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Eluna Learns User Experience Session Q & A

You mentioned the ideation groups were highly structured. How did you structure them? Can you give us examples of questions?

The details for the session, including agenda and questions, is available as a Google Doc: Research Plan - Ideation Sessions on Discovery Innovation
https://docs.google.com/document/d/1bKByYpg6bWVtBiW6WzpjEekkMwb-7iZuLfTepLDESgA/edit#heading=h.bs32ofcrmv13

How did you get so many survey responses to your initial survey?

We did outreach in many different ways. We have a participant pool of interested students that we established a few years ago by attending student events and asking for people to sign up; we emailed departments and asked them to post on social media; we asked research librarians to share with their student networks; we included invites in various academic and library email newsletters.

How did you decide which user group would be recruited for which UX research component?

We came up with the research questions with our stakeholders (Associate University Librarian for Technology and Associate University Librarian for Discovery & Access) and then thought about the best method/participants for each research question. We decided to reach as many Harvard affiliates as possible for the survey (quantitative data), conduct individual interviews with faculty and ideation sessions with graduate students (qualitative data) because they are the "power users" of discovery.

Was there any conflicting feedback between faculty and students?

Yes, and there was conflicting feedback just within the faculty user group. We focused on making decisions based on behavioral data whenever possible, rather than opinions. For instance, watching multiple users of different kinds struggle with duplicate records - that was something we knew folks agreed on.

Does Harvard prioritize its UX design of Hollis for one group (faculty, staff, students, etc.) or type (e.g., lower-level undergraduate) of users?

We usually lean towards making the catalog easier for the casual user, because they're more likely to give up and try to find the resource on the open web. Casual users might include faculty or students.

Did you feel that the majority of your participants understood and made use of the full capabilities of the catalog? Having reflected on the data, what follow up questions does your group have for future study?

1. No – only a few, very experienced researchers made use of full capabilities of HOLLIS. Most users are unaware of the capabilities available in the catalog.
2. In the future we want to conduct similar research with how users of special collections & archives search for materials.

Is there anything you would change if you did this process over again?

1. No. People always ask for features that already exist but are difficult to find/use.
2. We want to know more about how archival researchers find and discover collections they're interested in.

Could you repeat how many faculty interviews you conducted?

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We've found most newer (undergrad) users don't understand library-specific terms like "catalog", did you have any similar findings?

We have done surveys with undergraduate students and find they're familiar with the word. I'd recommend finding out how students in your institutions talk about the library and use their language. We've also made good use of subtitles to help inform users because we know there are some folks who are looking for the word "catalog" so you could have "Library Catalog" as the main heading and then "Search for books, articles, and other materials from the library"

I wonder how your results re: users want ALL of the results, could be translated to the "expand my results" and "search in full text" toggles on the user interface. Did you research explore those?

We have not explored those.

How do you handle hiccups-errors that show in Primo that are outside of your hands?

We provide feedback to Ex Libris as much as possible and work with them to resolve.

If users make 2 requests, can they go into one locker?

Camilo Asturias: Yes, if a patron/student already had a delivery placed in the locker, the same compartment can be chosen on the interface screen by the staff member making the delivery.

What is the lead time to get one of these lockers installed on my campus?

Camilo Asturias: Our typical lead time given the site is ready with power and data is anywhere from 4-6 weeks. We have done installations sooner and extended timelines just in case the school needs more time. Luxer One is flexible with installation timelines.

What are the procedures when users don't pick up their items?

Camilo Asturias: We typically have reminder notifications alerting students/staff to be able to pick up their item at the locker. Should it reach past a certain number of days, staff can be alerted that the time to pick up has passed, and the staff can to the locker and replace the items.

Are the lockers themselves powered so that you can store equipment without it getting its battery drained?

Camilo Asturias: At the moment we do not have charging capabilities in locker compartments.

Can these lockers go anywhere on campus, or do they have to be close to the library?

Camilo Asturias: Lockers can be placed anywhere on campus where needed as long as power (110v or 120v) is available.

Can you talk about accessibility features?

Camilo Asturias: Lockers are ADA compliant, where users on the back end can be marked as an ADA user, this will allow staff making deliveries to a locker only have access to a compartment within the ADA preferred zone for that user to pick up in.

At an additional cost, you may add-on to your system an 'assistive controller'. With a braille indicator below the main screen.This is placed right under the main unit screen, this allows the visually impaired to be able to use the locker system by plugging in 3.5MM headphones, hear audible directions on how to access their delivery, and toggle a directional pad to access their item whilst listening to direction.

What happens if all the lockers are full?

Camilo Asturias: We have reminder notifications that may sent by Luxer One reminding the user to pick up their item. These reminders can be set by whichever cadence the client prefers (ex: every 12, 24 or 48 hours)
Once the time limit has reached, usually 5 or 7 days, the system can automatically send back the item to the staff. Staff may go to the locker to collect said items and then take the item off hold within the alma software.
Should the locker be full, you may designate another area for a pickup location such as the front counter. You may deliver the book as regular but will be able to select the reserves desk as an option.