

User Experience Advisory Group Agenda
March 5, 2020
9:30 – 11:30 a.m.

Location: CCS / 3355 N. Arlington Heights Road /Arlington Heights, IL 60004-7706

Attended by: M. Beach (Highland Park), A. Kong (Fremont), J. Lavalie (Des Plaines), M. Russell (Lake Forest), E. Steffensen (Huntley), J. Katsion (Fox River Valley), S. Quish (Winnetka-Northfield), K. Weiss (CCS), D. Wischmeyer (CCS)

Absent: S. Koebel (Wilmette), C. Renkosiak (Lincolnwood)

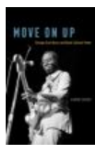
Members did not approve minutes from the January 15, 2020 meeting. These will need to be approved at the next meeting.

K. Weiss (CCS) updated members on the status of each recommendation in the Implementation plan.

K. Weiss (CCS) summarized the findings and recommendations from the user experience report for the alternative Find It button.

CCS tested an alternative Find It button with the Fremont Public Library in February and March to see if it would affect patron behavior.

Design A (default)



2019

4. **Move on up : *Chicago soul music and black cultural power***

by Cohen, Aaron (Writer on *music*), author.

Format: Book

Copies available at Fremont: 0 (of 1)

Copies available at all member libraries: 3 (of 12)

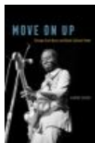
Call Number: 781.644 COH

Summary: Tells *the* story of *the* explosion of soul *music* in *Chicago*.

	FIND IT
	MORE INFO
	PLACE HOLD

[Add to My List](#)

Design B (alternative design)



2019

1. **Move on up : *Chicago soul music and black cultural power***

by Cohen, Aaron (Writer on *music*), author.

Format: Book

Copies available at Fremont: 0 (of 1)

Copies available at all member libraries: 4 (of 13)

Call Number: 781.644 COH

Summary: Tells the story of the explosion of *soul music* in *Chicago*.

FIND IT
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Each design spent one week in the Fremont library PAC. We measured usage (defined as the click-

through or conversion rate) for 1,000 page views.

- Design A was clicked 118 times for a conversion or usage rate of 6.25%.
- Design B was clicked 132 times for a conversion or usage rate of 7.51%.

Conclusion: Changing the color of the Find It button does not increase or decrease usage of the button in a statistically significant way.

Members participated in a participatory design activity called I Like, I Wish, What If. With this activity members posted what they like about the current Find It button, what they wish could be different, and what they would change if anything was possible. The results of the activity are below:

I Like...

- Seeing the call number without having to click
- The font point size of the Find It and other buttons (Design B)
- That "Place Hold" is always included with each item result
- That the Find It button can be a different color
- No icon in front of Find It, More Info, and Place Hold buttons (Design B)
- That Local Availability v. System Wide Availability is displayed

I Wish...

- That the Find It button was renamed to Availability (5 members said this)
- That Find It, More Info, and Place Hold was located under the record instead of to the right (2 members said this)
- That the Find It, More Info, and Place Hold icons were more understandable for non-English speakers
- That "Copies Available" was larger or more eye-catching
- Material Type did not display
- We could get rid of the More Info button

What If...

- The Place Hold button doesn't display if not holdable
- The Call Number linked to the Find It information
- More Info was the third option or under the Summary Statement
- Shelf Location appeared in brief record (Two members said this)
- You could place a hold from the "Find It" pop up window section for less clicks
- The layout went Copies Available locally, Call Number, and Copies Available at other libraries
- You highlighted (via color change, check mark, etc.) when a copy was available locally
- Brief display included Availability and Shelf Location
- Shelf Location and Availability were visible without clicking

- Brief Display included shelf status and location

K. Weiss explained that CCS has begun testing whether cataloging of graphic novel series as single or multivolume records is most effective for locating, finding, and requesting across various age groups.

K. Weiss explained that Park Ridge Public Library has volunteered to host a Full Display focus group.

The meeting adjourned at 11:00 a.m. The next meeting is scheduled for June 4, 2020 at CCS.