

Welcome!

- Please enter your name and library into the chat so we can take attendance.
 - For example – Kathleen Weiss, CCS or Liz McClain, Glencoe



PATRON ACCESS
SERVICES
TECHNICAL GROUP

September 16, 2021

New CCS Website

- Available October 11, 2021
- Requires an L2 log in to access
- Uses L2 API to sync L2 calendar and people (profiles with CCS website)
- Ensure credentials and profiles are up to date for you and your staff
- Combines all CCS digital properties (website, learning portal, online courses) into one place
- Most exciting features for staff:
 - Under your profile you can:
 - Bookmark commonly used pages
 - Bookmark and save meetings
 - View open tickets
- Sign up for “Meet the New CCS Website” on Thursday, Oct 14, 2021 | 1:30 pm - 2:30 pm
 - Link: <https://librarylearning.org/event/2021-10-14/meet-new-ccs-website>
- CCS is usability testing the website with five library staff next week
- Questions?

Vega Discover Demo from Innovative

- A demo of Vega Discover led by Innovative available to *all library staff*
- Scheduled for Thursday, September 23, 2021 | 10:00 am - 11:00 am
 - Sign up here:
<https://forms.office.com/Pages/ResponsePage.aspx?id=9Bf1sleplkKne7herjCL1CxmNVg7bROja8Ch1aq-rVUQ0FIUENKVUNaWTI4SExZTDhNWkhGOUwwWSQIQCN0PWcu>
- Questions are highly encouraged
- The session will be recorded

Tour of Vega Discover

- Are you already familiar with the Vega Discover interface?
 - Enter “yes” or “no” into the chat
- Link: <https://ccs.partner.iii-conv.com/>

The Value of Usability Testing

- Usability testing
 - provides strong research data because it is based on behavior -- what people do rather than what they say they do.
 - ensures member libraries and CCS to see the interface from users' perspective.
 - enables CCS to ensure patrons can complete essential user tasks using Vega Discover.
 - allows CCS to make actionable usability recommendations.
 - allows member libraries to “try before you buy” with Vega Discover.

The best results come from testing no more than 5 users and running as many small tests as you can afford.¹

1. Source: <https://www.nngroup.com/articles/why-you-only-need-to-test-with-5-users/>



USABILITY TESTING WITH VEGA DISCOVER

What We Will Cover

- Introduction
- The Value of Usability Testing
- What is remote usability testing?
- What can we expect to learn from remote usability testing?
- Remote Usability Process



Introduction

- Usability testing is watching people try to a product with the intention of (a) making it easier to use or (b) proving that it is easy to use.



What is remote usability testing?

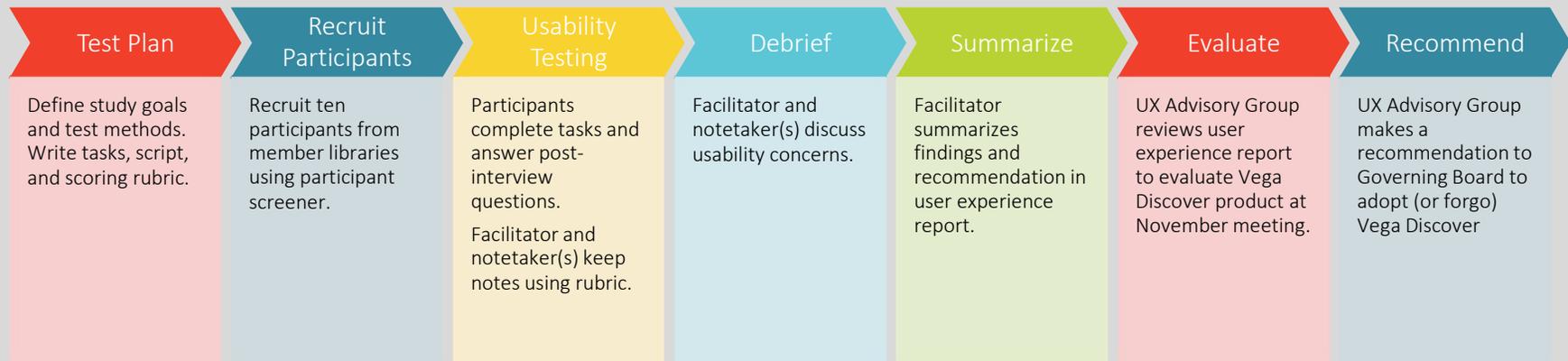
- Conducted remotely using videoconferencing software like Zoom
- Patrons are given tasks to complete via chat and told to “think out loud”
- A facilitator sends tasks over chat and assists the user as needed while a notetaker records user observations that impede usability
- A debrief session allows the facilitator and notetaker(s) to record multiple instances of usability problems
- Lasts about two hours per user (60 – 90 minutes of user testing with 30 minutes debrief as well as time for technical difficulties)

What can we expect to learn from remote usability testing?

- Study Goals
- *Determine whether patrons can find, select, identify, and obtain materials per FRBR₂:*
 - 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

2. Source: <https://www.librarianshipstudies.com/2019/02/which-of-these-are-four-frbr-user-tasks.html>

Remote Usability Process





QUALITY ASSURANCE (QA) TESTING WITH VEGA DISCOVER

What We Will Cover



What is QA testing?



How will libraries participate?



What happens after QA testing?

What is QA Testing?

- Used to prevent issues with a software product or service and to ensure great user experience for your patrons
- Acceptance Testing is a QA technique used when developed software is tested against certain criteria in an agreed upon contract.
- For us this means ensuring Vega Discover meets our criteria, stated needs, and passes our blockers



How will libraries participate?

- CCS shares the form via email and in CCS News
- The form contains the Type of Materials used in Polaris
- Staff find do the following for each Type of Material
 - Locate a matching record
 - Determine availability
 - Find the call number
 - Place a hold
 - When these functions are not available or do not perform as expect, you report this back to CCS using the "free text" box.
- The form takes 20 minutes to complete



What happens after QA testing?



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 go-live



Patrons will not have to address these bug or missing functionality because staff uncovered the problem early

DEI Continuing Education Opportunities

Auditing Your Collection for Diversity and Inclusion presented by Sophie Kenney, Cathy Mori, and Katy Almendinger

- Monday, Oct 18, 2021 | 2:00 pm - 3:15 pm
- Link: <https://librarylearning.org/event/2021-10-18/auditing-your-collection-diversity-and-inclusion-presented-sophie-kenney-cathy>

Building African American, African, and Caribbean Collections

- Monday, Nov 15, 2021 | 2:00 pm - 3:00 pm
- Link: <https://librarylearning.org/event/2021-11-15/building-african-american-african-and-caribbean-collections>

Next Meeting

- December 9, 2021, 9:30am (Virtual)