Take the Research Obstacle Course Challenge

For many users, conducting research is often similar to navigating an obstacle course. These challenges may impede successful research outcomes and potentially undermine your library's mission. Explore some of the top challenges your users can experience when conducting research.

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Click any obstacle to start your journey

Authentication

Accessing Full Text
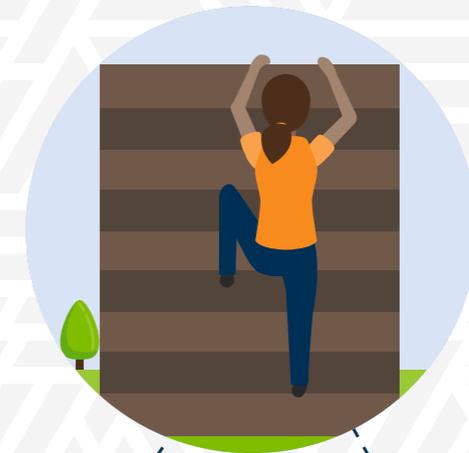
Navigating the Library Website

Search

Finish Line

Obstacle #1: Navigating the Library Website

Knowing where to begin once on the library website, navigating search results – and then finding the right content – these challenges may impede successful research outcomes and potentially undermine your library's mission.

How can your library beat this challenge?

• Offer a user-friendly library website that works on any device and can be managed by your library team

• Make sure your discovery search box is placed front and center on your library's home page so users know exactly where to go to start their research

• Provide alternative paths to content like databases or e-books for those users who know how to get to their "go-to" resources

• Use action-oriented language on your website as well as engaging imagery and branding

Obstacle #2: Authentication

For users, logging in to access the library's resources and services is of critical importance. But having to re-authenticate again and again is a small task that can grow into a tiresome obstacle for your users. Your users' workflows are changing; no longer are they reliably connected to the institution's network when accessing resources.

How can your library beat this challenge?

• Enable easy access to publisher content through authentication

• Create a more secure and personalized research experience for users

• Leverage statistics to gain insight into usage not just by individual users but by user categories as a whole

• Help users gain seamless authentication to their folders for increased e-book usage and more user-specific features

• Enable the library to take control of its users' authentication journey and experience
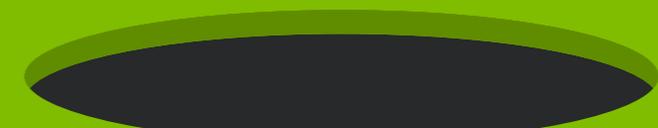
Obstacle #3: Search

Your users expect and want to be led to the most relevant content in the most expedient way. This path to trustworthy research depends on both the content sources and the technologies that provide a smooth and unbiased entry point to the library's collections. Without it, users feel wobbly in their research.

How can your library beat this challenge?

- Ensure users are provided with the most relevant search results based off their keyword

- Deliver a modern way to browse publications and search within those publications

- Provide modern journal browsing technology that delivers a powerful and accurate link resolution for the best user experience
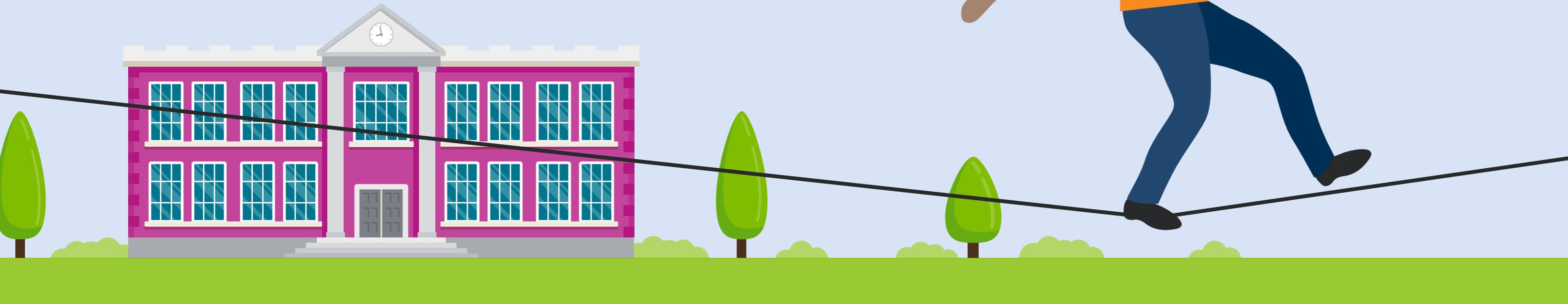
Obstacle #4: Accessing Full Text

Your users want to access full text whenever they are researching from a single source – no matter who the vendor is providing the full text. Without this functionality, your users will be faced with conducting the same search again and again and again.

How can your library beat this challenge?

• Anticipate what a user is looking for with auto complete. This eliminates the need to navigate an antiquated alphabet directory and ends the tireless hunt-and-peck browsing to find a specific title.

• Allow users to easily find journals and search for articles within journals

• Provide users with one-click access to the article full text and configure full-text linking to best meet user needs

• Get users directly to the full text using state of the art linking
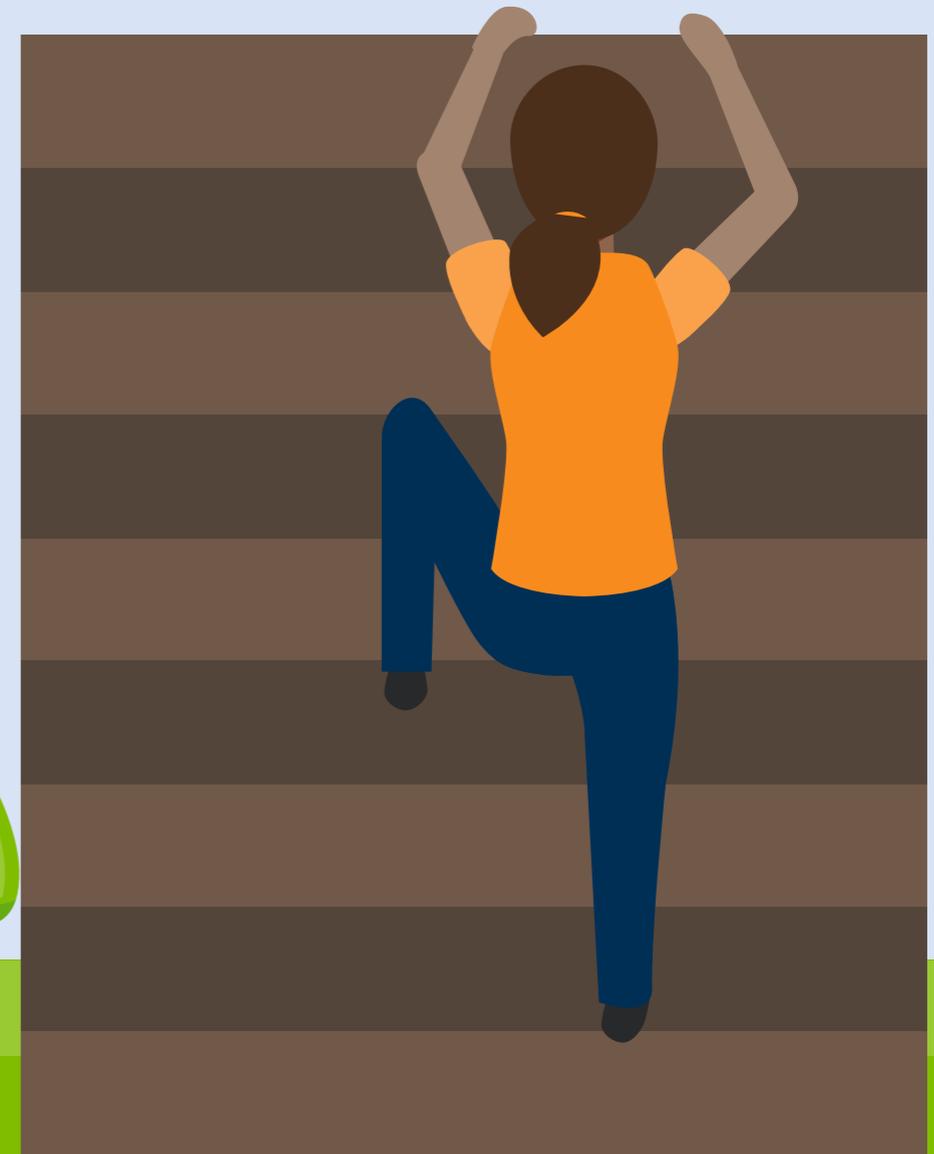
Are you ready to beat your library's challenges?

Contact us to learn more:

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Visit: www.ebsco.com

Email Us: information@ebsco.com

Call Us: (800) 653-2726