User Experience Advisory Group Minutes DRAFT

March 8, 2022

Attendees: Kenny Duray (Algonquin); Penny Ramirez (Crystal Lake); Shelby Garrett, (Fremont); Ann Finstad, (Glencoe); Jake Rogers, (Glencoe); Marcia Beach, (Highland Park); Elizabeth Munoz, (Lake Villa); Kim Hegelund, (Wilmette)

Absent:

Also Present: Kathleen Weiss (CCS); Debra Wischmeyer (CCS)

The March 8, 2022, meeting of the User Experience Advisory Group was called to order at 1:01 pm. The meeting was held via Zoom.
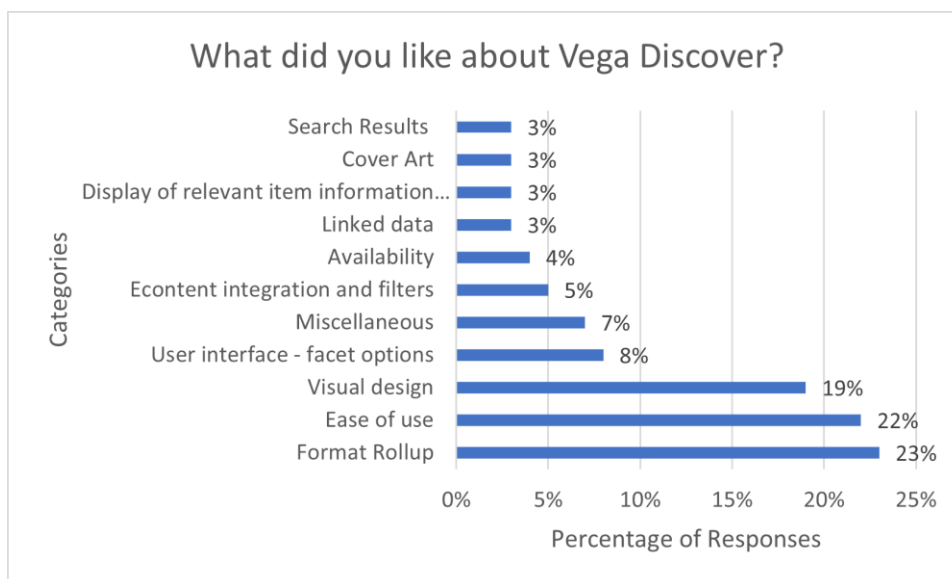
P. Ramirez (Crystal Lake) motioned to approve the minutes of the January 17, 2022, meeting. A. Finstad (Glencoe) seconded the motion.
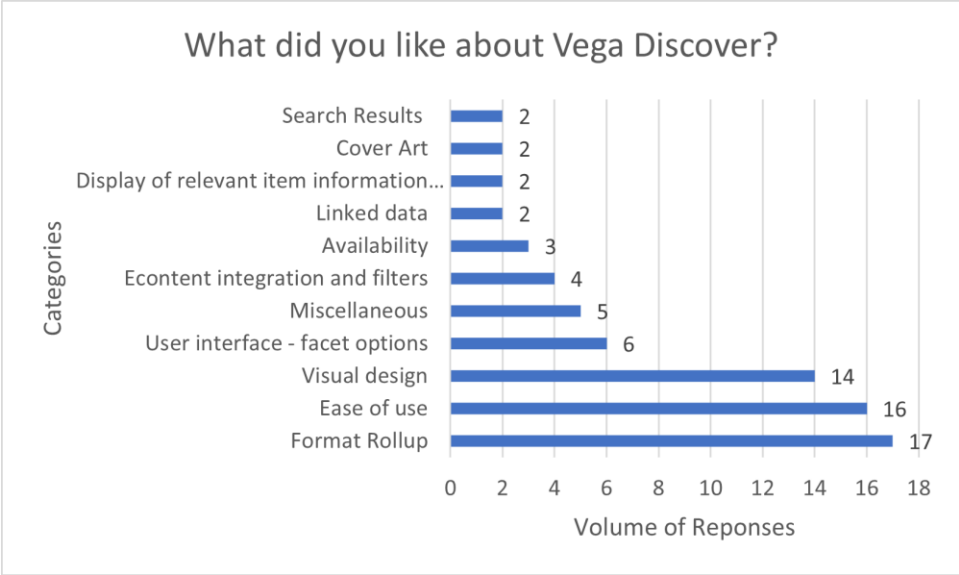
Coding Open Ended Feedback

K. Weiss gave a presentation demonstrating how to code open ended feedback. Group members practiced coding open ended feedback. K. Weiss explained that the group would spend the meeting coding the free response text from the catalog feedback form for Vega Discover. Group members focused on positive feedback about Vega Discover.

Members individually read all staff feedback from beginning to end. The group then highlighted and coded feedback based on what it's about using codes and tags. The group gathered all the proposed codes. Similar codes were combined. K. Weiss enter highlighted staff feedback and codes into a spreadsheet. K. Weiss recoded the highlighted text with chosen codes. This resulted in two bar graphs summarizing key themes for the staff feedback.

The summarized bar graphs are below:

What did you like about Vega Discover?

Category	Percentage of Responses
Search Results	3%
Cover Art	3%
Display of relevant item information…	3%
Linked data	3%
Availability	4%
Econtent integration and filters	5%
Miscellaneous	7%
User interface - facet options	8%
Visual design	19%
Ease of use	22%
Format Rollup	23%

What did you like about Vega Discover?

Categories	Volume of Responses
Search Results	2
Cover Art	2
Display of relevant item information…	2
Linked data	2
Availability	3
Econtent integration and filters	4
Miscellaneous	5
User interface - facet options	6
Visual design	14
Ease of use	16
Format Rollup	17

The meeting was adjourned at 2:59 pm.

Summary of Next Steps

Who	What	When
CCS	Share bar graph and summarized feedback in CCS News.	April 2022
CCS/Advisory Group	Review and code staff feedback from Vega Discover catalog feedback form. This second review will cover staff feedback that identifies things staff do not like.	March 22, 2022