

Aspen Pre-Mortem

Intro

In this activity, you are going to pretend that we've just rolled out our shiny new Aspen catalog...and it is a total disaster. Patrons hate it, staff are frustrated – what went wrong? Channel your inner cynic, and think about:

- What could slow us down or make us miss our deadline for launch?
- What are we already nervous about?
- Where did you discover blind spots on past projects?
- What is something really big that could go wrong, that would be hard to correct quickly?

Take 10 minutes on your own and write down as many ideas as you can.

Discussion

Each person will add ideas to the whiteboard and the group will cross-examine.

- A few probing questions to ask:
- What happened to cause that?
- Whose responsibility was this?

Vote

Dot vote time! You get 3 votes you can use as you please to vote on the most concerning risk(s). Vote for 3 or use all three votes on 1.

Add your ideas below!

What could slow us down or make us miss our deadline, changes in Aspen that require testing or updating our documentation such as the Advanced search button moving!

Holds don't work! XXXXXXXX

Once we have our 1 million patrons on Aspen, it grinds to a halt.XXXX

Patrons get random, incorrect fines. X

Patron PINs stop working. XXXXXXXXXX

Patrons can't find their account button. X

Availability breaks and no one can tell what's on shelf. XXXXX

Massive messages going out to patron that are incorrect.

Holds are on wrong items - this isn't what I wanted or ordered. XXXXXXXX

Patrons end up hating FRBR - too cluttered, too much info. XXXXXXXXXX

Patrons aren't clicking the right button to place a hold on the right format.XXX

Reading history doesn't work. X

Frustration with format limiting.XX

On-order holds are a nightmare already.X

Patrons can't find titles at other libraries that are on shelf. XX

Power users are super mad that we changed the catalog and lost their workarounds.

Advanced search is still awful.X

Purchase requests don't work when we make it available to patrons.X

Summary of results

Highest priority potential issues are:

- Holds issues, especially if patrons place holds on the wrong item formats - 12 votes
- Patron reactions to grouped records (FRBR) - 9 votes
- Issues with patron PINs - 9 votes
- Availability issues - 5 votes
- Load issues (Aspen crashes due to volume) - 4 votes

