

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

- 1. Call to order**
- 2. Approval of minutes from previous meetings**
- 3. Round 3 User Experience Report: Findings & Recommendations (Presentation, Discussion & Voice Vote – 45 minutes)**
 - a. Recommendation: Require updated language on Log In page from “Barcode or Username” to “Library Card Number or Username”.
 - b. Recommendation: Require updated language on Log In page from “Don’t forget to log out...” to “Remember to log out when using a public computer”.
 - c. Recommendation: Explore movement of Pay Online link into the My Account dashboard.
 - d. Recommendation: 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.
 - e. Recommendation: 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.
- 4. Future usability testing (Presentation & Discussion – 20 minutes)**
 - a. Single record v. multivolume record cataloging of graphic novels
 - b. Find It design and placement
 - c. PAC Analytics
 - d. Promotions
 - e. Sort drop down
- 5. CCS Website Redesign (Presentation – 10 minutes]**
- 6. Adjournment**

Next meeting is scheduled for March 5, 2020 at CCS