

Tom Hickerson on putting the Summon™ unified discovery service to work in University of Calgary Libraries...

INTEGRATING COLLECTIONS WITH THE WORLD BEYOND



University of Calgary Libraries' new starting point brings Google-like searching to its collections and more

In a few short months, the University of Calgary Libraries will launch a compelling new service that will integrate the breadth of its collections – from books and full-text digital articles to artifacts found in the university's museums – all together, in a single search box. Rather than listings of ebooks, journals, databases and a search tool for the physical catalog, the library web site will have one simple, obvious entry that organizes them all – physical and electronic – as simply as Google orders searching on the Web.

The change means serving the university's abundance of users in a way that's dramatically superior to a general Web search, but just as simple and intuitive. In fact, the service will show off the unique and valuable aspects of the library: hand-picked collections, vetted by experts, amassed especially for the very user behind the query.

The vision of integrating the university's diverse collection of resources – spread geographically and across a host of formats – is courtesy of Tom Hickerson, Vice Provost and University Librarian in U-Calgary's Libraries and Cultural Resources area. The technology bringing the vision to life is the **Summon** unified discovery service, a groundbreaker from Serials Solutions.

“We are a unique cultural institution supporting research, a museum, a university press, along with archives and special collections,” says Tom. “We’ve been actively searching for ways to provide integrated access to the diversity of our resources, enhancing discovery of an entirely new spectrum of information. I’m optimistic that the Summon service is the mechanism that can do that.”

An important part of Tom's vision is to integrate not only library assets, but those of the university and perhaps even freely available information on the Web that the library deems credible. It creates a research-world-at-your-fingertips scenario that begs the question, “why go anywhere else?” Indeed, it's the whole point: the **Summon** service, shaped by Hickerson and his staff for the specific needs of U-Calgary, aims to secure researchers – whether student, faculty member, or community resident – with the library as their starting point.

Hickerson has been on the lookout for an integration solution for the university's vast collections since his arrival at the library in 2006. When an opportunity to become a beta site for the **Summon** service presented itself, he jumped seeing it as a vehicle to dramatically step up the library's service and its reputation for innovation within the university.

The **Summon** service will be invisible behind the library's own branded Web site. So, when the service goes live across the university, users will simply see a familiar, intuitive tool: a search box... one that opens resources that might never have been found otherwise. Hickerson is committed to exposing users to those resources – that make the library unique and valuable, delivering to the researcher information that's not available anywhere else.

The **Summon** service is hosted, so Hickerson's staff needn't take on the burden of maintaining it. The lightning fast pace of updates to e-content is accomplished through direct feeds from the publishers and content providers who participate in the **Summon** service. Key among the participants are aggregators ProQuest and Gale, which account for about 4,000 publishers between them. Others include Springer, SAGE, Taylor & Francis and a host of leading academic publishers – about 100 in all. When the service launches commercially this month, nearly half a billion records will be indexed.

“Our goal is to open the gates to the wealth of information and resources that we can offer,” says Hickerson. “I'm excited about the value these enhancements will add for university faculty and students, and our larger community.”

Visit the University of Calgary and its amazing University Library at www.ucalgary.ca/.

Learn more about the **Summon** unified discovery service at ALA by visiting Serials Solutions booth #3026. Or visit www.serialssolutions.com/summon. Serials Solutions is a ProQuest company.

Hear more from early library partners and adopters of Summon unified discovery service in the free Webcast series, “Returning the Researcher to the Library,” hosted by Serials Solutions and *Library Journal*. Parts 1 and 2 of the series are archived at www.libraryjournal.com/nextgenuser. Parts 3 and 4 will be Webcast in Fall 2009.



Summon™
Unified Discovery Service

One search box... your library discovered.