

SWAN Advisory: Discovery and User Experience (DUX)
Thursday, November 21, 2019

Notes

1:30 PM – 3:30 PM

Oak Brook Public Library

- 1. Welcome and introductions**
- 2. Discussion: Usability testing of ebooks and audio at Glen Ellyn Public Library**

Robin recapped usability testing at Glen Ellyn and shared the eBook usability report they wrote.

We had an enthusiastic response from participants. There were 5 total participants. All participants brought their own devices. Some key findings in the study:

- Everyone is married to their device – not a lot of crossover between devices (e.g., Kindle users stick to Kindle, even if they have a phone that could support other apps).
- Only one participant used BLUEcloud mobile, and that was to scan the library card at self-checks.
- Patrons aren't really browsing, but rather going directly to the catalog to search a specific title. They might choose another title by the same author if they are not finding what they hoped to find. None of the participants used audiobooks.
- Recruitment was through the catalog – so it makes sense the participants preferred the catalog.
- One participant was shown Overdrive (eMedia Library site) and said: "oh, this is what you want me to use, isn't it."
- Samsung user had Axis 360 device on the device – checked out the book, then realized had Axis 360 app.
- Surprise by tech-savviness of users.
- This was a group that uses eBooks. Testing with a group of people who have never used eBooks would be a good next testing group but might require a different approach that combines teaching digital literacy skills while testing the catalog and apps.
- We thought most ebook users would go straight to the app – but these users wanted to see everything available.
- Marketing is a good avenue for extending and reminding users of eBook availability.

Robin will follow up with Glen Ellyn about the report as well as gathering statistical data around use.

3. Enterprise 5.0.1 demo

See https://swanlbstst.ent.sirsi.net/client/en_US/ess

Tara reviewed the updated version of Enterprise. The go-live date is December 18th. Webinar on the 10th. There will be some configuration after the updates are pushed. The catalog will not be available during the upgrade, and a notification will be posted.

Important notes and factors for this release:

- The facets for limiting search results by format has changed from include/exclude to apply.
- The accordions are all closed at the beginning. Users will be familiar with this from the web.
- This is the test version, so the holdings are not correct in this test instance.
- Joy asked if we could add no results found, but this isn't possible. We were looking to see if there was a no result to add an OCLC link to search.
- Boolean searching is not possible.
- The relevancy score is ambiguous at this point.
- For accessibility, the text will get bigger as well as squish to the mobile size. When on mobile, the facets are a bit harder to find.
- Previous holdings changes as discussed. The titles will either show on shelf or in use.
- Tabs in my account are the same but will squish to a small screen.
- Accessibility is on by default for all profiles now. The screen reader will work without an extra link. No links will need to be updated because all URLs will remain the same.
- On mobile, the new search limits are collapsed, so limiting to will not be obvious.
- Novelist recommendations sink to the bottom of the page when squished.

4. SWAN Member Forums Demo

- a. See: <https://forums.swanlibraries.net/>

Two new forums DUX and E-Resource Advisory on the SWAN Member Forums site. The forums are invite-only. Emails will be sent out upon activation. New topics can be started, and threads are added below for each comment on each sub-forum heading. There are settings that can be changed for notifications via email for comments and replies under headings. Watch for an email invitation.

5. New meeting schedule and new groups

- a. EResource Advisory
- b. Public Service Users

EResource Advisory will take place in the spot of four DUX meetings. DUX members are encouraged to attend or to send members from their libraries. The first meeting for EResource Advisory will be in February. More dates are listed on L2.

Public Services Users is recruiting for people who are interested. This is geared toward adult and youth services and networking with colleagues.

Kelly Mueller from Itasca filled the mason jar with Hershey Kisses candy, and again the group guess was closer than any one person in the grouped guess. Thank you to Kelly for instigating another round of fun.

Robin reminded everyone that the next Article Search training is December 17th, 2019.

6. Next Meeting – January 23, 2020

RAILS, Burr Ridge Main Meeting Room

Attendees:

1. Abby Budzynski (Bloomingtondale)
2. Graham Dostal (Tinley Park)
3. Doug Ferrini (Tinley Park)
4. Greg Hunt (Frankfort)
5. Jean Jansen (Villa Park)
6. Sarah Kovac (Carol Stream)
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. Christine Sporleder (Bloomingtondale)
14. Jason Stuhlman, (Elmwood Park)
15. Lauren Levaggi (SWAN)
16. Robin Hofstetter (SWAN)
17. Dawne Tortorella (SWAN)
18. Vickie Totton (SWAN)
19. Tara Wood (SWAN)