

SWAN Advisory: Discovery and User Experience (DUX)  
Thursday, July 25, 2019

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**Notes**

**1:30 PM – 3:30 PM**

**Oak Brook Public Library**

1. Welcome and introductions (5 min)

2. BLUEcloud Mobile post-mortem discussion (30 min)

1. What went well?

- The bookmarks are successful and useful.
- Classes on the app are being developed. Lansing has given feedback about their use and is willing to share with other libraries what they have done so far with videos.
- My account features are great.
- The checkouts are listed in due date order.

2. What could be better?

- The menu is confusing to patrons. They are looking for an enter button.
- The search bar is too small.
- The language around holds and waiting is confusing to patrons.
- When searching Enterprise there is a tiny note about availability that would be helpful to have in the app.
- Ideally there would be more time to test before rollout of a new service.
- The folks who are testing are confused about what are known issues and what is possible to change. Most of what DUX would like to change isn't a possibility in the app so it is confusing to know what to report as a need for changes. Unfortunately, it's impossible to give details about what can be changed in advance.
- Colors and design cannot be changed through the app administration. SWAN was originally under the impression we could make those changes without going through SirsiDynix.

3. What are the next steps?

- Admin training is coming in September.
- There are enhancement requests to add information to holds, including a note that an item is in transit and a note for hold pickup dates.

3. eResources Group planning discussion (15 min)

Data collection is an important issue that was brought up in the DUX emails. The statistics are being reported to the board every month. Often the COUNTER stats are behind a month from vendors. The eBook and audiobook vendors; Hoopla, OverDrive, RBdigital, etc, are providing stats on a monthly basis. Collection HQ is providing stats to Carol Stream. Robin will be working to get SUSHI set up in BLUEcloud ERM to determine if this might meet the needs of some COUNTER stat users.

The eResources group will be formed around January 2020 and the consensus is to meet quarterly in place of one DUX meeting. Robin will be compiling questions and comments via the DUX emails.

#### 4. Downloading eBooks in Enterprise – sketching activity (60 min)

DUX members conducted a design charette. More information about this method is available here:

<https://www.nngroup.com/articles/design-charrettes/>

DUX members were given the assignment to sketch the ideal but real-world scenario a user would complete while downloading an eBook or audiobook from Enterprise. With each round of the charette, members share ideas, and move to the next round with fresh ideas to improve their sketches.

Tara and Robin will analyze the results of these sketches, along with the journey maps, to develop recommendations for improvements to share with SirsiDynix.

#### 5. Next meeting – August 22, 2019

Attendees:

Susan DeRonne (Glen Ellyn)

Jason Stuhlmann (Elmwood Park)

Maddy Belk (Tinley Park)

Doug Ferrini (Tinley Park)

Ang Romano (Oak Lawn)

Joy Matteson (Downers Grove)

Laura Hays (Carol Stream)

Sarah Slack (St. Charles)

Greg Hunt (Frankfort)

Jane Arnet (St Charles)

Michelle Kurczak (Messenger)

Robin Hofstetter (SWAN)

Michael Szarmach (SWAN)

Lauren Levaggi (SWAN)

Tara Wood (SWAN)