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
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 Options

Books, Music, Movies

Magazine and Newspaper Articles

Website

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
You searched for “the girl on the train”

1 2 3 4 5 ... 27  Next ▶

Showing 1 - 30 of 791

Sort by: best match

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

You searched for “grasshopper”
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.
<table>
<thead>
<tr>
<th>Title</th>
<th>Series</th>
<th>Author</th>
<th>Publication Date</th>
<th>Library Location</th>
<th>Availability</th>
<th>Copies</th>
<th>Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mockingjay (Hunger Games bk. 3.)</td>
<td>by Collins, Suzanne (2010)</td>
<td>Teen Fiction Book (2nd floor)</td>
<td>COLLINS</td>
<td>Available (8 libraries)</td>
<td>113 copies</td>
<td>2 requests</td>
<td></td>
</tr>
<tr>
<td>Catching fire (Hunger Games bk. 2.)</td>
<td>by Collins, Suzanne (2009)</td>
<td>Teen Fiction Book (2nd floor)</td>
<td>COLLINS</td>
<td>Available (3 libraries)</td>
<td>109 copies</td>
<td>5 requests</td>
<td></td>
</tr>
<tr>
<td>The Hunger Games (Hunger Games bk. 1.)</td>
<td>by Collins, Suzanne (2008)</td>
<td>Teen Fiction Book (2nd floor)</td>
<td>COLLINS</td>
<td>Not available</td>
<td>122 copies</td>
<td>5 requests</td>
<td></td>
</tr>
</tbody>
</table>
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

Victorian England (Understanding world history series)  
by Stewart, Gail B. (2014)  
Children's Nonfiction Book (1st floor)  
DA550 .S738 2014

A Victorian Christmas  
by Palmer, Catherine (2009)  
Adult Romance Book (1st floor)  
PALMER
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.
Availability

Harry Potter and the chamber of secrets
(Year ... at Hogwarts 2.)
by Rowling, J. K. ([2013], c2000)
Children's Fiction Book
ROWLING

The unofficial Harry Potter cookbook
by Bucholz, Dinah (2010)
Children's Nonfiction Book (1st floor)
TX717 .B87 2010

Harry Potter film wizardry
by Sibley, Brian (2010)
Adult Nonfiction Book (3rd floor)
PN1995.9.H364 553 2010
What does available mean?
The Giver

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, Jonas must decide to reveal the information to save everyone from further abuse. Based on the novel by Lois Lowry.

Children's Fiction eBook

Not available
41 copies
74 requests
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.
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
Some users would like to click on the title to do a title search for the other formats.
## Holdings

### Subscriptions

<table>
<thead>
<tr>
<th>Library</th>
<th>Shelf Location</th>
<th>Coverage</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minneapolis Central</td>
<td>Adult Periodical</td>
<td>Current and preceding year</td>
<td>Currently Received</td>
</tr>
<tr>
<td>Franklin</td>
<td>Adult Periodical</td>
<td>Current and preceding 6 months</td>
<td>Currently Received</td>
</tr>
<tr>
<td>North Regional</td>
<td>Adult Periodical</td>
<td>Current and preceding 6 months</td>
<td>Currently Received</td>
</tr>
<tr>
<td>Northeast</td>
<td>Adult Periodical</td>
<td>Current and preceding year</td>
<td>Currently Received</td>
</tr>
<tr>
<td>Pierre Bottineau</td>
<td>Adult Periodical</td>
<td>Current and preceding 6 months</td>
<td>Currently Received</td>
</tr>
</tbody>
</table>

### Issues

**Show 10 entries**

<table>
<thead>
<tr>
<th>Library</th>
<th>Shelf Location</th>
<th>Issue</th>
<th>Covering Date</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minneapolis Central (3rd floor)</td>
<td>Adult Periodical</td>
<td>Issue 969 (Sept. 9, 2013)</td>
<td>Check</td>
<td></td>
</tr>
<tr>
<td>Minneapolis Central (3rd floor)</td>
<td>Adult Periodical</td>
<td>Issue 1021 (Sept. 8, 2014)</td>
<td>Check</td>
<td></td>
</tr>
<tr>
<td>Northeast</td>
<td>Adult Periodical</td>
<td>Issue 1004 (Sept. 29, 2014)</td>
<td>Check In</td>
<td></td>
</tr>
<tr>
<td>Pierre Bottineau</td>
<td>Adult Periodical</td>
<td>Issue 1024 (Sept. 29, 2014)</td>
<td>Check In</td>
<td></td>
</tr>
<tr>
<td>Sumner</td>
<td>Adult Periodical</td>
<td>Issue 1024 (Sept. 29, 2014)</td>
<td>Check In</td>
<td></td>
</tr>
</tbody>
</table>

**Select an Issue**

- Vol. 62 no. 2 (Feb./Mar. 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?**

- [ ]

**Pick up at**

- Minneapolis Central

**Requesting**

Organic gardening.

0 requests on 151 copies.

You have 41 requests of 50 total requests.

[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**

<table>
<thead>
<tr>
<th>Description</th>
<th>487 p.; 22 cm.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lexile level</td>
<td>700L</td>
</tr>
<tr>
<td>Published</td>
<td>New York: Katherine Tegen Books, 2011 (1st ed.)</td>
</tr>
<tr>
<td>Author</td>
<td>Roth, Veronica</td>
</tr>
</tbody>
</table>

**Books by Veronica Roth:**

1. **Divergent**
   - Roth, Veronica

2. **Insurgent**
   - Roth, Veronica

3. **Allegiant**
   - Roth, Veronica

4. **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

Kings ofッツ
Armstrong, Kelley

Full moon rising
Arthur, Keri

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.
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

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