

User Experience Advisory Group Agenda
January 15, 2020
9:30 – 11:00 a.m.

Location: CCS / 3355 N. Arlington Heights Road /Arlington Heights, IL 60004-7706

Attended by: M. Beach (Highland Park), J. Katsion (Fox River Valley), A. Kong (Fremont), J. Lavalie (Des Plaines), C. Renkosiak (Lincolnwood), M. Russell (Lake Forest), E. Steffensen (Huntley), K. Weiss (CCS)

C. Renkosiak (Lincolnwood) is replacing M. Bero as a member. M. Bero has accepted a new position.

Member voted to approve September and December 2019 minutes with one change. K. Weiss (CCS) will correct spelling of name for J. Katsion (Fox River Valley).

Kathleen presented the round 3 usability findings and recommendations. Round 3 testing focused on library account management including: (1) library account access & logging in; (2) items out & renewals; (3) fines & fees; (4) logging out; (5) placing holds; and (6) locating library materials.

Members voted on each recommendation.

1. **Require updated language on Log In page from “Barcode or Username” to “Library Card Number or Username”.** The recommendation passed with 7 in favor and 0 against.
2. **Require updated language on Log In page from “Don’t forget to log out...” to “Remember to log out when using a public computer”.** The recommendation passed with 7 in favor and 0 against.
3. **Explore movement of Pay Online link into the My Account dashboard.** The recommendation passed with 7 in favor and 0 against.
4. **Require updated language from Comprise so “To login, please enter your library card number and PIN” becomes “To login, please enter your library card number and password”.** The new language will request a password rather than a PIN in order to match the language used in the PowerPAC. The recommendation passed with 7 in favor and 0 against.
5. **Explore options to move the Submit Request button used when placing a hold so users do not need to scroll in order to see it.** The recommendation passed with 7 in favor and 0 against.

J. Lavalie (Des Plaines) mentioned that there was talk of integrating Comprise into the PAC so patrons would only have to log in once. Currently patrons log into their account and Comprise separately. Comprise in the vendor that facilitates payment of library fines and fees online. K. Weiss (CCS) said she would follow up with an answer.

J. Lavalie (Des Plaines) asked whether activation date was necessary to include as part of the hold placement process. K. Weiss (CCS) said that the functionality could not be removed or renamed without further testing.

K. Weiss (CCS) presented the following topics for future usability testing:

1. Single record v. multivolume record cataloging of graphic novels

- Current practice has graphic novels that share the same title cataloged on single records as well as on multivolume records. CCS will perform testing with children, teens, and adults to determine if a single record or multivolume record layout is easiest for patrons to use to find, locate, and request materials.
 - M. Beach (Highland Park) and A. Kong (Fremont) recommended that K. Weiss use the following age groups for testing. Children aged third – fifth grade. Teens aged sixth – twelfth grade. Adults aged 18+. A. Kong (Fremont) suggested that third grade is when most children begin independently using the catalog.
2. Find It button redesign and placement
- Usability testing revealed that many patrons are not using shelf status to locate library materials. Instead patrons rely on the availability statement and call number. Redesigning the Find It button might encourage greater use of shelf status. K. Weiss (CCS) explained that CCS can use a program called Crazy Egg to determine whether small changes in the design of the Find It button will encourage greater use of the button. A. Kong (Fremont) mentioned the Fremont would be interested in serving as test library for the design change.
 - J. Lavalie (Des Plaines) commented that the icon used when placing a hold is also present on multivolume records. This icon can be confusing for patrons to use.
 - Members discussed the text call number functionality and its icon. Members wondered if this functionality and icon were necessary to include in the catalog and if CCS has usage analytics. J. Lavalie (Des Plaines) commented that he receives emails when the text call number function bounces a request. K. Weiss (CCS) agreed to investigate.

J. Lavalie (Des Plaines) mentioned that there is a need to test full display in the PAC. K. Weiss (CCS) shared that she this might be achieved with a focus group during the Spring, but more research is needed to determine whether this is the appropriate test method.

The meeting adjourned at 11:00 a.m. The next meeting is scheduled for March 5, 2020 at CCS.