Internet Librarian 2010
Monday, October 25, 2010, 3:15 PM – 4:00 PM

Session A105 – Better than Google Scholar?
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Usability Testing

University of Manitoba Libraries
- ARL member
- 25,000+ students
- Multi-campus, multi-library
- Acquisitions budget over $9 million

Methodology
- December 2009, January 2010
- 9 students (Arts, Science, Architecture), recruited via website
- Wanted novices, but got more experienced
- Needed to have a research assignment
- SerialsSolutions paid $50 incentive
- UserVue and Morae - captured and analyzed video and audio of students working remotely

What did we learn about Summon and students?
- Students take it for granted they can search books and articles simultaneously
- Nearly all students failed to notice Summon’s limiting options until prompted
- Summon’s premise validated: students start out with broad, general searches and then narrow down
- This sort of testing should be in toolkit of more librarians, especially in larger libraries
- Front-line librarian response: "I could have told you that." They know a lot about student behaviour; how to open up communication channels

Google Scholar vs. Summon

We compared ...
- 35 citations used in an earlier study
- Study compared Google Scholar, Windows Live Search and Scirus
- This time, Google Scholar, Scirus and Summon

What we found ...
- Google Scholar retrieved 25, Scirus found 20
- November 2006 - Google Scholar retrieved 28, Scirus found 19
- September 2010 - Google Scholar retrieved 31; Summon retrieved 20; Scirus retrieved 18
Conclusions
- Our citations are a mix of books, articles, etc. May be that GS is more inclusive of format.
- Clear difference between GS and other two.
- Need to repeat the search at intervals.
- Both GS and Scirus claim to be stronger in science. Summon designed to be broader.
- Our test belies all three claims.

Journal Usage

We compared ...
- SUSHI-compliant platforms using journal successful requests (COUNTER Journal Report 1)
- Relied on USTAT and SUSHI-compliant platforms that had 2010 stats available
- Collected usage stats from May-Aug 2010 when available
- 9 platforms fit criteria - used top 5 journals in each - 45 in total
- Available comparable dates of pre- and post-Summon stats
- Checked that each title was available in Summon

Changes in journal usage

Usage Change 2009 - 2010

Average Usage by Platform
Increased usage in 2010

Interesting -- Ebsco Journals

Conclusion
- Definitely needs more study...
• Summon implementation doesn't seem to have affected successful journal uses at all
• Interesting that EBSCO journal usage is increasing – again further investigation needed