# Discovery Functional Committee Top Issues 2022

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## Priority 1: uResolver Matching Issues

### Description:

Many consortia campuses are reporting records with uResolver matching issues. These include: 1) over matching of results, 2) under matching of results, 3) different format matching, and 4) title matching issues.

There are three cases related to this issue:

06308848, 06296114, and 05321286: ***Video titles matching erroneous titles in Uresolver and Incorrect services appearing on full record display.***

We understand that Ex Libris considers this expected behavior to resort to title match when no other matching criteria is available per the [documentation](https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_%28English%29/Electronic_Resource_Management/051Link_Resolver/010Alma_Link_Resolver_Workflow):

"If there was no search by identifier (no identifier as part of the Context Object), a search is performed by "title" only. When searching by title only, the genre plays a role in determining the material type to be retrieved. If the genre is Book, Book Item, Report, or Document, the material type to be retrieved is monograph. If the genre is Issue, Journal or Article, the material type to be retrieved is serial."

However, we don't think the scenario in which a streaming video and an ebook appear on the same record was anticipated. We view this as an unintended consequences and have seen this happen more than once, particularly with Project Gutenberg ebooks appearing on streaming video records.

### Impact:

The overall effect is that uResolver matching can cause records to disappear from search results or combine in unwanted ways. The documentation and settings for uResolver control is not apparent. If record dedup is a factor in controlling uResolver matching, those settings are complex and many campuses lack the time or resources to resolve the issues.

### Solution:

Do not match uResolver targets by title only, or provide a configurable option to exclude record types from the matching process.

## Priority 2: Features Not Working as Expected

### Description:

Features are not working as expected or as we understand them to work. For example:

* LC subject browse does not return expected results,
* Date Newest facet only works when specific metadata is present in records, which is inconsistent in CDI and Alma records,
* Search within journal feature is nice, but only works when ISSN is present and can only be disabled using CSS,
* Ranking configuration still eludes many campuses in the consortia, and
* Performance issues with indexing, front-end load times, and feature activation.

We have open cases for LC Subject browse and Date Newest facet. It is frustrating when a feature doesn't behave as intended, and we shouldn't have to be resourceful or creative in finding ways to disable something.

### Impact:

The reliability and confidence factors of the subject browse search functionality greatly decreases when users don’t receive expected results. Similarly, the Date Newest facet provides a user-friendly date limit option, but only works with particular records. Since there is little control over which resources will limit based on this facet, the effectiveness of the facet is limited, which results in campuses disabling the functionality.

The Search Within Journal feature is too inconsistent to turn the functionality on, but there is no way to disable the feature except to hide the code with CSS.

Primo VE Ranking configuration is an improvement over the options in Primo, but it’s unclear how long it takes for changes to take effect. Sometimes results change immediately, while other times there is between a 15 minute and 1 day delay in seeing the results. This makes it difficult for campuses to perceive how ranking configuration changes are affecting results.

Measured Primo VE load times continue to remain longer than Primo load times despite moving from a test Primo VE environment to a production environment. In the past 9 months, campuses have reported longer initial load times, blank Primo VE homepages and results listings, and availability indicator delays. These results were reported for both searches that originated from library homepages, and searches that originated natively within the Primo VE interface. Slower load times negatively impacts user confidence with websites and tools.

### Solution:

* Improve LC Subject Browse Searching by supporting the expected subject terms
* Make the Date Newest facet work for all records.
* Provide a way to disable the Search Within Journal and make the functionality work more consistently.
* Better ranking configuration documentation (including time for changes to take effect, and recommendations for influencing results).
* Improve Primo VE load times.

## Priority 3: Inadequate Analytics for Assessing Performance and Usage of Primo VE

### Description:

Primo VE analytics is inadequate for assessing performance and usage of the discovery tool. While the analytics metrics do provide insight into what users do within Primo VE, page views, real-time stats, and navigation pathways are not possible due to lack of metrics in analytics, data update delays, and the inability to configure third-party tracking code such as Google Analytics.

### Impact:

It is difficulty for campuses to assess the web usage, engagement, and effectiveness of their search tool without adequate metrics or configurable third-party integrations. The soon to be implemented 2-day delay updating Primo VE analytics data will only add to this difficulty.

### Solution:

Provide improved web usage metrics such as page views, time on page, referring URLs, etc. to Primo VE analytics, or provide a configurable option to integrate third-party analytics tracking tools.