



SWAN Advisory: Discovery and User Experience

Thursday, May 28, 2020, 1:30 PM – 3:30 PM

Online

Register on L2 - <https://www.librarylearning.info/events?eventID=30258>

Chair:

Tara Wood, SWAN

Agenda/Notes:

- I. Welcome and introductions – 5 minutes

- II. EBSCO update (Robin Hofstetter) – 15 minutes
 - a. Discussion: What are your training and communications needs?

The group didn't offer any specific communication needs about EBSCO databases. Robin pointed to the SWAN Support site for marketing and promotional material provided by EBSCO and the graphics created by Tara. There are also training and tutorials linked from the site to EBSCO Connect. The support tutorials are listed by interface and the training is live via WebEx. A training for Article Search is on the EBSCO page and under the Meetings and Trainings heading of the support site.

There was a positive response to the database feature that Tara has been working on in the development instance of Enterprise. She has added a recommended database feature for Article Search that points to and links to the EBSCO-SWAN databases. Everyone agreed this was a needed feature.

- III. Aspen Discovery update (Tara Wood) – 10 minutes

Aspen was the highest scoring platform in the Discovery Platform Evaluation. SWAN had a May 15th kickoff for testing Aspen on a test instance of the platform. The goal is to stand-up and test the

Aspen tool for further consideration for the SWAN library membership. There haven't been any decisions made and there will need to be considerable investigation and testing into Aspen as the discovery tool.

Milestones: dates are flexible but what we have so far-

- Test systems set up May 202
- Personas and user stories set May 2020
- Search query set May 2020
- Expert review & configuration June 2020
- Usability Testing – Library Staff May 2020
- Usability testing – dependent on test system
- Recommendations by SWAN Board TBD
- Phase 2 Pilot Phase – dependent on recommendation

IV. Aspen usability testing at Oak Lawn (Ang Romano) – 15 minutes

What they learned from the test sessions with staff. They did a test comparing Enterprise and Aspen over Zoom. Zoom was difficult to use for testing based on levels of tech familiarity.

Ang

- Nobody uses sort by drop down menus in any catalog.
- Aspen home page is very busy. There is too much stuff on here.
- Most people missed boxes for available things completely.
- Didn't notice audience filters but did notice genre filters.
- The results screen was overwhelming at first but got the hang of it quickly.
- Not everyone noticed that the records were grouped in results.
- Very few found the show edition button.
- Highlights of virtual testing was having other observers without interference.

Tara

- Aspen does an autocorrect for misspelling of search words.
- Staff are familiar with Enterprise so Aspen needs to be much better in order to make a change.

V. Break – 10 minutes

VI. Group Activity: Discovery Personas – 60 minutes

- a. We will break into groups, and each group will create a persona to use in our Aspen testing and evaluation
- b. For more information, see the chapter on “Proto-Personas” in *The User Experience Team of One*, by Leah Buley, available in Hoopla

VII. Next Meeting

Thursday, July 23, 2020, 1:30 PM – 3:30 PM - Register on L2

<https://www.librarylearning.info/events/?eventID=30259>

Attendees:

1. Jessie Affelder (Messenger Public Library of North Aurora)
2. Nicolas Ayala (Itasca Community Library)
3. Susan DeRonne (Glen Ellyn Public Library)
4. Graham Dostal (Tinley Park Public Library)
5. Doug Ferrini (Tinley Park Public Library)
6. Marcy Jara (Glenwood-Lynwood Public Library)
7. Jean Jansen (Villa Park Public Library)
8. Michelle Kurczak (Messenger Public Library of North Aurora)
9. Kelly Mueller (Itasca Community Library)
10. Angela Romano (Oak Lawn Public Library)
11. Sarah Slack (Saint Charles Public Library District)
12. Susan Wisthuff (La Grange Public Library)
13. Valerie Zulevic (Tinley Park Public Library)

SWAN staff in attendance:

1. Scott Brandwein, SWAN
2. Robin Hofstetter, SWAN
3. Crystal Vela, SWAN
4. Dawne Tortorella, SWAN