Discovery Platform Investigation (DPI)

Part of FY14 HL Initiative: Search & Discovery

Questions for Peers
9/23/13

Decision Factors

1. What factors were most important to you when you chose this product, and why? What systems were evaluated but not chosen, and why? When did you evaluate these systems?

Implementation

2. How long has this product been in production?
3. Were there any surprises during or after implementation? Anything you wish you had considered during selection or implementation? Have you had to alter your initial plans due to the features/limitations of the product? If so, how?
4. Are there any key features or functions that are not included in the system? How are you providing those services? (E.g. recalls, item requests, My Account / renewals, ILL, etc.)
5. How long did it take to implement this system? How many local staff, and what roles, were involved in the implementation process?
6. Do you provide different views or interfaces for different subsets of users (i.e. discipline based, novice vs. experienced users)? Does the system provide self-service customization options? If so, what are the options and what percent of the users have created a personalized view?

Satisfaction

7. What is the community response to your implementation? Have you formally or informally solicited user and staff feedback or conducted usability testing? Could you share this will us?
8. Are you satisfied with the facets? Relevance ranking? Interoperability with end-user tools such as citation management systems? The ability to save or tag result sets?

Effects

9. Do you feel these systems have increased use of your underlying resources? Print? Digitized content? Digitization requests? Licensed resources? How have your usage statistics changed since implementation?
10. Has this choice had ripple effects to other areas of your organization (such as ERM or TS)?

Vendor relationship / Support

11. Please describe how you interact with vendor support. How responsive are they for product enhancements? For bug fixes? For service interruptions?
12. How many local staff, and what roles, are needed to support this system?

**Future Initiatives**

13. What are your short and long term plans for discovery?