Integrated Library Systems and Discovery Applications

In June of 2007 the Digital Library Federation (DLF) convened a group to examine issues involved in integrating integrated library systems (ILS's) and associated discovery systems. The goal of the group is to create a technical proposal for accomplishing integration of ILS data with non-ILS discovery systems. The group is comprised of John Mark Ockerbloom (Penn), chair, David Bucknum (Library of Congress), Todd Grappone (USC), Dave Kennedy (Maryland), Emily Lynema (NC State), Patricia Martin (California Digital Library), Dianne McCutcheon (National Library of Medicine), and Terry Reese (Oregon State). To this end the group conducted a survey of Academic Libraries to gauge community interest and current involvement in this type of effort. Below are the results of that survey.
Which Integrated Library Systems Do You Use? (Multiple Responses)

- Innovative Interfaces Millenium, 25
- Ex Libris Aleph, 24
- Ex Libris Voyager, 44
- Sirsi/Dynix Unicorn/Rome, 31
- Sirsi/Dynix Horizon, 21
- Other, Vendor, 17
- Evergreen, 0
- Koha, 0
- Don't Know, 3
- Other, Open Source, 5
Is your library/institution considering adopting a new ILS in the next 24 months? If so, what ILS(s) are you considering? Please check all that apply.

Comments (optional)

OPAC only, not ILS

We're considering a new ILS, but I don't know yet of definite candidates

Yes

We will write functional requirements THEN consider all options

Probably a different public interface/discovery tool (Open WorldCat, Endeca, Primo, etc.); for staff mode, more traditional "ILS" type of solution

Everything is under consideration.

not in next 24 months; but, we're looking into open-source OPACs (e.g., Koha, VuFind)

WorldCat Local

We migrated to our current ILS in 04/2006
We may consider adoption a new ILS in the next 24-36 months, but it is too early to say whether we definitely will, and if we do, what systems we would consider

Polaris and TLC

Ex Libris Primo

my library is implementing Polaris

Polaris

Due to the end-of-life announcement about Horizon from SirsiDynix, we are definitely considering our options, but all options are open at the moment.

Actually we are building it

Significant Millennium upgrade, or migration to consortium.

doubt it

upgrade current system

not far enough along in the process to say

As a public institution, we need to do a RFP.

we will probably be experimenting/developing some of XC from Rochester

We have not excluded any ILS, but we DO plan to switch ILSs in the next 24 months.

possibly, but mostly have to wait on a consortial decision....an OPAC is another story

Not in the next 24 months - expect to have to make a decision in the next 5 years or so

New ILS went live 8/07

We plan to throw away the OPAC and provide access to our collection as a logical view of the national union catalogue.

We are experimenting with links out to our SFX open url resolver, Google Scholar, Library Thing for tags, and Amazon for book cover images and reviews. Implementation is not live at this time.

Possible interface to work with our planned digital repository.
What are the most serious issues for users discovering items in your collection that are not adequately addressed by your ILS? Please explain.

Relevance ranking

1. Search is difficult. 2. Cannot use XML 3. Cannot easily incorporate new technologies 4. Acquisitions module is poorly designed and too labor intensive to use 5. Difficult to manage electronic and digital resources - designed for print environment 6. Basically best application is as inventory tool 7. Shows too much of the backend functions to users 8. Users accustomed to using more intuitive, informative, and more fun systems based on web services 9. I'll stop there. Many more reasons.

Our primary concern is the lack of seamless and unified access to all the materials (tangible and intangible) in **library collections**. This is due, in part, to the fact that we have multiple search systems because not all materials have metadata, or the metadata that we do have is not compatible with our MARC-based ILS, e.g., MODS, METS, EADs, etc. Poor quality data that is a result of RECON projects or changes in data policy also poses difficulties for users or makes finds materials impossible. **Library** has not completed the physical inventory of its collections, so many items are not represented at all in the ILS or the holdings are not accurate.
ILS is useful for named item lookup, but gets very little use for discovery. We've written a number of applications that open it up, but the interfaces are hard to use (for example, our metasearch has to resort to screen-scraping). We are also becoming a kind of "silo" separate from other sources of books (e.g. WorldCat, Amazon), and some folks at the universities are now looking at places like Amazon first instead of seeing what we have.

- problem of multiple records (no frbr) - no faceted browse - ILS focused on local ownership vs. user desire to find universal resources - can’t successfully limit by format - can’t efficiently find e-resources - user interface not created based on user need - no relevancy ranking of search results - ILS typically built around how a librarian organizes the universe vs. how the user wants to search/find - no “more like this” functionality - no input/display of non-roman scripts - no federated search

- confusion over edition/format of desired item. FRBRizing the catalog would likely help in this regard. - interface is poor and confusing. It is a generation or two behind standard web interfaces. - ability to get directly to an item, particularly digital materials (we don't "collect" them) and often journal articles.

serendipity and browsability

too many separate silos  confusion about source of information

The majority are novice users who do not understand how to take advantage of the ILS' existing features. Also, students don't know when to use the online catalog vs. electronic databases and far too many rely mostly on a Google-type search. For the sophisticated user, good relevance ranking and faceted searching are major issues. Getting a correct match on a known item search can also sometimes be problematic, depending upon the cataloging entry.

Searching for known items is the most problematic. One can search for a specific title and it may or may not appear in the first set of results. The logic and indexing are so arcane that it's impossible to figure out why the item does not come up as the first in the list of results. We have external applications and known item searches results are thousands of times better.

metasearch of a "thing" that returns licensed content as well as local data

Lack of coherence and usability in the systems that support discovery particularly for e-resources and e-content. i.e., our systems present a maze of options, paths, and confusing/inconsistent interfaces. Seems like luck and serendipity play a bigger role in discovery than systematic methods or intuitive interfaces do.

Knowing where to start  Knowing which database to use  Integrating internet and library holdings in one search
Poor sorting. No facets. Confusing format terms. Inconsistent searching/results.

1 - Integration into their preferred environment. Currently we offer the OPAC via web but aren't doing things like LibEx.  
2 - **Library ILS** doesn't natively handle discovery/browsing of unknown items very well.

-Lack of FRBR  
-Insufficient relevancy ranking capabilities  
-Doesn't interact enough with other systems, e.g. Google Scholar  
-Users have trouble interpreting the records, not enough flexibility to fix this.

Integration of electronic resources. For example, individual titles in books 24x7 entering terms and not finding things - they want it to be Amazon and think for them.

Too many to include here.

* no integration of discovery for IR, ILS, fulltext, multi-media resources  
* no Web 2.0 functionality

Customers may not be coming to the ILS as a primary discovery tool.

web site/ licensed database/ catalog integration  
Sources of information are scattered in various places, and federated searching doesn't solve the problem yet.

Silos. Excellent resources without adequate coordination of finding aids.

- extremely poor relevancy results (not tied into popularity metrics such as borrowing counts, for example)  
- very difficult to integrate into Course Management System or University Portal  
- impossible for users to bookmark items and thus impossible for them to share items with others  
- very difficult to create reading lists

Complexity/difficulty of search interface for users, coupled with limited flexibility  
Lack of Web 2.0 features  
Users more likely to search Google, not come to our catalog  
Difficulty integrating OPAC search results with other data (e.g. article data) users want. Lack of useful relevancy scores from ILS and, to the extent there is such data, lack of information on how scores are derived and/or ability to modify the algorithm. Inability to integrate full-text searching of available full-text resources with searching of metadata from the ILS.

No relevance based ranking. Poor indexing. No DOCTYPEs means no validation, means no reliable accessibility. Unwieldy "proprietary" platform that is really just a reduced, handcuffed and rebranded version of PHP. No RSS.

Silo of local holdings only, no article level info, hopeless interface, library centric paradigm, etc.
It is not user friendly. Does not connect to other materials in the library such as our databases when pulling searches. No interaction available from users such as ratings or reviews.

"Catalog" limited to stacks (not information), the type of items in the catalog, search precision, cross-item relationships, import / export and re-purposing info, as a starter.

quick response; scope of search may not need to be related to physical holdings; searching metadata only within an context of normative fulltext internet searching is too limiting; interface should facilitate instant gratification: lead a user to OCR'd full text whenever possible; quick links to ILL; facets and clusters are helpful.

No facets. Big collection, keyword not that useful. Users don't understand controlled LC subject structure - and catalog doesn't provide much assistance. Serials and electronic stuff hard to find. No fuzzy match. No stemming. Inability to find exact match when cutting and pasting, since non-filing aren't handled elegantly. Patrons don't distinguish between the library home page and the catalog, or searching for books vs. articles.

Not aware of any at the moment. We are brand new to our ILS and so far patrons are very happy with it.

Outdated cataloging standards and practices; poor search results display; poor search interface; pedantic controlled vocabulary terms; poor authority see-reference interface.

1. Difficult for users to navigate. 2. Complexity of search structure. 3. Extremely difficult to integrate our electronic resources into functionality of online catalog. 4. MARC standards and structures are not very flexible with new Web 2.0 technologies. 5. Level of expertise and knowledge one needs to possess to adequate use our ILS. 6. Need to pull data from many different sources and our ILS system cannot facilitate this easily. 7. Acquisitions module is difficult to use. 8. No ability to incorporate non-MARC metadata into our systems. I'll stop there!

Searching in the ILS is not easy for users and the ILS needs to be integrated better in other resource discovery tools.

Updated serial holdings  Updated user records

I just asked several people and got these results:  * no sorting by relevance (default hit list is reverse chronological)  * no ability to map terms (e.g., "nazi" to "national socialism")  * no "did you really mean...?" feature (e.g., for spelling errors)  * no ability to search the contents notes of records for items we hold, whose contents notes ARE on the WorldCat records, but not in the records of our local catalog.  * not obvious how to search certain combination keyword searches, e.g., "au twain and ti finn"  * serials holdings display confusing - some patrons request articles on ILL when the catalog does show we have the periodical that the article would be in  * ability to differentiate between government docs and non government docs in a search  * identifying links to online
versions of items and locating newer, esp. online versions of publications * poorly working/poorly defined limiting capabilities, e.g., can't custom-enter date ranges like "1861-1867"  * search display doesn't clearly in the default search is terrible! The assisted is not much better.

federated searching

The non google non keyword based interface.

In an ideal world, one with ideal bibliographic & item records, I believe our ILS would function more than adequately. When we were running our less-than-adequate former system, a good number of items were not included and a greater number of records were made to fit. The short answer, our most serious issue is catching our database up to match the ILS' capabilities.

Hard for me to be specific as I have only recently taken up my post. However, there are clearly issues with the search interface, with specifically author/title searches which require the use of boolean operators being an issue.

Users misunderstand what types of search do what. ILS does not auto-correct spelling or suggest corrections "Did you mean..." ILS does not provide list of similar search terms.

Our question, is this the future?

If an item is marked online source, no direct link to it.

The limited functionality of HIP. We can build things on top of the interface, use other tools, but the public pac remains rigid and unchangeable. It seems like we cobble different data streams on top but never get to the point of integration. There is also an issue with consortium's.... each library would like to customize but are limited in this area.

Spelling ranking sucks, ILS only sorts by year or name. No facets.

Many! 1) Not comprehensive - doesn't include digital objects, local repositories, archival individual materials, articles, etc. 2) Much too complicated - no grouping of like items (FRBR, etc...), no facets, not relevant to users today, no personalization 3) Subject terms are not intuitive

unable to place item specific hold on a series or multivolume set

No provision for full text searching.
One of the issues is lack of cross-references. In our catalog, if a patron does a subject search on "rain forests" they will get no hits. If they do a keyword search they may get some hits, but still, nothing that tells them they should be looking under "rainforests" currently the interface is to confusing and returns poor results. I do popular basic searches Harry potter. The current system I have to scroll down down down to find what I am looking for. At Amazon I just get what I want up front

spelling errors, attempts to do specific title or subject searches instead of keyword .... limiting keyword search results

Users often have to go outside of the system (ILL) to find the books they want.

1. Users search expectations are set by Google. Syntax is different, and **Our ILS** relevance ranking is nowhere nearly as effective as Google.  
2. 0 result search logs show mis-spellings, syntax errors, and searching for article level content to be the most common problems.  
3. **OUR ILS** has pretty good heading browse capabilities, but usage results show that users (other than library staff) rarely browse.

Serial holdings display is inadequate and not sorted by volume, year, issue, etc.

The 3 most wanted things according to a user survey we carried out before we started the project on building a new **OPAC** version was:  
1. Cataloging enrichments (TOC’s, descriptions, images, abstracts)  
2. Anyway you can think of handling references - ILS as a reference tool. Export to reference management systems (EndNote, REfMan, RefWorks, BibTeX). Offer a lot of reference formats such as Harvard, Oxford...Offer an area ("My bookshelf/space") where you can save, organize and label/tag your personal references/literature lists.  
3. Seamless navigation and guidance to other information services on the Internet.

No real keyword searching. No relevance ranking. These basic functional tools for discovery are considered premium add-ons beyond an already over-priced inventory control system.  This is not an ILS problem--more a library culture problem--but MARC records alone are not sufficient for resource discovery. We need richer data, and more sophisticated tools for using it.

The feature most asked-for by patrons is a read-alike service, like Amazon's "people who asked about this bought that." In general, our users learned to search for books on Amazon, and they would like us to have a similar feel and similar features. They'd also like better search capabilities, especially a search that would tolerate slight errors in spelling and suggest alternatives (like Google's "did you mean...”).

Items in the system which are not visible in the OPAC. Items visible in the OPAC which cannot be reserved. Complexity of searching and navigating the system.
1. Searches that relate items found outside the ILS and in the ILS like webpages, blogs, or articles
2. Connectivity issues dealing with proxies and it doesn't do well with do many users at one time
3. The ease of use. The ILS uses a lot of fancy lib talk that is not always accessible for users.
4. There is not just the google type search option. It is complex and often confusing.

The OPAC interface is terrible!

Integrating various digital collections, electronic resources, and archival collections and there associated idiosyncratic metadata (MARC, DC, EAD) into a common interface that users can use easily and have meaningful "fielded" searches. Presenting content from integrated searches when they employ different metadata standards. 
Deep search of text of books. Access to MARC only in current search. Accessibility to library's holdings through commercial search engines, where many patrons now find their content.

poor search strategies sloppy/incorrect data in records inaccessible data: search options are not granular enough options combine what should not be combined (i.e., electronic resources show up even in "specific library branch" searches)

uh, waaaaay too open-ended of a question. And is this only about discovering items "in the collection"? And how do you define "collection"?

**ILS** works well enough as an ILS but certainly could be improved upon.

Lack of a one-stop search box. No place to start a search for articles/books all together. eBooks especially deep content within eReference books No communication between various systems within the library (ILS/Link Resolver/ContentDM digital collections)

There seems to be problems with people using ILS search engines intuitively. Their expectation is to have a more Google-like experience where precision in query formulation is not so important.

Most common difficulty... after an item has been pre-cataloged (but prior to arrival). The system defaults to "in processing" rather than "on order" This confuses patrons, as they believe the book has arrived.

E-books not cross-listed to catalog (they're listed separately); electronic journals not cross-listed in catalog; no option for user input (tagging, etc.); duplication of some acquisitions tasks.

Many resources (e-journals) are not in the ILS. Finding it harder to "compete" with Google Scholar.

Our licensed materials -- probably our most heavily used materials -- are not available in the ILS at the article level. If a user is to do a comprehensive search, they must use
multiple tools. The reality is, however, they do limited searching in only a few tools and therefore miss many relevant sources.

Relevance rankings of search results  Flexibility in order of search results  Drill-down capabilities  Inability to promote non-traditional items, such as electronic resources

Significant hardware upgrades needed by consortium and member libraries, combined with the corporate decision to kill **ILS** has pushed us to consider open source software. All promised fixes have been put on hold. OPAC and staff catalogs continue to give different results.

The ILS works reasonably well for known-item searching, but subject searching is fairly problematic. The biggest problem for our users in discovery, however, has to do with article databases. The fractured nature of article searching, combined with the inconsistencies of federated search and of OpenURL services, make it very frustrating to discover and access content from the library.

search results are ordered in weird fashions. "Why was this item returned?" can't read the screen. too confusing.

security constraints

Web interface is terrible, and we would like better integration with all of our services, meaning OPAC plus databases and good library branding.

Searching is trained-librarian-specific, and could be made more friendly to end users.

integration of records for the same intellectual content in multiple formats -- e.g. we may have multiple print copies, microfilm, and digital versions of a single book integration of items in licensed digital collections for which no MARC records were available

I don't know if I can say 'most serious', but one significant one: Our Catalog is incapable of providing machine-processable information on which volumes and issues of a serials holding are actually held. Its' there human readable, but it's just not machine readable (I've tried). I want to integrate this with our link resolver where the link resovler can take the user right to physical holdings _only_ if they include the vol/iss of interest---but I can't, because I have no way of knowing. This is a problem.

difficulty integrating electronic resources - we need better coverage and holdings data from our vendors; easier and more consistent ways to keep MARC records for ebooks up to date; and consolidated search across all resources

Does not easy enough path to all the various types of content that users need/want.
Keyword search sucks, results display sucks, and, from a back-end perspective, adding additional content (images, tables of contents, links to other library services, etc.) is extremely difficult to impossible.

Balkanization of items by type, especially journal articles  Inadequate interface
Electronic journal article locator does not pull in information from ILS  Lack of context (reviews, related items)  Inadequate search--e.g. inability of system to truncate 'a', 'an', 'the' from the beginning of titles  Data isn't perfect and it's hard to spot the bad data  Lack of relevancy ranking  Information needed is scattered among several screens  Not shareable--no permalinks, and sessions time out

As a **removed for anonymity** we have the same materials in a variety of formats--how to differentiate these in searching is difficult for users. Also, search results should be ordered by uniform title for musical works--not title page title.

Inadequate browsability of the collection, inability to search / browse several collections at once, inability to narrow a search once it has been executed

Multiple silos - digital collections, etc.  Journal articles  Digital versions of materials we hold in print....  The OPAC does not support frbrization of result sets and faceted clustering. It does not deploy authority files and reference structures intuitively to aid discovery. It is so uncustomisable that we cannot insert links from thumbnails in result sets to items available online or set the default relevance ranked search operator to "AND" rather than "OR". It assumes the catalogue is the centre of the universe and does not provide seamless access to other databases. The ILS itself does not have APIs to support authentication & authorisation, getting detailed holdings and availability or submitting a request for an item when it has been discovered through a third party discovery service. It does not support a holistic approach to the acquisition, description and digitisation of content. It does not support pre-acquisition workflows for original material or workflows for the recording of rights management information except through direct creation of MARC fields or the linking to an external "parties" database for rights holders. It assumes people who want to copy or borrow collection items are registered patrons and doesn't allow requester details to be included in requests.

Our web-based OPAC is basically the same technology as was available 8 years ago, when it was selected to replace Cornell's text-based OPAC. It does not leverage the data that is available. It is difficult or impossible to customize to meet the needs of our users -- our user studies are useless, because we cannot adequately respond to our users' needs and desires. Our OPAC can't even produce valid HTML, which is quite sad. The data of the ILS should be made accessible in formats easily integrated into other web applications (via RSS feeds, RDF, JSON, really anything would be helpful at this point... the OPAC output isn't even reliable enough to screen-scrape!) The same goes for the data in our subscribed databases.
Slow development of Web 2.0 technologies. Huge fees for add-ons products that are developed. Limited availability to integrate open source and home-grown technologies into the ILS.

Limits on record retrieval. Inability to take advantage of the MeSH explode capability. Poor search interface for users.

It is difficult to find titles/items by type, hardcover, paperback, large print, etc. Separate records and patrons tire of checking them all, one record, impossible to place hold.
Is your library/institution currently using any external discovery applications that use data from your ILS? If yes, what type(s)? Please check all that apply.

![External Discovery Applications Using ILS Data (Multiple Responses)](image)

Answers to this question from the Other (please specify in comments below) open ended option:

Both are pilots not yet in production

Nightly export of bibliographic data for digital resources from ILS to Oracle database to present subject-based displays using locally-configured LC Classification tables.

1. Shared catalog with unmediated patron borrowing among 7 libraries
2. Local e-resource (e-journal and database) search interface
3. Locally developed reserves catalog
4. Integration of library resources into course management system

> Inquery (PPOC/Ammem/GG) -- target of multiple external metasearch through Z39.50
> Find in a Library > LC Metasearch -- Index Data (Keystone/paspar2/SOLR) ...
> LCDB/PPOC/AmMem/Thomas/LCweb -- with several additional targets to be added within six months
> OAI-PMH > SFX and other OpenURL resolver links to LC catalog > OCLC Worldcat and other subscription databases with links into LC records
- Locally created subject portal for e-resources. - periodic data dumps from ILS for external digital library web resources - periodic batch loading of records to OCLC Worldcat

visual search results display

Libx toolbar Virtual reference del.icio.us

LibX Toolbar

we pull data from **ILS** and insert it into our **vendor** ERM a-z e-journals service.

Aquabrowser

Our consortia databases have new applications that appear to be in a trial period. Our home system does not have any unusual new features.

in process to implement PRIMO

We're hoping to go ahead and use the Talis Platform soon.

Amazon bookcovers and reviews

We plug the catalogue into resolver screens: RSS feeds have also been set up.

Statewide z39.50 includes our collection. BIP, Fiction Connection, Ebsco, First Search all set up to search our collections but it does take an extra step. We do in-catalog and emailed booklists. Registered with OCLC for that library near you thing but our OCLC holdings are insignificant.

Under "currently" I would place registration with Google Scholar and promotion of LibX toolbar plugin for FireFox.

Using Solr

We'd like to be able to concurrently search our library data, object collections data and specialized SQL databases as well as other institutional websites.

currently implementing external, open-source application to replace catalog user interface

With software development agency, we're working to development faceted catalogs, awareness tools, patron awareness tools, and social systems.

Link resolver that pulls info from catalog.

some of these are in current development, so not quite public yet
We use EBSCO A-Z to manage electronic journals and feed the coverage data INTO our ILS. **vendor** charges a lot of money to be able to query our own data in our catalog and we don't have that ability.

Discovery via national Union Catalogue, search engines seeded from National Union Catalogue, third party Z39.50 clients searching either the catalogue or National Union Catalogue) and OAI-PMH harvesters (for digitised collections only).

Info about reserve items and their availability is being pulled into the library website.

We have an alternative interface to our catalog that uses XML data under Entrrrz software used for PubMed and other NLM products.

I don't believe so, not officially. But we do discuss libraryelf sometimes.

Is your library/institution considering acquiring or building any external discovery applications in the next 24 months that would use data from your ILS? If yes, what type(s)? Please check all that apply.

**Considering External Discovery Applications Using ILS Data (Multiple Responses)**

**Comments / details:**

No specific plans, but the two areas checked are high priorities, along with direct borrowing from a shared offsite storage facility.
> Virtual International Authority File (BETA) > LCCN Permalink > VUFind > Find It/SFX expansion to public users in Voyager > XML datastore pilot > OAI-PMH expansion > Zotero through SRU/W -- ability to support off-site patrons using their own OpenURL resolver capabilities > Serial Page turners (Ser2Dig -- using METS)

Additional applications being considered in these areas include a catalog integrating digital repository results, and a production version of subjec maps.

We are currently building a system to mine a variety of catalogs and databases. The other enhancements are of interest and under some consideration, but are not in progress.

Already in production

Yes we are -- but we have not yet fully defined scope - may include any/all of apps listed above.

faceted searching

Beginning to build prototype Google Gadget and Fasebook Applications

interested in OCLC WorldCat Local

These are part of our RFP which is out for a new ILS

LibX browser extension

1. Aquabrowser, WorldCat Local  2. Open source solutions for metasearch and linking

The library is working with a faculty member in computer science for a course-related project that will do basic and enhance relevance ranking for our bib records. The extended relevance ranking will be done by crawling the Web for material to be used in the relevance ranking. Down the road we hope that the collaboration will result in production code that could be implement, with the help of the ILS sysadmin, into the OPAC. We also hope that other projects and results for information discovery will come from this recently begun collaboration between the library and the computer science program.

Possibly... metasearching with databases....

We are about to draft a digital library strategy that we would expect to cover this issue - however, until these issues have been more fully discussed and the strategy drafted I can’t say what we are going to do in this area.

We have discussed tagging, and a few other features but no movement yet.
We're going to use the talis platform.

Definitely looking at acquiring an application such as Primo or WorldCat local...

We work with campus systems like courseware to plug library content in, but would still like a strong discovery system that stands alone.

Have made contact with LibraryThing re use with our catalog.

We will implement enhancements that come with Sirsi’s EPS (Enterprise Portal System) when we bring it up over the next year.

"Currently" is the key; we have just started implementation of Ex Libris' Primo; expect soft release spring 2008. Somewhat concerned that none of the discovery front-ends support browsing well, other than by facets. On the other hand, our usage stats show that users don't browse.

Studying consortium partnership with an eye toward enhanced ILS tools. but I wish we were..especially enhanced catalog search and metasearch.

doubt it

Endeca

Due to implementation of wireless access currently underway, and a soon to be released version upgrade (4.0) of our ILS, little is planned.

UC is working on a pilot with OCLC to provide a UC union catalog on WorldCat Local. We would be providing holdings and circulation information to WorlCat Local from our ILS.

We have no specific plans, but study the issues closely and monitor vendor products as well as development with WorldCatLocal.

only open-source at this point

We're in the very early stages of developing a "new search thingy" to search all library-owned information -- 2 catalogs, openURL linker, digital collection, and website.

We plan to throw away the OPAC and provide access to our collection as a logical view of the national union catalogue.

We are experimenting with links out to our SFX open url resolver, Google Scholar, Library Thing for tags, and Amazon for book cover images and reviews. Implementation is not live at this time.
Possible interface to work with our planned digital repository.

_Are there any external discovery applications (of the above) that your library/institution would like to have, but doesn't? If so, what applications, and why don't you have them?_

Open-Ended Response

Current staff allocations and priorities haven't allowed us to consider this question in any meaningful way. Some mention of exposure to mobile devices and courseware.

Still exploring best options for large research library. Cost is a factor in decided our best option. Also, we are involved with a state-wide consortium and many decisions have to include the approval of the whole. Also, we have created home-grown situations to many of these problems but are realizing the programming and continued maintenance our solutions require.

All the areas above are desirable. Gaps between current status and desired functionality are due primarily to limited resources for local development, relative immaturity of commercial products, and current limited functionality in connecting discovery to delivery services.

**Library** is hampered with testing pilots such as social systems / patron awareness tools / etc. because of issues related to user authentication --

> Adding faceted browse capabilities  > Expansion of thesauri / more like this / spell check  > Better internationalization -- needs improvement in user fonts and bidirectional displays  > Ability to integrate MODS/METS and MARC data  > Reporting options for librarians and publishers who make heavy use of Z39.50 known-item searches  > xISBN  > Exploration of vendor data set records through the ERMS for subscription resources (currently only available on-site)  > Inclusion of images such as book covers and photographic thumbnails  > Links to enable purchase of materials from e-commerce sites -- Amazon, B&N, etc. -- LC must maintain non-discriminatory linking policies  > Social tagging has implications for national records -- many policy issues yet to be resolved on issues such as spamming, abuse, endorsements

It'd be very nice to have a catalog that let people seamlessly search our library with full functionality and also all other libraries available to them (including through direct borrowing and ILL). This is a question not just of interfaces but also of getting hold of the data.

Currently we don't have modern, easy to use API's to access our data. With migration to new ILS we expect to implement the applications we checked above in #3.
A GOOD metasearch integration of catalog results. Don't have it yet mostly due to other priorities and resourcing issues.

facets and repository; limited staff resources

We'd like to have all of the above, but development, testing, implementation and ongoing support take a lot of staff time. The number of good ideas exceeds the available resources.

We will be investigating mashup software for combining disparate information resources

Thus far it is lack of vision and resources that have held us back. We intend to solve both these limitations in the next year.

Some kind of faceted system, tagging system, feed output. We don't have them perhaps because of time/money/will.

We haven't begun our research yet, so we don't know what applications we'd like.

Metadata aggregators, too expensive, require too much staff to support

We do not have a faceted catalog (internal group is investigating options)

I would love to have an ILS API to allow be to make all of the ILS content searchable with a variety of applications.

We'd like to have all of the functionality listed above in various forms. To the extent that we don't have such functions (or have limited functionality), its the result of the relative difficulty, or in some cases impossibility, of getting at the data we need in the contexts where we need it, coupled with limited development resources.

INFOhio Central is overtaxed. They don't have the organizational agility necessary to pursue desired changes in an effective manner, so we end up waiting for whatever our "partners" at **ILS** are going to put out rather than seriously evaluating our options.

WorldCat Local's road map includes some of these functions, that's part of the reason we are interested in it. We would like to see these in an integrated environment.

The only one we do have is Aquabrowser and we are not using it to its fullest extent plus our catalog is a mess so the information pulled is often not good.

Too many things to list, but we don't have them mostly due to politics, slow management, and poor infrastructure decision process.

Demand for non-strategic improvements to the OPAC and ILS exceed available labor/staffing capacity to take on new strategic projects.
Better patron awareness tools.

No.

Don't know.

We would love to have all of them. Cost is one of the prohibitive reasons. Another deciding factor is implementation and continued maintenance of new systems or tools that would overlay our ILS system. Another big factor is the state-wide consortium that would not allow making some changes without the involvement of the consortium or having the consortium make changes on our behalf.

Metasearch tools. We do not have one yet because the technology has not been refined enough. For example set results are not properly de-duplicated and search retrievals are not reliable.

Probably tagging, and/or links to social networking sites

metasearch - high cost

not sure

Faceted searching.

Not that I am aware of.

We are looking into Aquabrowser. We don't have it due to financial issues.

I think we have a fairly traditional approach to new feature use of the ILS. We are interested and know about some of the new technologies that are out there but have not adopted anything new yet.

Endeca looks cool, the talis platform seems nice too. Solr seems like a lot of work.

Haven't made the decision yet and need to get the funding.

We use Scholars Portal in Ontario, something like 120 million citations and terabytes of full text. We would like it in the same discovery layer as the catalogue.

Would consider AcquaBrowser or **ILS** products but currently too costly.

We would like to add tagging, but it depends on when **ILS** implements this feature in EPS (Enterprise Portal System).

No
Some are offered by our vendor, but are costly -- other technology needs have priority with limited funding. Some are planned for next versions of the system.

Wherewithal; we haven't the financial resources to buy the products, nor the ability to hire and retain staff with the advanced knowledge to build and/or integrate them.

We are part of a consortium, and everyone must reach consensus about what's wanted and what it's worth. The process is good, but it takes time.

Haven't been able to find a system that we can manage that doesn't cost a great deal. We are presently looking into acquiring the knowledge necessary to review Open Source options.

We are still in early stages of considering these systems and also do not currently have funding for any of the above.

We would love to offer a simplified federated search that would allow patrons to specify sources to search, refine searches with a "more like this" function, and so on. We simply do not have the resources, either financial or technical, to accomplish this.

We would like to have any of the above; we don't have them because the current ILS doesn't incorporate such technology.

We hope to get much of the functionality we want in WorldCat Local.

federating searching tool - we don't have one because there isn't yet to be on flexible enough to allow dynamic searching from other applications, like the MyLibrary@ open-source customizable portal.

We are interested in looking at federated search products that provide enhanced (faceted or the like) access to the catalog, while also providing better user interface to federated search.

I'd like to have them all but it costs money to buy them from innovative and staff time to implement

Still discussing tagging and other social systems. No decisions made.

Catalog searching with enhanced or specialised functionality, current awareness tools and social systems: we hope to acquire all of these capabilities by making the catalogue a logical view of the national union catalogue; but recently we have also been trialing putting our catalogue metadata into an open source SOLR/Lucene implementation with good results. This might give us early wins while waiting for the National union catalogue solution. Issues remain finding a way of not having to deep link into the
catalogue for detailed holdings information and to lodge requests; and managing authentication/authorization via a single seamless process.

Would like to implement a Metasearch application such as **ILS** or **ILS**. Do not have the funds for these commercial applications or the programming staff to make them work as we'd like.

If your library/institution is currently using any external discovery application(s), are you familiar with any of the technical implementation details? If no, you will skip to the end of the survey.

*If your library/institution is currently using external discovery application(s), can you briefly describe the product or the functionality being provided? Please include URLs if possible.*
Open-Ended Response

WorldCat Local    http://www.oclc.org/worldcatlocal/    Uses data at OCLC to provide a next-generation discovery interface, including facets, user-generated review, inclusion of articles, etc.

1. Easy Search - Locally created metasearch functionality
2. Facebook application of Library Search
3. Twitter
4. New books
5. RSS feeds for new e-resources

We use WebFeat for federated searching, including the Library Catalog in a variety of clusters, e.g. audiovisual materials, US Government Documents, etc. For the documents example, this is a way to wed our old paper collection with USA.gov. Our separate database of digital resources allows arrangement of the resources in subject- and format-based folders to help users navigate. BorrowDirect allows users in a group of member libraries to search a union catalog and create/track ILL requests. We export a month’s worth of new catalog records each month to create New Acquisitions Lists in a locally-created system, arranged by call number, library location, and material types.

a. Quick Search
b. Database and E-journal portal (also available via Quick Search above)
c. Reserves catalog (on secure site, requires login)
d. MetaLib "CrossSearch (access via database portal or quick search above)
e. BorrowDirect catalog, description at (access requires login)
Video catalog; tagging system; metasearch; new books awareness; e-resource locator; subject maps demo

1. Locally created z39.50 application to find e-resources in real time based on assignment of broad subject and genre terms added to marc records. 2. Data export for digital library projects: marcxml export

An export of bibliographic records to a different search interface. Allows additional types of searching than ILS interface.

Federated search system eResources (electronic materials only)

Innovative Encore system Grokker (visualization) by Ex Libris MetaLib (federated searching)

Locally created new book lists makes use of Feed Digest Ex Libris' Metalib for metasearch (coming soon)

journal list SFX MetaLib

Locally developed new books list Limited combined searching and metasearching using MetaLib Locally developed electronic journals

Find e-journals: Find it! based on WebFeat

RSS feeds of news.

**Non-ILS OPAC** product will be used to search and display holdings for the local consortium.

Faceting and clustering will be part of the display. Search relevance and speed will be greatly increased.

We are currently implementing Aquabrowser so we said "yes" on the previous since we do know a great deal about this even though we aren't in production.

Right now we're running a static new-books list that is extracted monthly from the catalog via API and then manually put up on the library's Web site. There're better options for this (e.g., RSS feeds) that we'd like to explore...
Amazon webservices

LibraryElf ... but it isn't a discovery tool. It screenscrapes borrower block screens to notify of held items, overdues, pending due dates, etc. Link from BIP to catalog, fiction connection, Patron BIP worked previously. We just renewed the product and it seems these links are now broken.

Endeca Information Access Platform software

Google Scholar. Combined with LibX plugin, this is very well received by those who become aware. LibX insertion of a visual cue receives very high recognition from users. On-the-fly "hot linking" by LibX also a dramatic impact, especially for PubMed searching. Name removed has a site license for Endnote, which provides the easiest path for harvesting bibliographic data from our catalog to personal bibliographic management system.

The new LIBRIS version is now available in beta (in Swedish only, so far. It will be available in English approximately in November) It is build on a Free Text Retrieval System/Search Engine, application built in java/jsp, presentation layer, CSS 2.0 och HTML 4.01 strict.

I have set up categories for genres, bestsellers, frequently checked out items, etc. as well as coding new books in our cataloging records so that they can be pulled out and displayed as a subset through our website.

Personal collection building application

Ex Libris Metalib  Ex Libris SFX  Soon to be deployed open source Umlaut link resolver front-end

solr, solr, solr :)  here is a video-specific faceted search/browse: integrating a solrized opac into drupal at the moment: also building a few facebook apps based on the solr index and an AOL instant messenger bot, also querying the solr inde

Not currently using, but beginning to develop. I will be answering the questions below on what we =hope= to do -- and really mostly on what =I= hope we do.

We are creating a ruby on rails and solr based faceted browsing and relevance ranked searching interface to our catalog holdings and our digital library collections. The prototype is available at http://blacklight.betech.virginia.edu

same interface for journal (or book) drawing holding from SFX and ILS
NLMCatalog

JAbbr (Journal Abbreviations deciphering)
http://supportingcast.mannlib.cornell.edu/jabbr/ Uses serials title data, extracted from the catalog, to help users decipher cryptic journal abbreviations. The results lead the user back into the OPAC. New Books http://supportingcast.mannlib.cornell.edu/newbooks/ Uses a monthly extract of new items from the catalog, and allows the user to list those titles by any combination of location, language, and broad classification (first one or two letters of the LC call number) Course Reserves http://mannlib.cornell.edu/services/circulation/reserves/ Uses a live database query to fetch title, call number, and circulation data for items on course reserve.

catalog

http://nlmcatalog.nlm.nih.gov No limit on size of retrieval sets, able to explode MeSH terms and use behind the scenes subject mapping for cross references.
What techniques are being used to access this data and/or functionality? Please check all that apply.

Is there any ILS data or functionality you have been unable to integrate with an external discovery application? If so, what and why not?

Open-Ended Response

The ILS stores call numbers in multiple fields and uses an internal hierarchy to choose the right field for display. This makes export of a correct location/call number statement difficult, requiring screen-scraping of the ILS to build this display in external systems (or omission of these critical data from display). Also, I'm not aware of standardized formats for transmitting circulation status or processing status (basic inventory control functions). Depends on the meaning of "integrate." Currently, most applications depend on hand-off to the ILS for any functionality beyond discovery and direct (or proxied) online access. True integration would allow transaction data to pass between applications. Worth noting: We have built "Request from Offsite Storage" functionality external to the ILS (not mentioned above because discovery happens within the ILS.) Functionality depends on data not noted above, from item records: barcodes, status notes, detailed holdings.

"Authentication  > Complete holdings and availability (item level data)  > Licensing information in end-user friendly formats  > Z39.50 or SRU/W access to authority data  > External thesauri  > OPAC enhancements such as spell check and more-like-this
Yes. Because current ILS is session based, it is difficult to produce a persistent url for records.

Circulation information

circulation data (more than just whether checked out)

NCIP support has prevented implementation of unmediated borrowing systems

Incompatibilities and semantic differences between data models; Voyager against most things.

Fulltext searching. Because we don't have the data.

Patron empowerment.

Tons. Mostly because we haven't yet tried. We're beginning looking at creating a "Sirsi" driver to get VuFind working against our catalog. I'm also working to get Koha version 3 installed and set up to see about getting its OPAC working with our catalog. And we expect some happy convergence with what the computer-science prof and students are doing with using lucene for indexing and creating its own crawlers to enhance the data for "better relevance ranking."

permaurls, aleph 516 doesn't make this one easy. proper z39.50 based search feeds.

We can't show current status of material, don't use FRBR

See above: Serial holdings

no real APIs for patron data in III, and leary of exporting/storing that in yet another system....

Too early to say, but I expect we'll have issues writing back to the ILS database.

So far we have been unable to integrate real-time circulation information.

*Is there any ILS data or functionality you would like to be able to access more easily from external discovery applications? If so, what and/or how?*

Open-Ended Response

Indexing circ status

Availability of resources - circulation data
Some desired functionality would benefit from access to item record data (see question above), acquisition status data (currently accessed through screen-scraping), check-in data for serials.

[see above -- difficult to distinguish this list from #4]  > More robust OpenURL generation in Voyager  > Holdings and item information  > Z39.50 access to authority data  > Ability to improve keyword and left-anchored search functionality (e.g., set functionality)  > Ability to limit searches -- ex, to items with digital content [MARC problem]  > More publicly available Unicode fonts  > "My bookbag" improvements [especially in Voyager]  > Hierarchical records to support FRBR and increased granularity (e.g., chapters, individual songs)  > Single- vs separate record policies for electronic items when LC's print collections may be as critical as our electronic holdings (which are only available on-site)  > Rights -- including donor rights to special collections (which aren't currently in the ERMS)  > xISBN services -- to which it may be too prohibitive for an institution like LC to subscribe

Yes, but because we're planning to migrate we're not pursuing this functionality.

Real time look up to ILS data would be best. Would not require data exports, synching, etc.

circulation data (more than just whether checked out)

Working on integrating federated searching within Encore.

Portions of MARC records, e.g. difficult to access via SQL  > Item availability information  > Patrons can't see fines that are accruing, but not yet charged.

*Holdings data  *Circulation status  *Patron information (e.g. status) -- but, obviously, access to patron information has to be handled carefully to to protect data security/privacy.

circ status

Fulltext data of books, fulltext data of articles, fulltext data of specialized and unique repositories.

Holdings/items are difficult to pull and parse.

Mostly it seems that we'd use such "external discovery applications" for accessing bib data and circ data. That's just off the top of my head... We'd probably link back in to the ILS, for instance, to get to Patron data.

single entry items.  ILS functionality such as reservations, renewals, etc.

everything should be accessible  see below :)  

All of the data, more easily, with more specific querying (without depending on the database peculiarities of our current vendor). I'd like to be able to specify a query to match specific MARC fields/subfields in bibl and holdings records (as well as properties from the vendor-specific item record), and return only selected MARC fields/subfields. For example, I want all records for music recordings that have the name "Bernstein, Leonard" in the 100a or 700a fields, but only want a count of each unique 6xx subject heading that has been assigned to those records.

If you were designing an API that would enable ILS integration with external discovery applications, how would you rate the importance of the following data and functionality?

What other data/functionality would you include?

> Patron alerts for newly available items  > OpenURL generation and use of OpenURLs for canned searches  > Rights/licensing information

Social tagging

relationships between materials (FRBR)

electronic journal content

Usage statistics  Authority data  Production statistics

Patron affiliation: college & role (student/staff/researcher/faculty) to target information

acquisitions data for cost per use

ability to expand the OPAC scope to go beyond the silo of surrogate physical holdings and description.

I'd like to incorporate as part of the ILS the ability to "link out" more easily and search other sites. We _could_ do this now, say with Amazon, Google, LC, etc., but have chosen not to. To automagically do some behind-the-scenes searching at other sites for potentially useful/relevant info would help patrons plug more directly into a wider universe of resources that exist but which we don't take advantage of.

Widgets for blog users,  Alternative communication api, to integrate with text-message gateways, IM services (would like my patrons to add an IM Bot), irc bots.

Suggest other titles, clear definition of request process -- requesting any of this title regardless of edition? Only the bibliographic item described? Only this copy/holding? Any copy/holding?
Modular services that are accessible and can be embedded in other applications by non-programmers. iGoogle provides a good example of where we would like to be eventually.
If you were designing an API that would enable ILS integration with external discovery applications, how would you rate the importance of the following data and functionality?

Designing and API that would Enable ILS Integration with External Discovery Applications, Rate the Importance of the Following Data and Functionality—Bibliographic Data

- Not Important, 0, 0%
- Useful, 0, 0%
- Very Important, 22, 100%

Designing and API that would Enable ILS Integration with External Discovery Applications, Rate the Importance of the Following Data and Functionality—Holdings Data

- Not Important, 0, 0%
- Useful, 0, 0%
- Very Important, 22, 100%
Designing and API that would Enable ILS Integration with External Discovery Applications, Rate the Importance of the Following Data and Functionality--Circulation Data

- Not Important, 0, 0%
- Useful, 6, 20%
- Very Important, 15, 71%

Designing and API that would Enable ILS Integration with External Discovery Applications, Rate the Importance of the Following Data and Functionality--Patron Data

- Not Important, 0, 0%
- Useful, 8, 40%
- Very Important, 12, 60%
Designing and API that would Enable ILS Integration with External Discovery Applications,
Rate the Importance of the Following Data and Functionality--Management Data

- Useful, 10, 48%
- Very Important, 4, 19%
- Not Important, 7, 33%

Designing and API that would Enable ILS Integration with External Discovery Applications,
Rate the Importance of the Following Data and Functionality--Record Search Data

- Useful, 3, 18%
- Very Important, 15, 79%
- Not Important, 1, 5%
Designing and API that would Enable ILS Integration with External Discovery Applications,
Rate the Importance of the Following Data and Functionality—Full Record Display Data

- Very important, 15, 71%
- Useful, 4, 19%
- Not important, 2, 10%

Designing and API that would Enable ILS Integration with External Discovery Applications,
Rate the Importance of the Following Data and Functionality—Real-Time Circulation Data

- Very important, 15, 73%
- Useful, 6, 27%
- Not important, 0, 0%
Designing and API that would Enable ILS Integration with External Discovery Applications,
Rate the Importance of the Following Data and Functionality--Circulation Data

- Very Important, 15, 60%
- Useful, 7, 32%
- Not Important, 6, 0%

Designing and API that would Enable ILS Integration with External Discovery Applications,
Rate the Importance of the Following Data and Functionality--Update Patron Data

- Very Important, 9, 43%
- Useful, 7, 33%
- Not Important, 5, 24%
What other data/functionality would you include?

> Patron alerts for newly available items  
> OpenURL generation and use of OpenURLs for canned searches  
> Rights/licensing information

Social tagging

relationships between materials (FRBR)

electronic journal content

Usage statistics  Authority data  Production statistics

Patron affiliation: college & role (student/staff/researcher/faculty) to target information

acquisitions data for cost per use

ability to expand the OPAC scope to go beyond the silo of surrogate physical holdings and description.

I'd like to incorporate as part of the ILS the ability to "link out" more easily and search other sites. We _could_ do this now, say with Amazon, Google, LC, etc., but have chosen not to. To automagically do some behind-the-scenes searching at other sites for potentially useful/relevant info would help patrons plug more directly into a wider universe of resources that exist but which we don't take advantage of.

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Suggest other titles, clear definition of request process -- requesting any of this title regardless of edition? Only the bibliographic item described? Only this copy/holding? Any copy/holding?

Modular services that are accessible and can be embedded in other applications by non-programmers. iGoogle provides a good example of where we would like to be eventually.

everything should be accessible

Being able to return just selected fields from the result set, rather than the entire records.

Does your institution currently have any applications that use Z39.50 searching? If yes, what has your experience been? If no, why not?

Open-Ended Response
Yes. Offer production Z39.50 server for OPAC and Z39.50 clients via Metalib. Did not write anything from scratch so installation/configuration wasn't awful but the spec itself seems baroque.

Yes. We have used Z39.50 to search for bibliographic records to digitize resources. We need a base metadata record and we use Z39.50 to search and retrieval records. BorrowDirect uses Z39.50 to search our ILS. Not aware of problems.

Yes, used on cross-catalog searching and meta-search. Experience has been reasonably successful, within limitations of Z39.50 indexing; applications have been deliberately held to modest expectations and functionality.

[see above ... ]  > ILS > ERMS > Federated Search > LCCN Permalink

We tried uzing Z39.50 for our metasearch, but the supported query options were too limited for our needs, and the response was often too slow.

Yes, see #1 above. Frustrating because it doesn't return results that are easily usable.

Endnote connection script

Yes, so far working well.

Yes.  EndNote, RefWorks.  Good to have, but doesn't offer as much functionality as the full catalog search.  Lack of available bib attributes.

yes  Too complicated for patrons, but used by librarians & metadata extraction tools.

Yes, MetaLib, Endnote/Procite, Searching of other sites via Z39.50 from within our staff client.

used to have EnCompass - didn't scale, switched to WebFeat

Sure ; it's limiting, linked to legacy software applications, and is a middle-tier before we can do real stuff with the data (meaning, it's a first step in a longer process)

yes.  An inelegant solution to a very important problem.  Response is too slow. Metasearching is not as desirable as federated searching.

Yes. Very useful, things like holdings are hard to pull. Subject to limitations on the client end. Limited by the limitations of the indexes in the ILS.

Yes .. okay, sometimes confusing when de-duping doesn't work.

EndNote. MetaLib in pilot. Speed (for MetaLib) and lowest common denominator search capability are the main issues. Z39.50 works well for bibliographic metadata, less well for citation-level info, which is where our users are going.
yes works fine

Experience has been problematic.

we don't have the vendor's product, and i've seen other III z39.50 servers, and they're often slow/unresponsive..... seen the consortial one not respond when queried via our Metalib.

Yes. Users, including the Libraries' public services staff, find it too slow and too lowest-common-denominator (not how they phrase it but my interpretation of their concerns). Just searching across multiple databases is no longer enough. They want to be able to limit to full text, limit to peer reviewed, etc.

No. Z39.50 is helpful, but doesn't include holdings and item data (at least not when I tried)

**Do you have any additional comments, particularly regarding useful data protocols or standards?**

Open-Ended Response

Lightweight non-library protocols and standards (e.g., OpenSearch, microformats) seem like the way to go.

Additional input will be made through David Bucknum, LC's representative to the DLF's ILS Discovery Interface Task Force.

ILS needs to support: SRU-W MODS OAI-PMH ILS needs to easily incorporate new technology (plugins, new standards, etc)

ILS should allow import and export of MARC21XML/MODS and EAD

It would be nice to see more support for Web Services in more products.

Everything *must* be XML. If not, don't do it. Z39.50 must die.

Need something more modern that Z39.50 (like XML) - drive better adoption of SRU or the NISO XLM gateway.

*begin rant*  It would be swell if vendor APIs were not so darned idiosyncratic. Right now, sysadmins have to learn vendor-specific psuedo-languages with poorly documented conventions to do API work. One advantage that open-source ILSs have is that even though their APIs may also be "idiosyncratic", Perl is Perl, C is C, Java is Java, Javascript is Javascript, PHP is PHP, Python is Python, Ruby is Ruby, etc. That is, one can rely on
the languages themselves and the documented ways these languages behave, rather than
be required to learn and guess one's way through a thicket of vendor-specific tools and
pseudo-languages to get things done.  

we need to break the vendor looks and free out data in to free flowing xml storage and
REST api's. How we display our data, should not be locked down to the bad interfaces
we have today.  :)  

Our OPAC usage stats are available on an open web site at: I've been creating monthly
snapshots in XLS docs since January 2007.

I am very impressed with the ONIX standards--while designed for 'electronic holdings',
they are often quite capable of being used regardless of medium. See especially the new
ONIX Serial Holdings format.

Some form of JSON-based RDF would be useful for easy processing by Javascript-based
web apps. (I know, there isn't yet a standard for JSON-RDF.)