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**
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.
You searched for “the girl on the train”

1. The girl on the train: a novel
   by Hawkins, Paula (2015)
   New Adult Fiction Book (1st floor)
   HAWKINS
   - Not available
   - 483 copies
   - 1565 requests

2. The girl on the train
   by Hawkins, Paula (2015)
   Adult Fiction eBook
   - Not available
   - 172 copies
   - 875 requests

3. The girl on the train
   by Hawkins, Paula (2015)
   Adult Fiction Audiobook (1st floor)
   HAWKINS
   - 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).
New Search

Would you like to keep any of your limits?

- Format: DVD
- Age Level: Adult

- Close  Search With Limits  Search No Limits
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.
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)
Puppy Mudge has a snack
(Ready-to-read. Pre-level 1.)
by Rylant, Cynthia (p2012)
Easy Mixed Media (1st floor)
RYLANT

Ami Ami Dogs 2: more seriously cute crochet!
by Hoshi, Mitsuki (2011)
Adult Nonfiction Book (2nd floor)
TT829 .H674 2011
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.
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.
<table>
<thead>
<tr>
<th>Title</th>
<th>Author</th>
<th>Location</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>to Victorian life</td>
<td></td>
<td>floor)</td>
<td>81 copies</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>246 requests</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DA533 .G557 2014</td>
<td></td>
</tr>
<tr>
<td>series)</td>
<td></td>
<td>(1st floor)</td>
<td>3 copies</td>
</tr>
<tr>
<td></td>
<td></td>
<td>DA550 .S738 2014</td>
<td>0 requests</td>
</tr>
<tr>
<td>A Victorian Christmas</td>
<td>Palmer, Catherine (2009)</td>
<td>Adult Romance Book (1st floor)</td>
<td>Available here</td>
</tr>
<tr>
<td></td>
<td></td>
<td>PALMER</td>
<td>9 copies</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>0 requests</td>
</tr>
</tbody>
</table>
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.
What does available mean?
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 odd...
How to extend this service to mobile devices?

Length data should use “normal” language, not library jargon.
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
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.
“Borrow” and “digital request” need to check the actual status from OverDrive before proceeding.
Borrow

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
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

Available (30 libraries)

134 copies
0 requests

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.
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 Divergent Collection
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

"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.

**Magic Bites**
Andrews, Ilona

**Chicagoland Vampires**
Armstrong, Kelley

**Full Moon Rising**
Arthur, Keri
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.
Alerts (1)

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

Due Soon (1)

2 days 📖 Les misérables by Silvermoon, Renew 3 left

2 days 📖 Harry Potter and the chamber of No renewal Limit reached

Ready for Pick Up (1)

7 days 📦 Oculus

Minneapolis Central

Held through Tuesday 12/16/2014

Overdue Items Still Out (0)

You have no overdue items
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)

<table>
<thead>
<tr>
<th>Title</th>
<th>Due Date</th>
<th>Renew/Download</th>
</tr>
</thead>
<tbody>
<tr>
<td>A dark-adapted eye by Vine, Barbara</td>
<td>03/19/2015 Expires in 2 days</td>
<td>Re-download Kindle eBook</td>
</tr>
<tr>
<td>Harry Potter and the chamber of secrets by Rowling, J. K.</td>
<td>03/19/2015 Due in 2 days</td>
<td>No renewal Limit reached</td>
</tr>
<tr>
<td>Harry Potter and the sorcerer's stone by Rowling, J. K.</td>
<td>03/19/2015 Due in 2 days</td>
<td>Renew 1 left</td>
</tr>
<tr>
<td>Her highness and the highlander by Warren, Tracy Anne</td>
<td>03/19/2015 Expires in 2 days</td>
<td>Re-download Adobe EPUB eBook</td>
</tr>
</tbody>
</table>
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.
# Requests and OverDrive

<table>
<thead>
<tr>
<th>Title</th>
<th>Pickup Location</th>
<th>Queue Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ann Lovejoy's organic garden design school: a</td>
<td>Minneapolis Central</td>
<td></td>
</tr>
<tr>
<td>The Giver</td>
<td>Minneapolis Central</td>
<td>In Transit</td>
</tr>
<tr>
<td>Star trek. Into darkness</td>
<td>Minneapolis Central</td>
<td>In Transit</td>
</tr>
<tr>
<td>Sword art online. Aincrad by Kawahara, Reki</td>
<td>Minneapolis Central</td>
<td>Active</td>
</tr>
<tr>
<td>Meditation for beginners: everything you need</td>
<td>Minneapolis Central</td>
<td>Active</td>
</tr>
</tbody>
</table>
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
21972014421007
Add a person

People sharing their account with me
O'SASSERY, SUSAN E.
GATES, RUSTY

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.

Send invitation
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.
OTHER LESSONS

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

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