Notes
1:30 PM – 3:30 PM
Oak Brook Public Library

1. Welcome and introductions (5 min)
Lauren is in Hawaii, poor Lauren

2. BLUEcloud Mobile discussion (30 min)
July 15th is the Go Live date for BLUEcloud Mobile. The beta app will be released after this meeting. An announcement will go out to the member linking a support site post with instructions on how to download the beta app. We are hoping on better performance once on the production system. If load times are slow we will need to work with SirsiDynix after production release.

When the released app is available, you will need to download the new app.

Initial testing showed some divergent behavior when accessing e-content. Downloading Overdrive titles will not launch Libby. The app currently does not launch Libby as this app is not compliant with accessibility standards. Once a title is downloaded/checked-out from the mobile app, it is available within both the Overdrive and Libby app for viewing/reading.

Other issues identified:

- Long checkout history is slow to load and scrolling is very choppy.
- Initially upon checkout, the SWAN app does show a downloaded e-book, but going back to that title, a blank screen appears – this appears to be due to slow loading of the content and it does eventually appear.
- Switch to Spanish only changes the interface labels. It does not change the content returned. It works like Enterprise.
- It is difficult in the general search to see a differentiation between physical and e material.
- Afternoon appears to be especially difficult in terms of load time. We will find out how the volume of activity is handled once the app is live and running in a production environment.
- "Downloaded eBooks and eAudio" as a library is confusing. It was created as a solution to impossible searches that could be built using the filters. There was no way to limit just by format to get the library's downloadable items. The Library list order will appear as "your library", "Downloadable eBooks and eAudio" which should make selections clearer.
- The bubble-up of items held by the library in Enterprise showing at the top of the search results, does not work the same in the mobile app. There are no customizations at this point.
- Good things:
    - Placing and cancelling holds is very easy,
    - ISBN scanning,
    - Events being included is nice,

- Linked cards work well.

Additional areas of support and training:

- Admin training will occur later this summer. This Admin training will cover what customizations are possible. During the initial roll out of the app, customizations will be handled by SWAN.
- The SWAN public web site (https://www.swanlibraries.net) will have information for app users. Libraries will be able to copy and use/reuse, or redirect patrons to that information.
- The SWAN Support Site has graphics for display screens and bookmarks, if libraries want additional promotion materials. 100 bookmarks are being distributed to each library during the next week.
- Some libraries may promote the app in the fall based on publication cycles of their newsletters.
- SWAN Support Site will have information on the public web site for libraries to use/reuse

Inquiry into the possibility of customizing the app or branding for discovery in the app stores. The cost of a separate instance to facilitate that is cost prohibitive and results in the same app and customizations once the user downloads the app and enters their barcode. Once the patron enters their barcode into the app, the experience is customized for their home library, matching the Enterprise branding and customized content/links for their library.

Possible future development and enhancements might be to incorporate an Article Search search box linking to EDS, or link to Open Athens database list.

3. Enterprise 5.0.1 upgrade / discovery platform evaluation (10 min)

Responsive release may be released today. SWAN is in the queue to be added to the test environment. Custom widgets might break. Format Labels were never in Enterprise and now it is included in the new version, so that is one less customization that we will need to worry about. Preview of Release Notes - https://support.sirsidynix.com/system/files/kb/Enterprise%205.0.1%20Release%20Notes%20-%20PREVIEW.pdf

One of the critical bug fixes incorporate into this release is the 0-search problem which can bring Enterprise down. While we have implemented a work-around, this fix will be welcomed.

The OPAC prioritization project has been put on hold until we implement 5.0.1. This work is important and will continue but we did not want to evaluate other online catalogs against two versions of Enterprise. Comparing against 5.0.1's responsive design is a good starting point.

4. Journey mapping activity: Downloading eBooks in Enterprise (60 min)

Based on 2 personas (Bruce and Carol), people are broken out into partners. One person will take notes, the other person will try searching, downloading, and accessing econtent through Enterprise as a starting point. This document is available on the SWAN Support Site - https://support.swanlibraries.net/sites/default/files/meeting/19_06_27/Journal%20Mapping%20Activity%202019-06-27.pdf

Three phases of the journey:

- Search (how do you search)
- Request or Download
- Read or Listen

It is fine to travel between these phases.

Reflection:

- This activity was a valuable learning experience as many of us had never gone through these steps as a patron would encounter them. We often identify with challenges bringing our knowledge and experience into the problem solving which does not accurately reflect the true patron experience.
- This activity reinforced why we tell people to go directly to the apps. Carol is very frustrated! Carol knew there was an app but didn't know why things didn't open in the app. Bruce went back to the website and found instructions which helped him figure out how to get the title.
- e-items come to the top which is overwhelming
- Cross devices cause problems
- Downloading in one format that doesn't work sometimes locks out the ability to go back and select a different format. But, the download that didn't launch the item is recoverable/downloaded/visible in the app.
- When Bruce placed a hold and was already logged in with his hoopla account, it was very easy.

Opportunities to alleviate issues:

- Better messaging - once we got Overdrive book in browser, what is Adobe digital editions vs HTML? Checked other vendors - Axis 360 and Cloud Library present a nice pop-up saying to go to the app.
- Is "Download" as a label confusing, should it say something more like "Checkout Digital Copy"
- Distinction between format and device would be helpful. For example, nothing said iPad, but items were identified as Kindle. Formats show both Adobe ePub and ePub – what is the difference, why are they listed separately?
- Bruce was frustrated when he typed eaudiobook in the catalog search and it didn't surface anything. Eaudiobook is prevalent throughout he labels/filters/formats, so shouldn't a search on that term bring back something useful?
- Instead of download, it should say checkout
- Error messages need to be more specific
- Knowing what things mean would be useful.
    - Instead of HTML, maybe "Read in Web Browser"
    - Instead of just Overdrive, should it be called Overdrive/Libby
- What is the end point – have we really checked it out, is there a due date? What do I do with this now?
    - Hoopla did give a due date
- Steps need to direct users to a) Get the App b) Go to the App
    - Popup explaining get in an app is needed
    - Hoopla does give a logical next step
    - Cloud Library and Axis 360 did give positive reinforcement

- eMedia, MyMediaMall -> DigitalLibrary of Illinois, MediaOnDemand

Single sign on for Web Services will take vendor development (Hoopla and Overdrive are working on this).

5. Next meeting – July 25th

Attendees:

1. Nick Ayala (Itasca)
2. Jane Arndt (Saint Charles)
3. Madeleine Belk (Tinley Park)
4. Molly Bitters (Eisenhower)
5. Susan DeRonne (Glen Ellyn)
6. Greg Hunt (Frankfort)
7. Michelle Kurczak (Messenger)
8. Tony Lucarelli (Indian Prairie)
9. Joy Matteson (Downers Grove)
10. Kelly Mueller (Itasca)
11. Ang Romano (Oak Lawn)
12. Sarah Slack (Saint Charles)
13. Jason Stuhlman, (Elmwood Park)
14. Scott Brandwein, (SWAN)
15. Robin Hofstetter (SWAN)
16. Dawne Tortorella (SWAN)
17. Tara Wood (SWAN)