

Discovery Settings & ILL

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Music OCLC Users Group Annual
Meeting, February 8, 2022 (virtual)

Hello! Over the last two years, my UMKC colleagues and I have changed our discovery layer settings multiple times in response to ever changing availability of materials. We made the changes to guide patrons to resources they could actually obtain, but in retrospect it provided us with data that dramatically shows how discovery layer settings impact ILL usage. This is a story of changes which impacted musicians and all patrons.

Thank you!!

Jen Salvo, Head of Resource Sharing, UMKC

Buddy Pennington, Head of Systems and Technology, UMKC

I must begin by acknowledging my UMKC colleagues, especially Jen & Buddy.

UMKC Quick Facts

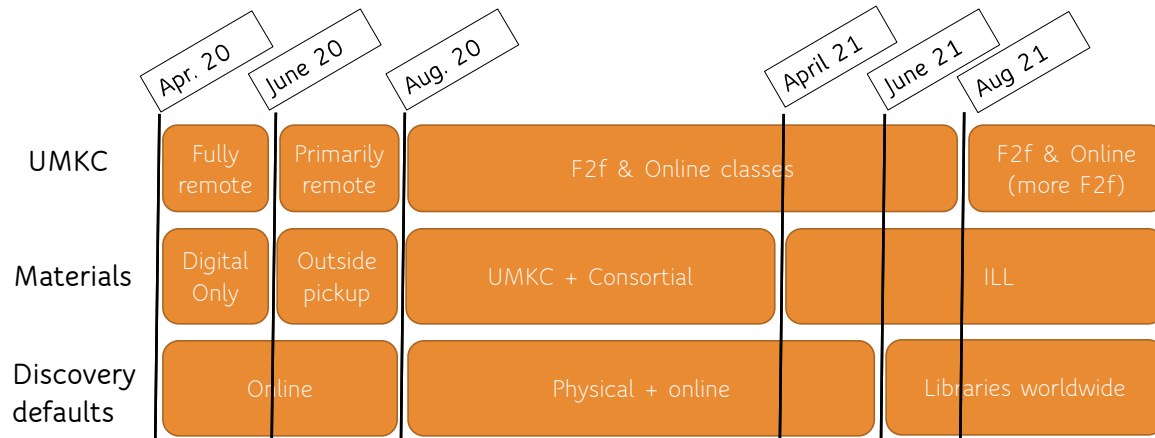
16,000 students (5,000 grad/professional)
1,400 international
94% of undergrads live off-campus

600 students music, dance, theatre (UMKC Conservatory)

No major COVID expansions to online subscriptions. (Some spring 2020 free trials)

Some basic facts on our student body, performing arts programs, and library services

TIMELINE: Obtaining materials through COVID



*Dates rounded to nearest month

Because everyone's experience varied through COVID, I've provided here a basic timeline of our experiences at UMKC. ILL never stopped for email-delivered items. After the initial shutdown period, we "repopulated" and had significant in-person learning and working through the 2020-2021 academic year, even as much activity continued online. For example, music history was taught exclusively online, but for lesson and ensembles, students could choose between online or face to face. Library buildings were open and patrons had direct access to our physical materials and consortial materials, but due to the worldwide situation, physical ILL only resumed late in Spring 2021. The changing availability of various materials led us to make repeated changes to the default search options in our discovery layer.

Correlations: discovery layer defaults and ILL request volume

In retrospect, we can see a strong correlation between the discovery layer settings and ILL request volume.

Discovery layer defaults & ILL requesting

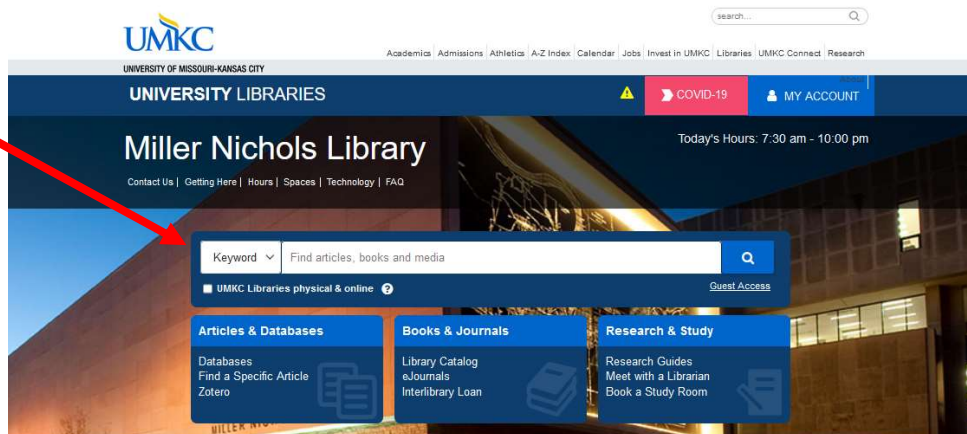
Data point #1: ILLiad linkout statistics from our discovery layer

- EBSCO Discovery Service (EDS) with III Sierra ILS

Data point #2: ILL requests submitted by users

We'll examine the correlation via two data points: first, ILLiad linkout stats from our discovery layer, and second, all ILL requests submitted by our users

Discovery layer: EBSCO Discovery Service (EDS) ILS: III Sierra



We'll begin by looking at ILLiad linkouts. First some basic facts. UMKC uses EBSCO Discovery Service (EDS) as our main discovery layer, as shown here on the library homepage. EDS overlays our III Sierra ILS.

Search for eJournals UMKC Libraries

Keyword amy beach symphon Search

Basic Search Advanced Search Search History

Search Results: 21 - 40 of 50,721

21 **Symphony no. 2 in e minor : (Gaelic), op 32 / Amy Beach.**

By: Beach, Amy. Boca Raton, Fla. : E. F. Kalmus, [between 1990 and 1999?]. 1 score (220 pages) ; 33 cm Language: Undetermined. Database: UMKC Library Catalog

Subjects: Symphonies -- Scores

View Catalog Record

Location	Call No.	Status
UMKC Nichols Library Music Score	M1001 .B357 op.32 1990z	NOT CHECKED OUT

22 **BARBER / BEACH: Orchestral Works**

By: Beach, Amy; Barber, Samuel; Järvi, Neeme. Detroit Symphony Orchestra. Chandos, 1992. Language: English. Database: Naxos Music Library

Subjects: United States; Orchestral; Classical Music; 20th Century

Find in Naxos Music Library

23 **AMY BEACH America's thwarted great.**

By: Burton, Anthony. BSC Music, Mar2017. Vol. 25 Issue 6, p60-63, 4p. 9 Color Photographs, 4 Black and White Photographs. Publisher: Immediate Media London Company Limited. Database: Contemporary Music

Request this item through Interlibrary Loan

24 **Amy Beach Considered.**

By: Smith, Ken. American Record Guide. NovDec98. Vol. 61 Issue 6, p14. 3p. Reading Level (Lexile): 1200. Database: MasterFILE Premier

Subjects: WOMEN composers; AUTOBIOGRAPHY; BIOGRAPHIES; BEACH, H. H. A., Mrs., 1867-1944

Periodical HTML Full Text PDF Full Text (511KB)

Refine Results

Current Search

Find all my search terms: amy beach symphon*

Expanders

Search within the full text of the articles

Include equivalent subjects

Limit To

UMKC Libraries online

UMKC Libraries physical

UMKC Libraries all

From: 1781 To: 2022

Publication Date

Show More

Limit by Source Type

All Results

eBooks (43,573)

Magazines (2,679)

News (1,210)

Reviews (786)

Academic Journals (690)

Show More

Subject

Chat for help

Ask a Librarian

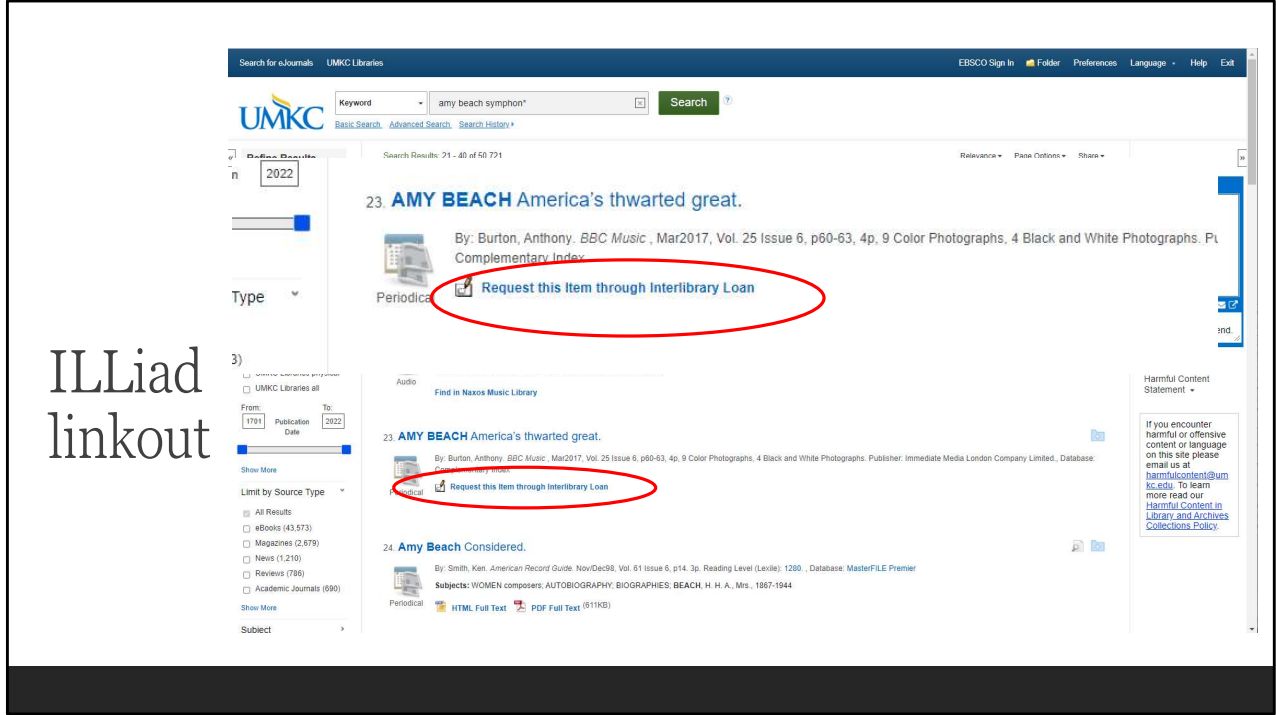
Type here to chat. Press ENTER to send.

Harmful Content Statement

If you encounter harmful or offensive content or language on this site please email us at harmfulcontent@umkc.edu. To learn more read our [Harmful Content in Library and Archives Collections Policy](#).

Here are sample EDS search results. The patron is presented with various options for fulfillment, depending on the options available. For example, the first result is available as a physical score at the library, so it displays the physical location, call number, and status. The second is available from Naxos Music Library and displays a link that will take the patron directly to Naxos. The third is the one we're focusing on. It says "Request this item through Interlibrary Loan."

[next slide]



Clicking “Request this item through Interlibrary Loan, takes you to ILLiad and prepopulates a request. Each time a user clicks “Request this item through Interlibrary Loan,” this will be counted as a linkout to ILL, regardless of whether the user actually completes and submits the ILL request.

ILLiad linkouts from discovery layer (EDS)

Dates	Search default	ILL %
9/2019-3/2020	everything	9%
9/2020-3/2021	UMKC holdings (online or physical)	0.22%
7/2021-12/2021	everything	11%

*Our link resolver (EBSCO's Full Text Finder) generates ILL requests when it does not find full text among our subscriptions; these requests are excluded above

*4/2020-8/2020 omitted; during this time physical facilities were closed/limited to outside pickup, and the search default was limited to UMKC online holdings.

Throughout COVID, we changed the default search several times based on availability of materials, both physical and online, and at UMKC and beyond. Expanding or contracting your search was always available to patrons in an easily visible area of search screens, but of course many patrons simply use the default.

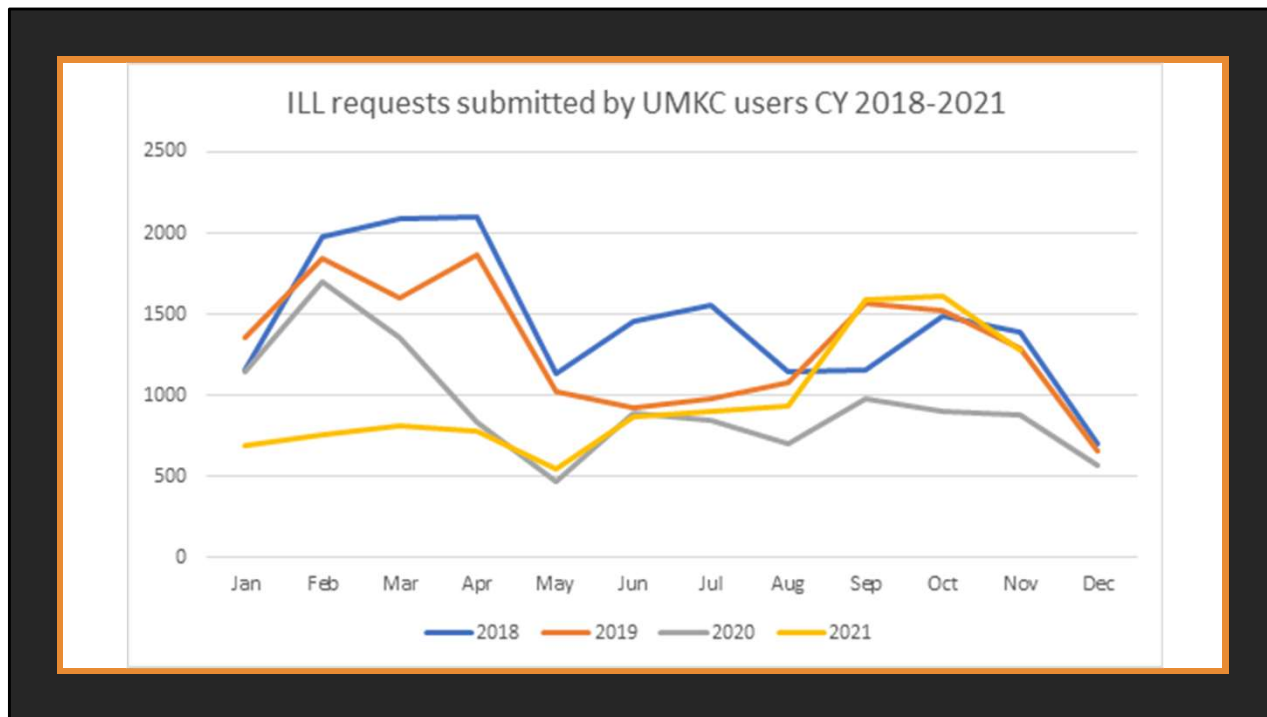
On the chart here, the first row establishes a pre-COVID baseline. From September through March 2020, the search defaulted to include all materials (physical, online, UMKC and beyond) and ILL linkouts accounted for 9% of all linkouts from EDS.

The initial COVID period of April 2020-August 2020 is not included in this chart; our physical facilities were closed during most of this time, and physical materials were unavailable or limited to outside pickup.

Now to the second line. UMKC resumed in-person operations for Fall 2020, though much online learning continued. Physical materials were only available from UMKC or our state consortium – not general ILL, and we defaulted our search to UMKC holdings only. During the 2020-2021 school year, ILL linkouts were .22% - less than 1/40 of the previous 9 percent.

Now the third line. We resumed limited physical ILL in April 2021, and by July 2021 we felt it was time to change the default search back to include all results beyond UMKC. Major journal cuts also were a factor in this decision – we now rely on ILL for content we formerly subscribed to. ILL linkouts bounced back up, accounting for 11% of EDS linkouts this past fall 2021.

I do want to highlight one limitation of this data: these statistics do not account for ILL requests which came from our discovery layer after being initially directed to our link resolver.



We also track the total number of ILL requests submitted by UMKC users. It tells a similar story.

This chart shows all ILL requests submitted by UMKC users. The different colored lines are different years. Our ILL requests always fluctuate over the calendar year with the academic cycle. Look at 2018 in blue and 2019 in orange as baseline examples. Requests are highest in April, but then drop off in May when our spring semester ends.

Now look at 2020 in gray. During January and February, it was trending just under 2019, shown in orange. But by April and May, it had plummeted and remained low for the rest of the calendar year.

2021 in yellow picks up in roughly the same place as the gray 2020 left off in December. It stays pretty flat through the spring semester, with a normal end-of-semester dip in May. We resumed limited physical ILL in April 2021. In June 2021, we changed the search default to include materials beyond UMKC. From June 2021 forward, the yellow 2021 line closely tracks the orange 2019 line.

It's really not surprising that patrons use the materials most readily presented to them, but these two data points demonstrates that correlation.

Search settings weren't the only factor

Journal cancellations - directed researchers to ILL instead

UMKC held in-person classes beginning FA20, but continues to offer more online coursework than pre-pandemic

Faculty have adjusted some research expectations based on actual and perceived availability.

As noted, we didn't make these changes to run an experiment. In fact, such an experiment probably wouldn't be ethical! Therefore, there were other factors that likely influenced ILL usage.

UMKC cancelled many electronic journal subscriptions during this time, including high-cost content in the sciences. (Elsevier ScienceDirect package). This would be expected to exert an upward pressure on ILL as we referred those needs to ILL.

Increased online coursework means students used our physical spaces less.

We anecdotally heard that faculty adjusted expectations for research, which will affect their teaching and student behavior on an ongoing basis.

Thoughts and conclusions

Focusing search on immediately available items helps researcher who needs “something” and pushes users to items we already have access to.

Focusing search on immediately available items hides relevant content which often can be accessed on a short timeframe (95% of email delivery requests are filled within 72 hours)

Search settings impact what patrons find and use

This presentation is not intended to state what settings are best in general or in any particular situation, but simply to take advantage of what happened to share data that would be challenging to gather without the external constraints that led us to regularly change our search defaults.