Scoping/defining discovery work & strategizing within organizations

Notes from discussion / Christine Moulen

Include public services
Discovery maintenance is ongoing. Standing committee of representatives for public services, metadata, tech, etc...
Roadmap of priorities for future development
Name your group for discovery, and not for a particular product name

Melissa became by default the EDS person that staff at MIT sent questions to, just because she chaired the implementation team
Likewise at Princeton with Blacklight
UX often ends up filling that gap, because they are the last step before it goes live

Brown had a similar series of discovery committees to MIT
Many subject specialists, (no metadata expertise) at one point
Having a roadmap is a powerful tool to address the order to handle outstanding concerns. That group needs a lead.

At MIT archives and special collections has been separate from other discovery efforts. But we're trying to focus on MIT specialized content now...

Yale and others agreed with this.

How do you convince higher-ups that discovery is ongoing and not project-based?

Columbia has been successful, but how? In part, they had someone who understood this, set up an ongoing team, and have managed to continue support for it

Emphasis on special and digitized collections? Always lots more work to do. That keeps it going?

Library wants to own search. Aspire to providing that through the discovery service. (I.e. any search box out there that's not covered in discovery service, try to fix that) should they should be cataloged, or become their own bento source, or something

User studies show that what you have isn't done, it may be good, but needs work
Be sure to include the stakeholders in the testing of a particular product
Send UX out to the specialized libraries (Law, Music)