Own the User Experience:
Provide Discovery for Your Users

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Overview

- Where we were (and are)
- Where we're going
- Why
- How
- What's next
- Questions to think about in your environment

What We Mean by "Discovery System"

- Index

- Interface

- Analytics

- API

What We Gave Ourselves

An organic set of discovery tools...

...with poor consistency...

...with different user experiences…

...that we now know has to go.

Current Discovery Interfaces: Mirlyn

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Current Discovery Interfaces: MLibrary Search

Try our new beta search

See your results for **history** in our new beta search. Stay awhile and try out some other searches while you're there!

Catalog (Mirlyn)

History

Author: Historical Association (Great Britain)
Published: 1912
Format: Journal

History

Author: Bower, Helen C.
Published: 1929
Format: Book

History

Author: Michigan Federation of Business and Professional Women's Clubs.
Published: 1940
Format: Book

Databases

Primary Sources in U.S. History: Guides to Microforms

An index to numerous microfilm collections of primary documents on U.S. history.

History of Art Department, Visual Resources Collections

Includes over 70,000 digitized images selected from the UM History of Art's collection of over 750,000 slides & photographs.

Shoah Foundation's Visual History Archive (full access)

The Visual History Archive contains 52,000 digitized video interviews with holocaust survivors. Interviewees are

Research Help

Ask *a* Librarian ›

Talk to a Specialist about History

Loyd Gitari Mbabu
Librarian for African Studies and History
(734) 764-7289
lmbabu@umich.edu

Research Guides

History 202: Doing History

PUBPOL495 : Policy History for

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Current Discovery Interfaces: ArticlesPlus

Current Discovery Interfaces: Search Tools

And now for something completely different.

A Demo is Worth 1000 Words
(or 150 well-chosen curses)

https://search.lib.umich.edu/

LIBRARY

Timeline

Winter:
Staff beta launches
Fall:
Public beta launches

Winter:
Shared proof
of concept
with library

2014

2015

Fall:
Conduct basic
research

2016

Fall:
Development
work starts

2017

2018

Summer:
New search
goes into
production

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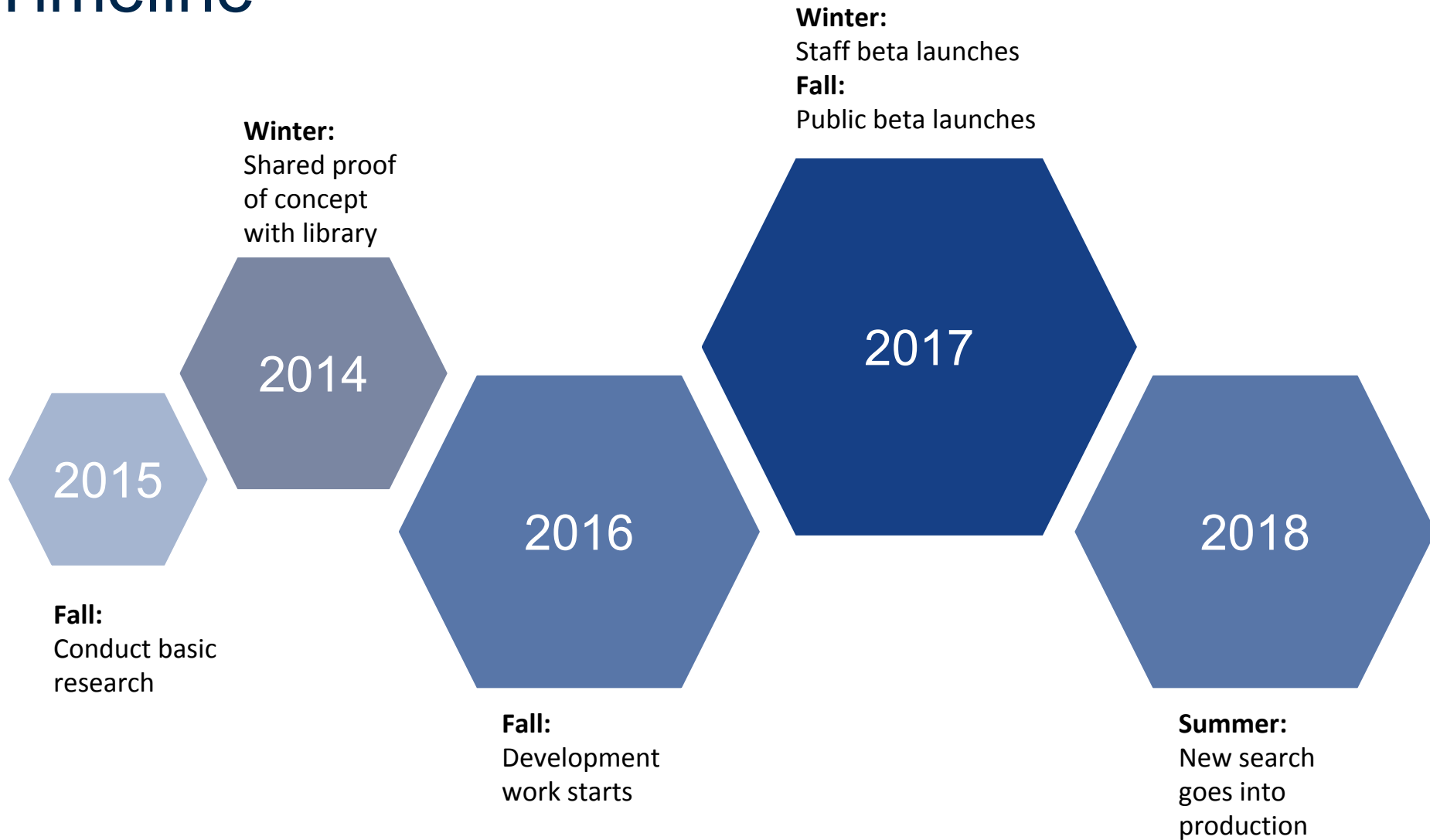
Project Team

Ken Varnum
Project
Management

Heidi Burkhardt
UX and Content
Strategy

Ben Howell
UX and
Accessibility

Rachel Vacek
Advocate, Cheerleader,
Remover of Barriers,
Mother of Dragons

Albert Bertram
Back-End
Development

Jon Earley
Front-End
Development
and Accessibility

Bridget Burke
Front-End
Development
and Accessibility

Trevor Dobias
User Interface
Design

New Discovery Environment

Highlights

- Enables detailed usage information to contribute to library and learning analytics
- Better understanding of how our resources are used
- Improved ability to expose our resources and expertise with the campus
- Frees up instructional librarians to spend more time on information literacy and less on how to use the tool
- Accessibility and responsive design improve experience for all users

Roadmap -- Now to Launch (May 2018)

Features

- Work with search results
- Guide the user
- Alternate displays
- Favorites
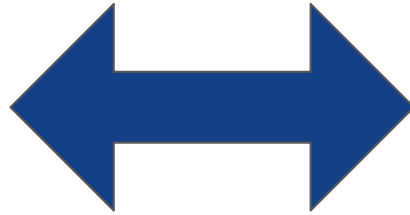
UX Research

- Interfaces & interactions
- Mobile interface
- Accessibility
- Analytics

Roadmap -- Post-Launch

Features

- New books tool
- Additional sources
- Personalized bento box results
- Discovery of additional resources as well as relevant locations, services, and events tied to search results
- Allow for build-your-own bento box from anything we offer

...and ongoing UX research

Technical Specs

Tools

- Ruby
  - Rails
  - Blacklight *
- Front-end JavaScript
  - React
  - Pride **

Search application: https://github.com/mlibrary/search

* https://github.com/cul/clio-spectrum
** https://github.com/mlibrary/pride

APIs

- Summon
- Solr
- Custom APIs for Aleph holdings

How did we get here?

UX Research -- How we got started

- "Old" and new research
  - Reviewed user research from previous 4 years
  - Partnership with Deirdre Costello and EBSCO UX Team to conduct contextual inquiries
  - Conducted additional user testing on existing search interface
  - Analytics data and search logs

- Created tons of wireframes

- Conducted usability testing on new wireframes

Usability Testing

- Utilized task-based, guerilla, and contextual methods
  - Initially with paper and clickable prototypes, then on developed interfaces
  - Focused on specific feature sets and data stores
- Recruited from different user groups
  - Advanced, beginner
  - Students, faculty, staff
  - Student organizations
  - Allies across campus
- Subject experts helped identify participants
- Used candy, gift cards, and swag as incentives
- Student interns helped run tests and analyze results

UX Successes

- Iterative process
  - Put prototypes in front of stakeholders and users more quickly to inform design changes
  - Set up feedback mechanisms for library staff to provide feedback

- Relationships
  - Improved credibility with other library staff by including them in usability tests and sharing results frequently
  - Shared understanding on project team
  - Recruited repeat participants for different studies - they 🖤 libraries

LIBRARY

What... is the air-speed velocity of an unladen swallow?

Questions to Think About
In YOUR environment

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Politics & Governance

- Spoiler alert: Everyone has an interest in discovery

- Library created a project "steering team" with about a dozen members from across the library

- The active "project team" is part of the steering team, but is the group of us that is doing the research & development

Communication

- Alpha "road show" -- met with roughly 50% of library staff to explain approach & build support

- Regular all-staff emails about progress

- Frequent solicitations for feedback

- Campus communication

  - Links on current search tools

  - Campus daily news (week of 11/6)

Resources (people)

It has taken us a lot of FTE over the past 9 months!

- 2 front-end developers
- 1 back-end developer
- 1 designer
- 1 user experience researcher
- 1 content expert
- 1 project manager

These people weren't as free to take on many other projects.

Resources (tools, etc.)

- Confluence
- JIRA Service Desk
- JIRA Software
- GitHub
- InVision
- Slack

Time

"You can use an eraser
on the drafting table
or a sledgehammer
on the construction site."

\- Frank Lloyd Wright

Questions?

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University of Michigan Library GitHub site
https://github.com/mlibrary