1. Welcome, introductions, and designate scribe (5 min)
   a. Dawne will take notes
2. Item barcodes in checkout history (5 min)
   a. To clarify, addition of Item Barcode in the Enterprise “My Account” display is for currently checked out materials, not Checkout History.
   b. DUX members endorsed adding Item barcode to the display of currently checked out items. This additional information is helpful to patrons who may check out more than one item with the same call number (e.g. puzzle, book bag) and help them identify which is due.
   c. By August 1st, the Checkouts tab (Library Checkouts) will display the following:
      i. Spine Label: CALL NUMBER
      ii. Library Barcode: Item Barcode
3. August usability testing workshop (15 min)
   a. Location and registration
      i. Since the RAILS computer lab is limited in space, the group agreed that they could provide laptops/ipads/chromebooks for this Usability Test training. We will need approximately 1 device per 2 attendees. A reminder of this will be included in the registration. Tara will look for larger venue for the training, perhaps Oak Brook given this flexibility in equipment.
   b. Future workshops?
      i. Future workshops will be considered and coordinated with future usability testing iterations.
4. Fall 2018 Usability Test (75 min)
   a. Recap of design challenges
   b. Review draft of Usability Testing Script
      i. See: https://docs.google.com/document/d/1S19O82R9h2rsWDYf7GcUt75ZFMu8xYY0FFkzF1_L5rU/edit?usp=sharing
See Discussion (Next Page)
5. Wrap up & next steps (15 min)
   To Do:
   • Tara – Schedule Usability Testing training and venue
   • Tara – incorporate Usability Test recommendations, fix typo on “Article(s) Search” tab in Display C
   • Tara – by Aug 1, add Item Barcode to My Account > Checkouts tab > Library Checkouts
- Tara – continue work on tabbed display for purpose of usability testing, not for production
- DUX Members conducting Usability Tests – consider specific searches as examples and continue editing script

6. **Next meeting – Usability Testing Workshop August 23**
   a. September meeting – cancel?
      i. September meeting will be cancelled to accommodate schedule for the Usability Test training.

**DISCUSSION (4) Fall 2018 Usability Test**

Design challenges were evaluated with the following criteria to determine appropriate “fit” in the Usability Test:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Improve findability of physical items vs. electronic items</th>
<th>Improve surfacing a library’s items to the top of results</th>
<th>Improve the holds process in Enterprise</th>
<th>Improve facets and format options</th>
<th>Improve the process for finding items that are available now</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the primary audience for this challenge:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) Staff</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>(2) Patrons</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) Both</td>
<td></td>
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</tr>
<tr>
<td>Does this challenge affect a significant number of people in this audience?</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>(1) Very few</td>
<td>3</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>(2) Some</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) Many</td>
<td></td>
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<td></td>
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<tr>
<td>Is usability testing appropriate for this challenge?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(1) No</td>
<td>3</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>(2) Maybe</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>(3) Yes</td>
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<tr>
<td>Can work on this challenge result in actionable recommendations?</td>
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<td></td>
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<tr>
<td>(1) No</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>2</td>
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<tr>
<td>(2) Maybe</td>
<td></td>
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<tr>
<td>(3) Yes</td>
<td></td>
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<tr>
<td>Does this align with the DUX charge and goals?</td>
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</tr>
<tr>
<td>(1) No</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>(2) Yes - its related</td>
<td></td>
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<tr>
<td>(3) Yes - strongly aligns</td>
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</tbody>
</table>

15 12 14 14 13
Reviewing the grid for selection in the Usability Test, SWAN will be working on a desired workflow for Available Now/On Shelf and give to SirsiDynix for review. Currently no configurations accomplish the workflow/display we desire for patrons to easily request “show me things currently available.” As such, tasks related to this activity were not included in the Usability Test script.

Review of Usability Testing Script:
https://docs.google.com/document/d/1S19O82R9h2rsWDYf7GcUt75ZFMu8xYY0FFkzFl_L5rU/edit

Introduction – We want to record these session with both audio and screen capture for most efficient note-taking and accuracy.

Recruitment/Pre-test Questions:
Pre-test questions can help with tailoring specific search examples to the patron, making it a more personal experience for them.

Questions were added to get more in-depth behavior related to use of downloadables. Depending on the patron and their use of downloadable content, there may be opportunity for more discussion during the testing.

Testing Tasks - Display A
We want to find search examples that provide relatively “good” results in terms of testing behavior. The purpose is not to surface Enterprise search results issues, but rather to see/learn how patrons use the system and if the information organization/labels make sense to them.

Question 1
• Example: Secret life of pets

Question 2
• Example: Nora Roberts (how do they search for an author, how do they enter Author name) Depending on whether the library scopes to All Libraries or Own Library will impact the specific questions on how patrons search further in they cannot find an item at their library.
• Example: LARGETYPE may be a good test because it is likely to turn up titles that the library does not own.

Question 3
• Take note whether user selects Publication Date facet when finding newest item

Question 6
• How long will it take to get this item question will be more informative asking about how they determine possible time to get the item and what decisions they make depending on that “calculation”
• Should we ask about pick-up library? It would be good to know and see this behavior, but likely that the selection process of interviewees will surface patrons who use their library and pick-up items there instead of roaming to other libraries for pick-up.

Questions 6-8
• If they will be looking within My Account, it will be helpful to populate with typical patron activity.

Testing Tasks - Display B
Question 13
• Group decided to limit the Facets
  o Remove Vendor/Device – but verify is this information is displayed in the search results/detail display of items [helpful information, but perhaps not facet-worthy]
  o Can we look at other ways to limit Publication Year (not the bar chart widget) – ex: WorldCat Discovery
• Is it useful to test Physical, eFormat and leave our Downloadable Format? Yes
• Keep labels generally the same for this usability test – but perhaps ask if they recommend other terms when reviewing facets

Testing Tasks - Display C (Tabbed)
Tabs: All Items | Physical Items | Downloads | Article Search
Fix typo on “Article Search” tab

There are a couple of potential usability snags in testing the Tabbed Display:
• Staying within scope of tab content
• If you change tab search and you go to another tab, the filter is persistent, but may not include the filter/facet in that tab and therefore is not working as expected (inconsistent) “Inconsistent Persistence”

Feelings on fact for library – library staff use this facet.

For the Usability Test, we may remove the dropdown selection (All Libraries, XYZ Library, eResources) and focus on the use of tabs for scoping this content.

When asking people to find the newest title (Display A, Question 3) observe if they use the Publication Date facet.

End script – Clean-up
Need to add clean-up tasks after interview so that items do not transit, etc.
Attendees:

- Heidi Krueger (St. Charles)
- Susan DeRonne (Glen Ellyn)
- Madeleine Belk (Tinley Park)
- Sharon Hrycewicz (Downers Grove)
- Joy Matteson (Downers Grove)
- Diana Rusch (Tinley Park)
- Graham Dostal (Tinley Park)
- Michelle Kurczak (Messenger)
- Tony Lucarelli (Indian Prairie)
- Jason Stuhlmann (Elmwood Park)
- Molly Bitters (Eisenhower)
- Angela Romano (Oak Lawn)
- Tara Wood (SWAN)
- Dave Pacin (SWAN)
- Michael Szarmach (SWAN)
- Lauren Levaggi (SWAN)
- Joseph Miller (SWAN)
- Dawne Tortorella (SWAN)