Advances in Discovery: An EBSCO Service

Discovery services have emerged to become a key element of libraries' efforts to satisfy patron research needs. Given the stakes (very high), delivering a high-quality service is a must. Quality can be measured in many dimensions:

1. Content Quality
2. Content Comprehensiveness
3. Content Findability
4. Site Usability
5. Site Functionality
6. Site Performance

EBSCO Discovery Service™ (EDS) is one of the leading discovery products in the market. It currently indexes over 500 distinct datasets, over 170,000 serial publications, and hundreds of millions of records from library catalogs worldwide. In all, the service indexes over two billion records.

The site is active; EDS has millions of page views per day, and serves over 500 searches per second at peak.

EBSCO uses a range of methods to collect data on how well EDS is measuring up to the goals it has in terms of being the highest-quality discovery service in the marketplace. This presentation will provide information on the methodologies used to collect data via usability testing, live site usage, applications developed to collect data on Relevancy Ranking, and other tools/methods.

To learn more about EBSCO Discovery Service, visit www.ebscohost.com/discovery