

User Experience Advisory Group Minutes

January 17, 2022

Attendees: Kenny Duray (Algonquin); Penny Ramirez (Crystal Lake); Shelby Garrett, (Fremont); Ann Finstad, (Glencoe); Jake Rogers, (Glencoe); Marcia Beach, (Highland Park); Elizabeth Munoz, (Lake Villa); Kim Hegelund, (Wilmette)

Absent:

Also Present: Kathleen Weiss (CCS); Debra Wischmeyer (CCS)

The January 17, 2022 meeting of the User Experience Advisory Group was called to order at 3:02 pm. The meeting was held via Zoom.

1. Introductions & Icebreaker

Advisory group members made introductions and participated in an icebreaker.

2. Review Meeting Goals

K. Weiss reviewed the meeting goals: (1) review user experience report for Vega Discover and (2) discuss priority levels for each recommendation.

3. Introduction to Vega Partnership Project & Project Timeline

D. Wischmeyer gave an overview of the Vega Partnership Project and timeline. She explained that six member libraries are participating in the project: Algonquin, Cary, Des Plaines, Fox River Valley, Lake Villa, and Nilis-Maine. This is an opportunity to codevelop a new library catalog built for library consortia called Vega Discover. This program offers libraries a simple way to try a pre-release version of Vega Discover and test drive new features. The feedback provided by CCS and library patrons will help Innovative identify and fix issues, and make the library catalog even better.

4. Review user experience report for Vega Discover

K. Weiss summarized the remote usability testing process and resulting recommendations.

5. Review recommendation levels:

K. Weiss reviewed the recommendation levels used in the user experience report. A **High** priority recommendation indicates essential functionality is failing or not present. These recommendations are hard blocks to adoption of Vega Discover by CCS. A **Medium** priority recommendation indicates some desired functionality is missing or a user interface change is desired. These recommendations should be developed and integrated into Vega Discover before full adoption of the product by CCS, but may arrive later in development. A **Low** priority recommendation is a desirable change to the Vega Discover functionality or user interface, but not essential to adoption of Vega Discover by CCS.

6. Discuss priority levels for each recommendation

K. Weiss gave an overview of the recommendations in the user experience report. K. Weiss explained that some of the recommendations have already been **addressed** by Innovative or CCS while other recommendations were **outstanding** and still require a design solution. For each recommendation, the

advisory group discussed whether the priority level was appropriate. Recommendations and discussion over priority levels are below:

Addressed Recommendations

Recommendation #1: Clicking the library logo should reload the Vega Discover homepage.

Priority: Medium

Discussion: Group members agreed this priority level was appropriate.

Recommendation #5: For number of copies listed on resource card, include local availability and system-wide availability.

Priority: Medium

Discussion: Group members agreed this priority level was appropriate.

Recommendation #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.

Priority: Low

Discussion: Group members agreed this priority level was appropriate.

Outstanding Recommendations

Recommendation #2: Initiating a search via the secondary search box ought to minimize My Bookshelf.

Priority: Medium

Discussion: Group members did not agree with the assigned priority level. Group members said that the secondary search box is an essential function that should behave as expected. The group agreed that Innovative ought to be responsible for how to solve the problem, but it needs to be addressed. Group members recommended testing the secondary search box in a second round of usability testing to ensure it does not present a usability hurdle for patrons.

Recommendation #3: Add Change Pickup Location functionality to Holds page.

Priority: Medium

Discussion: Group members did not agree with the assigned priority level. Group members said this should be rated as a higher priority as it is extremely important to patrons, especially at multibranch libraries. Group members said they would like to see this functionality available in a future iteration of Vega Discover and that this would satisfy the recommendation.

Recommendation #4: The Vega Discover home page ought to feature curated collections (such as showcases, record sets, carousels) to increase browsability.

Priority: Medium

Discussion: Group members agreed this priority level was appropriate.

Recommendation #6: Add option to suppress or hide materials, agents, and concepts from Content and Persons filters.

Priority: Medium

Discussion: Group members agreed this priority level was appropriate.

Recommendation #8: Rephrase the "I don't need this item after..." box to clarify its purpose to patrons.

Priority: Low

Discussion: Group members agreed this priority level was appropriate. K. Weiss explained that this recommendation can be resolved by CCS changing the string text in the Vega Discover admin panel.

7. Additional Discussion

K. Hegelund said she was interested in reviewing staff feedback about Vega Discover. K. Weiss explained that this would be the primary activity at the following meetings.

The meeting was adjourned at 4:57 pm.

Summary of Next Steps

Who	What	When
CCS	Share recommendations with Innovative with advisory group input	February 2022
CCS/Advisory Group	Review and code staff feedback from Vega Discover catalog feedback	March 2022