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Own the User Experience: Provide Discovery for Your Users

Varnum, Kenneth J.; Vacek, Rachel

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Own the User Experience: Provide Discovery for Your Users

Ken Varnum, Senior Program Manager
Rachel Vacek, Head of Design & Discovery
University of Michigan Library

LITA Forum - November 10, 2017

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

Clear All Fields

Search in: All Libraries

Limit to Available online Include Search only (no full text)

Search Tips Advanced

Refine Search

Subject

- United States (134462)
- Electronic books (101640)
- Great Britain (88194)
- Economics (64083)
- Economics History Sources (58843)
- more...

Academic Discipline

- Humanities (1036893)
- International Studies (782803)
- Social Sciences (404737)
- European Studies (367137)
- History (General) (348542)
- more...

Format

- Book (2085228)
- Biography (169674)
- Microform (111707)
- Conference (50133)
- Serial (50029)
- more...

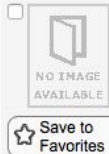
Try our new beta search
See your results for all fields:history in our new beta search. Stay awhile and try out some other searches while you're there!

Sort Relevance

Showing 1 - 20 of 2175337 Results for all fields:history

For Selected Items (0): List | Email | Export | Clear | Save Selected to Favorites

1 2 3 4 5 6 7 8 9 10 11 Next » [108767]



History.
Published: 1972
Journal

Location	Status	Call Number / Description
UM-Flint Periodicals	On shelf	Shelved by title



History.
History (Historical Association (Great Britain))
by History (Historical Association (Great Britain))
Published: 1912
Journal

Location	Status	Call Number / Description
UM-Flint Periodicals	On shelf	Shelved by title

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

imbabu@umich.edu

Research Guides

[History 202: Doing History](#)

[PUBPOL495 : Policy History for](#)

Current Discovery Interfaces: ArticlesPlus

Search

Browse

 **Ask**
[Get Help](#)

ArticlesPlus

[> About ArticlesPlus](#)
[> Advanced Search](#)

Refine Search

- Limit to articles from scholarly journals
- Exclude newspaper articles
- Limit to articles with full text online
- Add results beyond this library's holdings

Publication Date

- 2010-present (20921555)
- 2000-2009 (20024996)
- 1990-1999 (11047888)
- up to 1949 (7155904)
- 1980-1989 (4180786)
- 1970-1979 (2051881)
- more...

Format

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!

Recommendation: We found some specialized collections that might help you ...

- [17th-18th century Burney Collection newspapers](#)
- [Expanded academic ASAP](#)

Your ArticlesPlus Search for 'history' found **68271465** results. Showing 1 - 20.

Sort:



[化学史研究 : The Journal of the Japanese Society for the History of Chemistry](#)

by 化学史学会, 化学史研究会, 化学史学会 編

Date: 1974

Format: Journal

 **MGet It**
Full Text Online

Full text link not working?

Current Discovery Interfaces: Search Tools

The screenshot displays a library discovery interface. At the top, there are navigation tabs for 'Search' (with sub-tabs MLibrary, ArticlesPlus, Catalog) and 'Browse'. A search bar is present with a 'Search' button and a dropdown menu showing '- Recommended Resources by Subject -'. A 'Get Help' link is also visible.

The left sidebar contains a 'Search Tools' section with a breadcrumb trail: Home > Search Tools > Databases > Search. Below this are sections for 'Articles' (Search ArticlesPlus, Advanced ArticlesPlus Search), 'Online Journals' (Search, Browse Alphabetically, Browse by Subject), and 'Databases' (Search, Browse Alphabetically, Browse by Subject).

The main content area is titled 'Search Tools' and features a blue box with the text: '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!'

Below this is the 'Search Databases' section. It includes a search input field containing 'history', a dropdown menu set to 'In Title', and a 'Sort by relevance' dropdown. A link for 'More search options' is provided.

A notice states: 'Problem accessing a database? See if it's a known problem at [Library Outages](#) or contact [Ask a Librarian](#) for assistance.'

The results section shows 'Showing database records 1 to 50 of 93.' and a pagination control with '« first', 'prev', '1', '2', 'next', and 'last »'.

A search result is displayed with a 'Save to Favorites' button (star icon). The title is 'Primary Sources in U.S. History: Guides to Microforms'. The description is 'An index to numerous microfilm collections of primary documents on U.S. history.' The database type is 'Catalog' and the stable URL is 'http://www.lib.umich.edu/database/link/8821'.

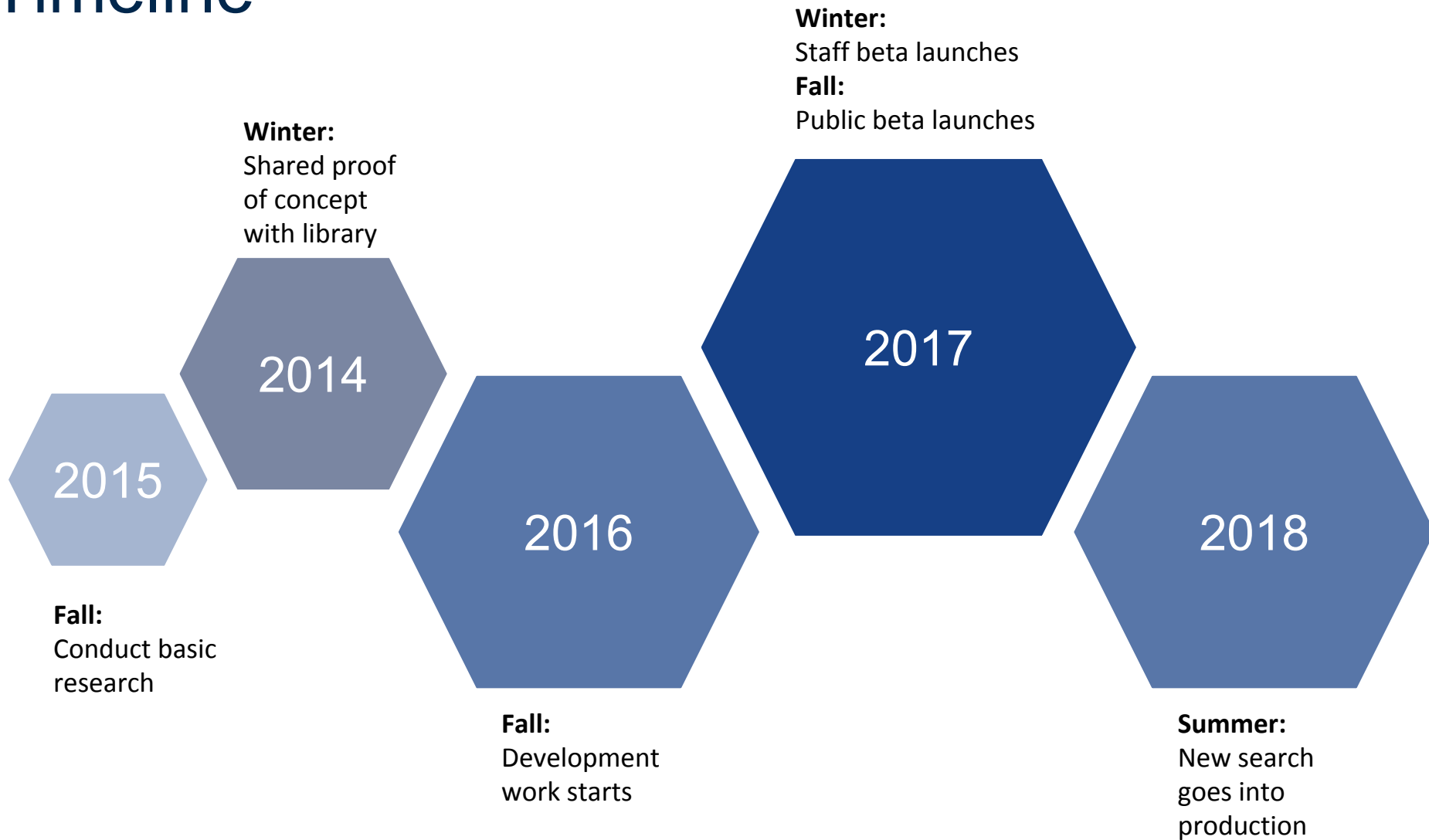


And now for something
completely different.

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

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

Timeline



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

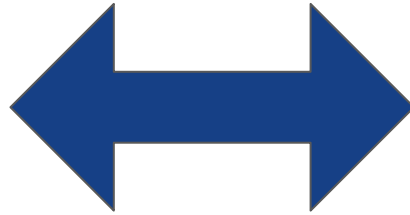
Highlights

- 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 **

APIs

- Summon
- Solr
- Custom APIs for Aleph holdings

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

* <https://github.com/cul/clio-spectrum>

** <https://github.com/mlibrary/pride>



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



Questions to Think About In YOUR environment

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?



Ken Varnum
Senior Program Manager
varnum@umich.edu



Rachel Vacek
Head of Design & Discovery
rvacek@umich.edu

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