SWAN Advisory: Discovery and User Experience

Chair:

Tara Wood, SWAN

I. Welcome and introductions
II. Group therapy
    a. How is everyone doing?

We are adjusting to working from home! Some members are working full time and others are working part-time hours from home.

III. Discussion: Promoting online collections and services
    a. What are some of your strategies to promote your online collections right now?
    b. What are some of your online programming/service strategies?
    c. What are some successes and failures in this arena?

The group discussed efforts to implement chat services. Libraries are seeing an increase in Hoopla checkouts. In general, Hoopla is becoming a good option right now because of the unlimited use model. Some libraries are working to set up online book clubs using Hoopla books.

Finding ways to offer online programming is a priority right now. Some options mentioned include:

- Book clubs through Zoom
- Facebook watch parties for movies – movies offered are offered through Facebook and vetted for copyright implications
- Storytimes through Facebook Live
- Storytimes posted to the library's YouTube channel

In terms of programming, there are concerns with using Zoom and getting "zoombombed." There are also concerns with copyright implications around storytimes and if they are considered fair use. This

article was shared during the discussion: https://programminglibrarian.org/articles/online-story-time-coronavirus-it%E2%80%99s-fair-use-folks?fbclid=IwAR3XdzBAVlMT6LkQLEgyDNebNz_WU4mCNfVeTB6B4fHtAJAw-lavJ9We4yM

Library website use is down, since there is a loss of in-library use. Tara is interested in seeing some library website stats to have more information where is the best place to promote online services.

IV.   Discussion: Where is discovery in your library priorities going forward?
Catalog use is down by about 75%. The group discussed how closely the catalog is tied to the physical building and finding physical materials. Right now, libraries are prioritizing online programming and increasing access to e-content. The consensus is that right now, discovery is a very low priority.

V.   Discovery platform evaluation
        a. Recap: SUS Scale results
        b. Discussion: Discovery platform feature matrix results
Tara reviewed the results of the Discovery Platform Feature Matrix. The results are posted on the SWAN support site: https://support.swanlibraries.net/documentation/67126

Ang and colleagues at Oak Lawn Public Library were in the process of planning comparative testing of Aspen and Bibliocommons before libraries closed. That testing is now on hold.

The group expressed interest in seeing some demos of Aspen and Bibliocommons. SWAN would like to continue the momentum of this project and continue to research alternate discovery platforms, while realizing this project will be on the back burner until libraries reopen.

Tara provided some example catalogs to review:
- Live catalog on Aspen:
  https://catalog.aacpl.net/Search/Results?lookfor=&type=Keyword&submit=Find
- Live catalog on Bibliocommons: https://www.chipublib.org/

In addition, Tara shared that we will be forced to turn off accessibility mode by default if we migrate to Enterprise 5.0.2. A known risk of heavily customizing our Enterprise instance is that we will have to be prepared to adjust with each upgrade, and we may not be able to continue to offer certain customized features over the long term if they break with an upgrade.

VI.   Next Meeting
        May 28, 2020, 1:30 PM – 3:30 PM (Location TBD) - Register on L2
        https://www.librarylearning.info/events/?eventID=30258