

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

AGENDA

1:30 PM – 3:30 PM

Oak Brook Public Library

1. Welcome and introductions (5 min)
2. Discussion and activity: Holds, copies, and availability (35 min)
Discussion Prompt:
Imagine an ideal world, where holds are perfect. Describe for a patron, in 3 simple sentences or less, everything about how holds work. How do they know what they can get from the library? How do they know where they are in the line for an item? How do they know when they will get the item? How do they know how long they can keep it when they get the item? Remember, all of the details have to be contained in 3 simple sentences!
3. BLUEcloud mobile test app overview (20 min)
4. Demo with Liz Bondie from Gale, 2:30 p.m.
5. Immediate impressions from the Article Search usability tests at Eisenhower and Indian Prairie (if time)
6. Discovery platform evaluation update (if time)
7. **Next meeting – May 23rd**

