User Experience Advisory Group Minutes

August 19, 2021

Attendees: Penny Ramirez (Crystal Lake), Shelby Garrett (Fremont), Elizabeth Munoz (Lake Villa), Jake Rogers (Glencoe), Kim Hegelund (Wilmette), Kenny Duray (Algonquin), Michael Cianfrani (Winnetka-Northfield), Ann Finstad (Glencoe), Kathleen Weiss (CCS)

Absent: Marcia Beach (Highland Park), Teri Room (Glenview)

The August 19, 2021, meeting of the User Experience Advisory Group was called to order at 9:30am. The meeting was held via Zoom.

1. Group Introduction

Members made introductions by sharing their name, library, and role.

2. UX Advisory Group

K. Weiss (CCS) shared the goals for the group in the coming year. Goal 1: Evaluate usability of Vega Discover as an alternative discovery platform (e.g. library catalog) to PowerPAC. Goal 2: Make a recommendation to Governing Board in November 2021 to adopt or forgo Vega Discover.

K. Weiss (CCS) explained how the group fits into the decisionmaking alongside other CCS group. The group is responsible for making recommendations (in this case, whether to adopt Vega Discover). As the recommendation potentially has a financial or policy changes for CCS libraries, Governing Board is the one to approve the recommendation.

3. Introduction to Vega Discover Partner Project

K. Weiss (CCS) gave an overview of the Vega Partnership. Six CCS libraries are partnering with Innovative to host the Vega Discover catalog through 2021. At the end of that time, CCS will need to determine whether Vega Discover will become the replacement product for PowerPAC. The project timeline looks like this:

Aug. 2021: Beta libraries sign on to partnership; Vega Discover is available to library staff, Library staff participate in QA testing

Sep. 2021: Beta libraries get individual instances (websites), Conclude QA testing

Oct. 2021: Remote usability testing occurs; Vega Discover is available for beta library OPACs

Nov. 2021: Kathleen publishes user experience report for review summarizing findings; UX groups makes recommendation

2022: Governing Board votes to adopt or forgo Vega Discover. CCS rolls out Vega Discover to member libraries (if approved).

K. Weiss gave an overview of study goals for remote usability testing Vega Discover. These are detailed below:

Study Goals

Determine whether patrons can find, select, identify, and obtain materials per FRBR:

- ◦ See whether patrons can *find* (search for) library materials

- ◦ See if patrons can *select* their desired format for library material

- ◦ See if patrons can *identify* the availability of library material

- ◦ See whether patrons can *obtain* library material by determining its location (shelf location or equivalent) in the library or placing a hold

Account functionality:

- ◦ Determine whether a patron can sign in/out of the catalog

- ◦ Determine whether a patron can reset their password

- ◦ Determine whether a patron can review their account settings and contact information

- ◦ Determine whether a patron can place and manage (cancel, pause) holds

- ◦ Determine whether a patron can determine item due date

- ◦ Determine whether a patron can renew items

- ◦ Determine whether a patron can determine where to go to pay fines or fees

Following study goals, K. Weiss explained the remote usability test process. The process includes drafting a test plan, recruiting participants from beta libraries, conducting usability testing, debriefing after each usability test session with notetakers, summarizing the results in a report, sharing the report with the User Experience Advisory Group, and making a recommendation on whether to adopt Vega Discover.

K. Weiss (CCS) explained that it is especially important the group members review the report summarizing the remote usability testing and attend the November 18 meeting to participate in the vote on whether to adopt Vega Discover.

K. Weiss (CCS) also explained that library staff will perform quality assurance (QA) testing with Vega Discover. QA testing is used to prevent issues with software and to ensure great user experience for patrons by identifying bugs and functionality problems. With staff help, CCS has a working list of functionality and bugs to bring to Innovative. Bugs can be addressed earlier as we have found them before going live with Vega Discover. Patrons will not have to address these bugs or missing functionality because staff have uncovered the problem early. The first round of QA testing will have library staff ensuring they can locate, determine availability, locate a call number, and place a hold on various Type of Materials in Vega Discover. QA testing will be completed via a form shared in CCS News. There will be multiple rounds of QA testing.

K. Weiss (CCS) gave a tour of the Vega Discover interface.

4. UX Activity

The group participated in a Design Thinking exercise used to identify positive and negative attributes/elements/features in a product called "The Love/Breakup" letter. Each group member wrote a love or breakup letter to PowerPAC. Members identified common themes in the letters.

The meeting was adjourned at 10:27 pm.

Summary of Next Steps

Who	What	When
User Experience Advisory Group	Reviews report summarizing findings and recommendations from user testing	November 18, 2021
User Experience Advisory Group	Recommends whether to adopt Vega	November 18, 2021
Kathleen Weiss (CCS)	Drafts report and creates presentation summarizing findings and recommendations from user testing	October 2021

The next User Experience Advisory Group meeting is scheduled for November 18, 2021, at 9:15 a.m.