UiT

THE ARCTIC
UNIVERSITY
OF NORWAY

Show me your search strings!

What can user statistics tell us about our users?

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Photo: Ola Røe

Project background

- Analyse search patterns
- Metalib searches 2012
- True search behaviour

- We checked **21338** searches.
- **62 %** of these gave 0 results!
- **19 %** gave less than 100 results

Common mistakes

Please try again!

Photo: Colourbox.com

Forgot the dictionary?

- Spelling:
  - *Vaginal examen*
  - *Medisination*
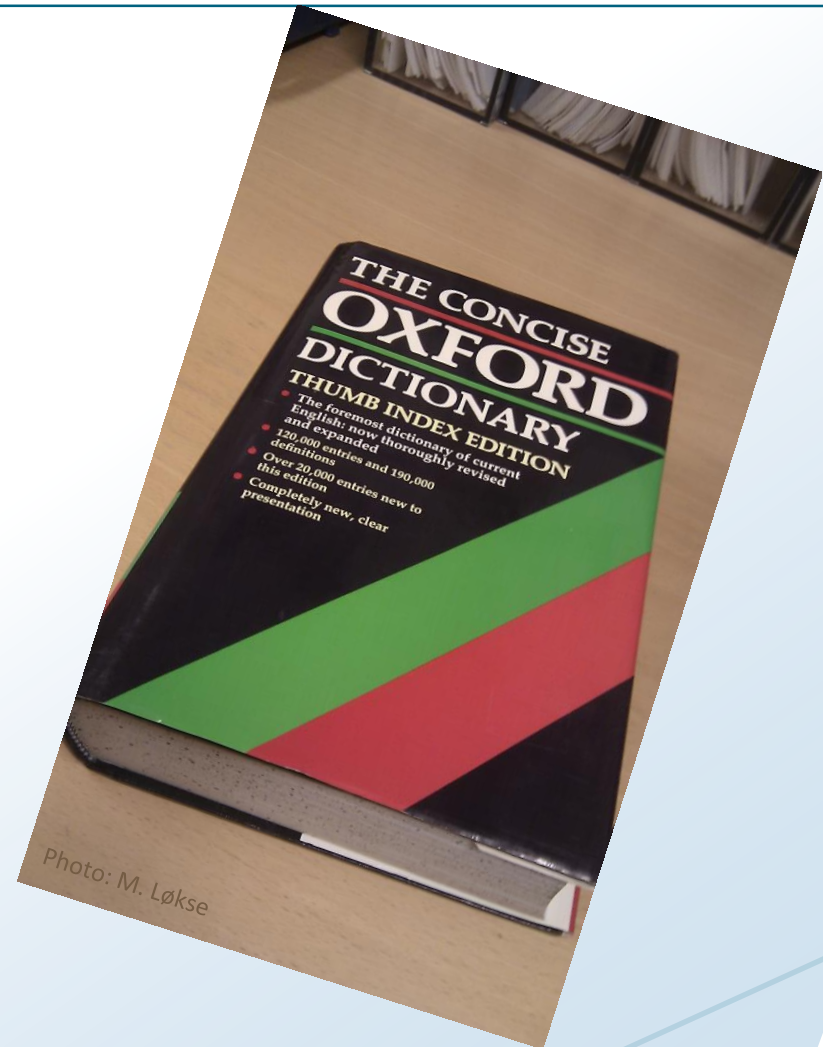 - *Canser*
  - *Sergery*
  - *Psycological*

Photo: M. Løkse

Don't give up!

WRD=(occupatinoal therap?) AND WRD=(children)	0
WRD=(occupatinoal therap?) AND WRD=(children) AND WRD=(School)	0
WRD=(occupatinoal therap?) AND WRD=(children) AND WRD=(School) AND WRD=(School)	0
WRD=(occupatinoal therap?) AND WRD=(children) AND WRD=(School) AND WRD=(School) AND WRD=(Partisipati	0
WRD=(occupatinoal therap?) AND WRD=(children) AND WRD=(School) AND WRD=(School) AND WRD=(School)	0
WRD=(occupatinoal therapy) AND WRD=(children)	0
WRD=(occupational theerapy) AND WRD=(computers)	0
WRD=(occupational theerapy) AND WRD=(skills)	0
WRD=(Occupational Thera?) AND WRD=(Children) AND WRD=(Preeschool)	0
WRD=(Occupational Thera?) AND WRD=(Children) AND WRD=(Preeschool) AND WRD=(Preeschool)	0
WRD=(occupation? therap?) AND WRD=(adolescen?) AND WRD=(identity)	2
WRD=(occupation? therap?) AND WRD=(teenage?)	6

Don't give up!

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The lazy searcher?

Fish

Attention

Arctic

Cancer

History

Therapy

Good search, wrong database!

- Searching for modern literature (***Dorian Gray***) in EEBO (Early English Books Online)

- Using Norwegian search terms in English language databases:
  - ***fjellturer*** and ***tromsø*** in Russian State Library Catalog

- Searching for historical topics in a medical database:
  - ***Grønland*** and ***colonial history*** *in Medline*

- Searching for celebrities in an academic database:
  - ***wayne rooney*** in Psycbooks

Fields of gold?

- Using search fields wrongly:

  WYR=*Unconscious perception: Attention, awarness, and ...*

  WAU=*forfatter* ['forfattter' is the Norwegian word for author]

- More than 2000 searches in the subject field (WSU)
- What is a subject?

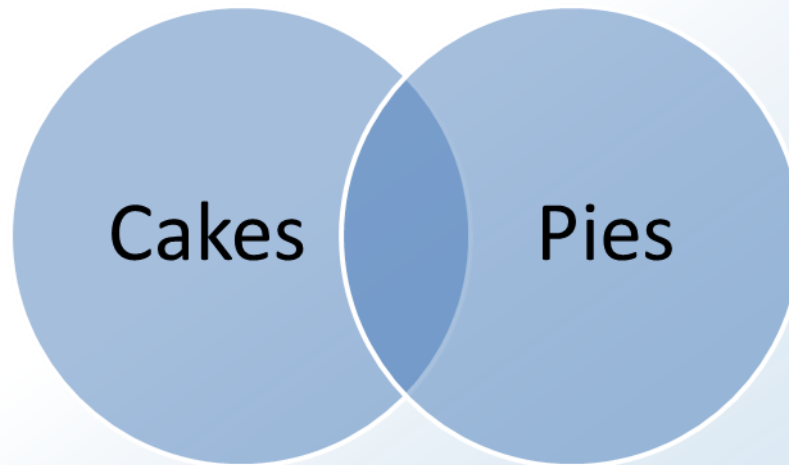 WSU=*Understanding international conflicts: an introduction to theory and history*

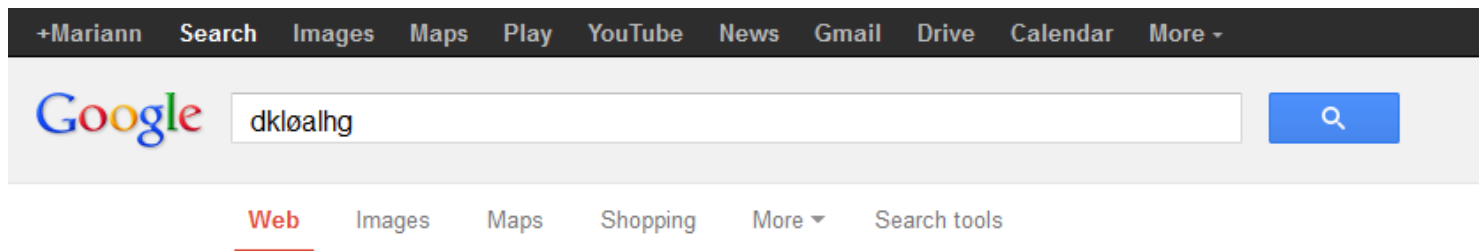 WSU=*speed of processing* AND WSU=*age-related*

  WSU=*quality*

Boolian confusion

What is the difference between AND and OR?

- *sami* AND *samisk*
- *roleplay* AND *rollelek*
- *practice knowledge* OR *health*
- *nursing* OR *hypochondriasis*

Cakes   Pies

The zero results effect

+Mariann   Search   Images   Maps   Play   YouTube   News   Gmail   Drive   Calendar   More ▾

Google   dkløalhg   🔍

Web   Images   Maps   Shopping   More ▾   Search tools

Your search - **dkløalhg** - did not match any documents.

Suggestions:

- Make sure all words are spelled correctly.
- Try different keywords.
- Try more general keywords.

Goodbye library!

It's not them, it's us?

- User training can be improved
  - The importance of language
  - Boolean operators

- Do we take their needs seriously?
  - Searching is not simple
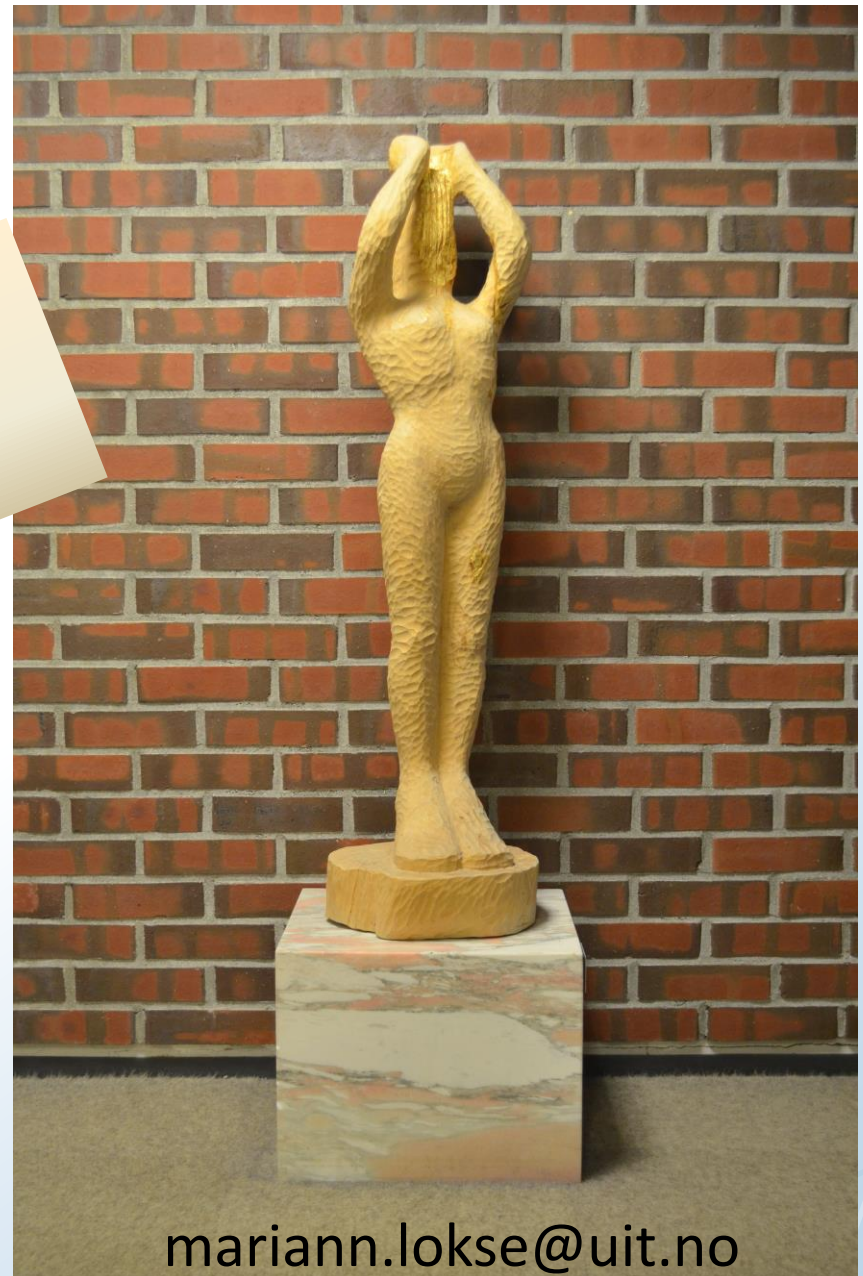 - Are library systems too complex?

The next step:

- Focus on searching, logic and critical thinking in information literacy classes

- Creating a new online course for students

- Raising awareness among library staff about particular challenges

Questions?

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Unless otherwise stated, all photos are by Ingvild Isaksen.