

Minutes
User Experience Advisory Group
Zoom
January 5, 2023
1:00 p.m.

Call to Order

Kathleen Weiss (CCS) called the meeting to order at 1:03 p.m.

Approval of Minutes

Kathleen Weiss (CCS) did not provide draft minutes for the December 2022 group. A draft of these will be emailed for review before the March 2023 meeting.

Review Vega Discover v. PowerPAC User Experience Report

K. Weiss (CCS) provided an overview of the Vega Discover v. PowerPAC user experience reports. She covered (1) meeting goals, (2) background, (3) research methods, participants, and notetakers, (4) patron feedback, (5) locating important title information, (6) success rates by task, (7) usability problems, and (8) recommendation.

1. Meeting goals:
 - a. List any additional development requests or changes to blockers.
 - b. Finalize recommendation language.

2. Background
 - a. Group members were reminded that their recommendation from the day's meeting would be passed on to Governing Board as either a "green light" or "red light" to soft launch Vega Discover.

3. Research method, participants, and notetakers
 - a. Remote usability testing was the research method chosen for this round of user testing.
 - b. Four CCS libraries participated (Algonquin, Highland Park, Morton Grove, Prospect Heights).
 - c. Four library staff acted as notetakers, two are a UX group members: Gary M. Christopherson (Algonquin), Meg Golembiewski (Prospect Heights), Mark Knox (Morton Grove), and Laurie Skinner (Highland Park).

4. Patron feedback
 - a. Users rated their experience with Vega Discover a 3.7 / 5 on a scale of 1 – 5 (1 being poor; 5 being great).
 - b. Patron feedback was divided into three sections: positive feedback, room for growth, and design concerns.
 - c. Patrons shared the following positive feedback:
 - i. Patrons said they will be able to use Vega Discover, but there would be a "learning curve" [all users].
 - ii. Format rollups make it easier to identify what formats are available [3 of 5 users].
 - iii. Patrons liked how the "Place Hold" buttons changes to "On Hold" when a hold is placed [3 of 5 users].

- d. Room for growth included patron feedback that could be addressed immediately.
 - i. The catalog home page is sparse [all users]. Showcases can be used to fill the catalog home page with recommended reads and book carousels.
 - ii. Users had confusion over the option to self-cancel holds if not filled by a certain date [3 of 5 users]. The language surrounding this feature can be adjusted by CCS.
 - iii. Relevance of search results could be better [3 of 5 users]. CCS has requested Innovative investigate options to enhance relevancy rankings and engage in database cleanup in Vega Discover as part of the report recommendation.
 - iv. Users expected filters to be applied dynamically [3 of 5 users]. Filters work differently in Vega Discover but this might be addressed by showing patrons how to use the new user interface.
 - e. Design concerns featured user interface design issues:
 - i. Users expected to be able to click cover art to learn more about a title.
 - ii. The availability information is too light/difficult to read [3 of 5 users].
 - iii. Users wondered why there are two search boxes on the home screen [2 of 5 users].
 - iv. Filtering results:
 - 1. Patrons did not see options to refine results to their library [3 of 5 users].
 - 2. The list of available libraries under the Location filter is not alphabetical [2 of 5 users].
 - 3. Concepts (Subject) filters are too long and get cropped from the “refine filters” column [2 of 5 users].
5. Locating important title information
- a. Users were highly successful at locating important title information.
 - b. 80% of users could determine where to click to find their desired title in the library.
 - c. 80% of users were able to determine where to click to place a hold.
 - d. 100% of users were able to determine where to click to learn more about a title.
6. Success rates by task
- a. Users completed the same tasks in Vega Discover and PowerPAC with similar success rates with two exceptions. Exception One: Users struggled to find their desired format when the cover art and series information on the resource card was misleading. Exception Two: Users struggled to identify, and place holds on titles with multiple issues or volumes. In some cases, users must identify the correct title and then select the desired volume/issue. The steps in this user flow are difficult to complete.
7. Usability problems
- a. Two tasks had low success rates:
 - i. Task 1: Identify the May 2022 issues of the magazine, *Vanity Fair*.
 - 1. Why did this happen?
 - a. Vega Discover forces users to first select the title, then select the volume/title. This process is difficult to complete.
 - b. The “term” periodical is confusing for patrons.
 - ii. Task 2: Find the book, *To Kill a Mockingbird* by Harper Lee. Is it available to check out right now?
 - 1. Why did this happen?

- a. Vega Discover relies on a single image to represent multiple formats in a format rollup. This image can sometimes be misleading.
 - b. The series statement for To Kill a Mockingbird reads includes the words “Large Print.”
8. Recommendation
 - a. The original recommendation included in the report was: Investigate options to refine cover art selections, improve series listings, enhance relevancy rankings, and engage in database cleanup in Vega Discover. Soft launch of Vega Discover may be possible once these options and development blockers have been addressed.

Additional Development Requests

The group discussed three additional development requests to add to the report.

1. Development Request addition 1: M. Golembiewski (Prospect Heights) and J. Hovanec (Northbrook) requested that when no cover art is available that the default cover art relates to the type of material used in the record. As an example, a DVD record in Vega Discover featured a “scroll” as its default cover art. J. Hovanec (Prospect Heights) said this was misleading. D. Wischmeyer (CCS) shared that Innovative has plans to address this already.
2. Development Request addition 2: G. Christopherson (Algonquin), M. Golembiewski (Prospect Heights), J. Hovanec (Northbrook) asked that when one image represents multiple formats that the book cover art be selected. If the book cover art is still not representative, allow for manual selection of an appropriate image.
3. Development Request addition 3: D. Wischmeyer (CCS) has concerns about patrons’ ability to engage with the “refine results” filter. K. Weiss (CCS) and J. Hovanec (Northbrook) echoed these concerns. The “refine results” column currently crops filter names that are too long to appear in the column. The pop-out box used when viewing all filters at once is two columns and does not include the full list in an easy-to-use format. CCS suggests that Innovative adjust the “refine results” filter layout to prevent cropping of filters, especially concepts. This could be accomplished through wrapped text. CSS also suggests that Innovative adjust the “refine results” pop up window to allow users to view all filter options in one window. This could be accomplished with a single column of filters, scroll bar, and endless scroll/lazy load.

Group members had some questions about the way Vega Discover treats format rollups. M. Golembiewski (Prospect Heights) asked: When searching for a magazine title, why is “periodical” in the format rollup highlighted while the eMagazine is the first tab? J. Hovanec (Northbrook) asked: How is order of format determined/prioritized in the format rollup? K. Weiss (CCS) said she would follow up with Innovative to get answers for group members.

There were three issues group members asked K. Weiss (CCS) to follow up on:

1. Investigate whether the “Edition Information” button on records in Vega Discover could be updated to “More Information” as seen in PowerPAC. K. Weiss (CCS) will update the text string in Vega Discover and alert the group when this is done.

2. Include patron feedback about the summary statement in the user experience report. Two users commented that they missed the summary statement as part of search results. (PowerPAC includes a summary statement in the search results or “hit list.” In Vega Discover, this is part of the resource page, a secondary page that contains more information about the title.) K. Weiss (CCS) will add this to the report.
3. Investigate option to offer a “hover” over the cover image that provides a summary statement. K. Weiss (CCS) will share this request with Innovate.

Recommendation Discussion

The group finalized the recommendation language by adding a phrase to the recommendation. The group added “adjust the ‘refine results’ layout.” This phrase was added to be inclusive of the additional development request seen below:

Adjust the “refine results” filter layout to prevent cropping of filters, especially concepts. This could be accomplished through wrapped text. Adjusting the “refine results” pop up window to allow users to view all filter options in one window. This could be accomplished with a single column of filters, scroll bar, and endless scroll/lazy load.

The original recommendation reads: Investigate options to refine cover art selections, improve series listings, enhance relevancy rankings, and engage in database cleanup in Vega Discover. Soft launch of Vega Discover may be possible once these options and development blockers have been addressed.

The new recommendation reads as follows. I have bolded the revised language. Investigate options to refine cover art selections, **adjust the “refine results” filter layout**, improve series listings, enhance relevancy rankings, and engage in database cleanup in Vega Discover. Soft launch of Vega Discover may be possible once these options and development blockers have been addressed.

Adjournment

The meeting adjourned at 2:30 p.m.

Action Items

Who	What	When
K. Weiss (CCS)	<ul style="list-style-type: none"> • Add/summarize development requests to report • Adjust recommendation language to report • Update “edition information” test string to “more information” • Forward questions about format rollup logic to Innovative 	By Wednesday, January 11

	<ul style="list-style-type: none"> Note patrons who missed the summary statement in Vega Discover and request Innovative add an option to “hover” over the cover image art to view a summary statement 	
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Attendance

Library	Attending
Algonquin	Gary Christopherson
Glencoe	Jake Rogers
Lake Villa	Elizabeth Munoz
Morton Grove	Jeff Ray
Northbrook	Jenn Hovanec
Prospect Heights	Meg Golembiewski
CCS	Kathleen Weiss
CCS	Debra Wischmeyer