NOTES
1:30 PM – 3:30 PM
Oak Brook Public Library

• Welcome and intros
  o Joseph taking notes
• Review of the DUX charge
  o Questions:
    o What’s working well:
      ▪ Graham: testing of features works well, training getting added later worked well
      ▪ Easy to fill up two hour meeting slot each month
      ▪ DT: DUX’s existence helped very much when UX Manager stepped in
      ▪ Holds issue testing was speedy and effective
• Expanding role of user research and assessment
  o Merge Design Usability Study: https://support.swanlibraries.net/content/enterprise-usability-study (includes MERGE documents and Aaron’s powerpoints from COSUGI).
    ▪ Although we received a finished review, usability testing is never really done
  o The goal is to continue usability testing in DUX/SWAN libraries

ACTIVITY TIME! DESIGN THINKING TOOLKIT (15 minutes)

• Research SirsiDynix Enhancement Request Process
• Include/Exclude use came up
• Potential Projects:
  o FRBRish Profile/Display
    ▪ FRBRish Profile Link: https://swanlbtst.ent.sirsi.net/client/en_US/frbrdev
      ▪ Someone brought up Marmot (or maybe AnyThink)
  o Tabbed Search
  o Request for Purchase Form
  o Improving Article Search
  o Search Limits & Filters
  o Patron Help Site
    ▪ We do have access to SirsiDynix-hosted help pages, in addition to the SWAN patron site
  o Advanced Search
  o Exploratory research into other OPACs/Discovery Systems
  o UX Strategy
  o Group Purchases
• Design Research Activities
  o Applied research vs. pure research
  o Exploratory vs. evaluative research
• Research Methods
o Comparative Analysis
  ▪ Fancy term for “looking at other sites you like and want to emulate”

o Heuristic evaluation
  ▪ A set of things that are essentially usability criteria

o A/B Testing
  ▪ Multivariate testing

o Usability testing
  ▪ Competitive audit
  ▪ Graham: prototyped lib website, got about 75 people from the lobby to test the site
    ▪ Had workstations to test mobile and desktop versions of site, new mobile site tested best as far as patrons completing given tasks
    ▪ Tara called this guerrilla, but we should definitely call it ad-hoc
    ▪ Ang also did usability testing for new website, but planned out their sessions, methods were similar
      o Collected data did not necessarily always lead to changes

o User interviews
  ▪ Contextual inquiry
  ▪ Ang mentioned usability testing will require some lead time to properly schedule
  ▪ Not during summer reading or tax month
    ▪ October might be bad?
  ▪ Don’t necessarily need all of DUX conducting usability testing—too many people in the room can spook a patron/participant
  ▪ Might be helpful to have teams within DUX working on specific pieces of the usability research—for example those conducting testing, those analyzing the research, and those making recommendations for what to do next

• Keep meetings monthly
• How many libraries do we want to go to for the first Usability engagement?
  o Tara suggests 2
  o The initial Merge study was adults-only. Do we want to also seek input from other age groups?
    ▪ Depends on the questions/given tasks

• Analysis Methods
  o Affinity diagram/relationship map
  o Journey maps and storyboarding

• Award books
  o Focus groups wanted award books—one click to get to awards materials
  o What else in Enterprise can be tied in to the work bib services does?
  o DUX likes this idea
    ▪ NoveList should be surfacing this stuff, and should link to the catalog
    ▪ someone mentioned this is possible and does in fact work. Can we send this in a tip sheet post?

• What about communication?
  o How can we send out these little snippets and make sure people see them?
  o Quick tip newsletter for SWAN member library staff?
• Clarification on how usability testing will work
  o Is sub-group work outside of regular DUX meetings?
  o Tara would do much of the preparation for these
    ▪ She would help DUX members recruit patrons, but would not necessarily make the direct connections with patrons
    ▪ SWAN would round up gift cards/gifts for participants and create the script and stuff
    ▪ DUX members would need to get approval from management, along with approval for using work time to conduct usability tests
    ▪ Details can be worked out later, but nobody is comfortable volunteering right now
  o Testing should be continuous but targeted, and we’re looking to build a group/team to help us conduct ongoing usability research, people who know what they’re doing, what they’re looking for, etc.
  o Hesitation to commit/volunteer because there aren’t enough details to make an informed decision
• Molly suggested a usability research packet/worksheet
• Library volunteers or book club members are good groups to target
• Feedback from Enterprise v5.0 upgrade
  o None
  o None whatsoever
  o That’s weird (and good)
• NoveList on right side of detail display, staff seem to like it quite a bit
• Some use Enterprise more now, post-upgrade
• Discussion of DUX training event:
  o Shoot for November? Definitely this year
• Next month’s DUX meeting will be June 27th, 1:30-3:30
  o Will need to get confirmation from DUX folks