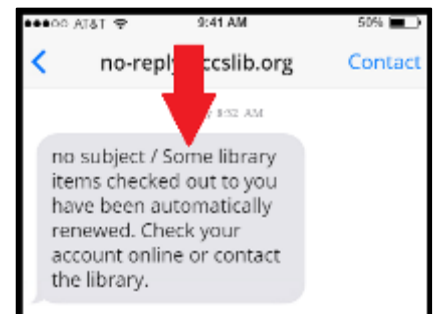


**User Experience Advisory Group (UXAG) Agenda**  
**Thursday December 5, 2019**  
**9:30 a.m. - 12:00 p.m. @ CCS**

- I. Introductions
- II. January meeting date
- III. Recommendations: UXAG will make a voice vote on the following recommendations:
  - A. Miscellaneous
    - 1. Recommendation: Allow patrons to switch hold pickup locations from PAC after a hold has been placed.
  - B. Holds Statuses
    - 1. Recommendation: Rename Active “Not Ready” or “Requested” to indicate that the hold has been placed but is not yet available.
    - 2. Recommendation: Rename Pending “Locating”. The status of Located was correctly identified by over 70% of users and is the next step in the holds process. Locating better describes what is happening to the library material.
    - 3. Recommendation: Use Pause/Resume instead of Suspended to simplify language and avoid jargon.
    - 4. Recommendation: Rename Expired “Unable to Fill” to follow the status of Unfillable which was correctly identified by over 70% of users. Many users indicated Expired and Unclaimed were the same status.

C. Notifications

- 1. Recommendation: Adopt the variant message text message notifications when library materials are automatically renewed. The variant text message begins with the word "some".



D. Round 2 Usability Testing: PAC Searching

- 1. Recommendation: Require addition of “Catalog Home” and “Library Home” buttons to the menu.
- 2. Recommendation: Require that Limit Search By default to Any Field, Title, Author, Series, and Subject. Remove options for General, Notes, Publisher, Genre, ISBN, and ISSN.
- 3. Recommendation: Require that Limit By default to All Member Libraries.

4. Recommendation: Require the following Search Tips are added when a search delivers no results.
5. Recommendation: Require limiting the summary statement to 115 characters.
6. Recommendation: Require removal of the 856 field from brief display for print magazines.
7. Recommendation: Suggest that the library logo displayed in the PowerPAC link to the catalog home page.
8. Recommendation: Suggest that libraries add Book and Blu-Ray/DVD Material Types to the Limit By drop down.
9. Recommendation: Suggest that libraries adopt additional scss to emphasize the format and call number fields as well as the availability statement.
10. Recommendation: Explore options to default display more results in the Hit List.
11. Recommendation: Explore options to remove the More Info button as patrons access full display by clicking on the title.
12. Recommendation: Explore options to move the Find It, More Info, and Place Hold buttons beneath brief display.
13. Recommendation: Explore redesigning format icons.

#### IV. Future usability testing

- A. Single v. multi-record volumes for graphic novels
- B. Usage statistics for PAC home page dashboard links