

# Executive Summary - User Experience Report: Vega Discover

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## Summary

CCS is participating in the Vega Partnership Program. This is an opportunity to codevelop a new library catalog built for library consortia called Vega Discover. This program offers member libraries and their patrons a way to try a pre-release version of Vega Discover and test drive new features.

Six patrons participated in a remote usability study from six member libraries: Algonquin, Cary, Des Plaines, Fox River Valley, Lake Villa, and Niles-Maine. The study covered searching and account functionality using the Vega Discover library catalog. Kathleen Weiss, User Experience Specialist facilitated testing while a library staff member acted as notetaker for each session.

## Research Method: Remote Usability Testing

Remote usability testing was conducted virtually using Zoom. Patrons were given tasks to complete via chat and told to “think out loud.” A facilitator moderated the session while a notetaker recorded user actions and observations. A debrief session allowed the facilitator and notetaker to document usability problems and whether the patron successfully completed each task. Sessions lasted an hour.

## Research Goals

Research goals were established using the Functional Requirements for Bibliographic Records (FRBR) and common account management tasks. Research goals informed the test tasks used in the study.

## Success Rate

Success rate represents the percentage of participants that were able to successfully complete a test task. Patrons were less successful at determining availability and location. Seeking out this information was not naturally part of obtaining library materials from home using the library catalog. This behavior may be different when patrons search in-person at an OPAC where the physical location of library materials is more important. All patrons were fully or partially successful at searching for a title, placing a hold, and in completing account management tasks.

Search Functionality Tasks	Participants	Yes	No	Partial	Success Rate
<i>First Task: Show me how you would find and obtain a title about a topic of your choosing.</i>					
Did the user successfully search for the title?	6	4	0	2	67%
Did the user successfully determine whether the title was available?	6	3	2	1	50%
Did the user successfully locate the title?	6	2	1	3	33%
Did the user successfully place the title on hold?	6	6	0	0	100%
<i>Second Task: You are staying in this weekend. Show me how you would find and obtain a movie or television show to watch.</i>					
Did the user successfully search for the title?	6	6	0	0	100%
Did the user successfully determine whether the title was available?	6	3	1	2	50%
Did the user successfully locate the title?	6	2	3	1	33%
Did the user successfully place the title on hold?	6	4	2	0	67%

Account Functionality Tasks	Participants	Yes	No	Partial	Success Rate
Was the user successful at logging into their account?	6	5	0	1	83%
Did the user successfully review their account settings and contact information?	6	6	0	0	100%
Did the user successfully navigate to where they can manage their holds?	6	6	0	0	100%
Did the user successfully determine their book's due date?	6	6	0	0	100%
Did the user successfully renew their book?	6	6	0	0	100%
Did the user successfully navigate to where they might pay a fee?	6	6	0	0	100%

## Recommendations

Below are the resulting recommendations from the study.

1. Clicking the library logo should reload the Vega Discover homepage.
2. Initiating a search via the secondary search box ought to minimize My Bookshelf.
3. Add Change Pickup Location functionality to Holds page.
4. The Vega Discover home page ought to feature curated collections (such as showcases, record sets, carousels) to increase browsability.
5. For number of copies listed on resource card, include local availability and system-wide availability.
6. Add option to suppress or hide materials, agents, and concepts from Content and Persons filters.
7. Set the session timeout to 30 minutes for catalog sessions conducted from home. OPAC stations in the library may be set to a shorter session timeout to protect patron data and privacy given the public environment.
8. Rephrase the "I don't need this item after..." box to clarify its purpose to patrons.

## Overall Patron Rating

Patrons were asked to rank their experience with the catalog on a scale from 1 to 5 (1 being poor - 5 being great).

Library	Rating
Algonquin	5
Cary	4.5
Des Plaines	5
Fox River Valley	4
Lake Villa	4
Niles-Maine	2*

\*Notably the title that this patron selected for her search task was not yet available in the training database for her library, so it was very difficult for the patron to find and obtain.