

Metropolitan Ervin Szabó Library

Librarian Recommendations as Featured Book Reviews



In brief

Customer request:

Librarian recommendations written for newly acquired volumes should assist readers in making their choices across multiple interfaces.

Solution:

On the record page of the given volume, available under the item data, the librarian's recommendation also appears as a highlighted reader review.

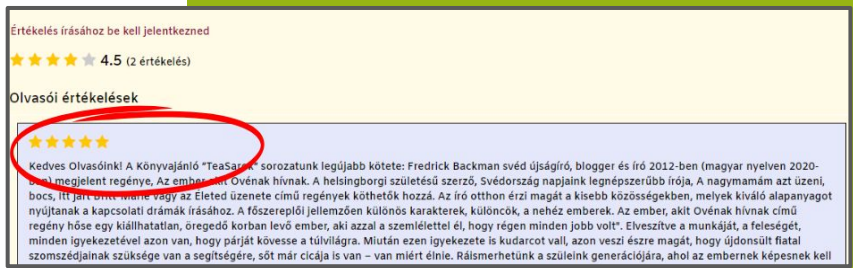
What was the customer's need that we provided a solution for?

The library staff prepare recommendations from the newly acquired volumes that they find interesting and valuable. These informative, high-quality, and longer recommendations are published on the library's online platforms (the library portal). Underneath the recommendations appearing on the portal, a direct link guides users to the appropriate page of the web catalog. However, since this connection is one-way, readers browsing the catalog do not necessarily come across the recommendations written by the librarians, even though this could provide important and useful assistance to them during the selection of reading material.

What is the solution?

On the OPAC/Discovery system interface, readers can provide reviews for individual books and other documents. These reviews are readable for everyone on the record page of the given volume, underneath the item data. If the

recommendations written by the librarians were placed here, these recommendations would also be immediately useful to everyone browsing the catalog in search of reading material. However, librarian recommendations surpass the vast majority of reader reviews in terms of content, length, and linguistic formulation, providing more valuable, useful, and reliable assistance to catalog users than reader reviews. Therefore, we have placed the librarian recommendations among the reader reviews in such a way that it is immediately clear to everyone that they are dealing with a different, more noteworthy type of content. We display the librarian recommendations highlighted from the reader reviews by placing them at the beginning (top) of the list with a different background color for the catalog users.



How does this improve the service?

By being placed on the appropriate record page of the online catalog, the librarian recommendations reach a wider circle of library users. Readers receive more information about each book. By highlighting the librarian recommendations from among the reader reviews, it can be avoided that the valuable work done by the library staff gets lost among the many reader reviews—which are reliable to varying degrees and formulated at different quality levels. This way, library users can quickly and easily find reliable, high-quality assistance for making their choice.

Future development opportunities, plans

Among the development tasks, the first priority is the implementation of the administration interface for reader reviews on the OPAC/Discovery reader profile page. Here, readers will have the opportunity to list their own previously written reviews, as well as to modify or delete individual reviews. Library administrators will be able to perform their administrative tasks on this same interface: reviewing and moderating (approving or rejecting) newly received reviews. In the same place, they will also be able to designate the users whose reviews will appear on the OPAC/Discovery interface as highlighted reviews or librarian recommendations.

