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Incorporating Millennium Catalog Records into Serials Solutions' Summon

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Grand Valley State University (GVSU) implemented the web scale discovery system, Summon from Serials Solutions, in August of 2009. GVSU was an early adopter of the technology and the first   implementer to use the Summon system as the primary search interface. The library website at GVSU presented one search box on the front page, and that search was a Summon search. Searches into the traditional catalog were placed at one and two levels into the library website. Early on in the web scale discovery system era staff agreed that this would increase access to our electronic resources. The concern that arose was for our physical collection. Would the items in our traditional catalog get lost in the process of a Summon search?

As electronic collections grew, and more and more resources are available in larger aggregated packages online, the physical collection at GVSU began to shrink. Rather than seeing this as making the collections less important, GVSU libraries began to think of these physical collections as more and more specialized. While wanting to make the wealth of information in a Summon search available to our patrons, we did not want these same patrons to lose out on the physical items in our catalog that have survived the test of time and movement to a primarily electronic collection.

Early testing on the new website front page showed that user activity was almost exclusively focused on the Summon search. While users could still get to a classic catalog search one level into the website, the vast majority of all searches were via Summon. This behavior reinforced the need to make sure the full catalog content didn't get lost. Anticipating this result, a priority task during the implementation of Summon was to export the information from our Millennium catalog into Summon's knowledge base. Along with this, we prepared to harvest any cataloging additions, deletions, or changes on a daily basis.

Literature Review

Serials Solutions Summon was put into general release in July of 2009; since that time more than 120 customers have committed to using Summon as their web scale discovery service (Vaughn, 2009). Literature discussing different aspects of this service already exists. In his article about web scale discovery, Wisniewski (2010) talks about how services like Summon finally enable libraries to have the "Google like" single search box. McKay (2011) questions the overall user satisfaction of a single search box that searches both scholarly articles and books. Way (2010 discusses how Summon has affected database usage and full-text access to resources. There is also information on how customers have "hacked" Summon for increased usability (Klein, 2010).

Yet case studies reflecting challenges faced by libraries implementing Summon or other web scale discovery services are scarce. One detailed case study comes from The University of Huddersfield, the UK's first implementation of Summon. Stone (2010) discusses the challenges and issues faced when implementing this service and how they were overcome. As with all new services, each implementation is unique and we feel that the experience gained during implementation at GVSU could be valuable to anyone working toward adding their catalog content to a web scale discovery system.

Methods and Process

Once the decision to include our catalog data in Summon, a small implementation team was formed to work with Serials Solutions to ensure that all tasks were completed in a timely manner. After speaking with Serials Solutions, the implementation was broken down into three separate tasks: data mapping, data extraction, and verification.

The data mapping task was by far the most time-consuming portion of implementation. Serials Solutions required that, as a new customer, GVSU fill out their Catalog Mapping Worksheet (Figure 1). The worksheet contained a column for Summon field names, a column that was prepopulated with MARC fields that corresponded to the Summon Field Names, and a third column for making edits or additions to the MARC fields. To successfully fill out the worksheet, discussions on local cataloging practices were held and samples of existing records were examined.

[place figure 1 here]

Upon the examination of sample records and discussion among our staff, we noticed only a few minor changes needed to be made to the default mapping provided by Serials Solutions. One example: GVSU likes to use a 650$z field to record geographic location, at the time Serial Solutions did not have a recommendation for this field. There were a handful of similar minor edits made to comply with local cataloging practices. There are also a few fields on the mapping worksheet that are unique to each institution. These fields include the call-number display hierarchy, item location, and record ID number. We decided to display the call-number hierarchy in the following order: item call number, 099, 086, 090, and finally 050. This was unique in that the item call number is exported from our system in the 945$a, which was new for Serials Solutions at the time. The Millennium MARC export table was consulted to supply the MARC fields for item location and record ID.

Once the mapping table was completed, we could then move onto the initial record load, which ended up being quite simple. Using functionality available in our Millennium ILS, we created a file of all of the MARC records that were currently viewable by the public. We then exported a file containing these records and sent them to Serials Solutions via FTP. The ongoing updates, however, were more complicated. Ideally, updates are sent and loaded into Summon on a daily basis. This file includes records that are going to be removed, added, or updated with any changes made since the last file was sent. Because all of this information comes in a single update file, we had to communicate to Serials Solutions how to identify what action should be taken for each record. This was done by coding the records in fixed fields in the bibliographic and item record (see Figure 2).

[place figure 2 here]

The last step in the process, verification, was the most rewarding part of this implementation. Because of the amount of time and attention to detail spent filling out the mapping table, and the quality job done by Serials Solutions in the creation of the mapping table, few errors were found. To accomplish this step, we asked a small group of the library

staff to search Summon and look for things that weren't displaying properly or were missing information. While the process was time-consuming, it was incorporated into daily workflows. A hidden benefit discovered through this step is that it helped many of the staff become comfortable using Summon before it was rolled out to our patrons.

Issues and Opportunities

   As with any new service, the inclusion of GVSU catalog records into the Summon knowledge base wasn't without its own set of problems, or as we dubbed them, opportunities. For the Summon search to function as a good search for items in our catalog, the records needed to be updated as frequently as possible. Early on in the process, we noticed a lag in the speed at which our catalog records were updated. A patron might report finding a book in Summon, only to be taken to an error screen in the catalog stating no such record existed. Beyond frustrating the patron, the service desk staff at the library often had no explanation for the discrepancy. As Summon was such a new product for Serials Solutions, they were still ramping up how often they added catalog updates from customers. At first updates from GVSU were added into the Summon knowledge base once a month, with the intent to running them weekly. Working with staff at Serials Solutions, we were able to find a balance, showing some patience on our end, while Serials Solutions picked up the pace of the loads. Currently our updates are loaded daily; we've had no reported errors of the kind reported above in months.

   Other glitches came up as well, also with easy fixes. Due to an error somewhere in the MARC mapping process, it was clear early on that the Summon search results were displaying Dewey call numbers. Our patrons would then head to the floors with those numbers in hand, only to find that we don't use the Dewey system. With one quick conference call and a remapping of our MARC tags, that problem was resolved.
   We then ran into an issue we still haven't quite figured out. Our catalog updates were being run daily, but patrons began to find records in the Summon knowledge base that we had withdrawn and marked deleted in our catalog. Rather than spend time on both ends tracking down the cause of this issue, Serials Solutions technical support suggested we attempt to resolve the issue with a complete reload of our catalog records, as if we were starting with Summon. This fixed the issue, and again patron complaints dropped off. For a time after, GVSU did random checks on titles that had been marked for deletion in our system. After the catalog reload, none of these titles checked showed up in a results set, just as we would want.

   Another early issue discovered was that when searching for a known journal title, the electronic version of the title and the paper version of the title were not presented next to each other in the results set. It's long been debated in libraries if journals and electronic journals of the same title should be listed on one catalog record or should have a record for each format. GVSU has always listed the title in the catalog twice, once with our paper holdings and once with MARC records for electronic journals provided by Serials Solutions. Since the Summon search was the only search box on the library home page, we wanted patrons to be able to successfully search for known titles. Through upgrades and enhancements to the Summon search, Serials Solutions also fixed that hiccup. Today, if GVSU owns a journal in print and has access to the online version, the records will usually appear as the first two results in a set.

One issue did cause a major change in GVSU workflows. Due to the fact that the Summon index and the GVSU library catalog are never completely in sync, records cannot immediately be removed from the catalog. In past practice at GVSU, once a physical item was withdrawn, the corresponding catalog record could be removed entirely from the system. To ensure synchronicity with Summon, records must be tagged as suppressed and ready for deletion, so the next day's report includes that deletion notification for Serials Solutions. The hidden opportunity in this issue allowed GVSU to stop manually tracking withdrawn items at the time of discard. Instead, GVSU now runs an annual report of all these records tagged as "suppressed and ready for deletion" to get the appropriate statistics. The records are then removed entirely from the catalog in one batch.

Since Implementation

Since the change to one search box, GVSU has been keeping an eye on circulation counts to determine if our cataloged items are getting "lost" in the vast expanse of the Summon index. Circulation numbers have proven to be an unreliable way to judge this. GVSU purchased materials to fill out our retrospective holdings in the humanities the very next year, then performed a massive weed in which the majority of discards were in the sciences and medicine. The size of the physical collection has not been consistent or even consistently trending in one way or the other, preventing us from having a consistent base for comparison. In addition to that, circulation counts do not take into account titles that were found and used but never checked out. GVSU has been tracking circulation counts, and removing the catalog search from the front page has not seemed to make a significant difference in the numbers.

Other unexpected changes since committing to the Summon search as the only search on the front page has been the influence on web design. Through user testing, GVSU determined that early designs of our page, despite having only one search box, were still confusing to the patron. User testing has resulted in less information on the front page as well as an even larger version of the Summon search. Currently the top third of the library homepage is dominated by a Summon search box that includes the phrase "Find articles, books & more."

Conclusion

It has been 26 months since GVSU made the decision to use the Summon web scale discovery system as the only search on the library homepage. The decision was made with the caveat that if numbers, user feedback, or any other measure were to point to user dissatisfaction, we would revisit. In the past two plus years, nothing has indicated to us that it was the wrong call. GVSU feels strongly that Summon from Serials Solutions is in fact the best and most simple way for users to access all facets of our collection. Concerns that the physical collection would "get lost" in the Summon knowledge base have not come to fruition. The strong belief of the staff is that this was accomplished by the inclusion of our catalog records in the knowledge base.

References

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Tables and Figures

Figure 1. Sample of Catalog Mapping Worksheet[1]

Catalog Mapping				
Summon Field Name	**Element**	**Changes/Corrections?**		
Abstract	520 ab			
Author	100 ab$c; 700 ab$c	100 |d 700 |d		
AuthorAffiliation	100 $u; 110 $u; 111 $u; 600 $u; 610 $u; 611 $u; 700 $u; 710 $u; 711 $u			
CODEN	030 $a; 780 $y; 785 $y			
ConferenceTitle	611 ancdeq$p; 711 $a; 811$a			
ConferenceTitleAlternate	111 ancdeq$p, 711 ncdeqp, 811 ncdeqp.			
ContentType	See chart below for Leader code and 007 mappings	**Please pay close attention to these mapping**	added values listed below in yellow	
ContentType for eBook	How can we determine which books are e-books for your catalog?	**Requires your feedback.**	1st instance of 998 subfield d = z	
CorporateAuthor	110 abcdnp$t, 710 abcdnp$t			
Dewey Decimal Number	82 $a			
DocumentSubtitle	245 $b			
DocumentTitle	245 $a			
DocumentTitleAlternate	130adfklmnopr$s; 210 ab; 222 ab; 240adfklmnopr$s; 242 abnp; 246 abfinp; 600$t; 610 $t; 611 $t; 630 adfhklnopr$s; 730 adfklmnopr$s, 740 an$p			
Edition	250 $a			
Genre	600 $v; 610 $v; 611 $v; 630 $v; 648 $v; 650 $v; 651 $v; 655 av			
GeographicLocations	600 $z;610 $z;611 $z;630 $z;648 $z; 655$z	650$z		

[1] Used with permission from Serials Solutions

Figure 2. Record coding system and Summon behavior for daily updates.

Record Code	Match on Bib Record #	Action
n or d	YES	Remove bibliographic record from Summon index
x or -	YES	Update bibliographic record in Summon index
n or d	NO	Do not add bibliographic record to Summon index
x or -	NO	Add bibliographic record to Summon index

Code n: suppressed from public view; Code d: record ready for delete; Code x: available for public view; Code - : available for public view