

# How Do Users Search and Discover?

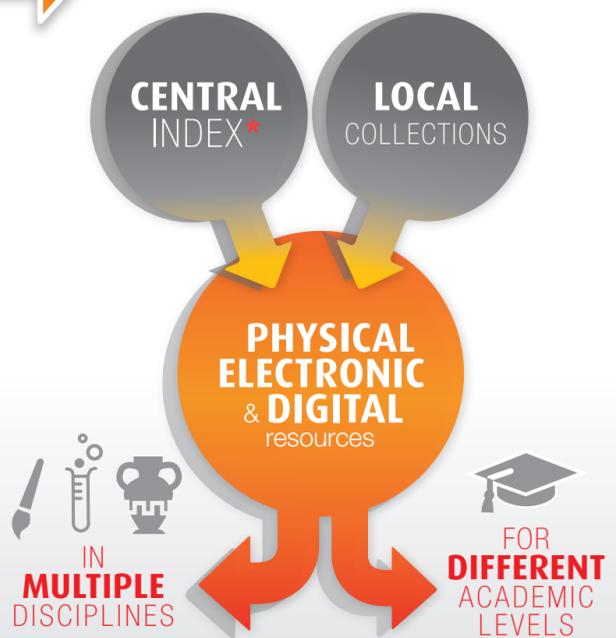
A Snapshot of Ex Libris User Research Results

## Library Discovery

**Diverse**  
USER NEEDS

Discovery systems

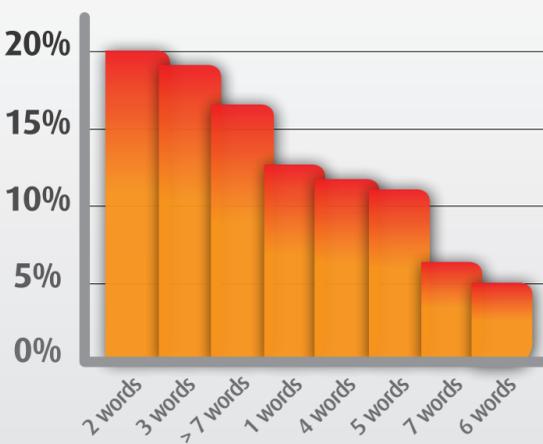
A **Wealth**  
OF INFORMATION



\*For example, 1 billion records available in Primo Central as of March 2015

## USER Behavior

**Number** OF WORDS USED  
IN SEARCH QUERIES\*



\* Based on analyses of Primo Central search logs

more than **50%**  
of all searches are  
for **Known-items**

- Often over **5 words**
- Identifiable for example by:
  - matches **record** in the system's index
  - includes complete **citation information**
  - contains mixed **case** and **punctuation**

less than **50%**  
of all searches are  
for **Topic searches**

- Short query** (usually 1-5 words)
- Broad topic** (e.g. the name of a research field) or **narrow topic** (e.g. a specific research question)

## USER Intent

**Different** USERS **Different** NEEDS



### STUDENTS

(graduate or undergraduate)

Learning through **DISCOVERY**

- Build up **TERMINOLOGY**
- GAIN KNOWLEDGE** for papers and projects
- UNDERSTAND** research area, then narrow it down
- BENEFIT** from an overview as well as very specific aspects of a topic

**READING LISTS:** a core resource for undergraduates



### FACULTY MEMBERS and **RESEARCHERS**

- Often familiar with core publications
- Usually (but not always) interested in the latest publications
- Often follow citation trails and author links to find similar material
- Tend to look for comprehensive results lists

## DIFFERENCES between DISCIPLINES

### HUMANITIES:

Undergraduates often need literature for developing papers and essays



VS



### SCIENCES:

Undergraduates: Few papers are required; textbooks are often sufficient for lab and exam preparation. Other resources are used occasionally by students

## Addressing PATRONS' Needs



The research was conducted during the second half of 2014. The study included analyses of users' search logs, and qualitative user surveys conducted via workshops and interviews of over 40 respondents at different academic levels and from various countries and disciplines.

Ex Libris Primo is used by more than 2,100 institutions worldwide, empowering them to shape the discovery experience, provide students, researchers and faculty with an intuitive, end-to-end service, and maximize the value of library collections.

Visit <http://www.exlibrisgroup.com>.