

User Experience Advisory Group (UXAG) Agenda

Thursday September 5, 2019

9:30 - 11:30

CCS

3355 N. Arlington Heights Road
Arlington Heights, IL 60004-7706

1. **Introductions** (*Activity – 5 minutes*)
2. **UXAG role in making recommendations** (*Presentation – 5 minutes*)
 - a. We collect and prioritize feedback from library staff, technical groups, and patrons. CCS conducts usability testing in collaboration with member libraries and patrons as participants. Findings are summarized in a report. UXAG reviews this report and makes recommendations to Governing Board. Governing Board votes on whether to implement these changes.
3. **Overview of usability testing** (*Presentation – 20 minutes*)
 - a. We will review the following about usability testing: (1) key concepts, (2) CCS testing timeline, (3) methodology, and (4) testing metrics and their effects on recommendations.
4. **Staff feedback mapped to testing** (*Explanation/Discussion - 20 minutes*)
 - a. Staff feedback will be included in September – October 2019 usability testing. We will review the feedback, test method, and metrics that may influence a recommendation. The following are up for testing:
 - i. Inclusion of Summary Field in Hit List
 - ii. Length of Summary Field in Hit List
 - iii. Extent of use of More Information button to view Full Display
 - iv. Extent of use of 500s fields in Full Display
 - v. Extent of use of the 856 field in (serials/magazine)
 - vi. Patrons' use of facets
5. **Define critical tasks in the PowerPAC** (*Activity - 10 minutes*)
 - a. Consider the five most critical tasks patrons should be able to perform in the PowerPAC. We will rank and prioritize tasks to shape scenarios for usability testing in November 2019.
6. **Participant recruitment toolkit** (*Explanation/Discussion – 5 minutes*)
 - a. A toolkit for recruiting test participants is shared with discussion on successful tips/tricks.
7. **Recurring usability testing** (*Discussion – 10 minutes*)
 - a. A half-day of usability testing on a monthly or quarterly basis allows for frequent testing and an opportunity for UXAG members and stakeholders to observe.

8. **SCRAP Indexing Changes** (*Discussion – 20 minutes*)

- a. SCRAP recently requested additional fields be indexed during the Indian Trail migration. We will review the requests, discuss how they may affect patrons, and participate in a straw poll about whether to index each field. Fields up for discussion may be found here: <http://bit.ly/ScrapIndex>

Next Meeting: Review report summarizing usability test finding and prepare recommendations for presentation at January 2020 governing board meeting.