

Web Advisory Group Meeting of May 11, 2021

Minutes: Joe Cera

Present: David Eifler, Joe Cera, Ute Rupp, Jesse Loesberg, Lynne Grigsby, Manuel Erviti, Susan Xue, Gabrielle Gillard, Kristina Bush, Salwa Ismail, Tiffany Grandstaff, Jami Smith, Lisa Weber, Becky Miller, Lee Anne Titangos

Guests: Jill Starett and Jenna Bantjes from ADK

Announcements

- Next meeting; the June 8th meeting is canceled, although if necessary, Salwa has agreed to chair. Our next meeting will be July 13th.
- Please attend the SILS/UC Library Search Open Forum on May 12, 9:30-11 for an update on UC Library Search.

SILS Update - July 27, 2021 Implementation (5 min.) - Lynne

- Updates covered in tomorrow's (May 12th) forum (screenshots that bring joy included)
- Everything is on track

Library Website Redesign - January, 2022 Implementation

Results of Website Navigation and List of Libraries review (25 min.) - David/Tiffany/Jill Starett/Jenna Bantjes

- Review of results from WAG suggestions for changes/questions/etc.
- Duplicates were not removed but the list was sorted in order to give some kind of weight to suggestions
- Jill discussed the process of taking user feedback and group feedback in order to find ways to sort out conflicts, consensus, and more
- Discussion of the top three items from our list
 - Language of borrow and renewals
 - Balancing the terminology used by the different users
 - ADK has a specialist looking into the language used based on user feedback
 - Study space reservations
 - "Find" a study space vs. "Reserve" a study space
 - Same feedback from users: examine creating a single path to finding a study space
 - Requires an awareness of the technical framework underlying space reservations
 - Consolidating 'book an appointment' links
 - This was changed and consolidated before user testing
 - Tested 3 different paths for helping
 - Chat needs to be called out more because it is a well-used method of connection to library services
 - WAG is not the first group to ask about this
 - Mention of generational bias and the importance of user testing
 - Salwa noted that these designs must be built out in Drupal by Library IT and that it may turn out that not all suggestions can be accommodated
 - Jill: AKD's designs will come with annotations and guiding principles to give context for various interactions/widgets/etc.

- Jill: ADK believes in ongoing support that mitigates the risk of imperfect implementation
 - Jesse said nothing jumps out yet that is not doable
- Conversation about site switcher
 - This was difficult to imagine and caused some confusion because the mockups didn't necessarily offer a different experience
 - Jill explained user experience testing. Thinking has evolved to the possibility of an 'elevated' navigation bar where the library could put temporally important notices or some longer term content that are important but not really addressed in the main site
- Question about where to put the link back to the main UCB site
 - Is the footer good enough?
 - Would it be better to include it in the header as well?
 - Thought about checking current heat maps to see what the current use is
 - Some on WAG thought that it would be good to have at the top of the page but ADK noted it was not in the top 20 of clicks
 - Salwa mentioned that campus websites that use Open Berkeley all have a top left side link that reads "UC Berkeley" and points to the campus homepage.
 - ADK suggested looking to the other sites used by the user groups
- Print & Scan
 - It was noted that this is a common question for those who are already on campus
 - ADK said this was a popular item with the users
- List of libraries
 - Consistent formatting as a benefit
 - Can be confusing for affiliated libraries that maintain independent sites
 - Consider designing to visually distinguish the affiliated libraries from the main campus libraries
 - Allow for affiliated libraries that want to use the main template versus jumping to the affiliated library site that doesn't really want to use that main template
 - Services included as libraries was confusing
 - Kristina pointed to the method used by UCLA libraries to designate the different types of listings
 - Identifying a controlled list of services and attributes
 - Another phase of design will be to develop a better user-centered path of finding content