Discovery & User Experience Advisory

May 2024

SWAN Platform Survey – Aspen & LiDA Comments

DUX priorities represented in the survey

- Better lists controls

- Improvements to masquerade mode login workflow

- LiDA performance

- LiDA trivia

Where is it?

Comments

- "Staff consistently have to toggle between workflows and Aspen to identify if the library owns a title."
- "I wish it defaulted as available to our library, rather than starting as all libraries."
- "Aspen still needs to improve search results, consistently push our items to the top, and make it more clear to patrons (item status and locations.)"
- "Where is it? Button should be far more obvious…In a strange way, it's almost easier to "read" the screen when the item is checked out or unavailable"*

To explore

- What are the use cases for locating titles from other libraries?
- Potential configuration changes
  - Default to "my library" in-house
  - Add a Branch facet
  - ~~"Sort owned editions first"~~
  - ALL_LIBS vs. OWN_LIB (Symphony)
  - ~~"Show where is it link only" (home/in house differences?)~~

Searching

Comments

- "The ranking algorithm and the weight it places on e-materials is annoying."
- "ASPEN is frustrating in terms of simple searches and terrible when a patron doesn't know the full or exact title or spelling."
- TV series searching frustrations, example: "Succession season 2", when title is "Succession second season"

To explore

- Development requests in progress
  - Custom order for formats within a group
  - Relevancy improvements (completed during survey period)
- Examples the current spelling suggestions and autocorrect don't catch
- Are there instances where search synonyms could help?

Search filters

Comments

- "I am irked at Aspen constantly resetting the filters I apply."
- "The audience filter is useless."
- "The inability to apply multiple filters at once wastes patron and staff time."
- "Wish you could filter picture books and middle grade chapter books."
- "search results can be overwhelming with all the information and sorting options presented"
- "Would like to see Advanced Search on the main page"

To explore

- Potential configuration changes
  - Locked filters (waiting on development)
  - Use bib data for audience filters instead of item type (to test)
  - Reducing filters (to discuss)
  - Add Advanced Search to menu links
- Find examples of using multiple filters that work well
- What are filter options to explore for very granular formats? Youth services? Genre filter?

Record grouping & covers

Comments

- "The inconstancy in which titles are grouped ex. Graphic Novel adaptations...see this different editions of chapter books are in the same groupings with abridged novels is not good"
- "Different translations are not always in a group"
- "There are still a lot of covers missing or mismatched to the correct edition"
- "Make sure all materials in the catalog have a cover image"

To explore

- Development in progress
  - Ungroup abridged editions and graphic novels
- Missing cover report – how to encourage adding covers?
- Discuss how group vs. individual edition covers should work

Note: Different languages do not group by design

Other

Comments

- "List the ISBN/ISN/UPC in the item search result screen, rather than having to click again in More Details"
- "Make it easier to switch the language and offer more options (can only find English and Spanish)."
- "Something that shows it's "available online" is not actually available online for non-residents"
- Suggestions: Remove Explore More, color code formats

To explore

- Could an ISBN limited search return results at the record level instead of the group?
  - Raised with developers, and no
- Building Polish translations, bringing in other translations from the Aspen community

LiDA trivia

Comments

"It is especially frustrating to have to see/read the SAME two pieces of trivia over and over again every time I use the app Could the app just please load faster without these sentences? At the very least, have the trivia be mixed up from a few dozen different ones so that we aren't forced to see the exact same two EVERY time."
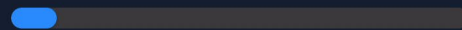
To explore

- Add alternate loading messages (to discuss)

Apparently everyone hates trivia.

Existing features to promote

- Upload a feature cover image for lists

- Purchase suggestion emails

- Masquerade mode timeout

- As-you-type suggestions and spelling corrections