



## Midwinter Virtual Conference 2022

### Questions from Session 5: Expand Your Search with Widgets, by Marisha C. Kelly (Northcentral University)

**Q1. Do you run into problems trying to license your electronic services with such a widespread "campus"? Are there any geographic limits to what resources are available to students & faculty?**

Although we are 100 percent remote, we haven't run into any specific issues with licensing electronic resources for our users and there are no geographic limits. We use OpenAthens to manage access for users, and these users include current students and faculty, law students and law faculty, and alumni. We have specific resources only accessible to law students and law faculty. Unfortunately, some of our library resources are not licensed for alumni use. We have had a handful of users who live outside of the U.S. that have reported access issues for certain databases, course websites, or library services, but this is rare. For example, we've ran into issues with responding to text messages received in Springshare LibApps from users who live in the Middle East. Springshare noted that the SMS provider, Twilio, does not support two-way SMS with numbers originating from some Middle Eastern countries and that there is not a way for us to respond back to the user in the system.

**Q2. Just curious: Was the decision to not give access to EBSCO Discovery a cost issue, authentication issue, or something else?**

We looked at obtaining EBSCO Discovery Service as a comprehensive search solution for alumni, but this was not possible based on complimentary index information not licensed for this user group by participating publishers that work with EBSCO. Through OpenAthens, however, we are able to provide alumni with access to ebooks that we have purchased and own in EBSCO Ebook Collection. As an alternative, we created search widgets for alumni users to ProQuest resources and our ExLibris Knowledgebase to search for content.

**Q3. Do you find reference and/or instruction to be more complicated with so many different ways to access content?**

For many of our users, knowing where to start can be the biggest challenge. There are so many resources available and not just in the library but across different departments, like our Academic Success Center or Center for Teaching and Learning. Users generally start at the library's homepage for research, but they are unfamiliar with what is Roadrunner search, our branded EBSCO Discovery Service, and how to use it. Personally, I don't find reference or instruction to be any more complicated. We have different ways to connect with and support users, whether through chat, phone calls, live workshops, workshop recordings, and one-on-one consultations. Search widgets were incorporated on our guides to increase access to resources for certain user groups like alumni and to create alternate access points to library databases and search tools from places like course guides or subject guides.

**Q4. Have the embedded widgets increased students' knowledge of databases outside EDS? Did the direct usage of the databases go up after students were exposed to the resource name?**

Unfortunately, statistics on the use of widgets are not available to make that direct connection; however, in one-on-one consultations, I have had many students express the value of using widgets to expand their searches to tools like Google Scholar from EBSCO Discovery Service. Usage for GALE content was characteristically low; however, we have seen increases in database use since adding subject-specific GALE databases to the Best Bets in our A-Z Databases list and adding GALE widgets to guides.