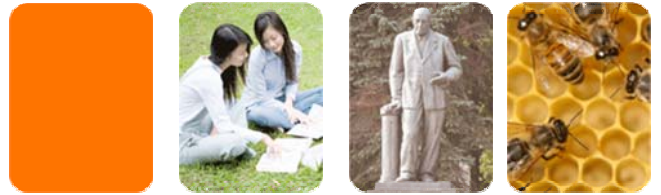


CASE STUDY



THE ROYAL LIBRARY

Primo Provides One-stop Discovery and Delivery for the Royal Library of Denmark

The Royal Library of Denmark serves as the country's national library as well as the research library for the University of Copenhagen's 35,000 students and 7,000 staff members.

Challenges

Forced to perform multiple searches across disparate collections that span diverse categories and content types, users had difficulty locating the exact materials they required for their research activities. This problem left many resources under-utilized.

Solution

Primo provides the library and its constituencies with a one-stop search and delivery solution for accessing numerous library information resources—regardless of type, format, or location.

Results

Using the Primo state-of-the-art interface, patrons are able to search diverse information resources quickly

The Royal Library of Denmark is a renowned institution whose multiple functions place it at the center of all library-related activity in the country. As Denmark's national library, the institution is in charge of the country's cultural heritage collections and serves as the legal deposit for all of its published works. In another role, the Royal Library is a research library for the University of Copenhagen's 35,000 students and 7,000 staff members. Last but not least, the Royal Library manages a hosted ALEPH® integrated library system (ILS) that provides services to a consortium of over 90 Danish libraries.

Recognizing that users were yearning for easier access to information resources, the Royal Library of Denmark set out to find a solution that would provide a user-friendly interface and unified search and delivery services for its vast collections. The solution had to fit a large-scale consortium environment, where libraries could expose their collections in a coherent and consistent manner. Although other solutions were considered, Primo was the one chosen. Once the massive undertaking of implementing the system had begun, Primo was up and running in just over three months.

The Search for a One-Stop Discovery Tool

The Royal Library's motivation for investing in a new system was driven by the needs of researchers. While users could look for articles in any specific e-journal, they were unable to search across multiple sources. "We really wanted to offer the ability to search all of our collections via a fully integrated interface. We wanted to give users a place where they could find what they didn't even know the library had," says Jørgen Madsen, Primo project manager for the Royal Library.



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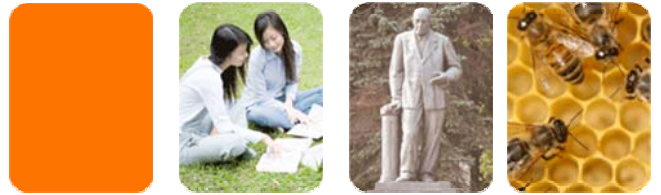
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and comprehensively. Many resources that were previously rarely consulted are now readily accessible, and their usage has increased dramatically.

The library recognized that it required a sophisticated tool for searching all of its collections; however, no such solution was in sight. “We had a need for a long time, but we did what most complex libraries do—we divided our collections. At the time, it was the best we could do,” explains Madsen.

After considering open-source options, the library determined that the system must come from a dedicated, trusted provider that would guarantee full support, maintenance, and, most important, ongoing development. “We’ve seen many examples of wonderful systems,” says Madsen, “but with no resources for ongoing development. What was cutting edge when it was launched came to a standstill. We wanted something that was guaranteed for the future.”

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A Sophisticated Solution in Sight

The Royal Library was one of three Ex Libris Primo development partners and an early adopter of the product. “When Primo came along, we immediately realized the potential it held for addressing our need,” shares Madsen. “Primo’s integrated searching makes finding and accessing resources much easier for patrons, eliminating the need to search within multiple systems for different collection types.”

With the help of the Ex Libris team and the local Ex Libris distributor—Fujitsu Services—the Royal Library implemented a fully functional version of Primo in a little over three months. Library patrons can now use the system to access books, e-books, manuscripts, images, and other materials. “Primo has fulfilled our expectations; what has been promised has really been delivered,” asserts Madsen.

Article search is one of the primary components of the Primo project at the Royal Library. Scheduled to be available to the public at the end of 2007, this feature will provide users with direct access to approximately 50 million articles via a single entry point.



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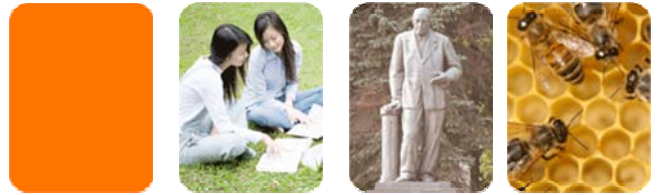
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Users Find More Resources--Quickly and More Easily

With Primo, the Royal Library of Denmark is able to expose its collections to users in a more comprehensive manner. Searches are faster and easier to execute and information resources are more readily available. “Our statistics show that searches are generally performed in 0.3-0.4 seconds. Patrons can now search for much more information much faster and much more easily,” notes Madsen.

The experience with Primo has demonstrated to the Royal Library staff that the way in which the collections were constructed is not always intuitive for users. “End users don’t necessarily view the collections as divided into the same boxes that we’ve been thinking of,” explains Madsen. Primo’s enhanced search capabilities have had a positive impact on Royal Library staff: “Librarians have realized very quickly that Primo makes it a lot easier to navigate within complex collections,” says Madsen.

The Royal Library intends to take full advantage of the Primo discovery tool. Future goals include integrating Primo with the library’s content management system (CMS). The integration would enable the library Web site to display small news boxes, notes on recently acquired material, and other information. “Whatever we can use from our CMS in Primo, we will. It’s even more appealing the other way around; we want bits and pieces of Primo in our CMS,” adds Madsen.

Moving forward, the library plans to track usage statistics and offer features such as book recommendations and context-sensitive search suggestions. Finally, full database and article search will be provided via a national data bank, which will contain all licensed material for Danish research libraries.

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