

**Minutes**  
**User Experience Advisory Group**  
**Zoom**  
**December 1, 2022**  
**9:30 am**

**Recording:** [Test Plan - recorded.mp4](#)

Kathleen Weiss (CCS) called the meeting to order at 9:30 am.

**Approval of minutes**

Kathleen Weiss (CCS) did not provide draft minutes for the September 2022 group. A draft of these will be made available at the January 2023 meeting for review.

**Overview of Test Plan for Vega Discover Usability Testing**

K. Weiss (CCS) shared the research goals for user testing:

- Compare user success rates for task completion in PowerPAC versus Vega Discover
- Gather user impressions about Vega Discover
- Determine whether to recommend Vega Discover for soft launch

K. Weiss explained the advisory group's role. The group will review a report summarizing usability test findings in late December. The group meets January 5th and will make a recommendation to either "green light" or "red light" Vega Discover. A green light a "yes" that CCS ought to move forward, and soft launch Vega Discover. This means CCS would make Vega Discover available to patrons of our beta libraries to continue collecting patron feedback. This would not be a commitment to a go-live date or a commitment to fully adopt the product. A "red light" would indicate that CCS may have concerns about soft launching the product to patrons. With this option, the group would create a list of notes about potential changes before a soft launch and any new changes to current blockers.

K. Weiss outlined the user testing process. K. Weiss said users will complete the same tasks used in 2019 PowerPAC usability testing using Vega Discover. Success will be calculated for each task to allow for direct comparison between PowerPAC and Vega Discover.

In addition to success rate, CCS will also gather qualitative feedback from users regarding their impressions, pain points, and successes with Vega Discover. This will all be summarized at a high level in the final report and grouped by theme. The success rate and participant feedback will be summarized into a short report and shared before our January meeting. K. Weiss will also summarize the feedback in a formal presentation at the January group meeting to allow for group discussion.

**Introduction to Notetaking for Usability Testing**

K. Weiss gave a presentation and instructed library staff in effective notetaking for usability testing. Group members practiced notetaking by observing a prerecorded usability test session, taking notes, and debriefing.

**Adjournment**

The meeting adjourned at 10:30 am.

#### Action Items

| Who                            | What   | When           |
|--------------------------------|--|----------------|
| Kathleen                       | Conducts usability testing with notetakers and creates report summarizing findings | By December 20 |
| User Experience Advisory Group | Reviews report   | By January 4   |

#### Attendance

| Library          | Attending           |
|------------------|---------------------|
| Algonquin        | Gary Christopherson |
| Fox River Valley | Karin Nelson        |
| Fremont          | Pam McLaughlin      |
| Glencoe          | Jake Rogers         |
| Lake Villa       | Elizabeth Munoz     |
| Morton Grove     | Jeff Ray            |
| Northbrook       | Jenn Hovanec        |
| Park Ridge       | Jazmin Bravo        |
| Prospect Heights | Meg Golembiewski    |
| CCS              | Kathleen Weiss      |
| CCS              | Debra Wischmeyer    |