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**CASE STUDY**

# Metropolitan Ervin Szabó Library

## Featured facet

## In brief

***Customer request:***

Assisting readers interested only in specific types of content and documents on the library's OPAC/Discovery interface.

***Solution:***

We defined and prominently highlighted the filtering criteria suitable for narrowing down a result list to precisely those records that may be of interest to the given readers.

### What was the customer's need that we provided a solution for?

A significant segment of readers is only interested in a well-defined subset of the content and documents available on the OPAC/Discovery interface (e.g., only printed books, only children's books, etc.). However, searching for a specific author or subject heading yields a wider range of results. Narrowing down this typically extensive result list to the items that actually interest them is often a complex, multi-step process. This requires familiarity with the structure and content of the catalogue, and sometimes even knowledge of library terminology—which can make using the OPAC/Discovery interface difficult for them.

### What is the solution?

In collaboration with the library staff, we identified the specific user groups to whom the criteria described in the previous section apply. We identified three such groups:

- readers who visit the library specifically to borrow tangible, traditional, printed books;
- readers who use the OPAC/Discovery system from home and want to access online content instantly from their desks for their research or studies;
- readers looking for high-quality reading material or multimedia content (e.g., filmstrips) for their children.


### *How does this improve the service?*

The complex filtering option, highlighted above the search results, assists a significant portion of library users in **removing irrelevant and uninteresting hits from overly long result lists**. By using this feature, they **can reach the results that actually interest them much faster**.

## Future development opportunities, plans

As a potential enhancement of the feature, the integration of machine learning has been proposed. In this case, there would be no need to identify typical use cases and user groups, or to specify and implement complex filtering criteria. Instead, leveraging artificial intelligence technologies, the system itself would automatically recognize typical user behaviors and filtering habits. Based on these insights, it would dynamically generate complex filtering options and display them prominently at a highlighted spot on the results page.