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

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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
## Current Discovery Interfaces: MLibrary Search

### 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...**
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 66271465 results. Showing 1 - 20.

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 编
Date: 1974
Format: Journal
Current Discovery Interfaces: Search Tools

Search Tools

Search for databases matching

**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!

Search Databases

Problem accessing a database? See if it’s a known problem at Library Outages or contact Ask a Librarian for assistance.

Showing database records 1 to 50 of 93.

« first  prev 1  2  next »

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

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

Database type: Catalog

Stable URI: [http://www.lib.umich.edu/database/link/RP21](http://www.lib.umich.edu/database/link/RP21)
And now for something completely different.
A Demo is Worth 1000 Words
(or 150 well-chosen curses)

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

2014

Fall: Conduct basic research

Winter: Shared proof of concept with library

2015

2016

Fall: Development work starts

2017

Winter: Staff beta launches
Fall: Public beta launches

2018

Summer: New search goes into production
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
“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