recent Angular upgrade?

Fortunately, we did not! It went very smoothly, and we only needed a few changes.

Did you do any user testing to help with design?

We did some informal testing with mock-ups, and we used analytics to inform decision making about what links and options to include.

Are there any features you're missing or developments that you'd like to see to improve primo database discovery at this time?

Nothing I can think of right now.

With this structure, do you still have Databases A-Z list?

We dropped the A-Z list. Our analytics showed that people were generally using it to find popular databases like PubMed, so instead we just include a space on the home page for quick links to those frequently search for databases.

Have you experienced any unintended consequences of using the Online Order Settings?

Jason Griffith: Only one - when a patron searched for a newspaper title (The Courier Journal), the direct link routed the user to a collection of 19th century newspapers instead of a more recent collection. We moved the collection of 19th century newspapers to the bottom of the Online Services Order to address that issue. Otherwise, it has worked as we intended.

What has been your experience with disabling direct linking to journals? Since you're using direct linking for articles, but not journals, has there been any confusion about the links behaving differently?

Jason Griffith: No - we haven't experienced any confusion with enabling direct linking for articles and not journals. The reason we implemented this approach was to provide more experienced researchers and ILL with the ability to choose the platform for viewing the journal. It has worked for this purpose with no complications.

Was accessibility of the database endpoints that were direct linked to considered as part of the Online Services Order ordering?

Jason Griffith: No - the Electronic Resources department looked at how often the collections are used and by whom. A majority of the resources we placed at the top of the Online Services Order are primarily used by our Medical Center Library, so they took precedence. Otherwise, I'm not aware of any additional parameters used to create the OSO.

Were there any problems with displaying your ILL options? Or any other Alma General Electronic Services like "Ask a librarian?"

Jason Griffith: No - those continued to work as before.

Test Access. Could this be done prior to adding the DL?

Jason Griffith: Yes - that is possible, but it would require disabling Direct Linking every time a new resource is added if using Test Access. We decided to go with a workaround that would work all of the time, rather than making adjustments to the DL setting every time a new resource is added.

For Online Services Order, if Oxford is above JSTOR for Journal A, next time, if JSTOR needs to be above Oxford for Journal B, is that going to work?

Jason Griffith: No, the order placed in the Online Services Order list will remain the same in both cases.

So, if I understood correctly, for the problem Courier one, you created a Display Logic rule specifically for that?

Jason Griffith: No - we placed the 19th century newspaper collection at the bottom of the Online Services Order list.