

SWAN Advisory: Discovery and User Experience (DUX)
Thursday, May 23, 2019

Notes

1:30 PM – 3:30 PM

Oak Brook Public Library

1. Welcome, introductions, and designate scribe.
2. The agenda was changed in order. Best Practices for Notifying Patrons of Holds on Missing Items was moved up.
3. Discussion: Best practices for notifying patrons of holds on missing items. (30 min)

Joy Matteson (Downers Grove) shared her experience with a patron who was unhappy with the holds process for items that have gone missing or have been checked out to discard but the hold was never removed. The group discussed how to solve the issue. There were several solutions proposed and ultimately more discussion across advisory groups is needed.

- SWAN is currently looking into how we could use our email service, SendGrid, to send notification to patrons that the hold is no longer available.
 - SWAN will send a reminder about the process for handling these items and holds, including how to work with the following reports:
 - List Titles With Holds and Only One System Copy That is MISSING, DISCARD, or MISSTRNSIT
 - List Titles With Holds for Your Library's Users With Only One System Copy That is DISCARD, LOST, LOST-ASSUM, LOST-CLAIM, LOST-PAID, MISSING, or MISSTRNSIT
 - Crystal will submit an enhancement request for a WorkFlows notification to pop up when the last item in the system is marked as missing or checked out to discard.
 - Enterprise does not provide any information in My Account about the status of the item, and once an item is marked missing the title links to a broken link and an error message. Tara will submit an enhancement request for improved messaging and behavior in Enterprise for missing and discarded items.
 - Scott Brandwein (SWAN) is leading a larger discussion with Bib Services about this topic.
4. Discussion: Article Search Usability Testing at ESS and INS (40 min)
Tara gave a briefing of the summary of the study. The participants in the study were from Indiana Prairie and Eisenhower. There were six in total. Each participant was somewhat familiar with databases in the library they use except for one user who was not. Each participant had a different background in research needs and use cases for online research.
A link to the study can be found [here](#).

https://support.swanlibraries.net/sites/default/files/meeting/19_05_23/Report-Spring%202019%20Usability%20test.pdf

Discussion: The group discussed the need for instruction. Some libraries are giving instruction while another is posting small sheets attached to the library computers. Indian Prairie prefers to lead patrons to the GALE resources. Eisenhower has volunteered to include an EDS search box on their website. The group discussed the problems with competing vendors such as ProQuest and EBSCO and how this takes away from user experience with the need for added widgets. This usability study is much like other studies the group has discussed. Based upon the findings in the study, the UX Team will be working to make changes that can be made more quickly while other changes will evolve over time.

5. BLUEcloud Mobile Update: (10 min)

Lauren reported about the conference call that we had with SirsiDynix and that many of the problems that DUX discovered were known issues. Some of these issues were related to a Web Services update. The UX Team is still working on testing through the issues. The UX Team has another call with SirsiDynix next week.

6. Discussion: GALE Courses and Trial Demo. (10 min)

DUX does not need or want the sales reps to visit. Most visits can be accomplished at the library level. It is still considered a good idea to explore resource sharing options for electronic resources but counterproductive to invite sales representatives. Robin is going to speak with RAILS at the RAILS office on May 30th about EBSCO options.

7. Discussion: EBSCO Privacy Policy (10 min)

The pop-up box is causing alarm for patrons. Robin will contact them to ask about having it removed from single sign on prompts. Ian suggests we also ask about NDA for EBSCO. Robin will also look at if Athens is making the email available to EBSCO.

8. Next meeting June 27th

Attendees:

1. Molly Bitters (Eisenhower)
2. Abby Budzynski (Bloomingtondale)
3. Susan DeRonne (Glen Ellyn)
4. Graham Dostal (Tinley Park)
5. Doug Ferrini (Tinley Park)
6. Jean Jansen (Villa Park)
7. Laura Hays (Carol Stream)
8. Tony Lucarelli (Indian Prairie)
9. Joy Matteson (Downers Grove)
10. Ang Romano (Oak Lawn)
11. Sarah Slack (Saint Charles)
12. Ian Nosek (SWAN)

13. Robin Hofstetter (SWAN)
14. Lauren Levaggi (SWAN)
15. Scott Brandwein (SWAN)
16. Tara Wood (SWAN)