



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.

Testing Conclusions: Search

- **Users searched with confidence**; users appeared clear about how to find 5 articles on test topic (global warming).
- **Users were less clear about how to change their search** from the results page. When asked to change their search to "renewable energy", several users clicked on "refine results" and were looking for a way to start a new search from within the refine page. **Note:** in the final product, the users search string will be shown in the search box at the top and bottom of the page. This was not shown in the prototype tested.

✓ **Consider: Adding a search box to the refine results page** to help users who are looking for a way to start a new search.

The image shows two screenshots of the EDS Mobile Prototype. The top screenshot displays a search results page with a search bar at the top, a "Refine Results" button, and a list of search results. The bottom screenshot shows a "Refine Your Results" dialog box with options like "Full Text", "Reference Available", and "Scholarly (Peer-Reviewed) Journals".

Relevance Rating Application

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