AGENDA
1:30 PM – 3:30 PM
Burr Ridge

1. Welcome, introductions, and designate scribe
2. Review proposed DUX design challenges and projects
   a. Prioritization activity
      i. Dote vote
      ii. Assess op 5 against criteria to establish priority
      iii. See additional meeting documents for list of design challenges and votes
   b. Top 5
      i. Physical vs. Electronic (1)
      ii. Improve surfacing (5) Talk with SD
      iii. Improve holds (2a)
      iv. Improve facets (2b)
      v. Available now (3) Tara wants to work on this on her own
3. Fall 2018 Usability Test
   a. Usability testing workshop for DUX, other members?
      i. August
   b. Selecting participating libraries
      i. Di (Tinley Park), Heidi (St.Charles) and Ang (Oak Lawn)
   c. Collaboration tools for writing script and collecting notes
      i. Using Google docs for script doc to share with DUX before next meeting
      Question about hosting and recruiting
      Computer classroom??
      5 power users that have used our catalog
      Facebook and social media, website news post
      Recruitment questionnaire, $25 gift card
4. Wrap up & next steps
   a. Tara will draft and send script
   b. August workshop planning (recruitment) – Tara will work with Molly for promotion
   c. Tara will request funds for gift cards
   d. Di (Tinley Park), Heidi (St.Charles) and Ang (Oak Lawn) volunteered to host usability sessions. Tara will reach out to help with recruitment (2 patrons, each library).
5. Next meeting
   a. Set date, time & location
   b. Tara will set

Attendees
- Tara Wood (SWAN)
- Heidi Krueger (St. Charles)
- Madeleine Belk (Tinley Park)
The name of the group will be SWAN Advisory Group: User Experience and Discovery.

The team will support SWAN operations by providing input on discovery configuration, including Enterprise, eResource Central, and EBSCO Discovery Service; recommending member library staff training topics and contributing to the development of training tools; and researching and testing new features, desired enhancements and configuration changes. The team will comprise 5 to 7 member library staff, who will work with SWAN staff from all departments.

Team members will be expected to:

- Attend group meetings in person or electronically

SWAN Advisory Group: User Experience and Discovery

Charge and Guidelines

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Team members will be expected to:

- Attend group meetings in person or electronically
• Consult on training plans for public service staff
• Contribute to training as needed, potentially creating print or digital training aids and/or presenting group training sessions
• Participate in testing of new features or configuration changes.

**Time Commitment Details**

**Meetings**

• Launch: The months after April’s go live will be the most time intensive as SWAN works through member library feedback to improve existing configurations. Expect monthly meetings for 3 to 6 months, scheduled for 1.5 hours.
• Review: At 3 and 6 months, the team charge and progress will be reviewed. The meeting schedule may change to every other month or quarterly, depending on the needs of the group.

The first meeting will be held in Burr Ridge. At that time, the group will decide if future meetings will be held in person either at Burr Ridge or rotating to group member libraries, and if virtual meetings would be conducive to the group’s work. The group will schedule monthly meetings for the following 5 months at that time.

Joseph Miller, SWAN Special Projects Coordinator, will send an agenda in advance of each meeting based on reports and questions from all library staff, group members, and SWAN staff.

**Between Meeting Participation**

Group members will be expected to prepare for meetings in a number of ways, depending on the group’s current tasks. This work could include, but may not be limited to: testing a new feature, gathering feedback from colleagues, reading or viewing training materials, developing content for the SWAN support site or other training tools.