Music Library Association (@musiclibassoc)	So you've got ???? about the discovery layer... #olacmoug Twitter chat TODAY, 2PM Eastern: "Making Discovery Work" with Matt Ertz, Univ of Louisville, (@only6tigers) & Nara Newcomer, Univ of Missouri - Kansas City (@naranewcomer) @MusicOCLC @OLACinc
MOUG (@MusicOCLC)	Join us! Making Discovery Work, 2PM Eastern! #olacmoug
OLAC (@OLACinc)	Getting pumped for today's twitter chat on discovery! #olacmoug
MOUG (@MusicOCLC)	Hello and welcome to the next @MusicOCLC and @OLACinc Twitter chat! #olacmoug (check out the thread to learn more!)
MOUG (@MusicOCLC)	This chat will involve experts in the use and development of discovery systems. We'll start off with some pre-determined questions, but you are welcome to ask questions, too! Use #olacmoug, or DM @OLACinc or @MusicOCLC and we'll ask it for you!
MOUG (@MusicOCLC)	Questions will start with Q[number of question]. Participants and our experts @only6tigers and @naranewcomer will answer using A[number of question]. Follow along with #olacmoug! With intros and logistics out of the way, let's start!
MOUG (@MusicOCLC)	Q1: @only6tigers & @naranewcomer what discovery system(s) do you use? #olacmoug
Nara Newcomer (@naranewcomer)	A1: UMKC uses III Sierra webpac and Encore Suites discovery layer. We also have WorldCat Discovery. Our instances: http://merlin.lib.umsystem.edu/search/X&searchscope=3 and http://encore.lib.umsystem.edu and https://umkc.on.worldcat.org/ #olacmoug
Matt Ertz (@only6tigers)	A1: Worldcat Discovery #olacmoug
Hayley Moreno (@hayleym1218)	I'm no longer in library world but when I use to work in libraries, my experiences with discovery systems were Primo and Summon. I must admit it was a love/hate relationship #olacmoug
Nara Newcomer (@naranewcomer)	UMKC uses WorldCat Discovery primarily to search WorldCat, not our local collections. #olacmoug
Marcia Barrett (@SC_Librarian)	A1: Primo VE (Re-tweeted by MOUG (@MusicOCLC) with #olacmoug)
MOUG (@MusicOCLC)	Q2: What is something your system does really well? #olacmoug
Amy Edmonds (@amylauretta)	Relevance sorting, but at first it was terrible. #olacmoug
MOUG (@MusicOCLC)	@amylauretta What system do you use? #olacmoug

Nara Newcomer (@naranewcomer)	@amylauretta What did you do to make relevance sorting better? #olacmoug
Amy Edmonds (@amylauretta)	@naranewcomer I'm an end-user. The magic happened 2 floors above me. #olacmoug
Amy Edmonds (@amylauretta)	@MusicOCLC Summon-over-Alma #olacmoug
Nara Newcomer (@naranewcomer)	Ah, @amylauretta - We used to have Summon. I remember many newspaper results were very high before they fixed it. #olacmoug
Amy Edmonds (@amylauretta)	@naranewcomer The other big problem was full-text searching of books, vs. books that were actually relevant to the subject. A random mention in a reference book could be too high on the list. I haven't done a deep dive into the reference books, but they seem to take a back seat now. #olacmoug
Amy Edmonds (@amylauretta)	@naranewcomer p.s. just tried with viola -- limiting to music -- AI Viola is above an entire book devoted to Literatur für Viola #olacmoug
Hayley Moreno (@hayleym1218)	@naranewcomer @amylauretta Yup, I recall that as well. like all things in life, discovery layers are a working progress. #olacmoug
Nara Newcomer (@naranewcomer)	@amylauretta ☹ So the author must be very important to the relevance. I remember Summon used to weight title very heavily. Is that still true? #olacmoug
Amy Edmonds (@amylauretta)	@naranewcomer That seems to be the case - the word in the title is above the word appearing elsewhere (like the subject heading) #olacmoug
Nara Newcomer (@naranewcomer)	@amylauretta It's a quandary though - are search terms likely to be an author or a subject? #olacmoug
Amy Edmonds (@amylauretta)	@naranewcomer For students, the subject is most likely. #olacmoug
Nara Newcomer (@naranewcomer)	A2: We have a Sound Archive and a robust set of audio and video format and material type limiters available in Advanced Search. http://merlin.lib.umsystem.edu/search/Y #olacmoug
Nara Newcomer (@naranewcomer)	A2: Also good: All 7xx fields are hyperlinks and 7xx $e relator codes display but aren't included in the search when you click. http://merlin.lib.umsystem.edu/record=b11420218~S3 #olacmoug
Matt Ertz (@only6tigers)	A2: Nothing as nice as Nara's, but they are constantly working on it #olacmoug
Matt Ertz (@only6tigers)	A2: It does look very different from many catalogs, but that's not necessarily a good thing... #olacmoug
Michelle Hahn (@Librariphant)	A2: we use Blacklight, and it is very customizable so we are building a music-specific search interface that facets on medium of performance and type of score. #olacmoug
MOUG	Q3: What do you wish it did better? #olacmoug

(@MusicOCLC)	
Matt Ertz (@only6tigers)	A3: Where to begin...Near the top of my list would be to have a basic browse feature (call #, author, subject) that all OPACs do. #olacmoug
Matt Ertz (@only6tigers)	A3: Many of the REAL bad stuff has been fixed or will be this summer #olacmoug
Michelle Hahn (@Librariphant)	@only6tigers what was real bad and who fixed it? #olacmoug
Nara Newcomer (@naranewcomer)	A3: Use authority data (especially 4xx and 5xx references) to make "did you mean" suggestions. #olacmoug
Michelle Hahn (@Librariphant)	@naranewcomer We are programming Blacklight to search the authorized heading instead of a see reference term! It's neat to watch. #olacmoug
Hayley Moreno (@hayleym1218)	@Librariphant Very cool! Who is doing the programming? Do you have dedicated staff that do that work or are folks multi-skilled like that? #olacmoug
Nara Newcomer (@naranewcomer)	@Librariphant So cool! It is at all live yet? I see students searching on unauthorized terms all the time! #olacmoug
Michelle Hahn (@Librariphant)	@hayleym1218 @naranewcomer We have our own programmers and a UX Librarian that take care of it. And it is almost live, or just went live! It started from a dinner conversation! #olacmoug
Nara Newcomer (@naranewcomer)	A3: Shameless plug to see http://musicoclcusers.org/resources/discovery-reference-collections/? for more on WCD music changes. #olacmoug
MOUG (@MusicOCLC)	(Re-tweeting above) Always a good resource! We make this stuff work for music users!!! #olacmoug
Amy Edmonds (@amylauretta)	A3: Stability. We can have different results at different times for the same query. Ex Libris says this is bc of multiple servers, which are not all updated or online at the same time. (Re-tweeted by MOUG (@MusicOCLC) with #olacmoug)
Nara Newcomer (@naranewcomer)	A3: That is disconcerting. Makes it really hard to troubleshoot! #olacmoug
Amy Edmonds (@amylauretta)	A3: Exactly. We'd have to make screen captures of every search because it's an intermittent occurrence. For instruction, I use screen captures on powerpoint. I never go live. #olacmoug
Amy Edmonds (@amylauretta)	Last week I asked someone at the Alma Users Group who has Primo, and it happens in Primo as well. #olacmoug
Hayley Moreno (@hayleym1218)	@amylauretta Do the vendors have any plans of how to remediate this issue? #olacmoug
Amy Edmonds (@amylauretta)	@hayleym1218 Not that I know of. #olacmoug

Nara Newcomer (@naranewcomer)	A4: Student's search term is in record but doesn't display on results list. So they skip the item they need. Think song anthologies. #olacmoug
Amy Edmonds (@amylauretta)	@naranewcomer Also, compilation albums (vs. "album" in our facets - which means scrapbook in the Archives!) #olacmoug
Nara Newcomer (@naranewcomer)	Definitely confusing! I wonder if that is something that could actually be changed? (By people with the right magical powers) #olacmoug
Amy Edmonds (@amylauretta)	@naranewcomer They would have to want to ☹ #olacmoug
Nara Newcomer (@naranewcomer)	@amylauretta ☹ #olacmoug
Amy Edmonds (@amylauretta)	A4: When an initial search isn't successful because a wrong facet was chosen, the patron tries a different word and still isn't successful because the facets remain in place. #olacmoug
Nara Newcomer (@naranewcomer)	@amylauretta Is part of the problem that there is only one level of format facet? We really need format and subformat facets ("content" and "carrier") so you can select "music recording" OR "CD". #olacmoug
Amy Edmonds (@amylauretta)	I used to direct people to advanced search until we retired our catalog. Now they see "album" at the top of the list of facets, and "audio recording" and they have to scroll to "Music Recording." When we went live we also had "Compact Disc" which wasn't CDs! #olacmoug
Hayley Moreno (@hayleym1218)	What! That is so confusing. So, what did Compact discs mean if it wasn't CDs. #olacmoug
Amy Edmonds (@amylauretta)	Non-Music CDs include spoken word, sound effects, & nature sounds. "Audio Recording (other than music)" probably has too many characters, so I get the reason, but yes I agree - splitting another level would help. #olacmoug
Nara Newcomer (@naranewcomer)	@amylauretta For users, I'm skeptical that separating music from non-music CDs is very useful. Mostly, their search terms will do this automatically. Even though we separate them for cataloging. #olacmoug
Amy Edmonds (@amylauretta)	@naranewcomer It's amazing how many NPR recordings have composer keywords in them! #olacmoug
Nara Newcomer (@naranewcomer)	@amylauretta True, there are use cases where musical vs. non-musical is handy. Spoken vs. musical Shakespeare is another one. #olacmoug
Amy Edmonds (@amylauretta)	This is especially true for video, where the primary "author" is the film director, not the playwright or composer. #olacmoug
Hayley Moreno (@hayleym1218)	A4: I remember that library users would get so overwhelmed with the amount of results they got in these discovery layers. Worse

	when what they're searching for wasn't on the top of the results page #informationoverload #olacmoug
Ben Abrahamse (@babrahamse)	[A4:] bathrooms located in the basement not the ground floor (Re-tweeted by MOUG (@MusicOCLC) with #olacmoug)
Michelle Hahn (@Librariphant)	HA! ADA bathrooms on different floors than the rest of the bathrooms, too! #olacmoug
OLAC (@OLACinc)	@babrahamse That's a valid problem. LOL #olacmoug
Amy Edmonds (@amylauretta)	A4: I wish we could start with a prompt asking if they already know the author/composer & title. #olacmoug
Hayley Moreno (@hayleym1218)	@amylauretta Yes to this! I think discovery layers need to give credit to users that they already have important pieces of information on what they are looking for. Give them the interface to help them get to the next step of their query #olacmoug
Nara Newcomer (@naranewcomer)	A4: Hmm... to distinguish between known item and exploratory searches. Some discovery layers default to advanced search which sort of guides in this direction. #olacmoug
Hayley Moreno (@hayleym1218)	I think this is another problem we face with discovery layers and that is their user interfaces. They can be so complicated at times where functionalities can be hidden like an advanced search #olacmoug
Matt Ertz (@only6tigers)	A4: Getting relevant results for medium of performance. For example, a specific instrumentation of woodwind quartets. Keywording brings up too much irrelevant stuff! #olacmoug
Nara Newcomer (@naranewcomer)	@only6tigers A4: Yes this. And keywording misses things too! #olacmoug
Amy Edmonds (@amylauretta)	@only6tigers ...and how many people know that a woodwind quartet instrumentation would begin with "bassoon" instead of oboe or flute anyway? #olacmoug
Nara Newcomer (@naranewcomer)	@amylauretta @only6tigers Instrumentation is a place I think (well-configured) keyword searching is better than browsing for exactly this reason - no need to know the pre-coordinated text strings. #olacmoug
MOUG (@MusicOCLC)	Q5: Who makes decisions about discovery configuration at your library? #olacmoug
Matt Ertz (@only6tigers)	A5: I believe it's OCLC. This is another problem with WorldCat Discovery: we have next to zero control over what and how things display. We get some control over what filters can be made available and make certain things default on searches. #olacmoug
Michelle Hahn (@Librariphant)	@only6tigers do you see improvements from what @MusicOCLC and @musiclibassoc have done to make it better? #olacmoug

Matt Ertz (@only6tigers)	@Librariphant They have certainly made using Discovery much better, but me nor anyone else at my institution have control over our catalog. #olacmoug
Hayley Moreno (@hayleym1218)	A5: I believe the configurations laid with a department head and certain librarians that worked closely with a discovery layer and electronic resources, they were known as Resource Discovery. They also consulted with other departments on their needs #olacmoug
Nara Newcomer (@naranewcomer)	A5: A team of public services, systems, technical services #lucky. Our vendors control some too, but not like with WorldCat Discovery @only6tigers. #olacmoug
Nara Newcomer (@naranewcomer)	A5: Having a team of people with many different skills working on discovery is so important! #olacmoug
Amy Edmonds (@amylauretta)	A5: our migration was very much a top-down method, too. Whether you get good discovery for music depends on who was at the table. In our case, people who had non-print media were at the table. #olacmoug
Hayley Moreno (@hayleym1218)	I do recall the institution that I used to work for had a committee who also talked about discovery issues. Many types of folks were at the table and it did help to have all these different mindsets in the same room #olacmoug
Kelley McGrath (@kelleym_2)	@amylauretta We have tried to replicate some of that functionality in our Primo over Alma instance as described at https://journal.code4lib.org/articles/13600 with some different strengths and weaknesses #olacmoug
Kelley McGrath (@kelleym_2)	Unfortunately, the media finders took advantage of some very specific ways that the Sirsi Symphony public catalog works that most others don't (in particular, the ability to limit keyword results to the same instance of a given MARC field). #olacmoug
Kelley McGrath (@kelleym_2)	Some info about the now-defunct media finders at https://pages.uoregon.edu/kelleym/publications/MediaFindersIRSQpreprint.pdf and https://pages.uoregon.edu/kelleym/publications/MediaFinderPosterHandoutOLAC2004.pdf #olacmoug
Amy Edmonds (@amylauretta)	May I introduce a Q6: Have any of you had issues with language facets? #olacmoug
Michelle Hahn (@Librariphant)	@amylauretta We haven't noticed language facet things. Have you? #olacmoug
Amy Edmonds (@amylauretta)	I have! 8-) 8-) 8-) 8-) 8-) 8-) 8-) #olacmoug
Nara Newcomer (@naranewcomer)	A6: Language facets can bring a lot of historical bad data to light. It's also tricky to decide which subfields to include. #olacmoug

Michelle Hahn (@Librariphant)	@naranewcomer @amylauretta Legacy data is my favorite frenemy! #olacmoug
Amy Edmonds (@amylauretta)	@Librariphant @naranewcomer It's called "Job Security" #olacmoug
Amy Edmonds (@amylauretta)	@naranewcomer Summon lists them (by default) with some in Roman letters & some in the native language. So Japanese is in the middle of the list as "Japanese" and Korean is at the bottom of the list in Korean characters! #olacmoug
Nara Newcomer (@naranewcomer)	@amylauretta That's wonky. I wonder if it is a problem with different metadata sources configuring differently and Summon not normalizing. #olacmoug
Amy Edmonds (@amylauretta)	@naranewcomer Our IT guru had to go in and change every one of them to English manually. I've seen the default list in other libraries' catalogs. Weird. #olacmoug
Nara Newcomer (@naranewcomer)	@amylauretta That's a default that Summon should change! (Says I). #olacmoug
Nara Newcomer (@naranewcomer)	Another shameless plug- share the Music Discovery Requirements with your vendors/programmers. https://www.musiclibraryassoc.org/BlankCustom.asp?page=mdr es #olacmoug
MOUG (@MusicOCLC)	Our time is coming to an end! A big thank you to @only6tigers and @naranewcomer for their expert experience! We hope to see you again in our next Twitter chat! #olacmoug
OLAC (@OLACinc)	Very interesting discussion! Thanks so much @only6tigers and @naranewcomer for leading the way #olacmoug
Nara Newcomer (@naranewcomer)	Thanks everyone! Great talking discovery with you today! #olacmoug