GIL Find Report (DRAFT)

Site: UGA

Testing Group Chairs: Robin Fay/Beth Thornton/Deborah Stanley

Major Problems: These are problems that must be fixed before the July 1st "soft launch.

ISBN Search:

- Search of my selected ISBN returned the response: Your search - 3878082363 - did not match any resources. Found in normal GIL OPAC search. Cataloging record looks normal.
- ISBN search for a book from the Map Library's collection returned no results.
- All searches worked fine except the ISBN that I chose; tried both isbn10 and 13 and neither worked; same search works fine in GIL@UGA.

Author Search:

- Only 1 of the first 5 hits of the author search for "F. Scott Fitzgerald" was actually for this author; the rest of the hits were for "Maurice FitzGerald Scott"
- In the author search for Smith West (on basic search screen), search is pulling "west" from the description field.
- Steve Jobs as an author search yielded the title: The guide to Internet job searching / |c Margaret Riley, Frances Roehm, Steve Oserman ; Also subject headings are job searching.
- For the most part Boolean AND is OK, but when searching for a book by the authors Peter Singer and Jim Mason, the search: singer AND peter AND mason does not work when searching the Author field, but works fine with All Fields.
- Author search: In the author search (Hansen) at least one of my results included Hansen as part of the 260 (publishing) and/or the 490/series. Those were the only fields that I found the term Hansen, and I discovered it in the Technical Display. I wouldn't expect to see 260 and 490 info pop up in an author search.

Capitalization of Search Terms:

- Titles and capitalization: It would not find the record for One Flew Over the Cuckoo's Nest (with the title capitalized) in a title search, but it would find the record in lower case (one flew over the cuckoo's nest)

- Another capitalization issue: When I searched for the ISBN of the book I happened to have at hand as 032145345x (note the lowercase x), I received no results. As 032145345X, the title record did show up.

Chinese Characters:

- Searching by Chinese character does not work in VUFind. It does in GIL.
- If you search using Pinyin, you get results but the 880-01 linking code shows up in the list. I think this is related to the system not reading non-filing indicators.

Search for Uncatalogued Title:

- When searching for the title "AIDS : facts for kids" the results lists didn't show this title. I did the same search in the "Classic" Catalog and easily found the record. The title that I was looking for is a PO record and uncatalogued. It is a CMC VHS tape at the Repo. (Bib# 1618215) I tried searching several of these CMC uncataloged titles at the Repo and could not retrieve any using VUfind

Boolean Searching:

- Having trouble with the NOT operator. carolina NOT north brought up a lot of books about…North Carolina.
- A search for athens (subject) NOT greece (all fields) returned no results. A subject search for Athens brought results both for Athens, Greece and Athens, Georgia.
- Testers generally liked Boolean AND, except for Author Search.

Limiting in Advanced Search:

- Doing an author search for Nicholson, Jack, brings up videorecordings without the limiters set, but with the format set to "video," I get no results. (using Advanced Search)
- In Advanced Search, the search elephants (subject) NOT fiction (subject) returns 190 results. If I limit that search to items "Has illustrations" the search returns no results. Checking records in the 190 results set, there are many that are illustrated. (Another example is the search Latin (Subject) and cooking (All fields) Returns 28 items. When limited by "Has illustrations" the search doesn't return any results.)

- If you search for Atlanta Journal Constitution, which we have on microfilm, it does not come up if you limit to journal. It does if you limit to microform though.

Relevance Ranking:

- For me, the JOURNAL title "Science" is a real test of a catalog. For an all fields search, the microform record for Science is first on the list and the hard copy is second (relevance ranking). For the title search, Science does not appear in the first 20 results (relevance ranking). I think a patron would expect the title "Science" to be first on the list in a relevance ranking order when doing a title search.

Results Display:

- Articles at the beginning of titles should not be indexed because it makes search results confusing.
- Need publication dates to display in initial results list (preferably for books only, not journals).

- Search of the term calico in title found 66 hits. I chose to look at the last screen of those and then selected number 61 (A new list of fifty two ships …) – it appeared normal. However, I then attempted to look at the next title, and the display only shows the format and language (which had information) and the subject (which did not). The title did not appear. I tried to view a technical display, but the display did not change. Returning to the list of results, I tried to view title 62 (The short stories of James T. Farrell) but got the same limited display. Redoing the search, I had the same problem. The record in the GIL cataloging client looks normal.
- Question 9: "Do an author search using only the last name to get the Author's box that contains name headings, which is located at the top of the results list. Click on a heading" -- I did run into a problem, when I tried to view all. The first click was fine, but when I attempted to look at a further page of the list of authors, I rec'd the

following message:

An error has occurred Cannot Load Action: Please contact the Library Reference Department for assistance
rwt@mail.libs.uga.edu [576] /usr/local/lib/php/PEAR.php
re[107] /vufind/uga/web/index.php

Item Status:

- Searched for Methods in Enzymology series. The second result on the list says "Not Charged" instead of "available". It is actually "renewed" so should show as charged.
- Users are used to "checked out" rather than "charged", so we should use "checked out" for the sake of consistency.
- "Not charged" is confusing. The difference between this and "Available" is unclear, until you view the bib record and see that it is lost or whatever. Need more explicit info (e.g. "Item lost") on initial results list.
- Multi-volume works sometime display item status info without volume identification.
- Volume #s for items display in a decimal sequence rather than a whole number sequence.

Links:

- The "What is the Difference" link is returning a 404.
- "Library information" links to https://www.libs.uga.edu, not http://www.libs.uga.edu. Link frequently times out.

- Google Previews links to wrong title with some frequency.

- Didn't find SFX or Google buttons on the results list screen. Example: Newsweek – "Find it" button is on bib. screen, but not on first display results screen.

- When you click on the GIL Universal Catalog link (in the box below the facets), the message displays that the search failed.

Minor Problems: These are problems such as the failure to sort results. These problems do not affect the retrieval of results.

Relevance Ranking:

- The relevance ranking is pretty awful—you shouldn't have to limit to books just to find Fitzgerald's Great Gatsby in a title list. In a case like the "Buddhism" subject search, even after you limit to Books it brings up a strange mish-mash of items.

- Relevance: When doing a subject search for cookery, the top result was A pretty kettle of fish, Jekyll Island sea food cookery (although that's probably because cookery was both in the subject heading and title.) Would it make more sense, when doing a subject search, for the default to return results in chronological order (since presumably, any title with matching subject headings would be pretty likely to be relevant)?

Display of Author Search Results:

- When searching for Ken Kesey as an author, would it be better to sort results alpha by title, rather than by relevancy?

Call Number Search:

- For call # search it does not give a continuous browse, limited to the 10 records, AQ76.5.A7….
- Call number search: I think some explanation of call number being an exact search (vs. browse) would be good and the phrasing of the no response message (for call number) "You may want to try to revise your search phrase by removing some words. " does not apply to a call number search and needs to be changed.
- After doing a call number search, I tried sorting by date, author, etc. and kept getting the error message "HTTP ERROR:100"

Sorting Results:

- Date sort for an author search for Goethe is just strange. The first result was from 1988, the second from 2009.
- Using date ought to be helpful, but since the results display does not include a date, this sort is critically limited.
- When searching /sorting/limiting by call number it would be nice if the call number was at the top of each of the result or bolded, given that that is the part of the search criteria. Also, when limiting/sorting by call number, the results do not seem to be in call number order, which would be my expectation.
- In call# sorts Media comes first before A and PQ2601 comes before PQ629. Result list should display the date of publication.
- Alpha sorts include lead punctuation and lead articles.
- Once you get to the record, all the item records display in alphabetical order (so all the April item records from various years display first and together, then August, etc.).
- As might be expected, searching by call number, then changing the sort from relevance to call number, results in an error:

result=HTTP ERROR: 400 Unknown sort order: asc callnumber asc
RequestURI=/solr/biblio/select/
Powered by Jetty://

Facets:

- The navigation worked fine, but I don't think anyone will know what "Facet" means when we say "Remove Facet." "Remove Limits" might be better.
- The little minus symbol is labeled "delete" if you put your cursor over it. Depending on the length of the facet, the statement in parens (Remove Facet) may not appear with the symbol. I certainly did not see it on the first facet I checked. I think that Delete needs to change if possible – I would not feel comfortable clicking on something that sounds like it would, at the very least, delete my search results.
- Advanced Search: Title searched for Faust with a limit to German language…and it returned mostly records of Faust in English.

Limits:

- There is a "journal" limit and a "serial" limit. What is the difference? This seems confusing.

Similar Items:

- Similar Items sometimes generates very poorly related items. Probably need to refine or remove.
- Response time is often so slow (and there is not info in the lower bar to clue you in) that the link appears not to work.
- Display of text in similar items sometimes overlayed by the format picture.
- Format icon (Book, etc.) overwrites title info in IE.

Search History:

- There is a search history for regular searches, but the advanced searches do not show up in the search history.
- Annoying discovery that Search History does not record your Advanced Searches!!! These are obviously the ones that you might most want to view and limit/adjust/re-submit.
- Limits are not displaying in Search History

Government Documents:

- the link for online access for gov docs is at the bottom of the record rather than immediately after the title in GIL which makes it hard to find. See "Water-resources investigations in Wisconsin, 2004" as an example - this one has a lot of subjects so you have to scroll way down on the page to find the link. A big issue given the number of online-only gov doc records we have.

- the series field does not display on the search results page - this is an issue given the number of gov docs monographic series we have. The series field only displays on some of the records. The ones that didn't display the series in the record have a 490 instead of a 440.

Maps:

- the physical description in its entirety of the map does not show up anywhere on the record - this is a fatal flaw in the system as far as maps are concerned. Right now the only thing listed for physical description is subfield a from the 300 field which means the only thing listed for any map is something like "1 map" or "1 map: col.". Physical description should look something like this:

1 map : col. ; 45 x 37 cm. on sheet 51 x 42 cm.

Scale 1:125,000 ; polyconic proj. (W 84º30'-W 84º/N 34º-N 33º30').

The 255 & 300 fields in their entirety are as essential to describing a map as the author/title fields & need to show up in the main part of the record – they can't be relegated to the description tab.

Name Suggestion: The name will be used in the test site urls.

5 favored GIL-Find@UGA. 3 did not like it. Suggestion of gil2.0@UGA.

Positive Aspects of GIL Find:

- Much simpler, happy to have relevance ranking.
- I really like the layout and look of the GIL Find and actually prefer it to the "Classic" Catalog.

- Updated look and feel, links to added information and other information sources, and increased control over the screen displays.

- Likes: RSS (yay!), book reviews, book covers (if for no other reason, helps break up a long blurb of text on the screen), ability to pop into the UC more easily, Search history, more visual and graphical layout .

- I tried to text a record to my phone (and it worked!)
- Love the reviews and Google Preview and simple export options.I think the cover images are great. This interface has a lot of promise.
- The post-search limit functions are great in the Basic Search, although I'd like to see them reordered by usefulness (i.e., put material type above location). The pre-search limit options on the Advanced Search are also nicely laid out.
- Facets can be helpful in narrowing searches.

- Love the facets, the call number display facets and also that the LC class lists which lists the subject classification term.
- Best – facets

Suggestions to Improve GIL Find:

- Remove Wikipedia author bios. Too long, and quite often did not link to the correct author.

- Is it possible to have a "journal title" search in the drop-down? I know you can limit it to journal in the advanced search and click on a facet after a search, but it would be nice to have it as a search option.
- No left anchored search and articles being indexed make searching cumbersome. No publication date shown in result list of titles.

- Advanced search is not as streamlined (as Basic Search), don't like the Boolean operators, Find button is off of the screen
- Needs more control over combining searches and saving advanced search preference

- Capable searching strategy for uniform titles – This is indispensable for those areas (such as music and religion) where uniform titles are heavily used and relied upon to disambiguate items.
- Combining facets would allow the patron to put together the different pieces of their specific search puzzle.

- Browse indexes not only provide context for subjects but also illumine the breadth of knowledge available – they provide new ideas, links to ideas you hadn't considered, etc. The enormous value of browse searching has been documented fully and in depth again and again.

- Search Tips (from VuFind) -- too technical. Ga Tech's Search Hints much better. Either put these first, then the Search Tips, or flesh out the Search Hints with info from Search Tips.
- Tips and Hints are the same thing. Just choose one.

- Location of Search Tips and Searching Hints:

  ◦ Perhaps the search hints box under the facets should be relocated to the bottom of the page. Also, instead of search tips in the toolbar, just call it help. It's standard, and people will know what to expect.
  ◦ I like the idea of having some tips/hints show on the search and results screens – should be fairly obvious to help people create and refine their searches. More in-depth information can be in another place which you have to click to see. I like the location of that section where it is – with Advanced, History, etc.
  ◦ I think the location is fine. The Searching Hints could continue to remain on the side of the search results (moved up to the top) with a link for more help (aka Searching Tips) The Searching Tips would include both the basic info listed in the Searching Hints plus the advanced searching tips.
- Needs much more in the way of explanation/help/cues to the general user

- Need more information on the initial bib. screen – date and paging type information is extremely important when making selections from a large group of results.
- Put date on initial results display screen.

- Sorting an author search by relevance is just odd. I'd prefer alphabetical by title.
- Title list for Author Heading has no sort options. The current order is unclear.

- Make the choice of optional sorting more visible/prominent.

- Change 'New Search' to 'Basic Search' since someone doing Advanced Searches would expect a 'New Search' to take them back to the same Advanced Search screen.
- The ability to pin searches (i.e., if searching advanced, stay in advanced)

- Simplify the holdings information by not showing all of the item records

- Search History should include the ability to edit and resubmit searches from both the basic and advanced groups. People shouldn't have to recompose complex searches, and should be able to see at a glance what searches they have already performed.

- Spell out "UC" in link, i.e. make GIL Universal Catalog
- Terminology needs to be consistent. Is it UC or GIL Universal Catalog? Or perhaps GIL Universal Catalog (UC) and then list as UC in the linkage
- Please change "ILL" to interlibrary loan because the acronym is confusing, and "UC" to GIL Universal catalog (or better yet, something more descriptive like "borrow books from other University System Libraries, borrow material from around

the world." Wordy, I know, but even "interlibrary loan" and "universal catalog" don't mean much to a lot of people. At least put the link for GIL Universal first, since that is where users will need to check before borrowing books from interlibrary loan.

- Please change ILLIAD to "interlibrary loan" at the least, ILLIAD doesn't mean much to non-librarians. Make sure the terminology is consistent with the interlibrary loan link at the bottom of the page. Also, maybe add a blurb to explain what WorldCat is, or change the link to "check libraries worldwide" or something.

- Explain in the hints area what is considered when the "Relevance" sort is created. This would help a searcher trying to refine a search that hasn't been successful.

- Under "Looking for articles?", please don't link both "databases" and "find articles" – it makes me think those are taking me to different places. Also, you link to the FirstSearch version of WorldCat from the peach box, but from within the records, it links to worldcat.org. I think the link should be consistent and only link to worldcat.org.

- Worldcat versions should be consistent between peach box text and additional information box within the record -- worldcat.org would be better than FirstSearch version.

- 'Databases' and 'Find Articles' go to the same page -- eliminate one link

- Confusing that "Recall this book from your Local Library" just takes you to same record in classic GIL, rather than opening up the request screen.

- It's a bit confusing that it just takes the user to the record in GIL@UGA and GILUC, from which point the user needs to figure out that they have to click the Request (not recall) link in GIL@UGA and the GIL Express Request link at the top of the page in GILUC.

- Limit the amount of wasted space at the top of the screen – almost none of the bib. record information is available without scrolling.

More General Comments:

- I am enormously disturbed by the intent to only continue the traditional Voyager OPAC search for "awhile." The more sophisticated and flexible Voyager OPAC is THE critical searching tool for ANYONE who is doing any search beyond the most basic "I need one or two resources and I don't care what they are" search. I think the VU find interface is extremely limited. This is even true for known item searches. Often in my searches for this survey, I looked for known items and only found them after scrolling through MANY screens. Until this sort of open source interface is

able to conduct browse searches AND combine facets, as well as deal effectively with uniform titles the "classic" interface should remain available. The VUFind interface as it stands (I understand this is a simple prototype in the very early stages of development) reflects the current "dumb down the product or service to the lowest common denominator" attitude that doesn't serve anyone's best interests. It is disgraceful that we would even consider not continuing the far superior (even though flawed) Voyager OPAC interface.

• In general I hate the Basic Search for the same reasons I hate the current GIL 'Quick Search': it works if you're searching for something obscure where which we own few items, but the results are impossible to navigate for most topic/title/author searches (and users gravitate towards it because it's on the first screen).

• Very little of this survey considered the various displays of information – these need a lot of work!