1. Brief Overview

 Summon (Serials Solutions)
 East Carolina University

 East Carolina University (Greenville, NC)

 - 28,000+ students
 - School of Music:
   - Students: 242 undergraduate, 69 graduate
   - B.M.: Music Education, Music Therapy, Theory-Composition, Performance
   - Undergraduate minor: Music, Jazz Studies
   - Certificate programs: Jazz Studies, Suzuki Pedagogy, Advanced Performance Studies
   - M.M.: Music Education, Theory-Composition, Performance
 - Music branch library (same building as SoM)

 Summon

 - Vendor-hosted product
 - Unified search index
   - Articles, audio & video, HathiTrust, and more
 - Local repositories; many libraries load their catalog
 - Discovery interface
 - API
   - can be used to integrate the unified search index into your own interface, ex. VuFind, Blacklight, etc.

 Summon discovery interface

 Customized for East Carolina University

 Summon unified search index incorporated via API

 From UNC-Chapel Hill
Summon at ECU

- Implemented summer 2010
- I was involved throughout: selection, implementation, management; especially data optimization & needs of music & other special format
- ILS: SirsiDynix Symphony; e-library OPAC still available to patrons

2-3. Promotion & Reception

- Main library changed default homepage search to Summon immediately upon implementation in FA 2010
  - Ad campaign via posters & facebook, which music library passively participated in
- Softer roll-out; made it available, but privileged the OPAC
  - Initially, physical and virtual visitors who landed in music library pages/physical spaces were directed to OPAC:
    - Both linked from homepage, but OPAC first
    - Instruction focused on OPAC, mentioned Summon
    - OPAC on library search stations

Main deal-breaker: content/carrier

- Scores, recordings, and books: need accurate facets & identification in results sets
  - Bad data (fixed by us)
  - Mapping problems (fixed by us, communicated to Serials Solutions)
  - Problems with Summon setup/design (have to lobby Serials Solutions to fix)

Balance tips – Content Type

Balance tips – relevance ranking

OPAC lacked relevance ranking. Above, sound recordings of the entire opera *Porgy and Bess* are hits 12 and 63 out of 97.
Reception

- New students see it as normal; returning students tend to stick with what they know
- Especially good for interdisciplinary research, as an aid to comprehensive research for grad students
- Mixed patron use adds complication to reference questions; library staff must be aware of both interfaces and ascertain which one the patron is using

4. Where Summon excels

- Non-music-specific (thus mostly not addressed in MDR)
  - relevance ranking
  - static URLs
  - spell-check (would be better if utilized sources like LC/NAF) (MDR IV.B, IV.D)
  - and....
5. Where Summon struggles

- Content/carrier problems
  - MDR III.B: Expressions/Manifestations: Content/Carrier
  - Find content types (score vs. recording vs. book vs. article, etc.)
  - and find specific carriers (CD, LP, online, etc.)

Where Summon shows promise

- Broad swath of content in single interface

Broad swath of content - OMO

Broad swath of content (NML)
Searching for musical works: instead of this.....

One place: Summon

CD [local catalog]
streaming audio [Naxos]
score [HathiTrust]

But ....

- Content/carrier problems
- Not all databases indexed
- Data quality available for database content varies

Plus "catalog", HathiTrust, IMSLP, general video databases (Films on Demand), more databases, if ECU subscribed