

Minutes
User Experience Advisory Group
Zoom
September 1, 2022
9:30 a.m.

Zoom Meeting Link:

<https://us02web.zoom.us/j/82163664048?pwd=OW5ZSFQ0TS82bCtvZW9yaIFNakFCdz09>

Zoom Meeting Password: 450941

Call to order

Debra Wischmeyer (CCS) called the meeting to order at 9:30 a.m.

Introductions

Group members made introductions.

Approval of minutes from last meeting

Group members approved the minutes from March 22, 2022.

UX Group Overview

D. Wischmeyer (CCS) gave an overview of the group charge, member responsibilities, and FY21-22 projects. She explained that the UX group is a cross-departmental advisory group that works with CCS to enhance user experience across CCS. This typically includes catalog configuration and customization, mobile apps, or other patron-facing tools. Tasks performed include:

- Reviewing qualitative and quantitative user research.
- Consulting with CCS on configuration changes.
- Recommending new standardization of patron-facing elements.
- Refining documentation related to catalog customization and best practices.

Past projects have included:

- FY21-22: Assisted with initial round of user testing for Vega Discover
- FY21-22: Helped code free text feedback from staff for Vega Discover
- FY20-21: Assisted with gathering and analyzing data for patron notice improvements
- FY19-20: Planned, conducted, and analyzed several rounds of user testing in PowerPAC

Member responsibilities include:

- Use expertise and knowledge to represent the CCS community.
- Participate in 4 advisory group meetings per year.
- Participate in associated technical group meetings if necessary.
- Engage in online, asynchronous conversation and research between meetings.
- Work with CCS staff to present findings and recommendations as needed.

D. Wischmeyer (CCS) explained that the priority for this group for FY22-23 is to recommend to Governing Board whether to adopt Vega Discover or pursue alternate discovery interfaces.

Introduction to Vega Discover Development Partner Program

D. Wischmeyer (CCS) gave an overview of the Vega Discover Development Partner program. CCS is a consortia development partner for Vega Discover (catalog interface). As development partners, CCS will:

- Participate in advisory discussions and usability testing.
- Speaking to unique needs for consortia.
- Identify development priorities or “blockers.”
- Beta test Vega with patrons.
- Share feedback with Innovative.

Search Ranking Activity

The group compared results for popular searches in 4 different catalog interfaces to determine if there are significant differences in relevancy rankings. Search terms pulled from top title searches in PowerPAC, June 2022

D. Wischmeyer (CCs) summarized the search ranking activity for members:

Searching Activity Results

Results Rank of Search Term

Across all catalogs, the expected title/format was the first result in the hit list 86% of the time. The expected results appeared on the first page 98% of the time.

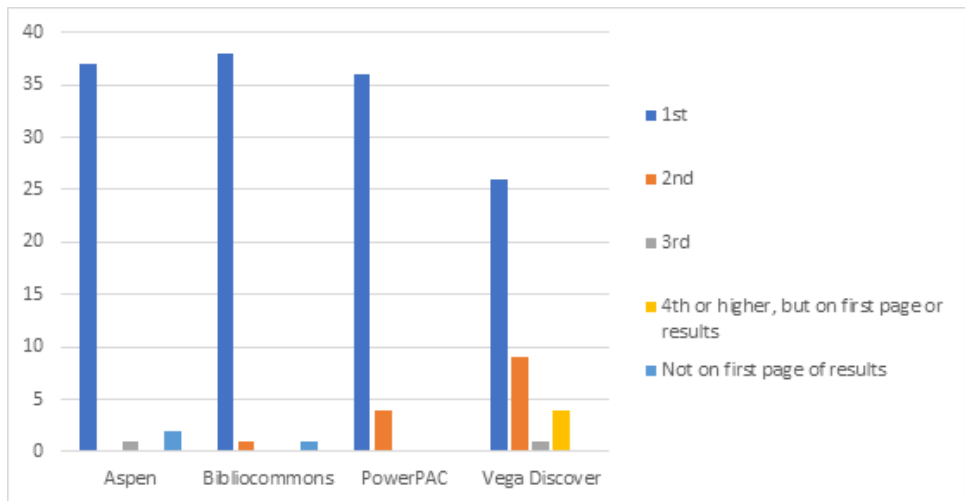
All Catalogs

Search Result Rank	Count of Rank	Percent
1st	137	86%
2nd	14	9%
3rd	2	1%
4th or higher, but on first page or results	4	3%
Not on first page of results	3	2%
Total	160	

Broken down by catalog interface

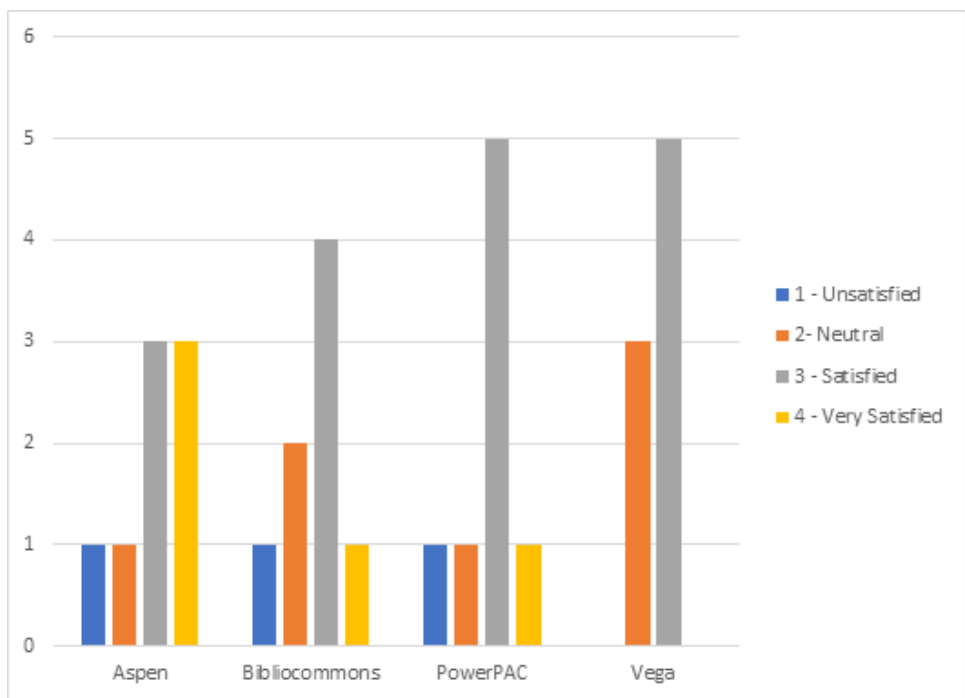
Catalog	1st in results	2nd	3rd	4th or higher, but on first page or results	Not on first page of results	Grand Total
Aspen	37	0	1	0	2	40
Bibliocommons	38	1	0	0	1	40
PowerPAC	36	4	0	0	0	40
Vega Discover	26	9	1	4	0	40
Grand Total	137	14	2	4	3	160

Bar Graph



Overall Satisfaction with Experience by Catalog Interface

Catalog	1 - Unsatisfied	2- Neutral	3 - Satisfied	4 - Very Satisfied
Aspen	1	1	3	3
Bibliocommons	1	2	4	1
PowerPAC	1	1	5	1
Vega	0	3	5	0
Grand Total	3	7	17	5



Free Text Feedback

Vega

- Ugly love and Verity had split the results for LP and regular print, but both were in the first two results. The Wings of Fire one was confusing, esp. since it's a series.
- I was a little confused by the interchangeable use of "unavailable" and "checked out" for some of the results. I think "unavailable" shows up when the item is not on shelf, but it's also not checked out. I'm guessing it would show up for items that are marked as missing, repair, etc.
- daisy jones title: confusing to see the first record showing all formats and the record below it just showing book. Then I realized pub year diff. Why isn't playaway format w/top record?
- For the first search term of stranger things, it depended on which stranger things item you were looking for. The first thing that popped up on the general search was a kid's book. Once I applied the DVD filter, Stranger Things season 1 was the first thing to pop up. So, it is still relatively easy to find.
- Default sort by Relevance. When I did my first two title searches it showed the ebooks and audio first, and the physical book was second. Not sure why these wouldn't be in one result.
- Results did not seem to be grouped together. Still multiple hits to scroll through.
- The format that is displayed first is not consistent. For example, Search 2 showed me the Playaway before the Book. The 4th Search showed me the Large Print first and separately from the core title. The 5th showed me the audiobook.
- For JP, listed movies before books. For Malibu Rising, the audiobook was listed first, print second.

Bibliocommons

- Not as clean as Vega. Did like the prominent place hold. Could see the multiple editions of the book in one place, but not as organized. Wings of Fire again most recent one on the second page, and the series not within the first couple of results.
- I liked how clean the display was, and the use of green "Available" vs red "All copies in use". I like the prominence of the green hold button. I also liked the clean graphic for the format next to each format (except the big A doesn't help me realize that it's large print so good thing wording of format. "For later" button wording doesn't help me know what I'd need it for. That really means bookmark it since interested in title but don't want to put a hold on yet?
- Every title searched was the first result. Also liked that every format was included in the record. Made it easier from a searching perspective to easily identify and select the correct format that you want right away.
- Default sort by Relevance. Liked how everything is grouped together.
- Liked "While you wait" Trouble every time with new search. Even after clearing previous search hitting return or search icon did not respond.
- The records all showed Large Print as the first book type. I liked the prominence of the Place Hold option and colors. The fact that it is green and available is cool. However, the button stays green even once all copies are in use. That would be confusing to some patrons.

- Good, expected results, however searches were slow to execute.

PowerPAC

- This is the first one that got the Wings of Fire search. Also, the only one that brought up the DVD and BluRay within the first set of results for Where the Crawdads sing (but that might be because of test databases not being updated since that's new)
- I really like the find it option that is a customized option for some libraries. I'm wondering if this would be carried over to Vega Discovery?
- definitely like how other systems show the various formats up front with top record rather than needing to scroll down to see them all. I like the LP format graphic than the A in other systems. I like more info/summary but not on initial screen but an option to get to that info if want.
- Every title was the first result, only downside was it was a different format each time. For example, if it was a book sometimes it was the LT that was the first result over regular print. You just need to pay attention to format for whatever the first result is.
- Default set to sort by Most Popular. Most titles had all formats at the top of the results. The ones with sequels had them mixed into the top results.
- Scrolling to find all formats tedious
- The Summary being so prominent takes up a lot of real estate on my screen. Now that I've seen the items nested together under the title, I like that a lot!
- For JP, the entire first page of results was various formats/editions of the movies. The book was not on the first page. For Malibu Rising, the large type of format was #1.

Aspen

- Looked a bit clunky and wings of fire were all the way at number 20. (Although other books from the series popped up before there).
- I felt that Aspen was the most straight-forward, and I liked some of the language used such as "Where is it?" and "On Shelf". Also, it seemed like the print book format was constantly listed at the top of all the other formats. So, while the correct record always came up first, the list of formats also listed print book first as well which I think tends to be the most popular format sought out by patrons.
- Site seems very busy with too many graphics and the left nav bar "Narrow your results bar" seems way too prominent, takes away from the search & results I did... Breadcrumbs up top is a little too big and prominent.
- I loved the additional information within each record such as readalikes of title and author. Reviews from Goodreads and magazines, along with the list of subject headings.
- Default sort by Best Match. Relevant results and like how all formats were displayed in one box and could easily see if a copy was available.
- Unsure if I missed some formats on two titles. Only books were displayed.
- I really like the layout of the returned search results on Aspen. It tells me which editions are available versus where it's available in the hit list card. The prominence of the On Shelf or Checked Out is also extremely easy to see.

- Jurassic Park is a franchise--book, movie, and associated sequels. The book appeared first, versions of the movie were #2 and #3. There are two books called Meant to Be. They were spots #1 and #2.

Showcase Creation Workflow

D. Wischmeyer (CCS) explained that showcases are collections of titles used in Vega Discover. The showcases can be used to create carousels or saved lists. She explained to the group how to create a showcase. Then group members practiced creating showcases of their own. The group discussed what they liked and did not like about the showcase creation workflow.

Adjournment

The meeting was adjourned at 11:30 a.m.

Attendance

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	Debra Wischmeyer