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I-Share OPAC Team Minutes for October 13, 2009

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I-Share OPAC Team Minutes

October 13, 2009

Present: Lisa Wallis, Jana Brubaker, Amanda Pippitt, Kathy Chang, Paula Dempsey, Paige Weston, CARLI, Greg Morrison, Lisa Gonzalez, Peggy Steele, Keith Eiten, Edith List (Minutes)

CARLI Update

- WebVoyage/ TomCat – There is no new news at this point. ExLibris staff are working on the issue; we have their attention.
- We are investigating several minor changes to VuFind. Peggy Steele pointed out Holdings Notes that don't display in VuFind but do in WebVoyage. It isn't a simple matter, but holding data should be displayed.
- CARLI is experimenting with software for load balancing. So far, it has been handled by hardware. Software would be cheaper and easier to maintain, but it needs to be tested first.
- Have had several reports of Syndetics data being slow to load. Bowker is working on it.
- Greg asked about load balancing. Keith asked about other non-I-Share libraries that have the WebVoyage 7 issues. I-Share is bigger than anyone else out there. We are in a class of our own. Others are having similar issues, but they aren't crippling for them.

*IUG News (Keith)

IUG last met September 18th. I have a detailed report. We have talked with other groups. One or two other groups would call in. Nothing major to report. Is the current arrangement, monthly call-in meetings, ok? Yes. They are working on a copyright forum in spring with a speaker from Louisville. It is very exciting and will probably be in Champaign. Also, there is increased discussion on a reports task force on collection and use statistics. There are other issues coming up.

*HKEY Index issue

Paige brought this up in a September 25th email. It involved searching MFHD holdings. What do you want to name it? Should it be implemented?

- Coming from the cataloging perspective - You could be searching bib or holdings keyword.
- How would a librarian use this search? One person suggested that they used it in the cataloging module looking for all records that have a note in the holdings. For example, if I'm looking for a donor note. Sometimes we have non-public notes, all the holding records that "discard last issue when latest available."
- The question is what information in the public notes would be helpful to users.
- Is this something that is just for librarians?
- Paige – It could allow a classification search on the MFHD data, not just bib data as currently offered on the advanced search page.
- Is this only on all fields on the MFHD? HKEY is all MFHD fields; could define narrower holdings keyword searches.
- Paige – HKEY on all MFHD fields. GKEY ("any words") is only bib data. HKEY would not add to the "any words" search.

- It is possible to do in the cataloging module.
- Doesn't seem like anyone but librarians would need it.
- What about donor notes?
- Some put the donor note in the 590 field of the bib, so they're searchable with "any words" search.

Decision - The group decided that HKEY isn't needed in the OPAC.

*VuFind Display (Lisa Gonzalez will lead discussion of this issue based on her email of 9/22)

What should display in VuFind with views and tabs?

There are several tabs on several different items, description tab and staff view. In WebVoyage 7, there are Brief, Full and Staff views. From the July 7th posting – Brief View Modified. Could we take the work on Brief View in WV7 and apply to VuFind Description tab? Information at top is sufficient.

Discussion

- Description – more about this title proposal
- VuFind doesn't highlight what search term was
- Suggestions for Holding Tab rename - Get this item/ Find it!/Where is it!/Location-Call Number
- UIUC Users felt the Staff View didn't merit being a tab.
- Consistent message was the staff view was meaningless to users.
- Do we really need comments?
- One of the goals of VuFind was to make OPAC more interactive.
- People, however, were not leaving comments.
- Comments are user-added and Reviews are Syndetics data.
- How many look at the MARC record? Some find that the Staff View needed because of lack of data on other tabs.
- Could it be a tab that would disappear or be an arrow to load?
- For Paige - Get rid of Staff View Tab or put a link to Staff View.

Decision – Rename Holdings to Location, Rename Description to More Details

Decision - Increasing the information in the Description to tomcat Brief View without replicating what is on the top of the page or in a tab.

Addition - Doesn't hurt to repeat data in tabs from above.

More Discussion -

- VuFind display – hyperlinked subject links. The hyperlinks are a keyword subject search.
- Table of Contents – Doesn't display correctly. (Edith will send Paige an example.) Keith mentioned that enhanced table of contents doesn't display properly. (Wheaton bib 3580157) Maybe a known issue with VuFind.
- Issue on Get It Online and when it displays

Request - VuFind "Top" display –a list of the MARC fields

*Email to Usability Testing Volunteer Group

Paula thought it made sense. One suggestion – 3rd Paragraph, before the OPAC team moves ahead...moves ahead with usability testing. Overall fine, some small words missing. 2nd paragraph, last sentence long. Make into two sentences. Overall tone great.

Amanda will do more edits and send out to team.

*Create new resources page/background reading list for new Usability Testing volunteer group? (Background Reading from former ILC SO WebVoyage Usability Testing Task Force (WVUSTF) is out of date)

- The links don't work. Maybe a team could come up with something. This would be helpful. Links and a short bibliography would help.
- It isn't posted on the website anymore. Sent out in an email from 9/24 from Paige. Still Useful Links attachment.
- If we want to have a webinar on this, we need to keep in mind people who would be helpful. UIUC has some people who are experienced.

Decision - Lisa W and Jan will work on updating the page.

*Usability Testing questions based on #2 & #4 from:

Possible Questions –

- Wording and search options are the focus.
- Greg – Issue on subject headings – We default in the quick search in WV to subjects
- Questions would be: is "a subject or subject keyword" search appropriate – looking at logs might be helpful.
- The idea is that there is a report at the end of the testing.
- Up to the testers on how they will do the test
- The OPAC team charge is to determine the test.
- Amanda – Up to the volunteers to determine the type of testing – watching/comment, search logs or ...
- We need to be specific on what we want to know –
- Which is the better label – need to provide options for testing (A or B better)
- What is more successful for patrons? What is success? What do we want to offer users, what makes it successful? How do you measure if it is a change for better?
- Edith - Suggestion asking question on use – "How would you find the video of Diary of Anne Frank?"
- Subject keyword or subject phrase: which would better for the user – Increased precision or increased recall.
- Question on the availability of people who will do testing with actual users.
- Lisa Gonzalez- how hard is it to move from local catalog to all I-Share libraries in Vufind?
- Peggy – Is it specific questions for either VuFind or WebVoyage?
- Paige – Will use the data to improve future catalogs, not just what we have currently.
- Amanda - Are patrons more likely to use filters in WebVoyage or VuFind?
- Are patrons qualifying their search before or after their search?

- Are undergraduate users more comfortable qualifying a search at the outset or after the search? (WebVoyage or VuFind)
- Lisa Wallace – Rush to get textbooks that often have a common title – Why don't students use more advanced search with both title and author. Are they able to use advanced search?
- Should the initial presentation be a simple search or advanced search? How many boxes are too many?
- Greg – look at Wheaton's default - <http://library.wheaton.edu/>
- Do patrons prefer a title?
- What should the call number search be called?
- What does prolific author/composer mean to users? What else could that be called?
- Are patrons more satisfied with a default Boolean OR or AND?
- Which type of search should be the default? GKEY or something else?
- Students don't know what "any word anywhere" means. What else can we call it?

Decision - Amanda will distribute the questions so far.

*Future of ILS –

- This is an important discussion to have. The model has been CARLI making the change or vendor making the change. When we move into more open source, it doesn't have to be the case. The library could perhaps make its own changes.
- Turning the libraries into a development team. It would be great to open up the development to those with capable staff. Development could then be coordinated through CARLI. Would this be another team? What would be the assigned roles? What is needed would be decided by a group and then the programmer would work with CARLI on implementation.
- This is a longer conversation than just one phone call. This might be a discussion point for an in-person meeting.
- If we start doing more development topics, we should try to leverage what we already have.
- An example is that there was a developer at one I-Share library who implemented the text-me-this-call-number feature in their catalog. CARLI was then able to make it available to everyone in I-Share in less time.
- How many libraries could contribute code? How can we make it clear that we want to have contributors? What needs to change to change the perception that if CARLI (or the vendor) doesn't do it, it can't be done?
- How many people have the ability and the time? It seems that there aren't many available.
- Process that formally evaluates the projects for programmers?