Technology Impact to User-Centric Discovery

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Introduction

• History of user-centric technology in libraries
• Competition with consumer-based services
• Data, personalization, and privacy

“How can a system be user-centric if it is not all about the user? And how can that happen without sacrificing some of our deepest values about privacy? Are our values incompatible with user-centricity?”
Timeline of user-centric discovery

- OPACs
- Google
- Faceted OPACs
- Discovery interfaces
- Index-based Discovery interfaces

Duke
OPACs

Example from Lehigh University, circa 2002

Example from SirsiDynix OPAC (http://www.sirsidynix.com/opac)
Faceted OPACs

Examples of Endeca, VuFind, Blacklight, Ex Libris Primo, and WorldCat Local.
Index-based Discovery interfaces
Single search box competition with Google
Emulating Google, Integrating Content

Images from Duke University; https://library.duke.edu/
What do users want?
Where do users access library resources?

(Figure 4, Harrop, et al., 2015)
User values vs. Library Values
User Data and Privacy
User Data and Internal Library services
User data and External Library services
Online anywhere

Kopernio

LEAN Library

LibKey Discovery

RA21

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Content providers and User personalization
Sharing or Protecting User Attributes
User Profiles outside of Affiliated Organization
User benefit vs. User profiling
Library Examples

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User data as commodity
Policy, Enforcement, and Communication
Conclusion
Questions and Discussion

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References


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