# Special Features Integrated with Search Results

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Hello, within the Search Results page, Summon has special features to enhance what is displayed and provide further information to researchers.

In this session you will learn about Open-Access Content, bX Article Recommender, Citation Counts, Altmetrics, and Chat.

If your library provides Open-Access content it will appear alongside other results in Summon. However, you can make this content easier for researchers to find. Such as by adding the Open-Access refinement, so that results can be filtered. As well as display an indicator next to results that come from an open-access source.

You can further enhance your researchers’ results by providing suggestions of articles that they may not have found, based on content other researchers have looked at.

The bX Article Recommender displays a link indicating that there are articles related to that result. When you click on the link the system shows relevant and related articles across different journals, publishers, and platforms in the panel. Note that this feature requires a subscription to the separate bX service.

Researchers can also see the impact of items in their search results using citation counts and Altmetrics.

Summon can show how many times a particular resource has been cited in other journal resources. This information is collected from the Web of Science and Scopus. You can click on the link for more information.

Altmetrics allows you to display badges about an article’s scholarly impact based on online, social media, and news mentions. The badge will display if an articles score is greater than 0. If you hover over the badge you can see a breakdown of where people are talking about this resource. Clicking See more details opens a new window in your browser showing more detailed information about where an article is being talked about.

You do not need have a subscription to Altmetrics to display the badge, but the feature must be activated in the Summon Administration Console Settings area.

Lastly, your users can communicate with your library if Chat has been enabled. If your institution uses LibraryH3lp, Springshare’s chat, or QuestionPoint Chat, your Implementation Team may have set up integrated chat within Summon. The chat integration for these three chat vendors can be configured in the Summon Administration Console Settings area.

If chat is available when a researcher clicks on the icon a widget will pop up, that can be moved around the screen. Allowing them to communicate with library staff.

If you use a different chat vendor not supported by the Summon Chat feature, contact your Support or Implementation team, as we may be able to support other chat vendors via Custom Panels.

You now know how to find Open-Access Content, what the bX Article Recommender provides, where Citation Counts and Altmetrics are displayed, and how researchers can communicate with library staff using Chat.

Thanks for watching!