



ETH-Bibliothek

Eidgenössische Technische Hochschule Zürich
Swiss Federal Institute of Technology Zurich

ETH Zurich is a science and technology university with an outstanding research record, a place where 18,000 people from 80 nations study, conduct research, and work. About 350 professors teach in 16 departments, which focus mainly on engineering sciences, architecture, system-oriented sciences, mathematics, and natural sciences, and carry out research that is highly valued worldwide.

Challenge

ETH-Bibliothek had significantly expanded its print, digital and electronic collections over the course of many years. The library's own catalogue and databases, together with thousands of electronic journals, digital repositories, and e-books, provided a wealth of information – yet with such a complex environment that it was challenging for users to find the resources they needed.

Primo Accelerates Discovery and Delivery at ETH Zurich

ETH-Bibliothek—the main library of ETH Zurich—is the largest library in Switzerland. The library holds more than 6.9 million items, including electronic and printed journals, e-texts, databases, rare books, geodata and maps as well as archival material, and much more. Special emphasis is given to innovative library services and to the electronic resources that the faculty, staff, and students access at ETH Zurich.

The Quest for a One-Stop Discovery Tool

The University's quest for a discovery and delivery solution began in 2007 following the realization that the library's rapidly expanding collections required a unified point of access. ETH-Bibliothek's vast resources encompass not only items found in the library catalogue NEBIS (a union catalog of 90 libraries) and local databases, but thousands of electronic journals, digitized materials, in-house publications and an increasing number of electronic books and images. For the user, this meant conducting complex searches in multiple information resources.

Developing the university's vision for single access point gave library staff the opportunity to articulate their long term aspirations for the library and its community of researchers. Among the fundamental requirements set out were the capacity to integrate with different information resources, ease of use for staff and end-users, absorption into the existing technical environment at ETH Zurich, (such as course management systems and institutional portals), and the potential to develop and adapt to the university's evolving needs.

“We evaluated a wide range of products and concluded that Primo is the best platform to fulfill our goal of integrating all information resources from the ETH-Bibliothek and ETH Zurich.”

CASE STUDY



Solution

ETH Zurich decided to create a new Knowledge Portal to access all the university's diverse resources. To power library services and resources in the Knowledge Portal, ETH selected Primo in autumn 2008. It was essential for the chosen discovery solution to integrate with the existing technical environment at ETH-Bibliothek and to have the potential to develop and adapt to future requirements.

Results

The new Knowledge Portal changes access to resources dramatically. The newly designed website offers a very prominent search box which is the access point all the library's collections. It is a huge departure from database oriented searching in the library catalogue towards holistic searching, well known to the users from services such as Google.

In the ensuing competitive evaluation between several discovery products, Primo stood out as the only solution which could deliver all these essential requirements as well as providing Deep Search technology, the ability to refine searches by facets, and social media functionality such as ratings, tags and reviews. "We evaluated a wide range of products and concluded that Primo is the best platform to fulfill our goal of integrating all information resources from the ETH-Bibliothek and ETH Zurich," explains Arlette Piguet, project manager of the Knowledge Portal at ETH-Bibliothek.

Greater Access to All Library Resources

Implementation of Primo was completed in late 2009. The new Knowledge Portal—to be launched during 2010—will provide users with seamless access to a huge array of collections, covering print, electronic, and digital resources and university resources. The Primo search box, displayed prominently on every page of the ETH-Bibliothek website, enables users to search simultaneously in the NEBIS library catalogue, the institutional repository of ETH Zurich (ETH E-Collection), the image archive (Bildarchiv online), the retro-digitized journals platform, retro.seals.ch, where over 50 digitized Swiss journals are stored, the multimedia portal of ETH Zurich, the SFX OpenURL link resolver and the bX recommender service, as well as the content of the user's local website. Many more local resources will be integrated with Primo over the coming months.

"The new Knowledge Portal dramatically improves access to our scholarly resources," commented Andreas Kirstein, head of IT and Processes and vice director of the ETH-Bibliothek. Queries via the Knowledge Portal simultaneously search in the metadata of 19 million articles in the Digital Article Database Service (DADS) of the Technical Information Center of Denmark (DTIC). This search provides a fast and comprehensive overview of a topic. A huge variety of databases on all science and technology subjects including publishers such as Elsevier, Springer, and many others, then provide specific and in-depth literature searches. The university's collaboration with the DTIC exploits the Deep Search capability of Primo.

CASE STUDY



The screenshot shows the ETH-Bibliothek Primo search results page for the query "Global warming". The page features a red header with navigation links (Home, Services, Resources, About, Contact) and a search bar containing the query. Below the header, the results are displayed in a grid format. The first five results are:

Book Cover	Title	Author	Year	Get It
	Global warming 101	Bruce Elliott Johansen	2008	Get It
	Global warming : the science of climate change	Frances Drake	2000	Get It
	Is global warming a threat?	Mary E. Williams	2003	Get It
	Our simmering planet : what to do about global...	Joyeeta Gupta	2001	Get It
	Global warming : understanding the forecast	David Archer	2007	Get It

On the right side of the results, there are filters for "Availability" (Online Resources: 208, Available for Loan / Local Use: 1,439) and "Resource Type" (Books: 1,481, Articles: 77, CD-DVD-Roms: 60, Journals: 42, Videos: 21). A "Topic" filter is also present, listing related terms like "GLOBAL CHANGE + GLOBAL WARMING (CLIMATOLOGY)" and "GREENHOUSE EFFECT (CLIMATOLOGY)".

A Primo results screen at ETH-Bibliothek

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“With Primo, ETH-Bibliothek is adapting its services to meet the evolving behavior of our users,” comments Ms Piguet. “In the age of powerful search engines, the demands of our research community are constantly changing, and their standards are higher than ever. With Primo we can meet those demands head-on.”

A dynamic exchange of ideas

Crucial to the successful launch of Primo on the Knowledge Portal was the library’s ongoing close cooperation with the Ex Libris implementation team. Intensive development collaboration between ETH-Bibliothek and Ex Libris became increasingly important over the course of the project. One example of this symbiotic relationship is ETH-Bibliothek’s requirement that the Primo results screen should support multi-lingual terms—displayed, for example, in German on the German interface and in English on the English interface. This request was accepted by the Primo development team, and will be integral to Primo Version 3.0.



CASE STUDY



Library staff members at ETH-Bibliothek are united in their enthusiastic reception of Primo. "The smooth and efficient implementation of Primo is a reflection of our close cooperation with Ex Libris and their eagerness to meet our requirements for high quality results in a complex environment," concluded Mr Kirstein.

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Ex Libris USA
Toll Free: 1 800 762 6300
infousa@exlibrisgroup.com

Ex Libris Italy
Tel: 39 051 0418019
info@libris.it

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