LESSONS LEARNED IN BUILDING A CATALOG FROM SCRATCH

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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

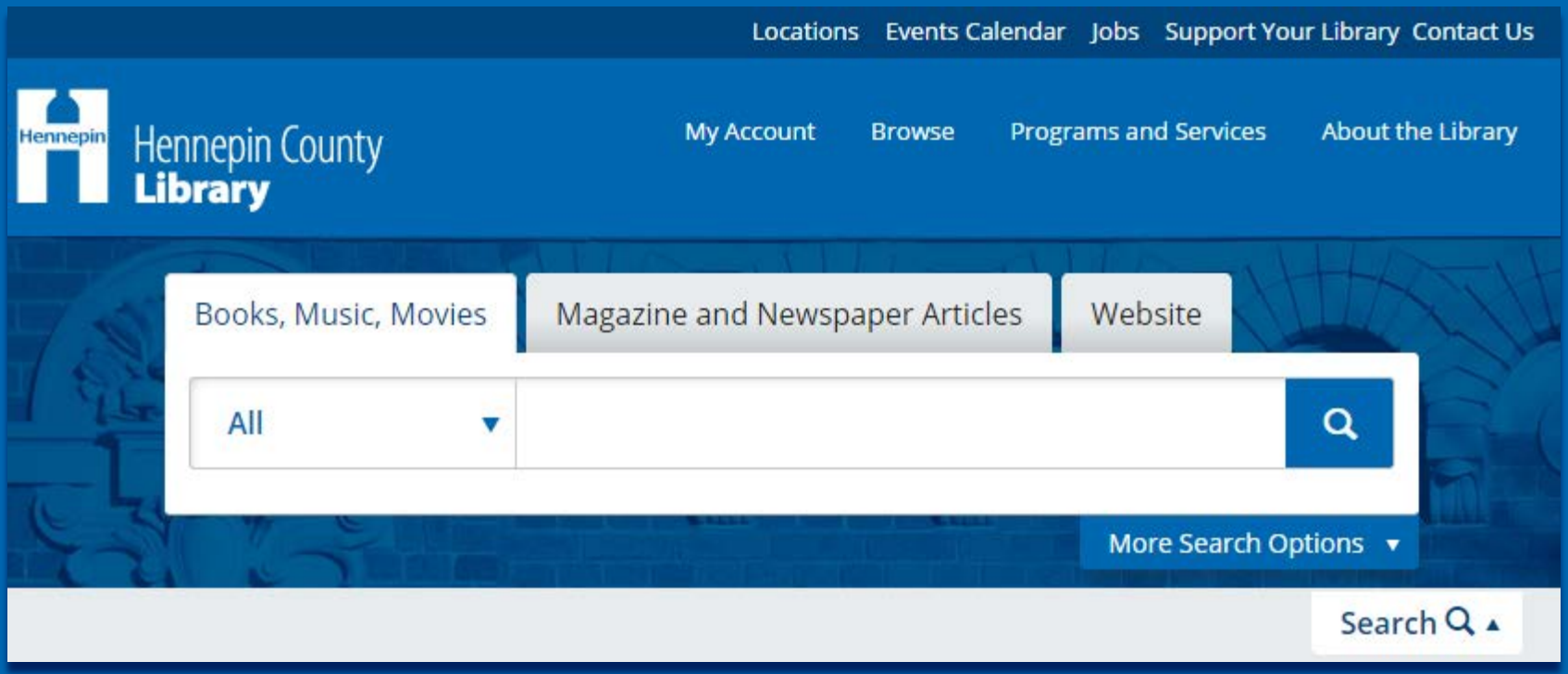
- *4-5 developers*
- *4-5 content librarians*
- *Web design firm*

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*



SEARCH *"All" Search*

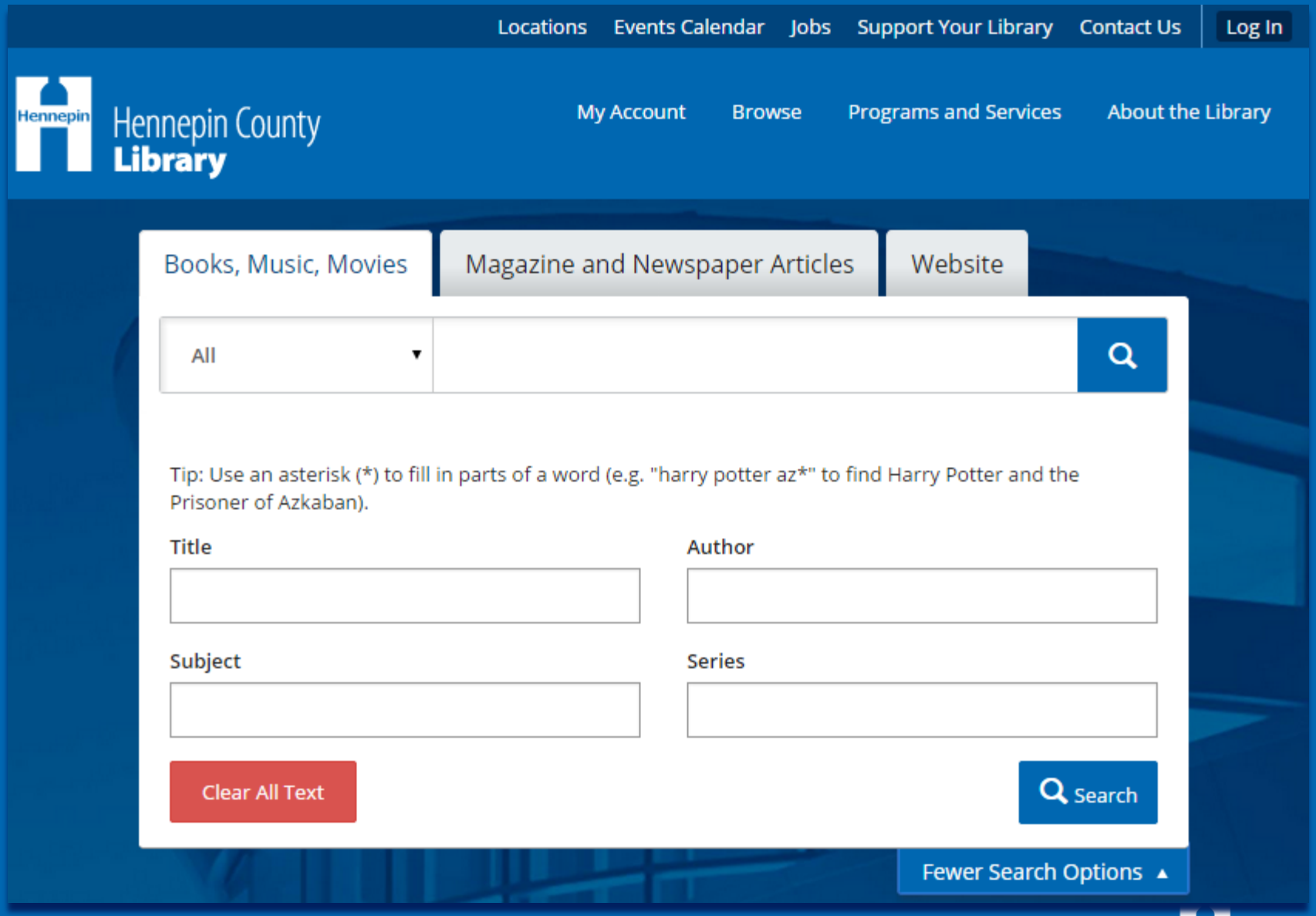
Google-style search "dumbs down" the library.

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.

SEARCH *More Search Options*



SEARCH

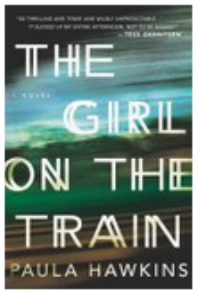
Best Match Sorting

You searched for "the girl on the train"

1 2 3 4 5 ... 27 Next ▶

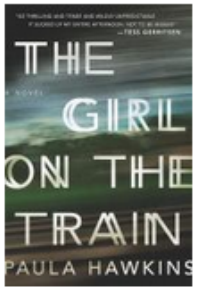
Showing 1 – 30 of 791

Sort by best match



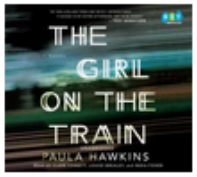
The girl on the train : a novel
by Hawkins, Paula (2015)
New Adult Fiction Book (1st floor)
HAWKINS

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

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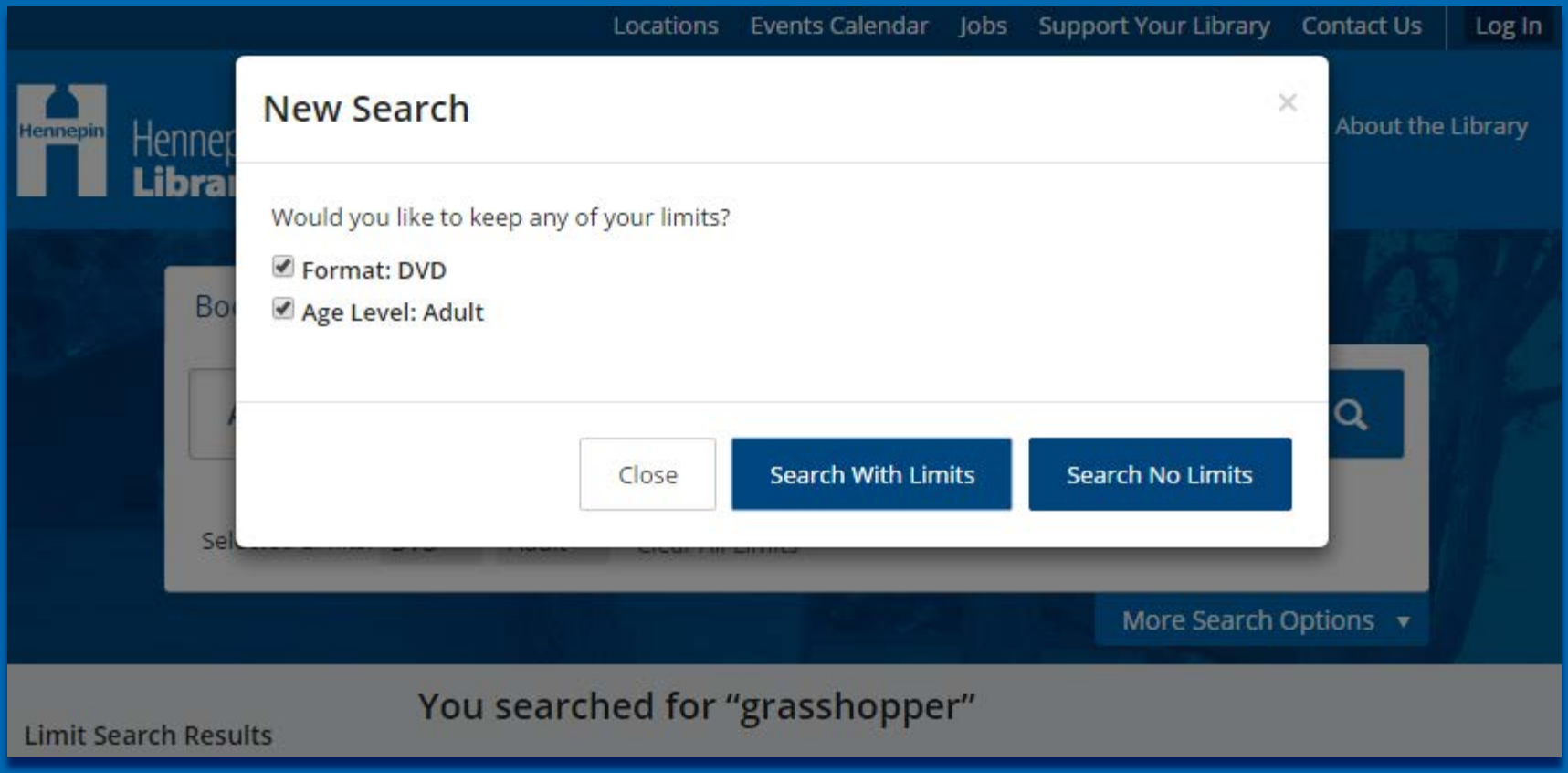
Best Match Sorting

“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).

SEARCH *New Search*

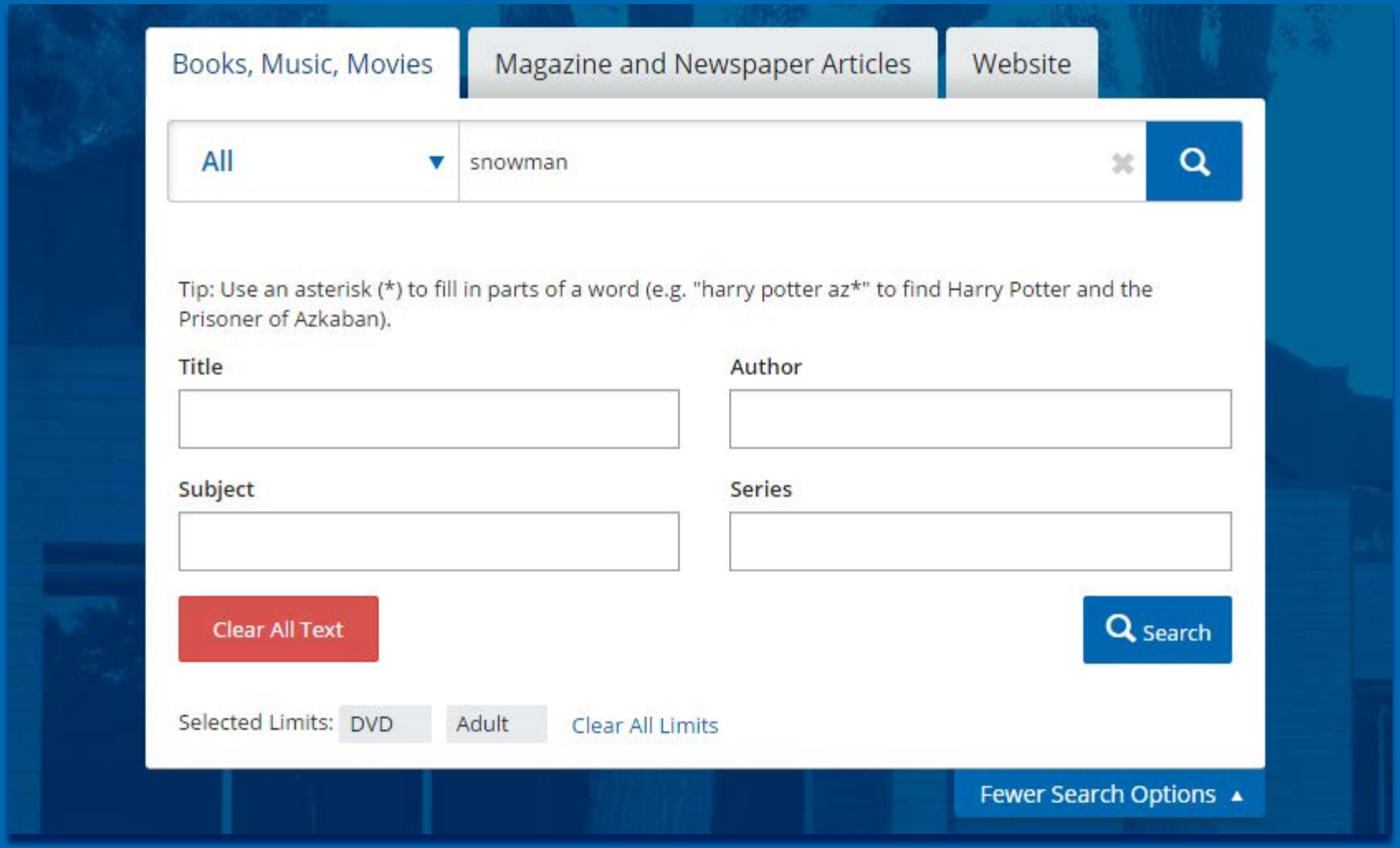


People have a love-hate relationship with the modal, but no one misses the button (except a few staff).

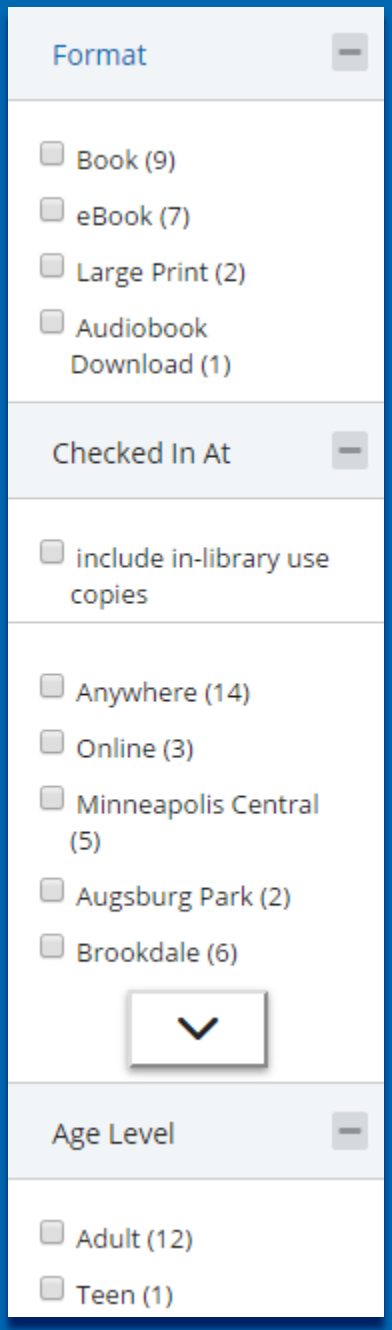
Some people were annoyed they had to double-click or click and drag to change search text.

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*



SEARCH *Critical Limits*



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SEARCH *Limits*

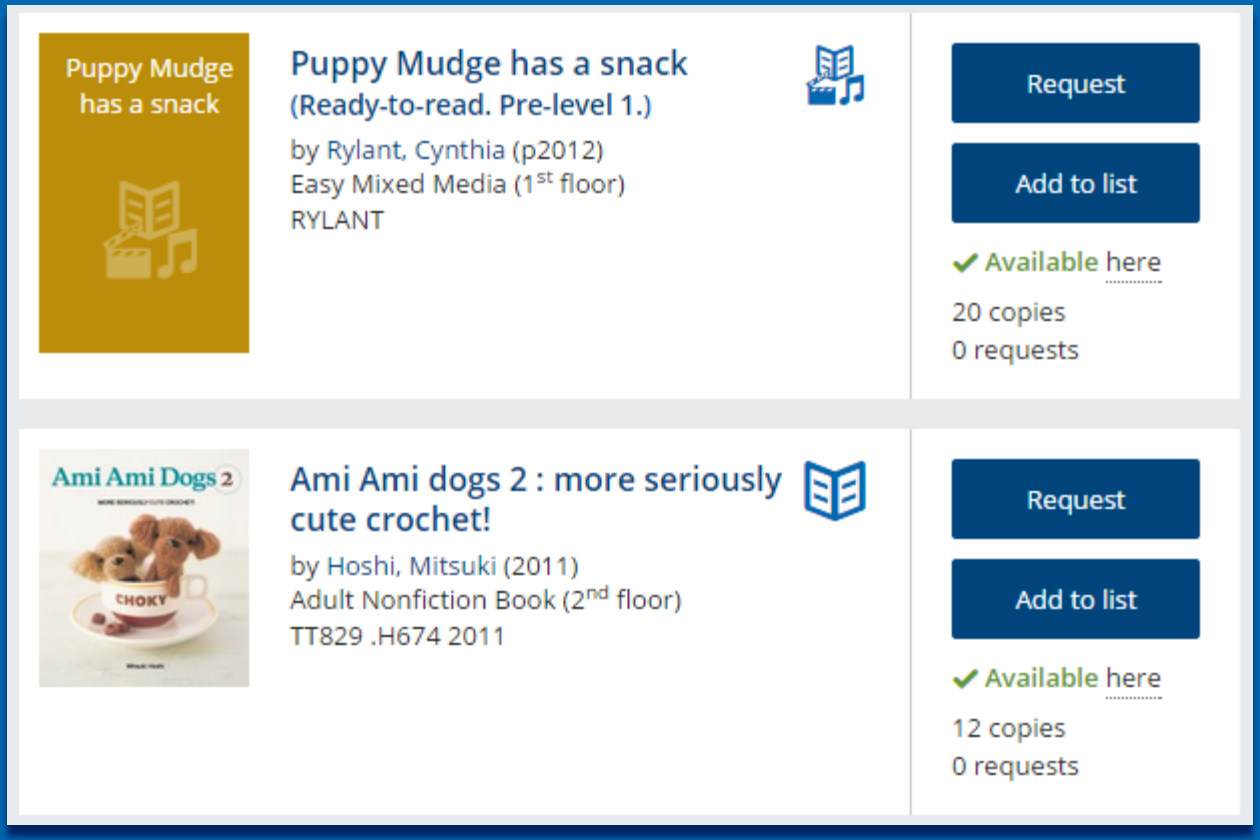
Digital users want digital holdings broken down to specific formats.

“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)

SERP DATA *Cover Art*



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SERP DATA *Cover Art*

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.

SERP DATA *Title, Series, Author, and Publication Date*

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

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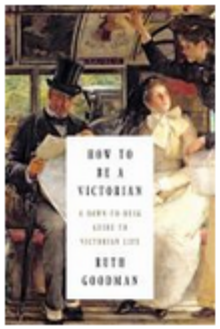
SERP DATA *Title, Series, Author, and Publication Date*

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.

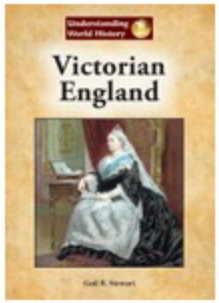
SERP DATA *Collection, Format, and Call Number*



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

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SERP DATA *Collection, Format, and Call Number*

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.

SERP DATA *Availability*

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

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SERP DATA *Availability*

What does available mean?

SERP DATA *Summary and Description*

1 2 3 4 5 ...

Showing 1 – 30 of 30

best match

Request

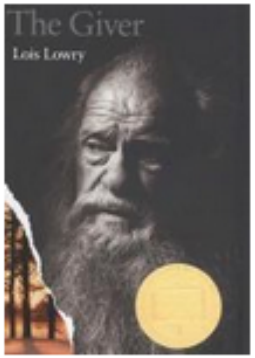
Add to list

Not available
100 copies
669 requests

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 od ...



Children's Fiction eBook

Digital Request

Add to list

Not available
41 copies
74 requests

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SERP DATA *Summary and Description*

How to extend this service to mobile devices?

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

SERP DATA *Title Status (logged in)*

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

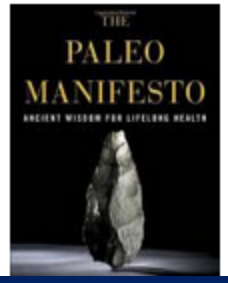
by Toth, Stacy (2014)
Adult Nonfiction Book

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)

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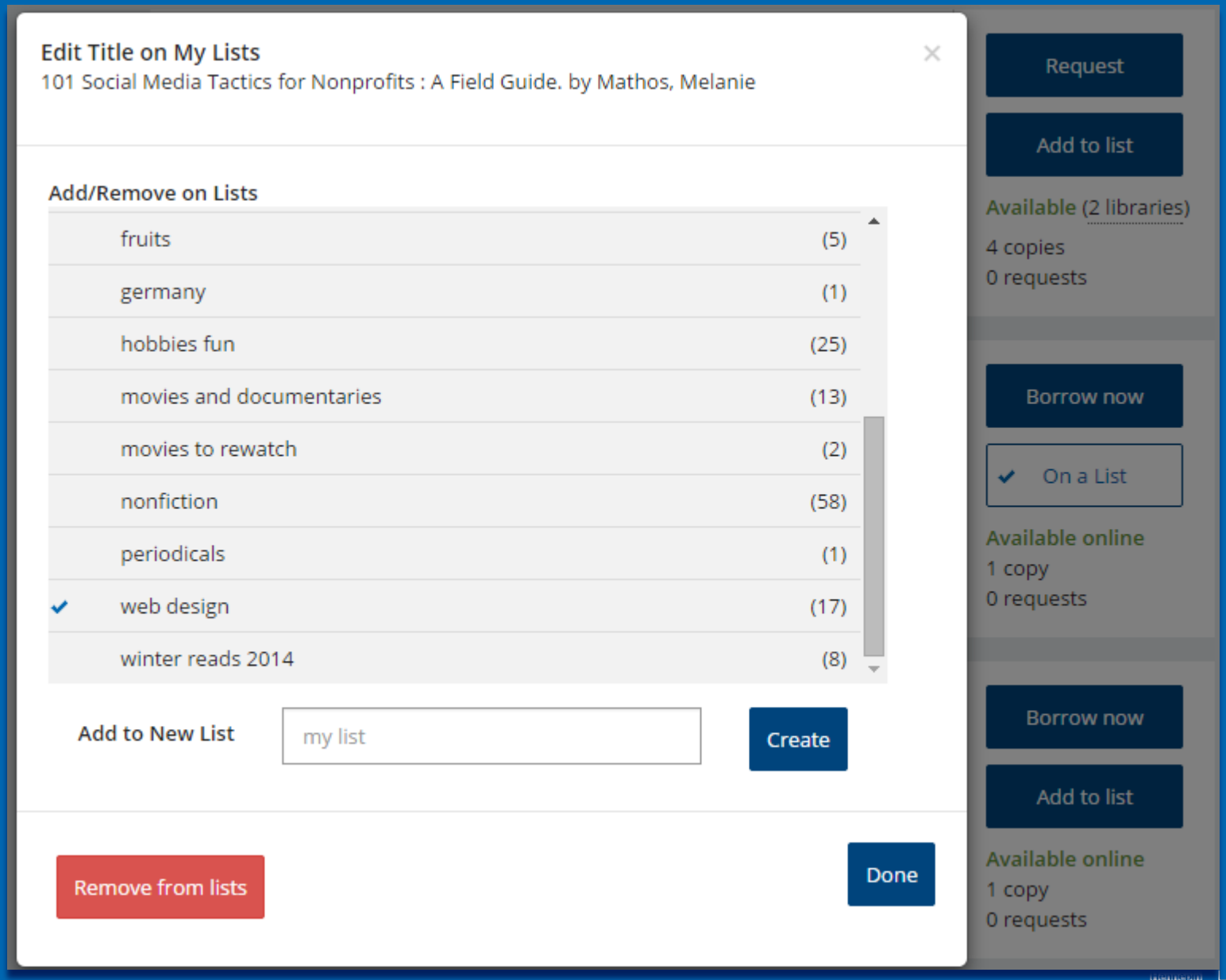
SERP DATA *Title Status (logged in)*

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.

SERP DATA *Add to Lists*



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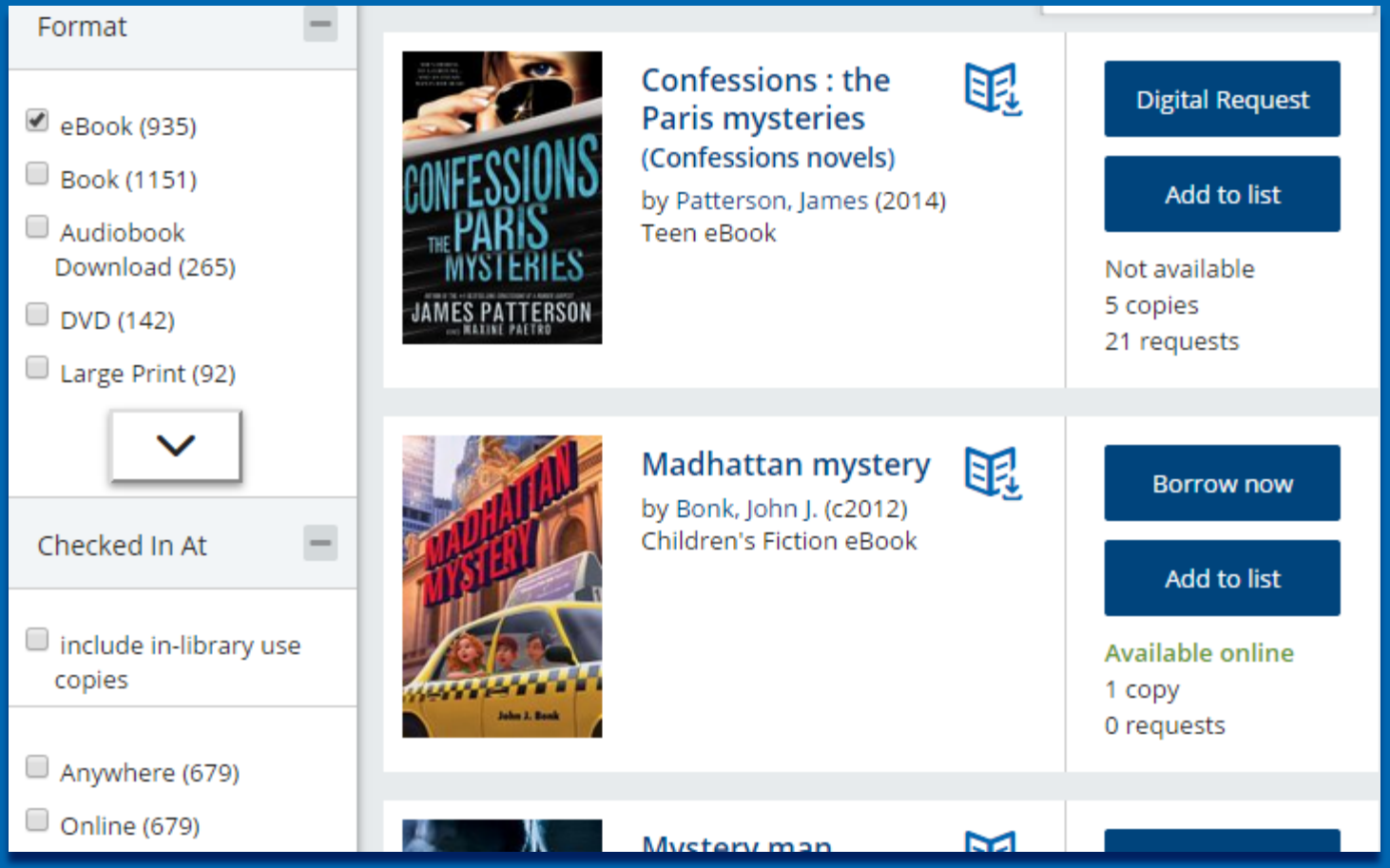
SERP DATA *Add to Lists*

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.

OVERDRIVE *Availability*



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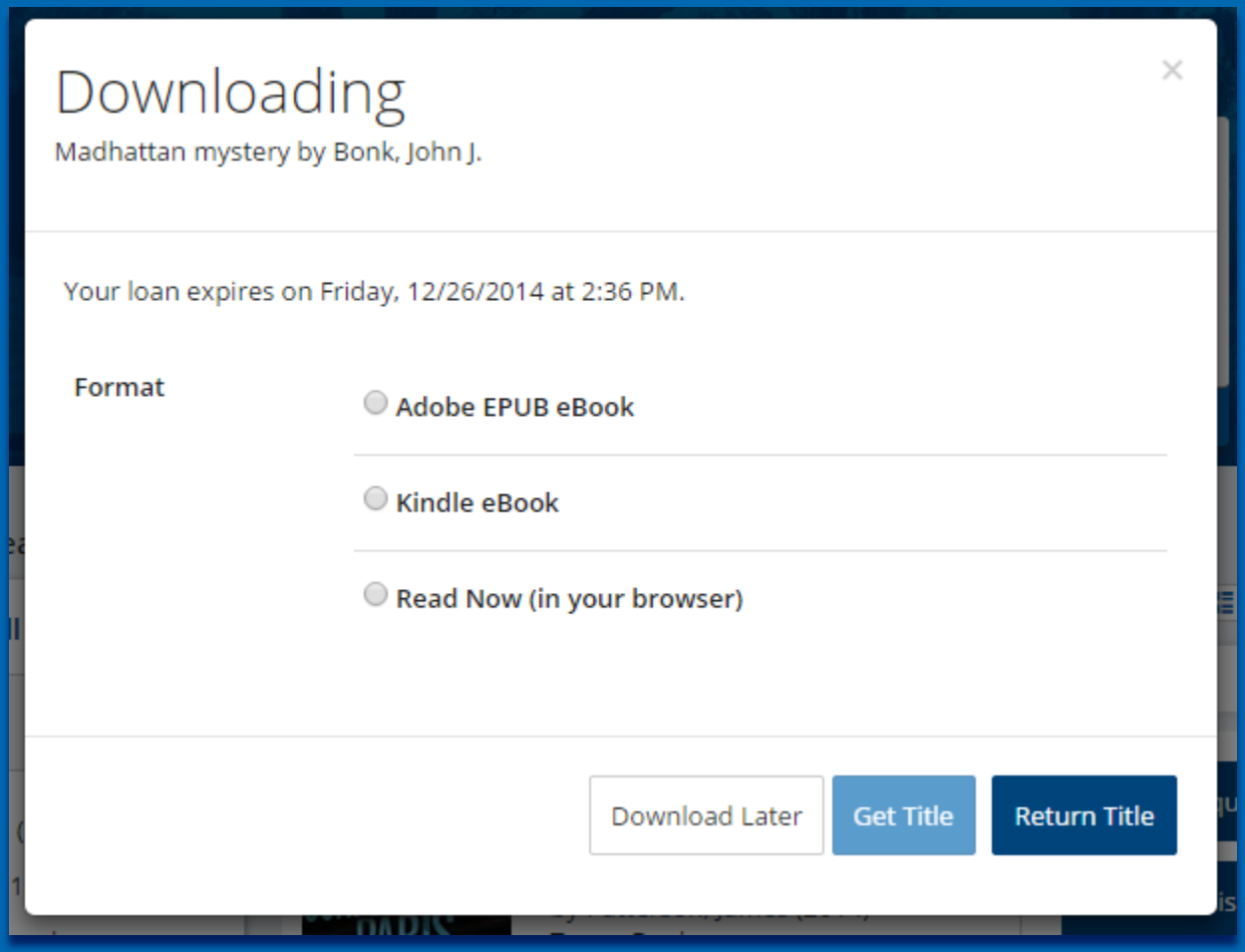
OVERDRIVE *Availability*

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

OVERDRIVE *Borrow*



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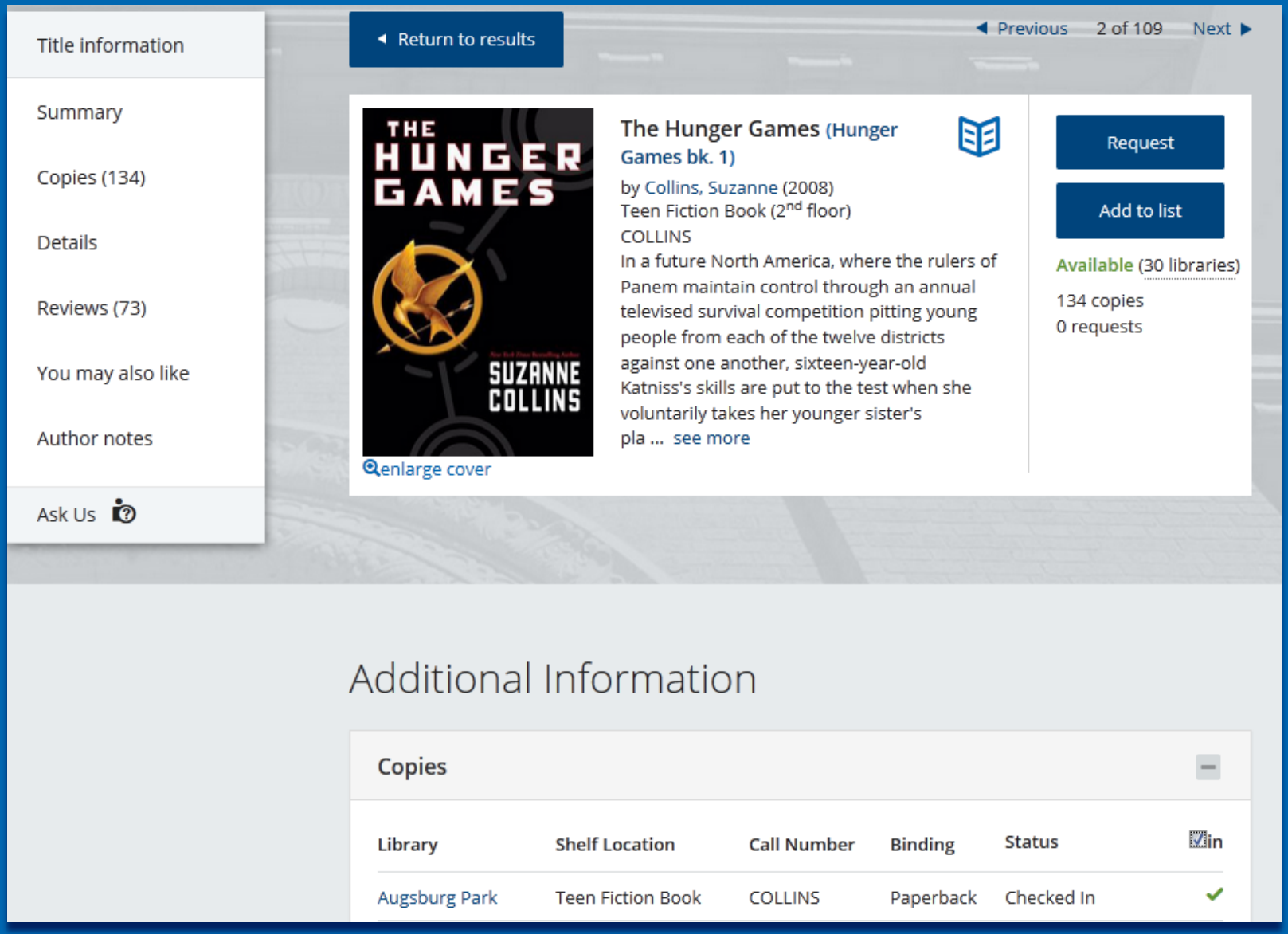
Merged OverDrive's separate borrow and download steps into one.

"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

RECORD DISPLAY *Summary*



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RECORD DISPLAY *Summary*

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

RECORD DISPLAY *Holdings*

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 R
North Regional	Adult Periodical	Current and preceding 6 months	Currently R
Northeast	Adult Periodical	Current and preceding year	Currently R
Pierre Bottineau	Adult Periodical	Current and preceding 6 months	Currently R

Issues

Show 10 entries Search for an issue:

Library	Shelf Location	Issue	Stat
Minneapolis Central (3rd floor)	Adult Periodical	issue 969 (Sept. 9, 2013)	Check
Minneapolis Central (3rd 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

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RECORD DISPLAY *Holdings*

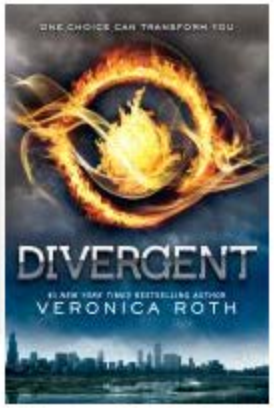
Periodicals data is still putting lipstick on a pig.

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

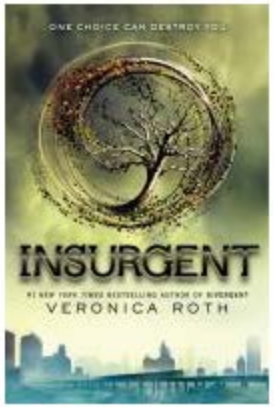
RECORD DISPLAY *Details*

Details

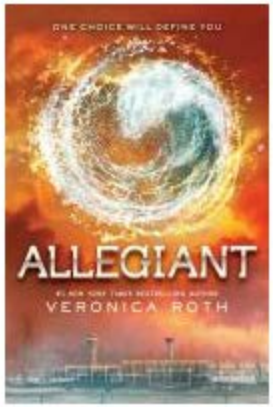
Description	487 p. ; 22 cm.
Lexile level	700L
Published	New York : Katherine Tegen Books, 2011 (1st ed.)
Author	Roth, Veronica



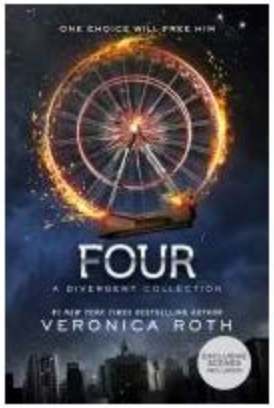
1
Divergent
Roth, Veronica



2
Insurgent
Roth, Veronica



3
Allegiant
Roth, Veronica



Four: a Divergen
Roth, Veronica

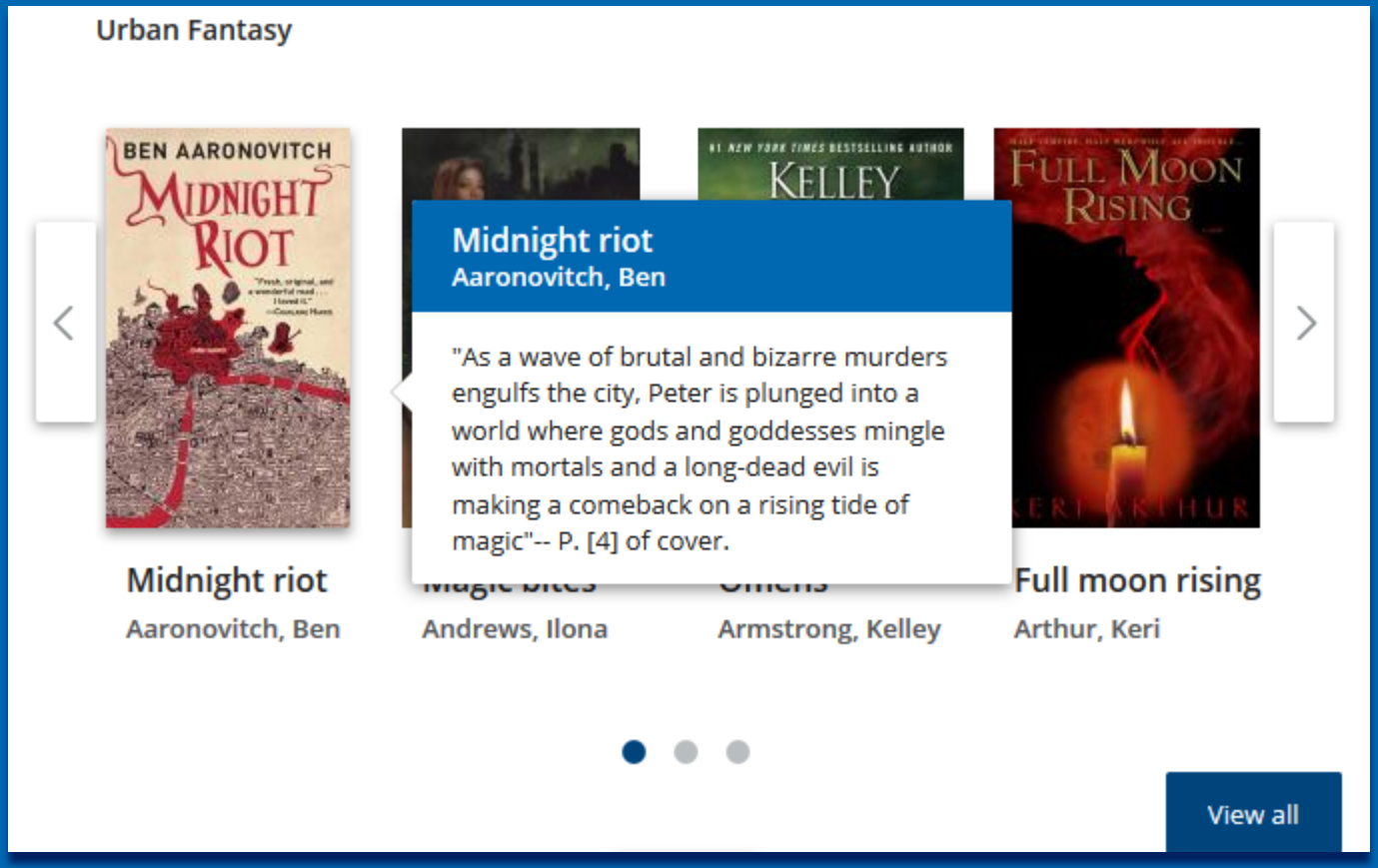
RECORD DISPLAY *Details*

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.

RECORD DISPLAY *You May Also Like*



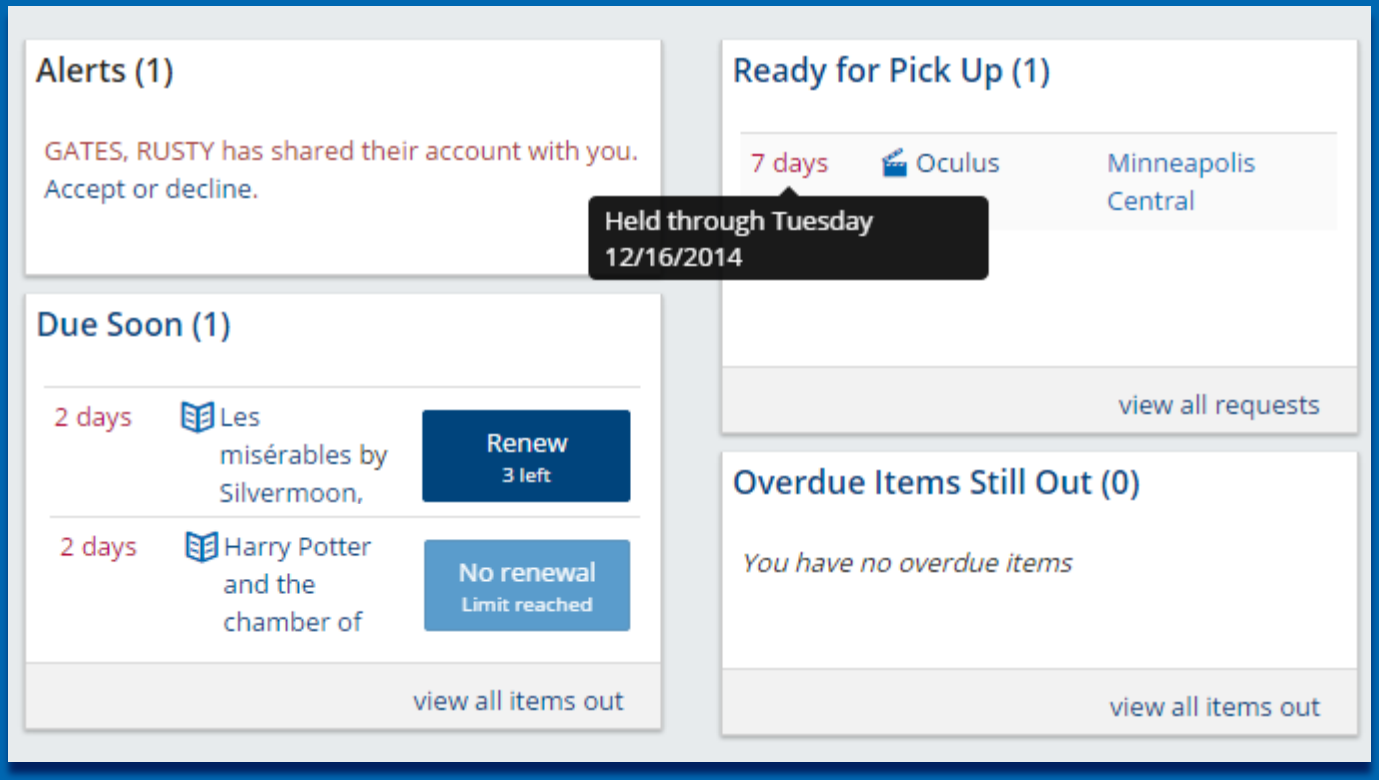
RECORD DISPLAY *You May Also Like*

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

MY ACCOUNT *Summary*



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MY ACCOUNT *Summary*

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

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

MY ACCOUNT *Items Out and OverDrive*

My Items Out (4)

Renew Selected

Sort by Due date ▾ A to Z ▾

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

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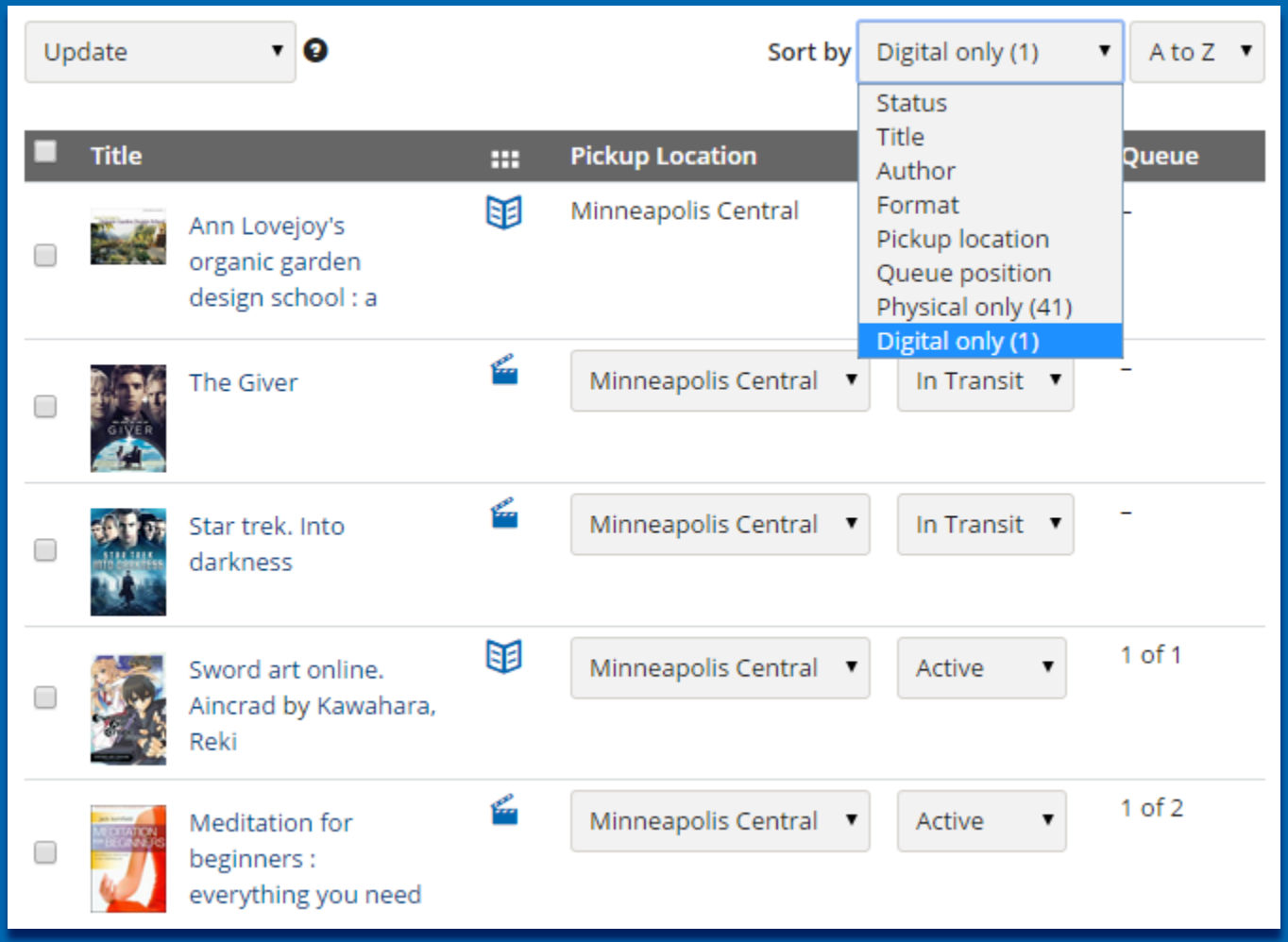
What content was most critical to display is subjective.

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

MY ACCOUNT *Requests and OverDrive*



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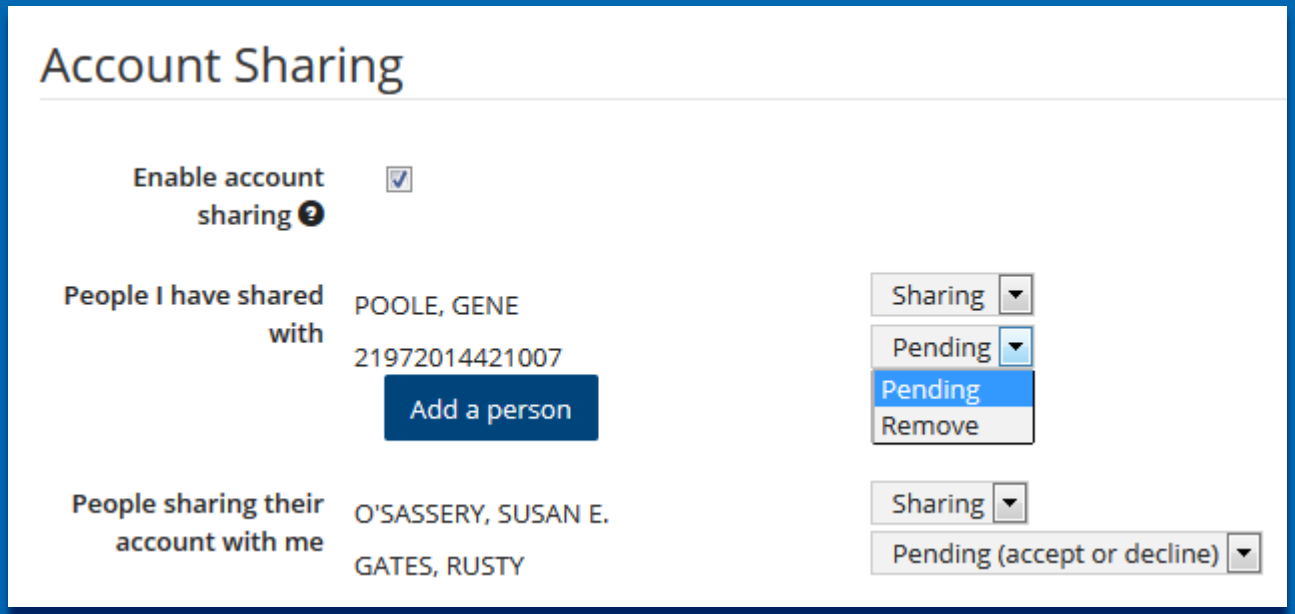
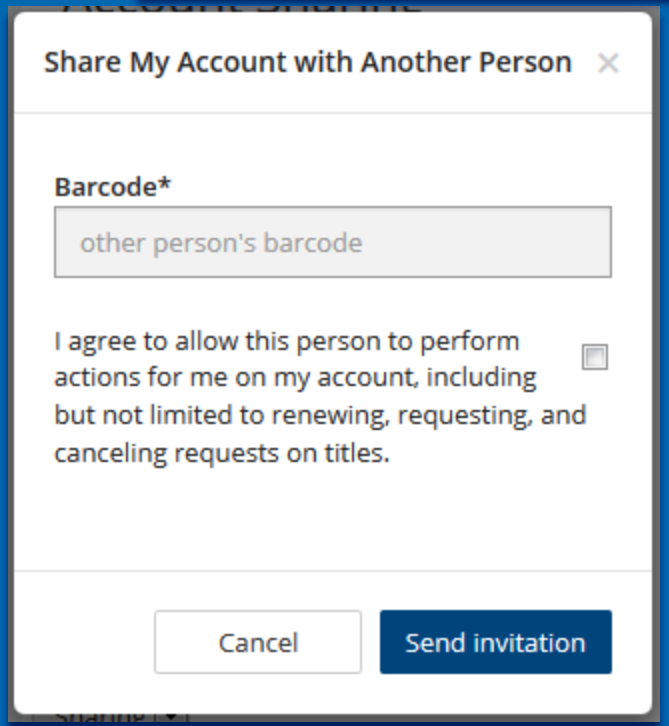
MY ACCOUNT *Requests and OverDrive*

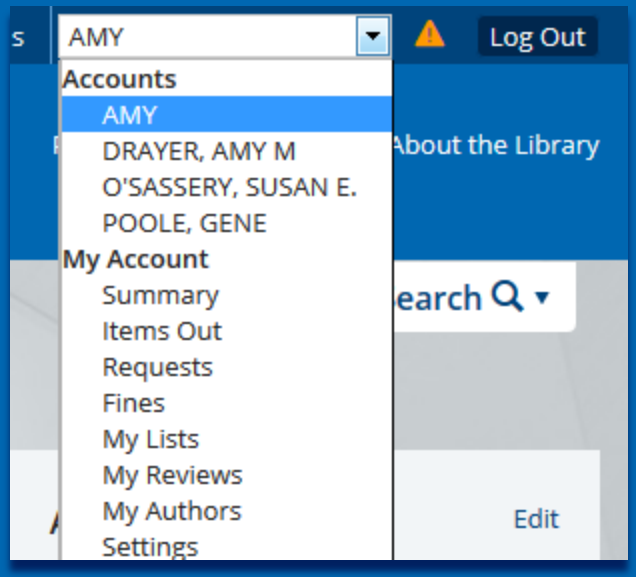
When displaying queue position, needed to include not just your position but the total number of requests.

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

MY ACCOUNT *Account Sharing*







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

MY ACCOUNT *Account Sharing*

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

OTHER LESSONS

OTHER LESSONS

When troubleshooting, remember to ask the question of origin.

OTHER LESSONS

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

OTHER LESSONS

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

OTHER LESSONS

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

OTHER LESSONS

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

OTHER LESSONS

Updated technology prevents access to users with older technology.

OTHER LESSONS

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

OTHER LESSONS

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

OTHER LESSONS

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

QUESTIONS

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Wayne Schneider
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