



LESSONS LEARNED IN BUILDING A CATALOG FROM SCRATCH

Amy M. Drayer, Senior IT Developer, Hennepin County Library
Phil Feilmeyer, Principal IT Developer, Hennepin County Library
Wayne Schneider, Principal IT Developer, Hennepin County Library

<http://www.hclib.org>

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TOOLS

- *SirsiDynix Horizon (custom built ILS API)*
- *Solr, LDAP, and SQL databases*
- *ColdFusion/ASP.NET and Perl*
- *Twitter Bootstrap and jQuery*
- *Git code management*
- *Content vendors with APIs*

TEAM

- *4-5 developers*
- *4-5 content librarians*
- *Web design firm*



THE PAGES

- *Search (not a page unto itself)*
- *Search Engine Results Page (SERP)*
- *Record Display*
- *My Account*
 - *Login*
 - *Summary*
 - *Items Out*
 - *Requests*
 - *Fines*
 - *My Lists*
 - *My Reviews*
 - *My Authors*
 - *Account Settings*



SEARCH



SEARCH

"All" Search

[Locations](#) [Events Calendar](#) [Jobs](#) [Support Your Library](#) [Contact Us](#)



Hennepin County
Library

[My Account](#)

[Browse](#)

[Programs and Services](#)

[About the Library](#)

Books, Music, Movies

Magazine and Newspaper Articles

Website

All ▼



[More Search Options ▼](#)

Search 🔍 ▲



Hennepin County
Library

<http://www.hclib.org>

Google-style search "dumbs down" the library.

Many users accustomed to the browse search of the previous catalog.

"Catalog" label is an important indicator of a particular search type.

Search box in general needs to always be visible.

**Hennepin County
Library**[My Account](#)[Browse](#)[Programs and Services](#)[About the Library](#)[Books, Music, Movies](#)[Magazine and Newspaper Articles](#)[Website](#)

All ▼



Tip: Use an asterisk (*) to fill in parts of a word (e.g. "harry potter az*" to find Harry Potter and the Prisoner of Azkaban).

Title

Author

Subject

Series

[Clear All Text](#)

Search

[Fewer Search Options ▲](#)**Hennepin County
Library**<http://www.hclib.org>

You searched for "the girl on the train"

1 2 3 4 5 ... 27 Next ►



Showing 1 – 30 of 791

Sort by

best match ▼



The girl on the train : a novel

by Hawkins, Paula (2015)
New Adult Fiction Book (1st floor)
HAWKINS



Request

Add to list

Not available
483 copies
1565 requests



The girl on the train

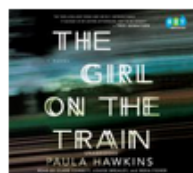
by Hawkins, Paula (2015)
Adult Fiction eBook



Digital Request

Add to list

Not available
172 copies
875 requests



The girl on the train

by Hawkins, Paula (2015)
Adult Fiction Audiobook (1st floor)
HAWKINS



Request

Add to list

Not available
31 copies
315 requests

“Relevancy” and “Best Match” labels are both ambiguous in different ways.

People expect all forms of a work to be grouped together.

Adding cross-references from authority records is really helpful (mostly).



Locations Events Calendar Jobs Support Your Library Contact Us Log In

Hennepin Library

New Search

Would you like to keep any of your limits?

- ☒ Format: DVD
- ☒ Age Level: Adult

Close Search With Limits Search No Limits

More Search Options ▼

You searched for "grasshopper"

Limit Search Results

People have a love-hate relationship with the modal, but no one misses the button (except a few staff).

Some people were annoyed they had to double-click or click and drag to change search text.

Tried to make sure that every feature is available for every device, even if it's mobile-specific or desktop-specific technology.



SEARCH

Clear Search

Books, Music, Movies

Magazine and Newspaper Articles

Website

All ▼

snowman



Tip: Use an asterisk (*) to fill in parts of a word (e.g. "harry potter az*" to find Harry Potter and the Prisoner of Azkaban).

Title

Author

Subject

Series

Clear All Text



Search

Selected Limits: DVD

Adult

Clear All Limits

Fewer Search Options ▲



Hennepin County
Library

<http://www.hclib.org>



Format

☐ Book (9)

☐ eBook (7)

☐ Large Print (2)

☐ Audiobook
Download (1)

Checked In At

☐ include in-library use
copies

☐ Anywhere (14)

☐ Online (3)

☐ Minneapolis Central
(5)

☐ Augsburg Park (2)

☐ Brookdale (6)

▼

Age Level

☐ Adult (12)

☐ Teen (1)



Digital users want digital holdings broken down to specific formats.

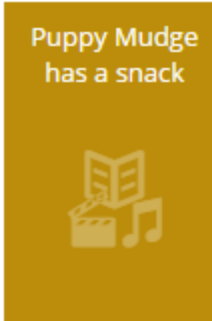



"Checked In At" represents copies available now, but to some it means "owning library".

Subject (Genre, Topic, Place, Time Period) not utilized enough because they are particularly difficult to grasp.



SEARCH RESULTS (SERP)



	<p>Puppy Mudge has a snack (Ready-to-read. Pre-level 1.)</p> <p>by Rylant, Cynthia (p2012) Easy Mixed Media (1st floor) RYLANT</p>		<p>Request</p> <p>Add to list</p> <p>✓ Available here</p> <p>20 copies 0 requests</p>
	<p>Ami Ami dogs 2 : more seriously cute crochet!</p> <p>by Hoshi, Mitsuki (2011) Adult Nonfiction Book (2nd floor) TT829 .H674 2011</p>		<p>Request</p> <p>Add to list</p> <p>✓ Available here</p> <p>12 copies 0 requests</p>

Cover art requires more vertical space (than a line of text), which means more scrolling.

Cover art adds load “weight” causing concern for user patience and mobile limited data plans.

**Mockingjay (Hunger Games bk. 3.)**

by Collins, Suzanne (2010)
Teen Fiction Book (2nd floor)
COLLINS

[Request](#)[Add to list](#)

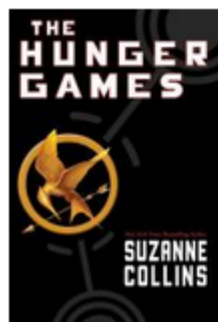
Not available
122 copies
5 requests

**Catching fire (Hunger Games bk. 2.)**

by Collins, Suzanne (2009)
Teen Fiction Book (2nd floor)
COLLINS

[Request](#)[Add to list](#)

Available (8 libraries)
113 copies
2 requests

**The Hunger Games (Hunger Games bk. 1.)**

by Collins, Suzanne (2008)
Teen Fiction Book (2nd floor)
COLLINS

[Request](#)[Add to list](#)

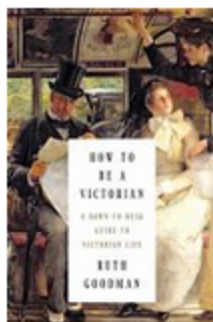
Available (3 libraries)
109 copies
5 requests



Series links are overlooked but were even less visible under the author statement.

Despite having the series information with the title, people still often use publication date to determine book sequence.

Surprisingly, including the publication date after the author name has not raised any issues.



How to be a Victorian : a dawn-to-dusk guide to Victorian life

by Goodman, Ruth (2014)
Adult Nonfiction Book (4th floor)
DA533 .G557 2014

[Request](#)[Add to list](#)

Not available
81 copies
246 requests



Victorian England (Understanding world history series)

by Stewart, Gail B. (2014)
Children's Nonfiction Book (1st floor)
DA550 .S738 2014

[Request](#)[Add to list](#)

✓ Available here

3 copies
0 requests



A Victorian Christmas

by Palmer, Catherine (2009)
Adult Romance Book (1st floor)
PALMER

[Request](#)[Add to list](#)

✓ Available here

9 copies
0 requests



Some icons are not obvious enough, especially for downloadable formats.

Call numbers only display if inside the library so that the correct call number is shown.



Harry Potter and the chamber of secrets (Year ... at Hogwarts 2.)

by Rowling, J. K. ([2013], c2000)
Children's Fiction Book
ROWLING


[Request](#)
[Add to list](#)

Available (1 library)

81 copies

0 requests

Hopkins



The unofficial Harry Potter cookbook

by Bucholz, Dinah (2010)
Children's Nonfiction Book (1st floor)
TX717 .B87 2010


[Request](#)
[Add to list](#)

✓ Available here

25 copies

0 requests



Harry Potter film wizardry

by Sibley, Brian (2010)
Adult Nonfiction Book (3rd floor)
PN1995.9.H364 S53 2010


[Request](#)
[Add to list](#)

Not available

3 copies

3 requests




What does available mean?



1 2 3 4 5 ...

Showing 1 – 30 of 30



The Giver

1 videodisc (97 min.) : sound, color and black and white ; 4 3/4 in.

The story centers on Jonas, young man who lives in a supposedly ideal world of conformity and contentment. Yet as he begins to spend time with the elder, who is the sole keeper of all the community's memories, Jonas quickly begins to discover the dark and deadly truths of his community's secret past. At extreme odds ...

best match ▼

[Request](#)

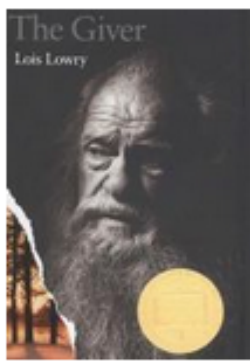
[Add to list](#)

Not available
100 copies
669 requests

[Digital Request](#)

[Add to list](#)

Not available
41 copies
74 requests



The Giver

Lois Lowry

Children's Fiction eBook



How to extend this service to mobile devices?

Length data should use “normal” language, not library jargon.



Practical paleo : a customized approach to health and a whole-foods lifestyle

by Sanfilippo, Diane (2012)
Adult Nonfiction Book



Request
My copy due 12/26/14

Add to list

Not available
14 copies
39 requests



Real life paleo : 175 gluten-free recipes, meal ideas, and an easy 3-phased approach to lose weight & gain health

by Toth, Stacy (2014)
Adult Nonfiction Book

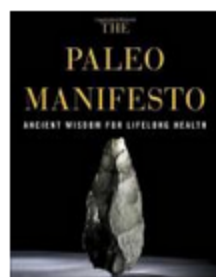


Requested
41 of 41

Add to list

Not available
3 copies
41 requests

5 copies on order



The paleo manifesto : ancient wisdom for lifelong health

by Durant, John (Health entrepreneur) (2013)
Adult Nonfiction Book



Requested
Suspended

Add to list

Available (9 libraries)





Thought this might have had more impact than we have heard.

Finding text that conveys all that data on a button next to the functionality took some effort.



Edit Title on My Lists



101 Social Media Tactics for Nonprofits : A Field Guide. by Mathos, Melanie

Add/Remove on Lists

fruits	(5)
germany	(1)
hobbies fun	(25)
movies and documentaries	(13)
movies to rewatch	(2)
nonfiction	(58)
periodicals	(1)
✓ web design	(17)
winter reads 2014	(8)

Add to New List

my list

Create

Remove from lists

Done

Request

Add to list

Available (2 libraries)

4 copies
0 requests

Borrow now

✓ On a List

Available online

1 copy
0 requests

Borrow now

Add to list

Available online

1 copy
0 requests

Labels: Add to List, Save For Later, Add to Wishlist, Add to Bookbag, Add to Cart, ...

Hard to be fully featured with fewest clicks for all user levels.

Format

- ☒ eBook (935)
- ☐ Book (1151)
- ☐ Audiobook Download (265)
- ☐ DVD (142)
- ☐ Large Print (92)

▼

Checked In At

- ☐ include in-library use copies
- ☐ Anywhere (679)
- ☐ Online (679)




Confessions : the Paris mysteries
(Confessions novels)
by Patterson, James (2014)
Teen eBook

Book icon

Digital Request

Add to list

Not available
5 copies
21 requests



Madhattan mystery
by Bonk, John J. (c2012)
Children's Fiction eBook

Book icon

Borrow now

Add to list

Available online
1 copy
0 requests



Mystery man

Book icon

*“Borrow” and “digital request” need to check the **actual** status from OverDrive before proceeding.*

Downloading



Madhattan mystery by Bonk, John J.

Your loan expires on Friday, 12/26/2014 at 2:36 PM.

Format

- ☐ Adobe EPUB eBook
-
- ☐ Kindle eBook
-
- ☐ Read Now (in your browser)

Download Later

Get Title

Return Title

Merged OverDrive's separate borrow and download steps into one.

"Download Later" made more sense than "Close", even though the latter is more consistent with modals in the interface.

Need to build in a "first time" or "get software" layer to help new users.



RECORD DISPLAY

Title information

Summary


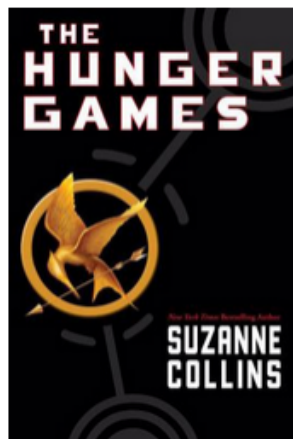
Copies (134)

Details

Reviews (73)

You may also like

Author notes

Ask Us [Return to results](#)[Previous](#) 2 of 109 [Next](#)[enlarge cover](#)

The Hunger Games (Hunger Games bk. 1)



by Collins, Suzanne (2008)
Teen Fiction Book (2nd floor)
COLLINS

In a future North America, where the rulers of Panem maintain control through an annual televised survival competition pitting young people from each of the twelve districts against one another, sixteen-year-old Katniss's skills are put to the test when she voluntarily takes her younger sister's place ... [see more](#)



[Request](#)[Add to list](#)**Available** (30 libraries)

134 copies

0 requests

Additional Information

Copies

Library	Shelf Location	Call Number	Binding	Status	
Augsburg Park	Teen Fiction Book	COLLINS	Paperback	Checked In	

Some users would like to click on the title to do a title search for the other formats.

Subscriptions

Library	Shelf Location	Coverage	Status
Minneapolis Central	Adult Periodical	Current and preceding year	Currently Received
Franklin	Adult Periodical	Current and preceding 6 months	Currently Received
North Regional	Adult Periodical	Current and preceding 6 months	Currently Received
Northeast	Adult Periodical	Current and preceding year	Currently Received
Pierre Bottineau	Adult Periodical	Current and preceding 6 months	Currently Received



Issues

Show 10 entries

Search for an issue:

Library	Shelf Location	Issue	Status
Minneapolis Central (3 rd floor)	Adult Periodical	issue 969 (Sept. 9, 2013)	Check
Minneapolis Central (3 rd floor)	Adult Periodical	issue 1021 (Sept. 8, 2014)	Check
Northeast	Adult Periodical	issue 1021 (Sept. 8, 2014)	Check
Pierre Bottineau	Adult Periodical	issue 1021 (Sept. 8, 2014)	Check
Sumner	Adult Periodical	issue 1021 (Sept. 8, 2014)	Check
North Regional	Adult Periodical	issue 1024 (Sept. 29, 2014)	Check
Northeast	Adult Periodical	issue 1024 (Sept. 29, 2014)	Checked In
Pierre Bottineau	Adult Periodical	issue 1024 (Sept. 29, 2014)	Checked In
Sumner	Adult Periodical	issue 1024 (Sept. 29, 2014)	Checked In
Northeast	Adult Periodical	issue 1023 (Sept. 22, 2014)	Pending

Showing 1 to 10 of 252 entries

First

Previous

1

2

3

4

5

...

26

Next

Last

Requesting

Organic gardening.

0 requests on 151 copies.

You have 41 requests of 50 total requests.

Pick up at

Minneapolis Central

Select an Issue

Vol. 62 no. 2 (Feb./Mar. 2015)
Vol. 62 no. 1 (Dec. 2014/Jan. 2015)
Vol. 61 no. 6 (Oct./Nov. 2014)
Vol. 61 no. 5 (Aug./Sept. 2014)
Vol. 61 no. 4 (June/July 2014)

Suspend this request?



Cancel

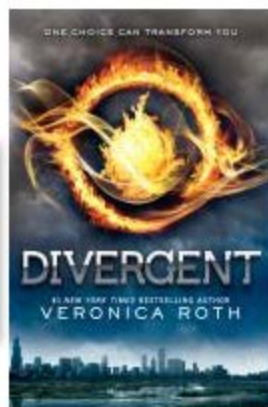
Request

Periodicals data is still putting lipstick on a pig.

*When testing, most people wanted to search for magazine title
+ date or issue in the search box.*

Details

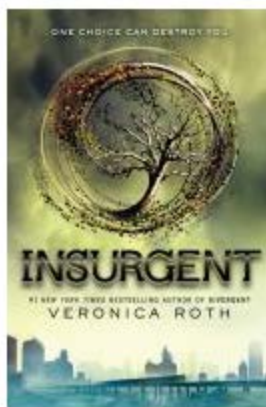
Description	487 p. ; 22 cm.
Lexile level ?	700L
Published	New York : Katherine Tegen Books, 2011 (1st ed.)
Author	Roth, Veronica



1

Divergent

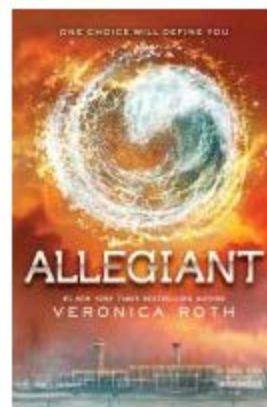
Roth, Veronica



2

Insurgent

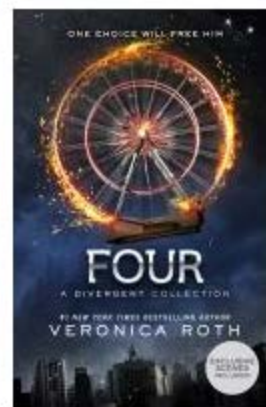
Roth, Veronica



3

Allegiant

Roth, Veronica



Four: a Divergen

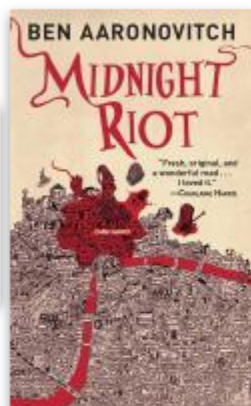
Roth, Veronica

Using external content alongside internal content is difficult to align.

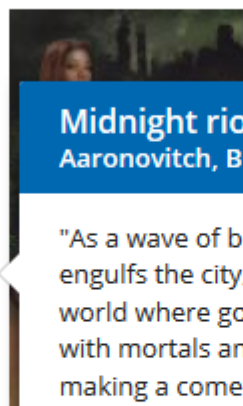
Is it better to offer the “most useful” data or all the data for the user to decide what is most useful for them?

Lexile data needs to be searchable to be truly helpful.

Urban Fantasy

**Midnight riot**

Aaronovitch, Ben

**Magic bites**

Andrews, Ilona

**Kelley**

Armstrong, Kelley

**Full moon rising**

Arthur, Keri

Midnight riot
Aaronovitch, Ben

"As a wave of brutal and bizarre murders engulfs the city, Peter is plunged into a world where gods and goddesses mingle with mortals and a long-dead evil is making a comeback on a rising tide of magic"-- P. [4] of cover.

[View all](#)

Cover art is a good selling point for recommendations but not as a delivery means for title/author exclusively.

A small carousel (fewer entries than visible number of slots) is messy.



MY ACCOUNT




Alerts (1)

GATES, RUSTY has shared their account with you.
Accept or decline.

Ready for Pick Up (1)

7 days

 Oculus

Minneapolis
Central

Held through Tuesday
12/16/2014

[view all requests](#)

Due Soon (1)

2 days



Les
misérables by
Silvermoon,

Renew
3 left

2 days



Harry Potter
and the
chamber of

No renewal
Limit reached

[view all items out](#)

Overdue Items Still Out (0)

You have no overdue items

[view all items out](#)

Importance of each box depends on the person and the content.

In mobile view, scrolling for all the content is less evident.



My Items Out (4)

[Renew Selected](#)

Sort by Due date ▼

A to Z ▼

<input type="checkbox"/>	Title		Due Date	Renew/Download
<input type="checkbox"/>	 A dark-adapted eye by Vine, Barbara		03/19/2015 Expires in 2 days	Re-download Kindle eBook Read Online Now
<input type="checkbox"/>	 Harry Potter and the chamber of secrets by Rowling, J. K.		03/19/2015 Due in 2 days	No renewal Limit reached
<input type="checkbox"/>	 Harry Potter and the sorcerer's stone by Rowling, J. K.		03/19/2015 Due in 2 days	Renew 1 left
<input type="checkbox"/>	 Her highness and the highlander by Warren, Tracy Anne		03/19/2015 Expires in 2 days	Re-download Adobe EPUB eBook Read Online Now













What content was most critical to display is subjective.

Mixing physical and digital titles hasn't caused too much confusion; however, displaying circulation limits has.



Update ? Sort by Digital only (1) A to Z

<input type="checkbox"/>	Title		Pickup Location		Queue
<input type="checkbox"/>	 Ann Lovejoy's organic garden design school : a		Minneapolis Central		
<input type="checkbox"/>	 The Giver		Minneapolis Central ▼	In Transit ▼	-
<input type="checkbox"/>	 Star trek. Into darkness		Minneapolis Central ▼	In Transit ▼	-
<input type="checkbox"/>	 Sword art online. Aincrad by Kawahara, Reki		Minneapolis Central ▼	Active ▼	1 of 1
<input type="checkbox"/>	 Meditation for beginners : everything you need		Minneapolis Central ▼	Active ▼	1 of 2

- Digital only (1)
- Status
- Title
- Author
- Format
- Pickup location
- Queue position
- Physical only (41)
- Digital only (1)



When displaying queue position, needed to include not just your position but the total number of requests.

Users were very vocal about wanting to be able to batch edit requests and batch renew.



Account Sharing

Enable account sharing ☒

People I have shared with

POOLE, GENE	Sharing
21972014421007	Pending
Add a person	Pending
	Remove

People sharing their account with me

O'SASSERY, SUSAN E.	Sharing
GATES, RUSTY	Pending (accept or decline)

Share My Account with Another Person

Barcode*

other person's barcode

I agree to allow this person to perform actions for me on my account, including but not limited to renewing, requesting, and canceling requests on titles. ☐

[Cancel](#) [Send invitation](#)

AMY

Accounts

- AMY
- DRAYER, AMY M
- O'SASSERY, SUSAN E.
- POOLE, GENE

My Account

- Summary
- Items Out
- Requests
- Fines
- My Lists
- My Reviews
- My Authors
- Settings

Log Out

About the Library

Search Q

Edit



Some users are willing to give up privacy for ease of use.



OTHER LESSONS

When troubleshooting, remember to ask the question of origin.

Speed and accuracy is critical; we continue to work on this.

A new interface can never have fewer features than its predecessor.

Log-in only actions must return the user to the action.

Modals and AJAX made a big difference but has its own set of concerns.

Updated technology prevents access to users with older technology.

People want complete control but also want us to know what they mean and make it as simple as possible.

People only see what they want to see and jump to conclusions.

People feel a lot of ownership of the library as well as certain features.



QUESTIONS

Amy M. Drayer
adrayer@hclib.org

Phil Feilmeyer
pfeilmeyer@hclib.org

Wayne Schneider
wschneider@hclib.org

Hennepin County Library
<http://www.hclib.org>