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Search, Report, Wherever You Are: A Novel Approach to Assessing User Satisfaction with a Library Discovery Interface

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Results of 2019 Survey on U-M Library Catalog Search Satisfaction

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February 14, 2019

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Introduction

In the summer of 2018, the University of Michigan Library launched a new discovery interface, Library Search (<https://search.lib.umich.edu>). Library Search facilitates the discovery of the Library's resources, collections, spaces, and expertise. Using a variety of methods, Search has been iteratively assessed over time. Library Search works well, according to some of the metrics that have been employed in the areas of accessibility, usability, system performance, and design. However, there have been a number of concerns about the catalog search, in particular, and a general sense that this important part of Search is not quite meeting users' needs.

Because some Library staff and members of the campus community have reported problems with catalog searching in particular, we created a tool that we could use to (1) get a baseline measure of overall user satisfaction with catalog searching, (2) use again over time to assess whether improvements to Library Search correspond to increases in satisfaction.

This report presents data from the initial use of our data collection tool with a select group of Library staff. This first round of data collection went well, paving the way for us to collect data from U-M faculty members and graduate students in the winter semester of 2020.

Methods

Participants

Our data collection tool was implemented on the Qualtrics survey platform. The invitation to participate in the survey was emailed on December 6th 2019 to 96 Library employees across divisions whose work involves using Library Search. The invitation explained the purpose of the survey and the way that data would be anonymized after data collection. Participants were also given a chance to enter a drawing for one \$50 gift card. Forty people provided enough data to be included in some analyses (a 41% response rate); of those, 36 completed the whole survey (though some questions were skipped by some of those people).

Among the 36 respondents who completed the survey, the following Library divisions/area were represented:

- Research: 36%
- Learning & Teaching: 33%
- HS-STEM: 17%
- Operations: 8%

- Collections: 6%

Respondents were also asked how long they had worked in the Library, and were offered set response options. Response frequencies are reported here¹:

- < 2 years: 8%
- 2 to 5 years: 22%
- 5 to 10 years: 8%
- > 10 years: 58%
- Prefer not to say: 3%

Survey

Participants took part in the study online, via a Qualtrics survey. [A copy of the survey can be viewed here](#)². The first three sections of the survey asked participants to keep the survey tab open in their browsers while conducting specific types of catalog searches in a separate tab. The types of searches -- known item, known set, and exploratory -- are described in another [recent investigation of Library Search](#). Participants then used the Qualtrics survey to answer questions about those three search experiences. A final section of the survey asked people to comment more globally about their satisfaction with recent uses of Library Search (not limited to catalog searching). For those that remembered using Search a year prior, a small set of questions also asked people to compare their current satisfaction with Search to what they remember feeling a year ago.

Results

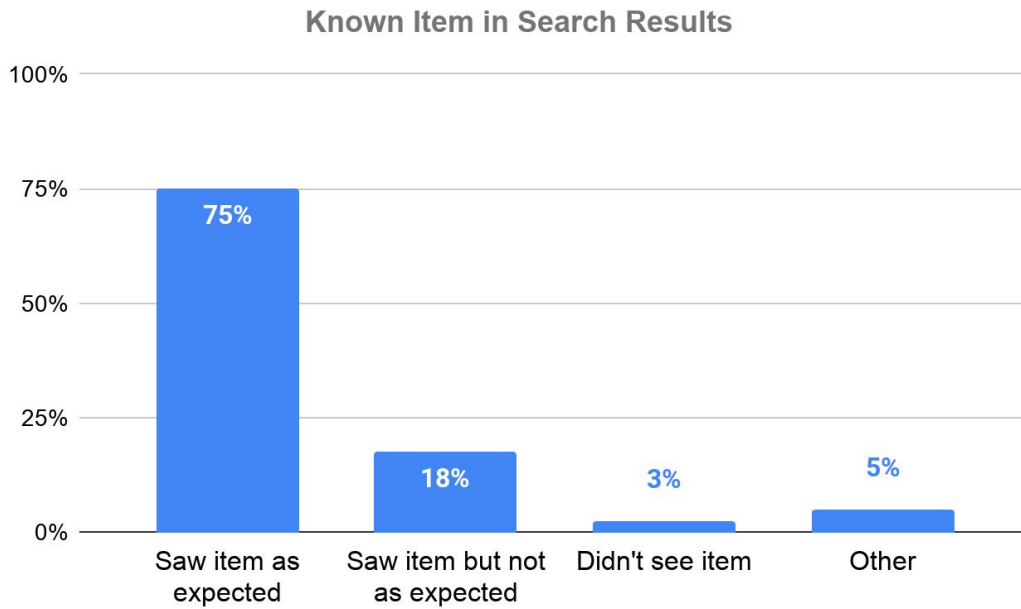
Known Item Searching

Participants were given the following prompt: *“Please enter the title of an item that you know to be in the Catalog. Look at no more than the first two pages of results.”* After providing the URL associated with their catalog search results, participants then answered questions about what they saw in the results.

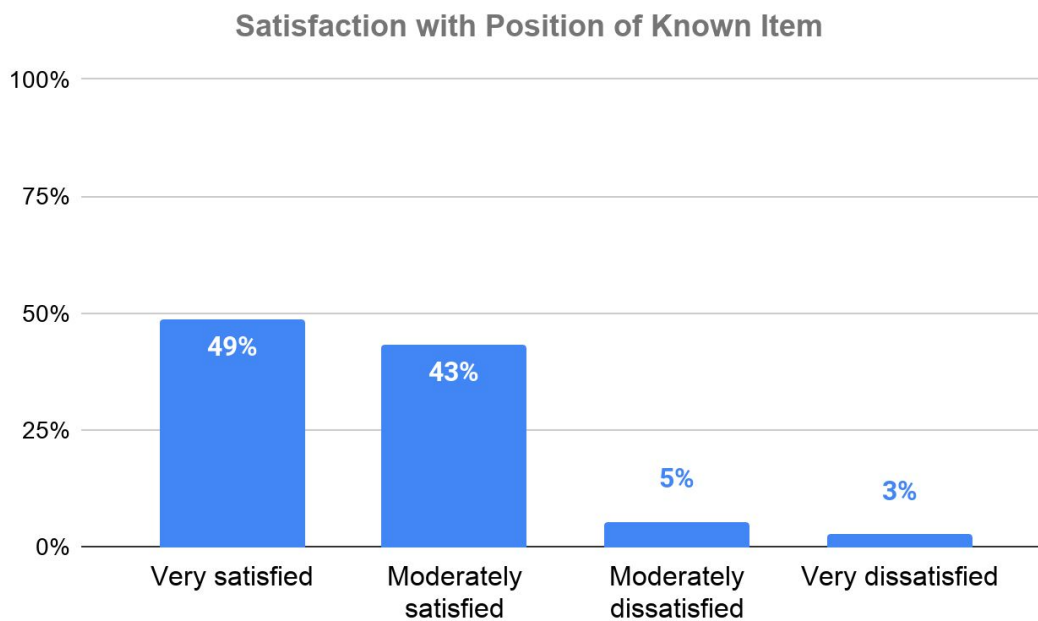
First, of the 40 people who completed the known item search, 75% saw the item in the results as expected. A substantial minority saw the item, but not where or how they expected; these respondents were asked to explain what they expected to see and what they did see (see Appendix A for these open-ended responses).

¹ Here and elsewhere, percentages do not always sum to 100 due to rounding.

² This version of the survey was exported from Qualtrics in order to make the display logic in the survey transparent. Respondents saw a polished version of the survey with limited numbers of questions on each page.

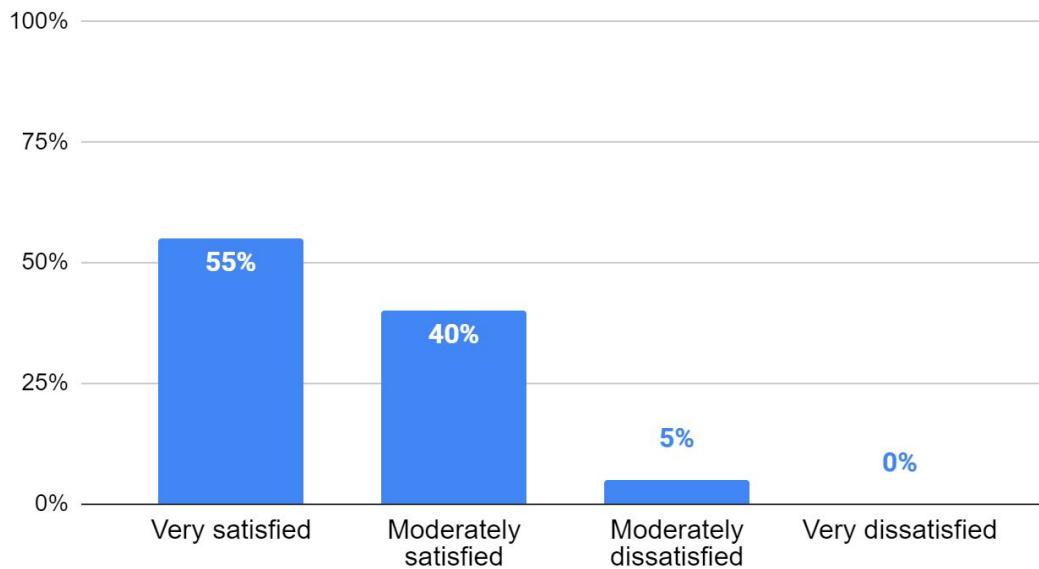


Next, for those that saw the known item in the results, participants reported on their satisfaction with the position of the item. The majority (92%) were either very or moderately satisfied.



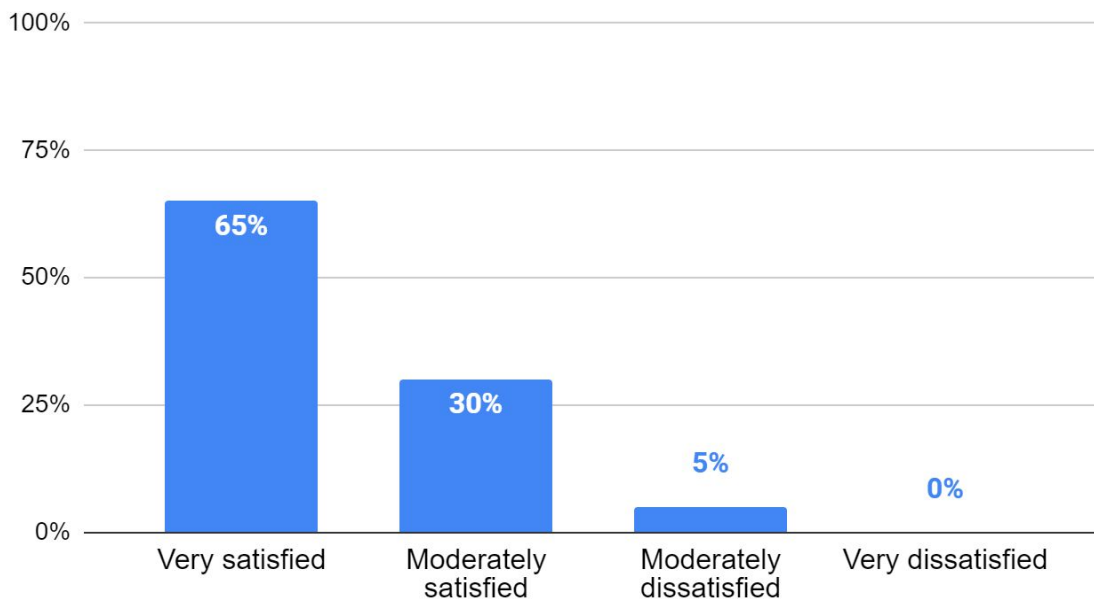
Similarly, most participants (95%) were either very or moderately satisfied with the time it took for the results to appear.

Satisfaction with Speed of Results



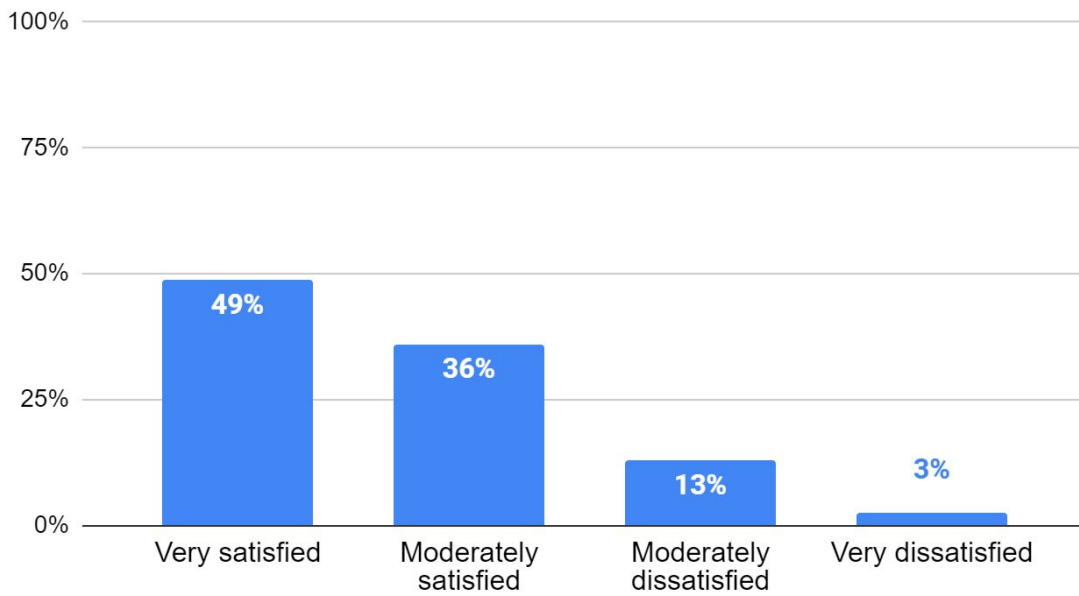
Participants were asked about their level of satisfaction with how sufficient the information was in each record as they evaluated the results. Most (95%) expressed some level of satisfaction.

Satisfaction with Information in Item Records



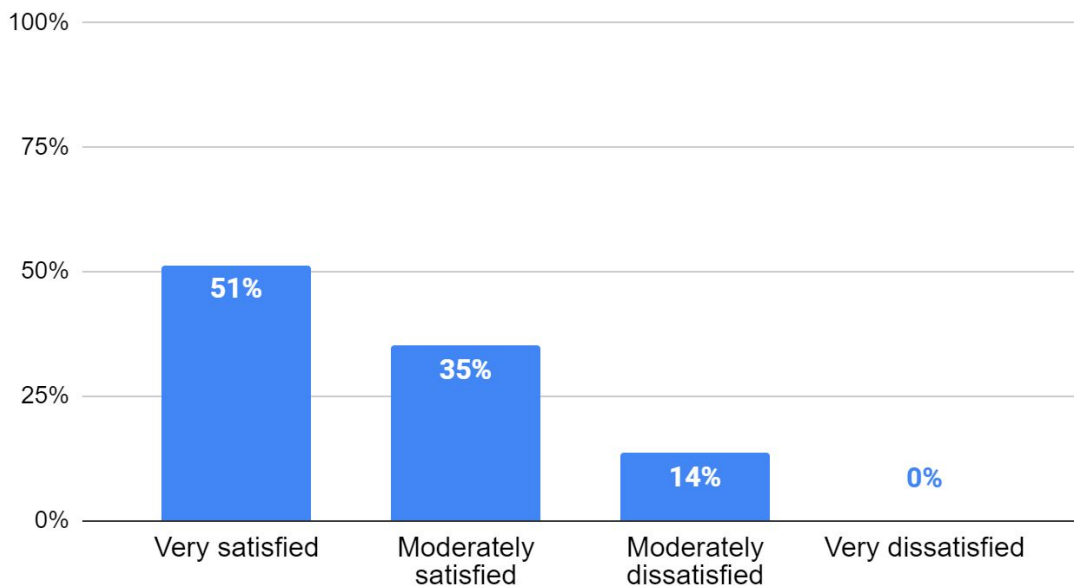
When asked about satisfaction with the ability to determine the availability of each version of the item, most were moderately or very satisfied (85%) but a notable minority were dissatisfied.

Satisfaction with Ability to Determine Availability



Finally, participants were asked about their satisfaction with the clarity regarding the location of print items. Here again, most people were moderately or very satisfied (86%), with a notable minority expressing dissatisfaction.

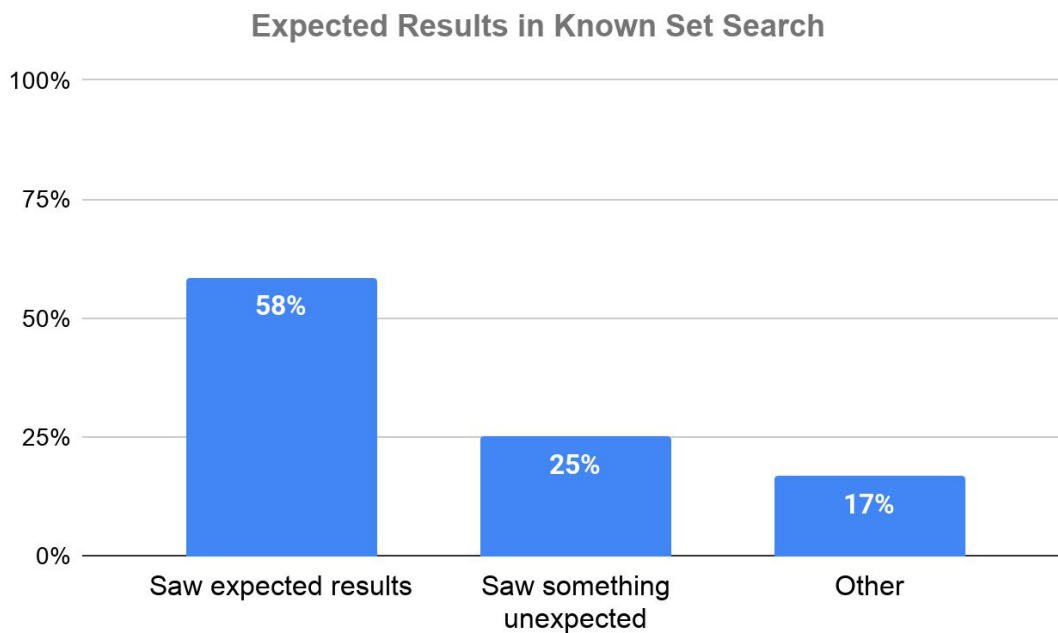
Satisfaction with Clarity Regarding Item Location



Known Set Searching

Next, participants were given the following prompt: “Sometimes you might look for a group of items, with the intention of identifying a particular one (for example, a piano concerto by Brahms, or Japanese literature published before 1950). Conduct a search for a group of items. Look at no more than the first two pages of results.”

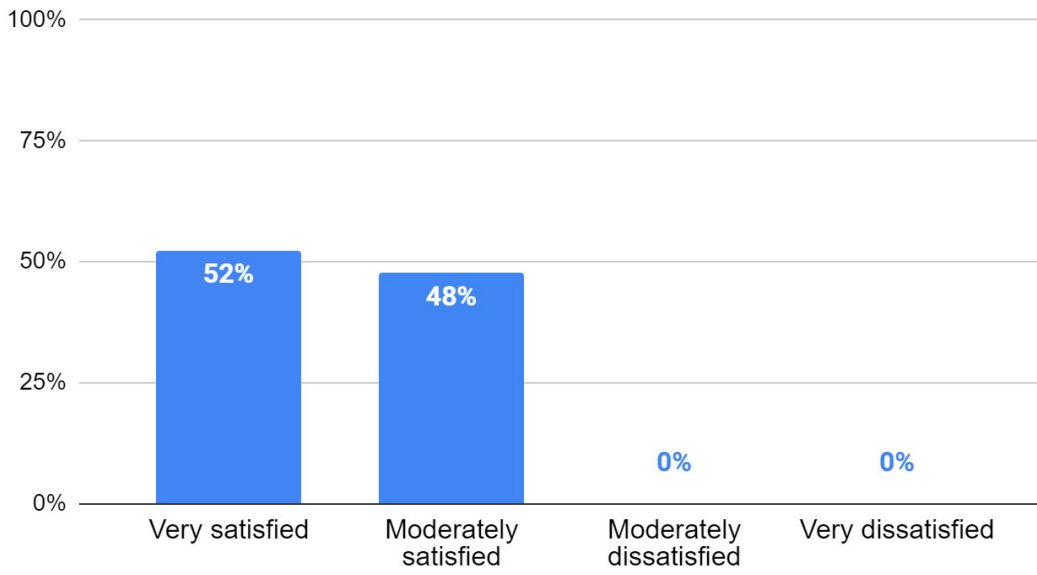
Just over half (58%) of the 36 participants who did this search saw what they expected.



Those participants who saw something unexpected or who chose ‘other’ as a response were given a chance to provide comments; these are listed in the Appendix B.

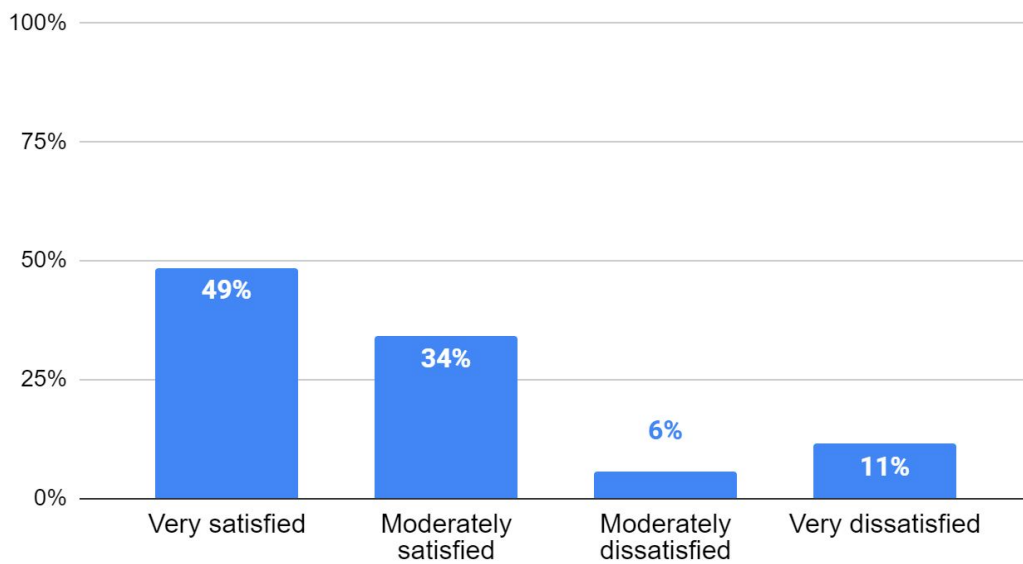
The twenty-one people who saw expected results reported their satisfaction with the location of items in the results. People were split between being moderately and very satisfied.

Satisfaction with Position of Known Set Item(s)



Thirty-five people also rated their satisfaction with the sufficiency of information in each record in their search results. Most (83%) were moderately or very satisfied, with a notable minority expressing some level of dissatisfaction.

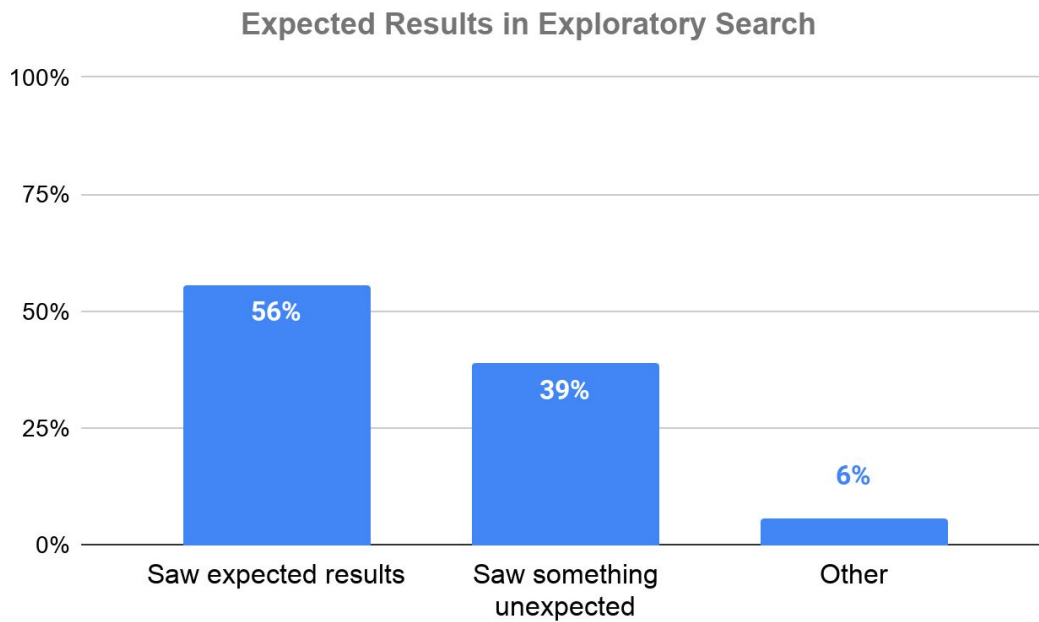
Satisfaction with Info in Records of Known Set Item(s)



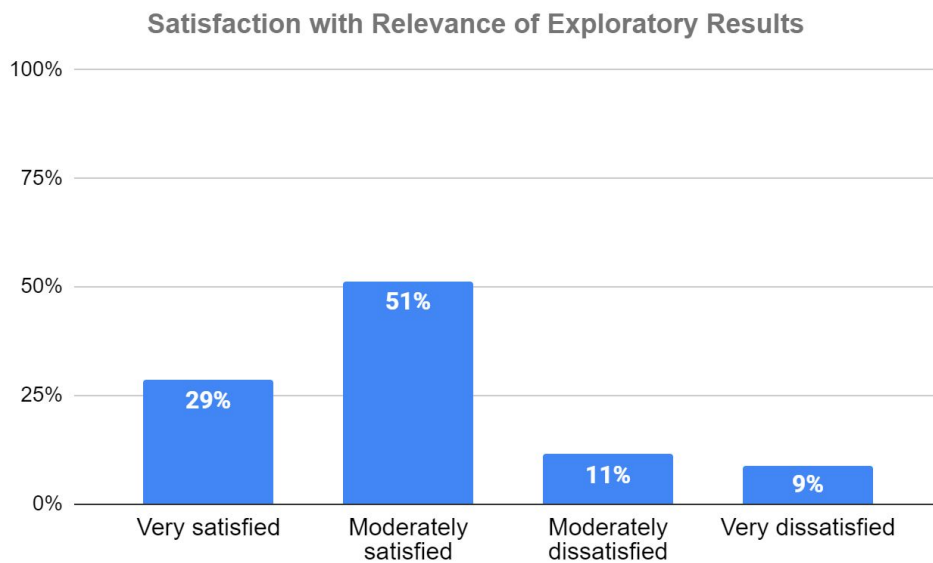
Exploratory Searching

In the third section of the survey, participants were given this prompt: "Conduct a search to retrieve items on a general topic you are familiar with (e.g., "video games," "botany," etc.). Look at no more than the first two pages of results."

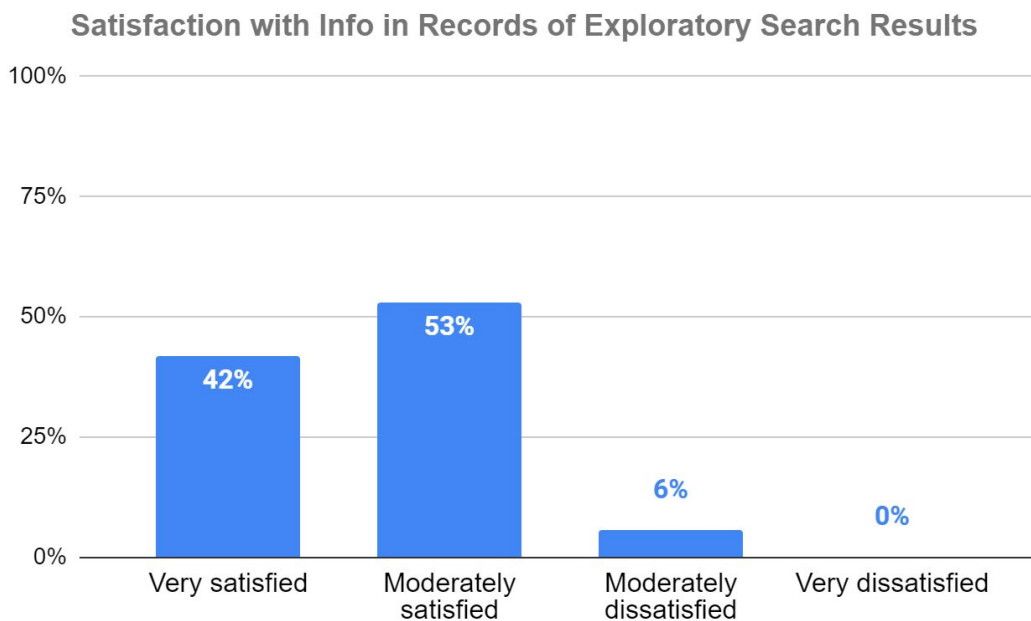
Of the 36 participants who conducted an exploratory search, just over half (56%) saw what they expected in the results. Those who saw something unexpected or chose the 'other' response option were given a chance to share comments; these are listed in the Appendix C.



Thirty-five participants rated their satisfaction with the relevance of the first page of the results. Most (80%) were moderately or very satisfied, and a sizable minority were dissatisfied.



Thirty-six participants rated their satisfaction with the sufficiency of the information contained in each record of the search results. Most people (95%) were moderately or very satisfied.

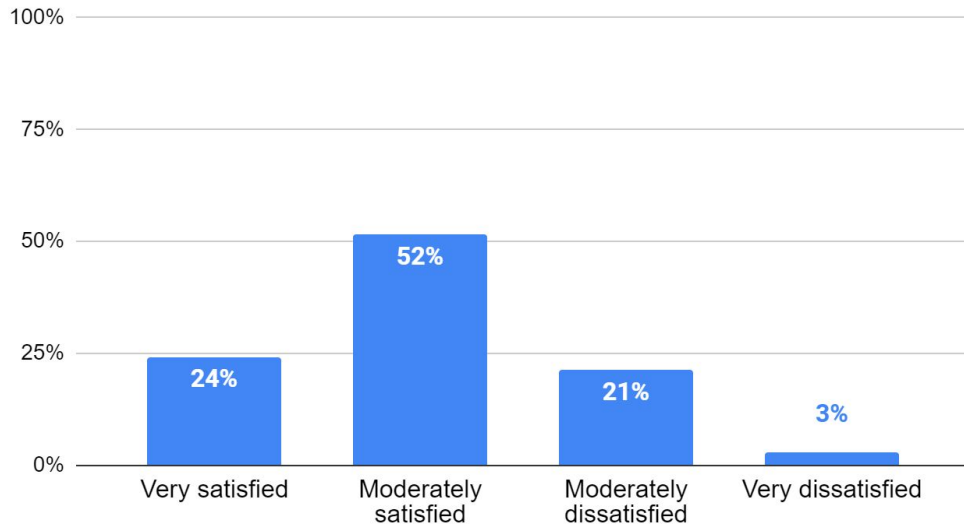


Global Satisfaction Questions about Search

In the final section of the survey, participants were asked about their recent experiences with Search (not limited to Catalog Search), and their views on whether Search has improved or not compared to a year ago (for those with memories of Search at that time).

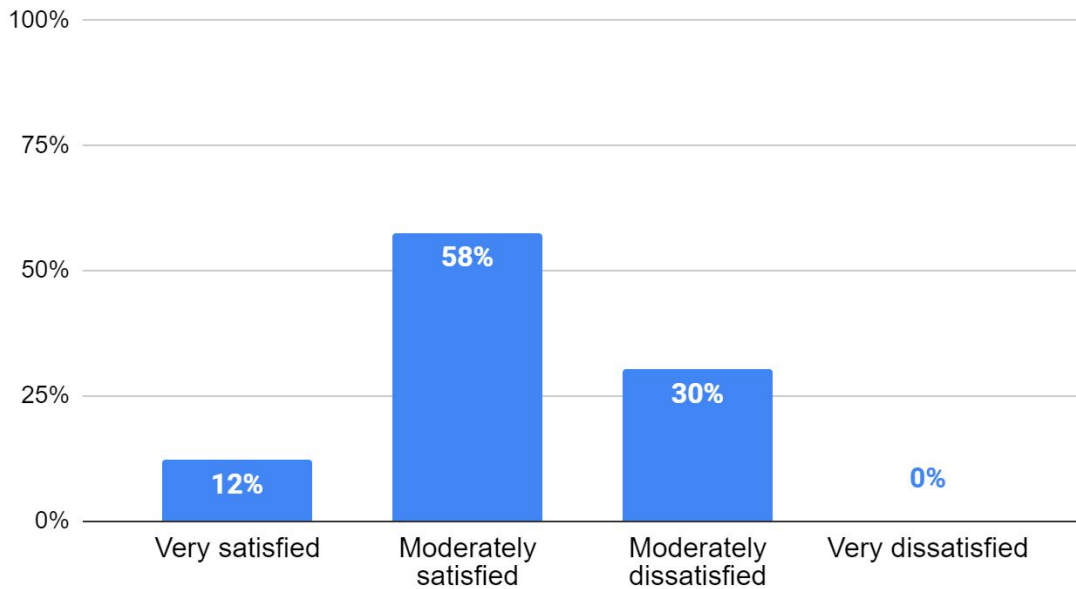
Thirty-three participants had used Search within the previous two weeks. Of these, roughly three-quarters were moderately or very satisfied, with the rest expressing dissatisfaction.

Satisfaction with Recent Speed of Search



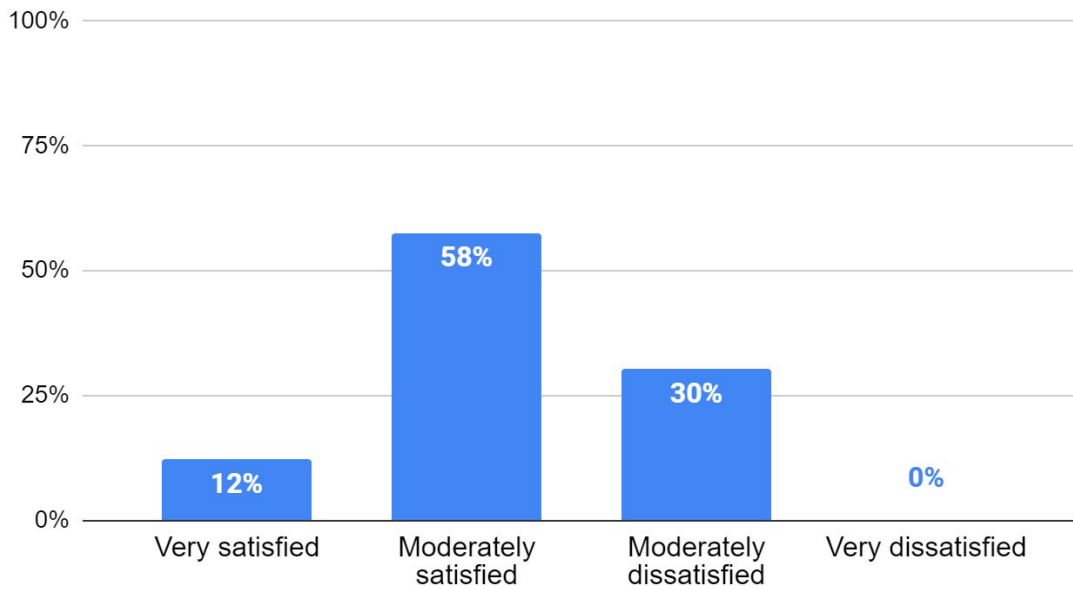
When asked about their satisfaction with the recent relevance of Search results, very few were very satisfied (12%); most were moderately satisfied, and 30% expressed dissatisfaction.

Satisfaction with Recent Relevance of Search Results



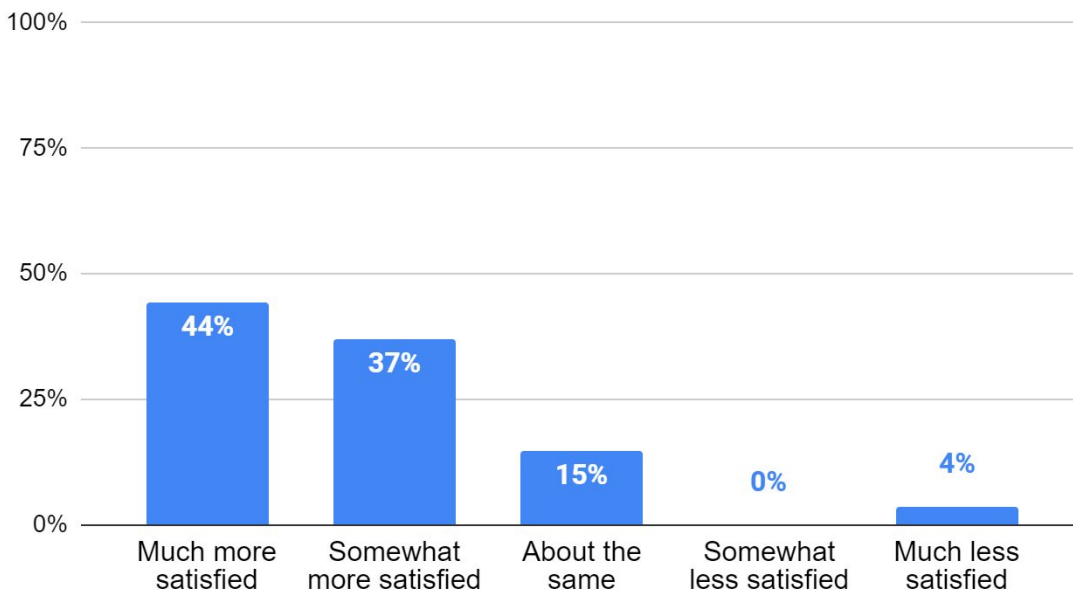
The same results were obtained when people were asked to rate their overall level of satisfaction with their recent experiences with Search.

Overall Satisfaction with Recent Search Experiences



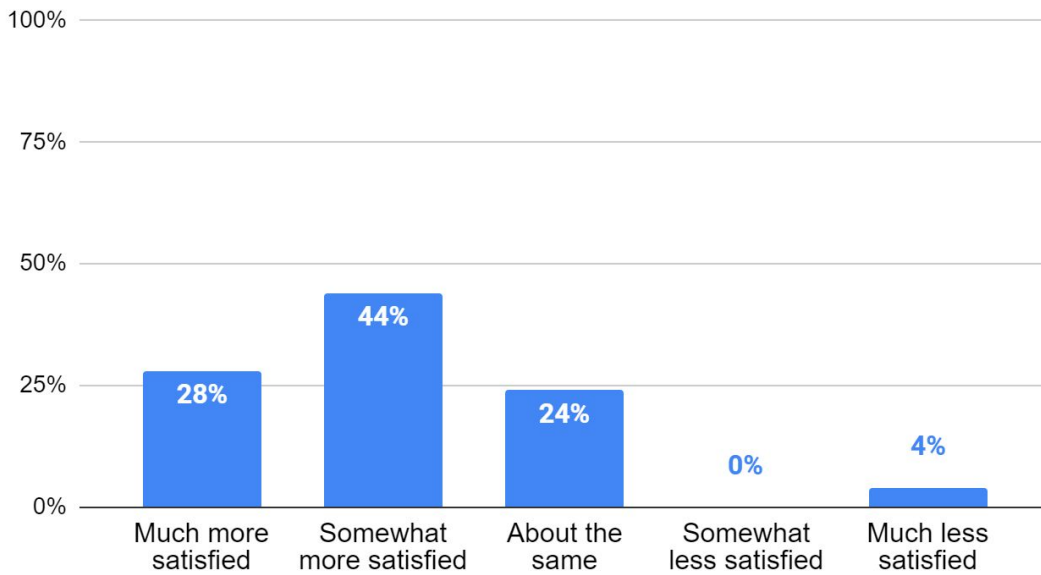
Twenty-seven people recalled using Library Search one year prior. When asked to compare their current satisfaction with the speed of Search with what they remember from a year prior, most (81%) were somewhat or much more satisfied currently.

Current Satisfaction with Search Speed Compared to 1 Year Ago



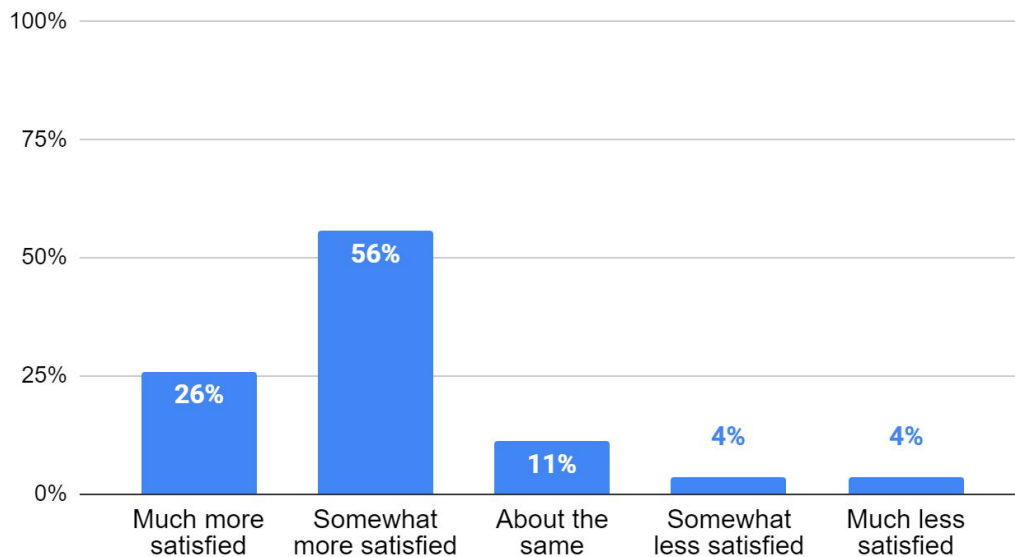
When asked to compare their current satisfaction with the relevance of Search results with what they remember from a year prior, 72% were somewhat or much more satisfied currently.

Current Satisfaction with Relevance of Results Compared to 1 Year Ago



Finally, when asked to compare their current overall satisfaction with Search compared to a year ago, 82% were somewhat or much more satisfied.

Current Overall Satisfaction with Search Compared to 1 Year Ago



In a final question, participants were given the chance to share other comments about Search. These are listed in the Appendix D.

Appendix A: Additional Data from Known Item Searches

Queries that Returned Items as Expected

- aiche+annual+meeting&library=U-M+Ann+Arbor+Libraries³
- scifinder&utm_source=MLibrary
- sv%C3%A4lten&library=U-M+Ann+Arbor+Libraries
- living+my+life&library=All+libraries
- %22michigan+chronicle%22&library=All+libraries
- apollo%27s+angels&library=All+libraries
- love+in+the+time+of+cholera&library=U-M+Ann+Arbor+Libraries
- the+givers&library=U-M+Ann+Arbor+Libraries
- Snow+Country&library=U-M+Ann+Arbor+Libraries
- on+wealth+and+poverty&library=U-M+Ann+Arbor+Libraries
- Flowers+for+Algernon&library=U-M+Ann+Arbor+Libraries
- immortal+life+of+henrietta+lacks&library=U-M+Ann+Arbor+Libraries
- petra+kuppers+studying+disability+arts&library=U-M+Ann+Arbor+Libraries
- Freakonomics&library=U-M+Ann+Arbor+Libraries&page=2
- %ED%95%9C%EB%A5%98&library=U-M+Ann+Arbor+Libraries
- %22lucky+jim%22&library=U-M+Ann+Arbor+Libraries
- in+the+woods&library=U-M+Ann+Arbor+Libraries
- citizen+kane&library=U-M+Ann+Arbor+Libraries
- Networks+of+meaning&library=U-M+Ann+Arbor+Libraries
- handbook+of+group+actions&library=U-M+Ann+Arbor+Libraries
- bayou+trilogy&library=U-M+Ann+Arbor+Libraries
- A+town+abandoned+&library=U-M+Ann+Arbor+Libraries
- the+stars+and+the+stones&library=U-M+Ann+Arbor+Libraries
- mind+quarterly&library=U-M+Ann+Arbor+Libraries
- critical+library+pedagogy+handbook&library=U-M+Ann+Arbor+Libraries
- Antigone&library=U-M+Ann+Arbor+Libraries
- gosford+park&library=U-M+Ann+Arbor+Libraries
- nollipianta+roma&library=U-M+Ann+Arbor+Libraries
- %E5%8D%8A%E6%B2%A2%E7%9B%B4%E6%A8%B9&library=U-M+Ann+Arbor+Libraries
- S%C4%B1hhat-%C4%B1+%C3%A2b%C3%A2d&library=U-M+Ann+Arbor+Libraries

³ All searchers that were reported by respondents had the prefix “<https://search.lib.umich.edu/catalog?query=>”

Queries that Did not Return Expected Items

- [civil+engineering&library=U-M+Ann+Arbor+Libraries](#)

Comments about Unexpected Results

Query in Catalog	Comments about Results
Faceless+killers&library=All+libraries	I see separate records for different formats (ie physical copy and ebook) of the same edition, but I would expect to see one record with different holdings.
Teaching+translation+%3A+programs%2C+courses%2C+pedagogy&library=U-M+Ann+Arbor+Libraries	Since the title is long, I did not expect to see so many results. My title is on top but it is disconcerting to see so many irrelevant hits.
new+york+times&library=U-M+Ann+Arbor+Libraries	The actual NYT should be first and then the index. The Special Collections stuff is confusing to patrons. And why do the Proquest versions have their own entry?
Pride+and+Prejudice&library=U-M+Ann+Arbor+Libraries	I expected a book by Jane Austen to be at the top of the list.
fargo&library=All+libraries&page=2	I picked a film called Fargo. In addition to the film, the library apparently has a few seasons of a television show of the same name and subject (not presented sequentially), then a book, then the title that I was looking for. (But the title in the catalog record itself is complicated is much longer than the title I remember, which is just one word: Fargo).
harry+potter+and+the+sorcerers+stone&library=U-M+Ann+Arbor+Libraries	Looking at the results listed, if I were looking quickly it would indicate we have this in special collections. The book comes at the 6/7th item on the list and comes after spoken word.
deep+work&library=U-M+Ann+Arbor+Libraries	[NO COMMENT MADE]

Other Comments

Query in Catalog	Comments about Results
great+expectations&library=All+libraries	I see many editions of the item in an order that doesn't make a ton of sense
crazy+rich+asians&library=U-M+Ann+Arbor+Libraries	I see the results I expected, but I also see tons of other results that I wouldn't expect (or that I don't understand why I see them).

Appendix B: Additional Data from Known Set Searches

Queries that Returned Expected Results

- title%3A%22Divina+commedia%22&library=All+libraries&sort=date_desc
- art+and+anarchism&library=All+libraries
- debussy+AND+sonatas+AND+violoncello&library=All+libraries&filter.format=Audio+CD
- title%3Apacemaker+AND+publication_date%3A2000&library=U-M+Ann+Arbor+Libraries
- David+Sedaris&library=U-M+Ann+Arbor+Libraries
- time+magazine&library=U-M+Ann+Arbor+Libraries
- author%3ABarbra+Streisand&library=U-M+Ann+Arbor+Libraries&filter.format=Video+%28DVD%29
- french+murder+mysteries&library=U-M+Ann+Arbor+Libraries&filter.format=Book&filter.language=French
- brahms+concerto&library=U-M+Ann+Arbor+Libraries
- %22lonely+planet%22&library=U-M+Ann+Arbor+Libraries
- Cooking+%22Graphic+Novels%22&library=U-M+Ann+Arbor+Libraries
- author%3Adavid+cronenberg&filter.format=Visual+Material&library=U-M+Ann+Arbor+Libraries
- filter.language=Swedish&filter.format=Video+%28DVD%29&library=U-M+Ann+Arbor+Libraries&page=2
- AMS+Memoirs&library=U-M+Ann+Arbor+Libraries
- mystery+&library=U-M+Ann+Arbor+Libraries&filter.subject=Detective+and+mystery+films&filter.date_of_publication=2010-2019&filter.format=Video+%28DVD%29
- piano+concerto+brahms&library=U-M+Ann+Arbor+Libraries
- %22oxford+studies+in+philosophy+of+science%22&library=U-M+Ann+Arbor+Libraries&sort=date_desc
- umtri+reports&library=U-M+Ann+Arbor+Libraries
- movie+posters&library=U-M+Ann+Arbor+Libraries
- subject%3ARome+italy&filter.location=Buhr+Shelving+Facility&filter.subject=Rome+Antiquities&filter.subject=Rome&filter.date_of_publication=before1800&library=U-M+Ann+Arbor+Libraries
- %E6%BA%90%E6%B0%8F%E7%89%A9%E8%AA%9E&library=U-M+Ann+Arbor+Libraries

Comments about Unexpected Results

Query in Catalog	Comments about Results
Hamlet&Library=All+libraries	The first three items listed are special collection items. I would rather see circulating copies in the top slots. None of the items on the first page were by Shakespeare (or about the play by Shakespeare).
parliamentary+papers&library=All+libraries	there is a database of UK parliamentary papers (which does have a catalog record) and it is nowhere to be seen. Australia's papers are also first, and there are a lot of mid-20th century guides to finding UK parliamentary papers.
harry+potter&library=U-M+Ann+Arbor+Libraries	I expected to see "Harry Potter and ... [rest of titles of 8 books and movies]", and NOT "Field Guide to Harry Potter," or "60 minutes. Harry Potter produced by Rome Hartman" three times!
T%C3%A1rrega%2C+Francisco%2C+1852-1909&library=U-M+Ann+Arbor+Libraries	A CD titled "40 degrees north Xuefei Yang" appeared in the results. I have not heard of that before.
dan+habib+dvd&library=U-M+Ann+Arbor+Libraries	DVD and online streaming media not near each other in list
cookbooks&library=U-M+Ann+Arbor+Libraries	Not sure what order results appear in. All results on first page were from Special Collections and electronic. Since Location and Collection are not open in the filters most patrons would not know to open one of those to see circulating print collections.
nalo+hopkinson+stories&library=U-M+Ann+Arbor+Libraries	A not-obviously-relevant title in the first two pages of results: https://search.lib.umich.edu/catalog/record/001964521?query=nalo+hopkinson+stories&library=U-M+Ann+Arbor+Libraries&page=2
Plays+by+Sophocles&library=U-M+Ann+Arbor+Libraries	I saw way more digital copies than I expected. I want a book. I was also surprised that the first two results seem to be *about* the plays instead of the actual plays. The third result is a single play (Oedipus). The fourth result is what I expected to be at the top of the list.

author%3Ahafiz&filter.collecti on=Islamic+Manuscripts&filte r.location=Special+Collections &library=U-M+Ann+Arbor+Lib raries	<p>I expected to see entries for items with works authored by Hafiz (ie where "hafiz" is entirety of the author's name in the authorized form or main entry 1xx = "Ḥāfīz, active 14th century") listed first. Instead a couple of items by creators who have "hafiz" as part of their names were listed first (and from 7xx fields, perhaps because those records have title main entry? ie 245 00 and no 1xx)</p>
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Other Comments

Query in Catalog	Comments about Results
all_fields%3Achildren%27s+literat ure&filter.date_of_publication=01% 2F01%2F1980to12%2F31%2F198 9&library=U-M+Ann+Arbor+Librari es	<p>I did not get any results</p>
Pliny+Natural+History&library=U- M+Ann+Arbor+Libraries	<p>All records on the first two pages are pertinent, but I can see it will take a lot of scrolling/tabbing through to find the edition I want</p>
soil+survey&library=All+libraries	<p>after a few records offering a smattering of volumes through HathiTrust, I do see the record (result no.4) that I was hoping for. It is peculiar in that there are multiple listings for Shapiro Science Library holdings. But much more importantly, we have over 3700 items and at least several dozen listed on top all appear to be unnumbered, so the GetThis function is useless (no one knows which year or volume they'd be requesting). After much scrolling, patrons do find description info attached to many items, but I think most patrons would give up before scrolling.</p>
all_fields%3Akorean+DVD+familie s&library=U-M+Ann+Arbor+Librari es	<p>[NO COMMENT MADE]</p>
akira+kurosawa+films&filter.availa bility=Circulating+Items&filter.form at=Video+%28DVD%29&library=U -M+Ann+Arbor+Libraries	<p>I saw something more like I expected after modifying and limiting my initial search</p>
<p>[NO SEARCH CONDUCTED]</p>	<p>This task does not make sense to me</p>

Appendix C: Additional Data from Exploratory Searches

Queries that Returned Expected Results

- british+television&library=All+libraries
- nuclear+engineering&library=U-M+Ann+Arbor+Libraries
- christmas+music+for+guitar&library=U-M+Ann+Arbor+Libraries
- women+translators&library=U-M+Ann+Arbor+Libraries
- early+church+fathers&library=U-M+Ann+Arbor+Libraries
- anthropology&library=U-M+Ann+Arbor+Libraries&filter.subject=Anthropology
- bookbinding&library=U-M+Ann+Arbor+Libraries
- great+lakes&library=U-M+Ann+Arbor+Libraries&page=2
- digital+accessibility+activism&library=U-M+Ann+Arbor+Libraries
- post-punk&library=U-M+Ann+Arbor+Libraries
- cuban+history&library=U-M+Ann+Arbor+Libraries
- subject%3Aalfred+hitchcock&library=U-M+Ann+Arbor+Libraries
- information+architecture&library=U-M+Ann+Arbor+Libraries
- cyber+security&library=U-M+Ann+Arbor+Libraries&page=2
- algorithms&library=U-M+Ann+Arbor+Libraries
- horror+movies&library=U-M+Ann+Arbor+Libraries
- irish+mythology&library=U-M+Ann+Arbor+Libraries
- heat+transfer&library=U-M+Ann+Arbor+Libraries
- logic+models&library=U-M+Ann+Arbor+Libraries
- Japanese+children%27s+books&library=U-M+Ann+Arbor+Libraries&filter.collection=Electronic+resources

Comments about Unexpected Results

Query in Catalog	Comments about Results
subject%3A%22coimbra%2C+portugal%22&library=All+libraries	a large number of records that are not on the topic
anarchism&library=All+libraries	First title was a translation into Yiddish and only in Hathi Trust.
beatles&library=All+libraries&page=2&filter.format=Book	Page 1 of results is pretty good, though #10 is a PDF of an extortion threat against the Beatles, which is weird. The #12 result is an Asian-language title, and #13 is the

	screenplay of Yellow Submarine, which it would be nice to see lower down.
film+aesthetics&library=All+libraries	First result is a little weird (author is a prof of film aesthetics).
critical+race+theory&library=U-M+Ann+Arbor+Libraries	The very first entry is not as relevant as the rest on the first page. I was looking for info about critical race theory in general. I was surprised that something about sports came up before introductory items about this topic.
%22social+welfare+history%22&library=U-M+Ann+Arbor+Libraries	Records that did not have the phrase "social welfare history" in the displayed (public) record, such as: https://search.lib.umich.edu/catalog/record/010699192 . Or had punctuation that was ignored (see the subject headings), such as: https://search.lib.umich.edu/catalog/record/001133014 .
linguistics+encyclopedias&library=U-M+Ann+Arbor+Libraries	What is driving the relevance ranking? Four of the top seven results are very old. Two are a specialized sub-area. The most important item is #7, Elsevier's Encyclopedia of Language & Linguistics, 2nd ed.
graphic+medicine&library=U-M+Ann+Arbor+Libraries	I saw the titles in the area I was looking but then got some that are not even close to the search I needed nor was on the topic I was looking for.
extremal+combinatorics&library=U-M+Ann+Arbor+Libraries	Irregularities of Partitions edited by Gábor Halász, Vera T. Sós. It is a combinatorics book but it is not about extremals and there were other cases of non-extremal combinatorics in the first two pages even though I am sure we have more than two pages worth of extremal combinatorics items
bell+birds&library=U-M+Ann+Arbor+Libraries&page=2	I was expecting to see scientific works related to birds, but instead I saw only works of literature and music that mentioned birds in their titles.
greek+drama&library=U-M+Ann+Arbor+Libraries	It looks like the first five results are all the same book, just different editions. Also, even though the title of the book is a direct match on my search term, I was a bit surprised that the top hit is so old (published in 1900). The sixth result seems too specific to land on the first page. Also on the first page, a single Alexander Press video gets two of the top 10 results. The second page of search results looks more like what I expected.

film+studies&library=U-M+Ann+Arbor+Libraries	Piano concerto cds
botany+italy	I did not do a subject specific search, so what was returned was not what I might have found had I done a subject search. I see users do this frequently.
coptic+church&library=U-M+Ann+Arbor+Libraries	I would have expected to see items about the Coptic Church (ie from a 6xx field) listed before items with authorship attributed to the Coptic Church (ie from a 1xx field) but I also did not field search which would have been more reasonable to get the results I expected

Other Comments

Query in Catalog	Comments about Results
rewilding&library=All+libraries	within the results for ebooks, though, I think it is confusing to offer a "get this" link without clarifying that that link will not lead to immediate electronic access. (see no.6 "actions" for example).
cooking&library=U-M+Ann+Arbor+Libraries	[NO COMMENT MADE]

Appendix D: Final Comments about Search

- Example: Japanese children's books
<https://search.lib.umich.edu/everything?query=Japanese+children%27s+books> I am not sure if the Library Search would list the appropriate librarians yet.
- Having holdings information displayed expanded would have resolved some of my dissatisfaction with the display of the results
- I don't like the huge URLs when I share searches with my patrons, but I guess that's a minor complaint.
- I generally like to search specifically within the Catalog, Articles, etc. because I typically know what I am looking for and which of those sub-categories it would fit under. I do not use library search for attempting to find things on the library's website. I still find Google more useful for that.
- I have to use a lot of workarounds to get satisfactory results. I do a lot of subject searching and right now it is a disaster. I also wish we could have left anchored precision search, e.g. title start with. While I can figure out effective workarounds and use them consistently, our users mostly cannot, and are not even aware of the difference in results between various ways of searching. I am afraid that often they do not find the best results.
- I still get confused about the "Remove search-only HathiTrust materials" checkbox. I think if the checkbox is checked then I'll get both online and on-shelf results, but I'm never quite sure.
- I would like to be able to search for known items and have it work correctly.
- it is still not great at known item searching if I put a word in my search, I want it to appear in my results. It is not helpful to get results that aren't actually related to what I typed in, and it is not helpful for patrons either. I get that Google does this, and guess what, it's not useful there either. Also, if I want to search a specific field, I want to search that field only. Subject searching is still the best for some searches, and Library Search is terrible at this. Not everyone is happy with three random items, sometimes even patrons need pretty specific searching, and Library Search makes this very difficult.
- It would save my time if I can get at least 20 records per page. Why only 10 records per page? When requesting multiple volumes, it is very cumbersome to click one item at a time. Going back and forth from Get This page to Record page is very inconvenient and time consuming.
- It's frustrating that fielded searching still does not work correctly.
- Library search has potential but it is difficult to use and instruct users when the item you are looking for does not come up on the first page. Frequently it comes on the second or third page of the search. Often the use of worldcat produces a faster link to what we have,

- My preference would be for all results pertaining to a particular title to appear on one record. Students and researchers often need any edition of something and it is time-consuming to click on the record for each edition (many times there are separate records for the same edition), click on the location, and then find that it is checked out, so one has to keep going down the list repeating that. Also, it would be useful if links to 7Fast and ILL appear right there where it says the book is checked out and if the book information were automatically copied to the ILL form.
- need better precision searching, need better support for citation management software (eg, better RIS exports), need to be able to specify more than 10 results per page/screen, etc etc
- Searching for department pages and service contacts can be difficult if you are showing patrons how to search for services. I use the "Services" and "Libraries & Departments" function from the Library homepage because searching for them via Library Search can be frustrating with the results page.
- Sometimes multiple holdings on a single record do not appear properly (eg two separate holdings for physical items that are not copies that is vol 1 on a holding record and vol 2 on another holding record).
- speed is really important, because when records don't load, it just appears like the things patrons need are not held. Also, depending on topic, search works better than other times.
- The slowness of the catalog holdings to load is still an issue I encounter regularly.
- When I am searching for a known item, I typically make my search as specific as possible, including putting the title in quotation marks and including an author name when I have it, in order to narrow my search results. I'm not confident that my search results will be as useful as I need otherwise.
- While there have been improvements, I think we have a long way to go to get the speed and reliability of search results that we need to satisfy our patrons' needs.