

# TRENDS IN INTEGRATED LIBRARY SYSTEM: A USER'S PERSPECTIVE

**SONGPHAN CHOEMPAYONG, Ph.D.**

Department of Library Science

Faculty of Arts

Chulalongkorn University

*songphan.c@chula.ac.th*



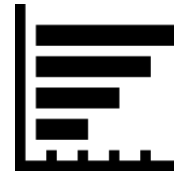
# **Where is Library Automation System in Library User's Journeys?**

# PERSONA



- College teacher
- Early career researcher
- Tech savvy library user
- Amateur library technology enthusiast

# RESEARCH JOURNEY OF



Research Idea

Research  
Design

Data  
Collection


Data Analysis

Dissemination

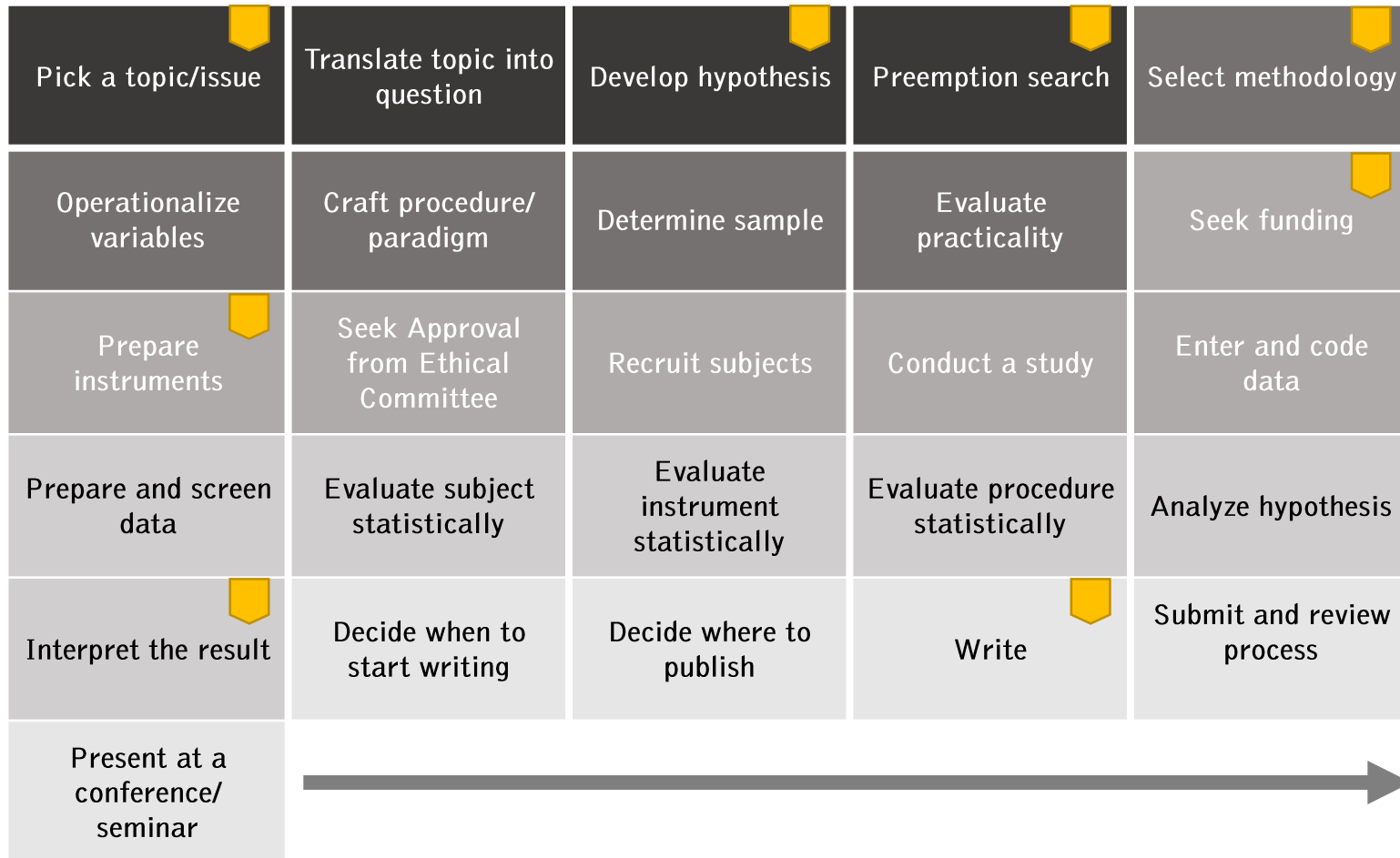


# RESEARCH JOURNEY OF



Pick a topic/issue	Translate topic into question	Develop hypothesis	Preemption search	Select methodology
Operationalize variables	Craft procedure/paradigm	Determine sample	Evaluate practicality	Seek funding
Prepare instruments	Seek Approval from Ethical Committee	Recruit subjects	Conduct a study	Enter and code data
Prepare and screen data	Evaluate subject statistically	Evaluate instrument statistically	Evaluate procedure statistically	Analyze hypothesis
Interpret the result	Decide when to start writing	Decide where to publish	Write	Submit and review process
Present at a conference/ seminar				

# RESEARCH JOURNEY OF



# RESEARCH JOURNEY OF



## **ILS as Touchpoint**

- Exploratory Search (Discovery)
- Known-item Search (Find)
- Check-out
- Reserve
- ILL Request
- Save to My List

# RESEARCH JOURNEY OF



**ILS**  
**as Touchpoint**

- Traditional Catalog
- Next-Gen Catalog
- Union Catalog
- Federated Search



# Exploratory vs. Known-item Search

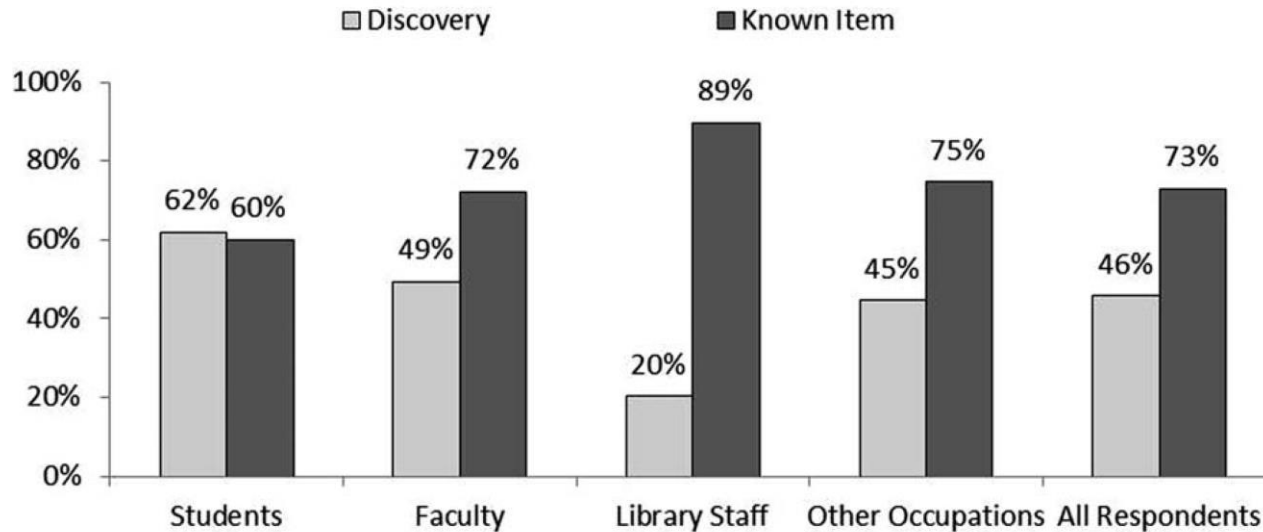


FIG. 4. Respondents engaged in known-item or discovery search tasks.

Wakeling, S., Clough, P. D., Connaway, L. S., Sen, B., & Tomás, D. (in-press). Users and Uses of a Global Union Catalogue: a Mixed-Methods Study of WorldCat.org. *Journal of the American Society for Information Science and Technology*. doi: 10.1002/asi.23708

# **Exploratory Search: Challenges & Opportunities**

## **Relevance Ranking**

- Transient collection
- Multiple collection
- In-depth User Profile
- User generated content (e.g., review)
- Transaction log (Big data)

# **Exploratory Search: Challenges & Opportunities**

## Beyond textual input

- Map
- Images
- Audio

**I need solutions (content), not collections!**

## Institutional Repository

Federated Search

Library catalog

Open Archives Repository

Full text DBs

Abstract, Index, & Citation DBs

Publisher-based DBs

Print/Online/Mobile/Hybrid  
Supplement/Replica

Search Engines

● ผลงานวิจัยที่ปรากฏในฐานข้อมูล

● ผลงานวิจัยที่ไม่ปรากฏในฐานข้อมูล (Grey literature)

○ ตัวรวบรวมข้อมูล (Aggregator)

● ฐานข้อมูลห้องสมุด

● ฐานข้อมูลพาดินชี

● ฐานข้อมูลแบบเข้าถึงโดยเสรี

**Institutional Repository**

**Federated Search**

**Library catalog**

**Open Archives Repository**

**Full text DBs**

**Abstract, Index, & Citation DBs**

Print/Audio Visual/Online/Mobile/Hybrid  
Supplement/Replica

● ผลงานวิจัยที่ปรากฏในฐานข้อมูล

● ผลงานวิจัยที่ไม่ปรากฏในฐานข้อมูล (Grey literature)

○ ตัวรวบรวมข้อมูล (Aggregator)

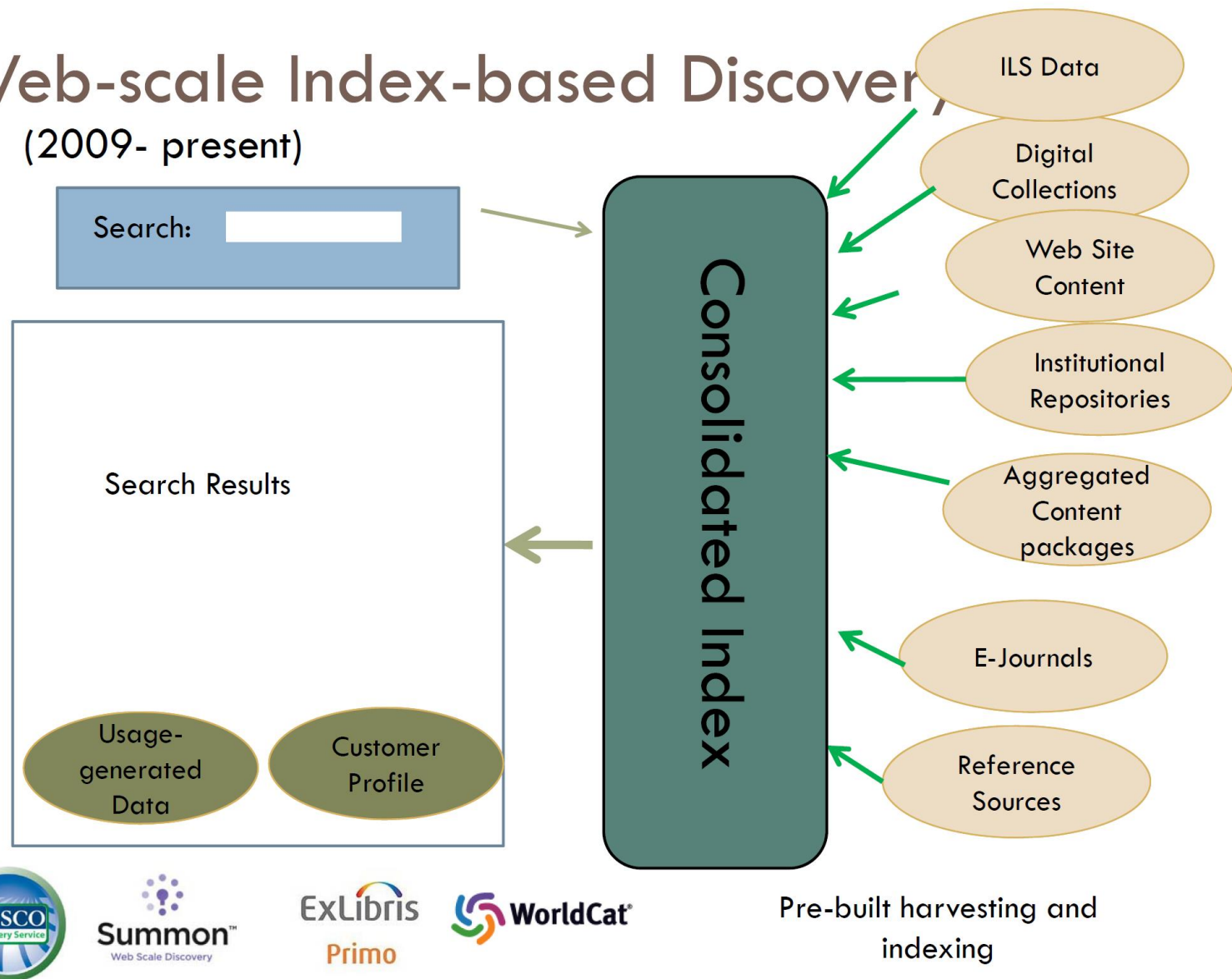
● ฐานข้อมูลห้องสมุด

● ฐานข้อมูลพาดินชี

● ฐานข้อมูลแบบเข้าถึงโดยเสรี

# Web-scale Index-based Discovery

(2009- present)



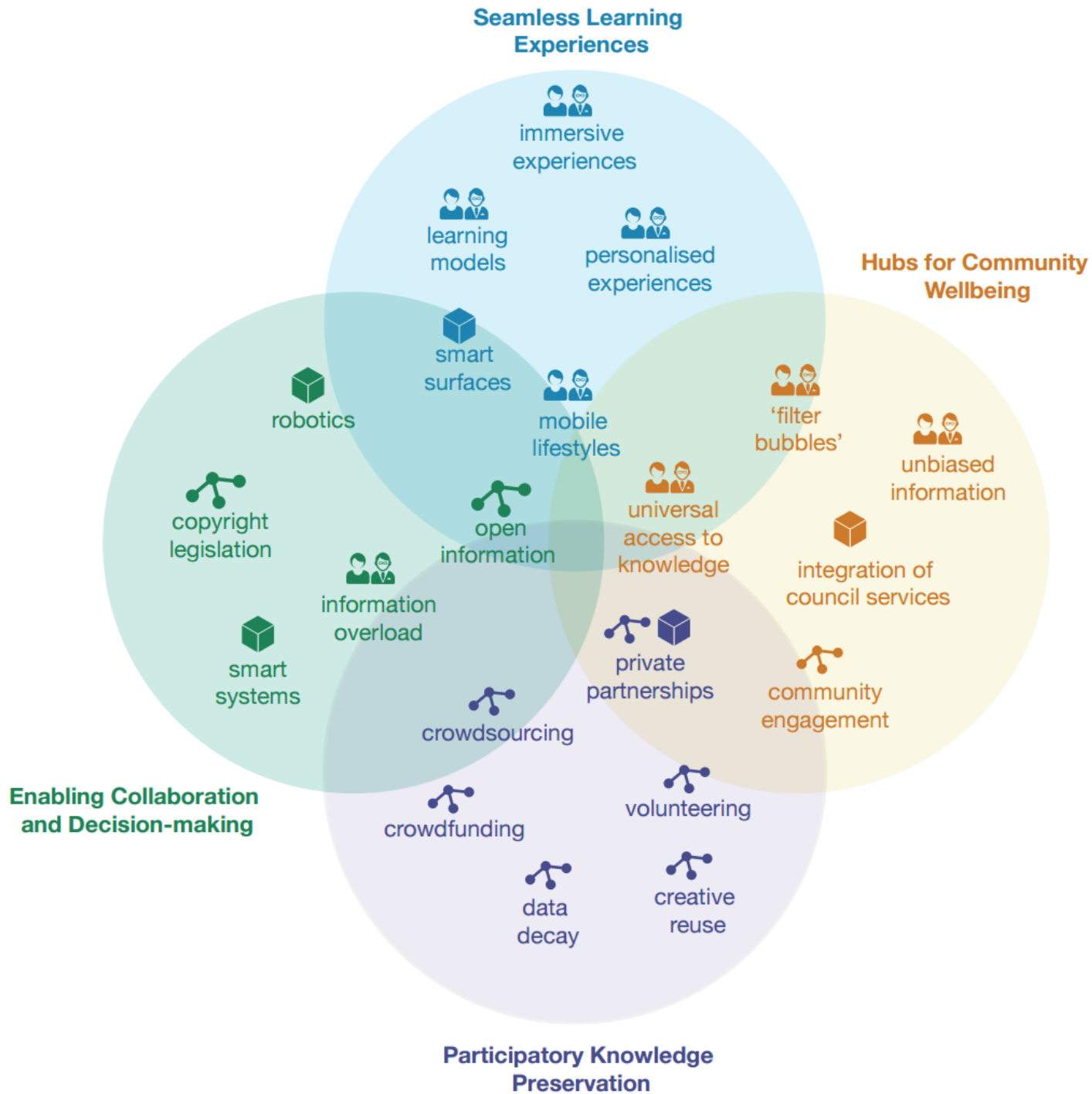
Excerpt from Marshall Breeding. (2015). *Current Realities and Ongoing Trends In Library Technology*. Presentation presented at 24th Annual Minitex ILL Conference. Retrieved from <https://www.minitex.umn.edu/Events/Conferences/Highlights/2015/ILLConference/Breeding.pdf>

# **I need solutions (content), not collections!**

- FRBRization
- Integrate with Linked Data



**Be a part of user's workflow!**



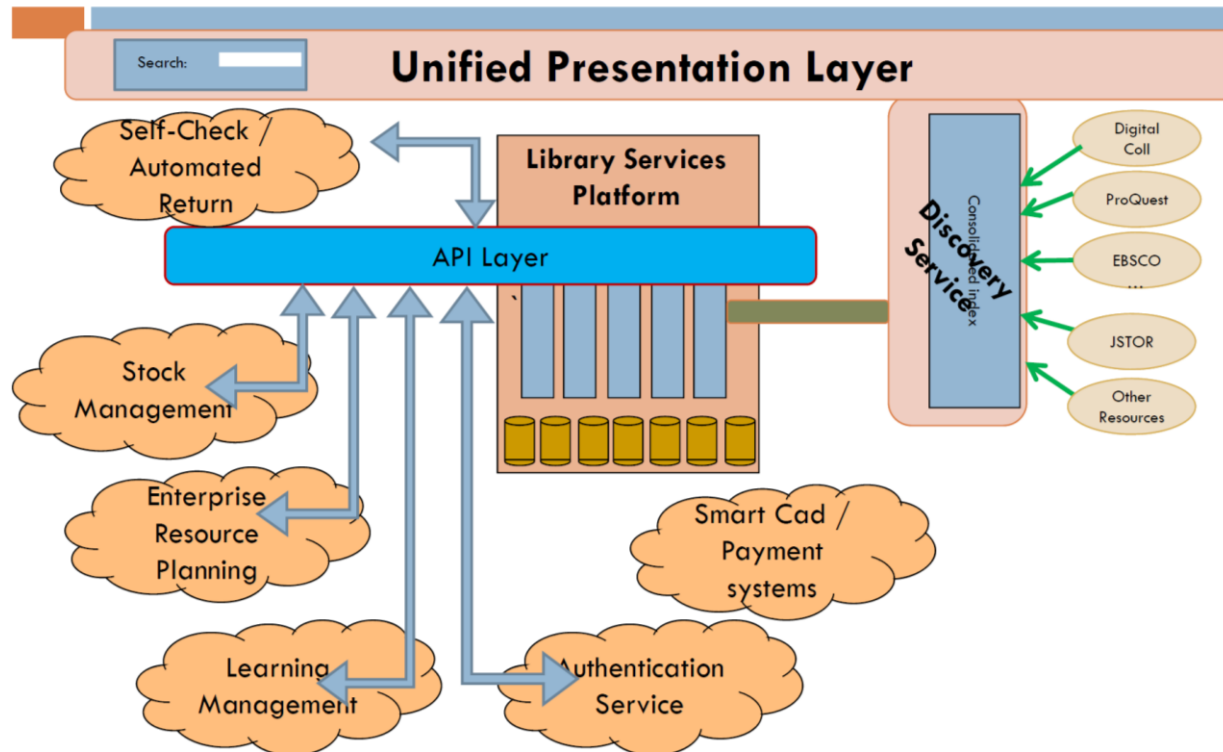
# **Be a part of user's workflow!**

- Integration
  - Search Engine
  - Learning Management System
  - Bibliographic Management System

# **Challenges and Opportunities for ILS: Enthusiast's perspective**

# Open Architecture & Scalability: APIs

## New Library Management Model



Excerpt from Marshall Breeding. (2015). *Current Realities and Ongoing Trends In Library Technology*. Presentation presented at 24th Annual Minitex ILL Conference. Retrieved from <https://www.minitex.umn.edu/Events/Conferences/Highlights/2015/ILLConference/Breeding.pdf>

# **Seamless Collection Development Practices**

- Support centralized CD and distributed services
- Vendor interface or APIs
- Link to resource sharing network
- Integration with users' social network

# **Transient collection management**

Link resolution

# **Rights Information Management**

- From copyright to licenses
- From collection to items