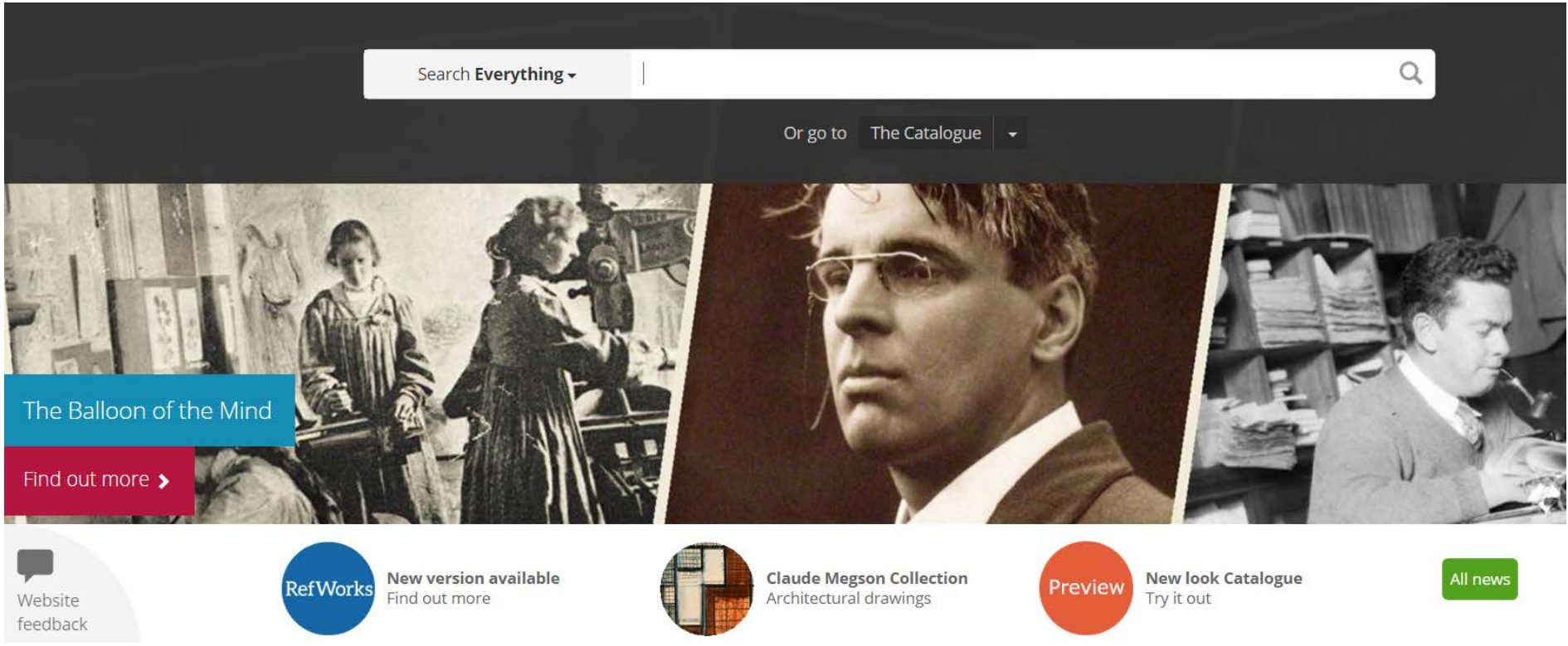
THE UNIVERSITY OF AUCKLAND NEW ZEALAND

Libraries and Learning Services
Te Tumu Herenga

Help Study Research Teach About Contacts

UOA Discovery Zone



https://www.library.auckland.ac.nz/?FROM_REF=bn-bc

Home | Library Search | Databases | Services | About Us | Contact Us

My Library Account | Ask a Librarian

THE UNIVERSITY OF AUCKLAND LIBRARY

Quick links

University home » Library

My Library Account | Ask a Librarian

The Catalogue | Articles & more | Readings | Exams

Library Search

Search

Find

- Library Search
- Databases
- E-Journals
- Course Pages
- Subject Guides
- Voyager

Help

- Library Workshops
- Tutorials & Guides
- Subject Librarians
- Ask a Librarian

For

- Study
- Research
- Teaching
- Flexible & Off Campus

From the Collections

Anthropology Photographic Archive »

News

All News »

New Books | Blogs | RSS

New to The University of Auckland?
28 February 2011

Come to our Library workshops... »

New Library Home Page Live
18 February 2011

This new design reflects feedback about the services we understand to be most important to our users... »

Search The Catalogue for local content
9 February 2011

As a result of user feedback Library Search now includes an option for limiting your search to find local resources in the Library only.

"I used the Library Mobile app to recall my books"

From the Blogs

- Japan Earthquake Resources
  Monday, March 14, 2011 | Science Information Services
- Inventing New Technologies and Markets
  Monday, March 14, 2011 | Engineering Library

Request

- Interlibrary Loan
- Recommend a Book

Contact

- Library Staff
- Suggestion Box

About

- Hours
- Lending
- Collections
- Libraries & Services
- Information Commons

Some fundamentals to address

1. ExLibris searching or build standalone ?
   – Do we have Resources to do it ?
2. What does what ?
   - DZN single quick search
   - Source Providers for advanced searching
3. Determine a technology framework: Modular, scalable and compatible
4. Design a UI framework. Public input comes later.
5. Design a culture of iterative design and constant testing

Meta data specialist

Applications support

Content writer

Designer

Project manager

Coder

Usability tester

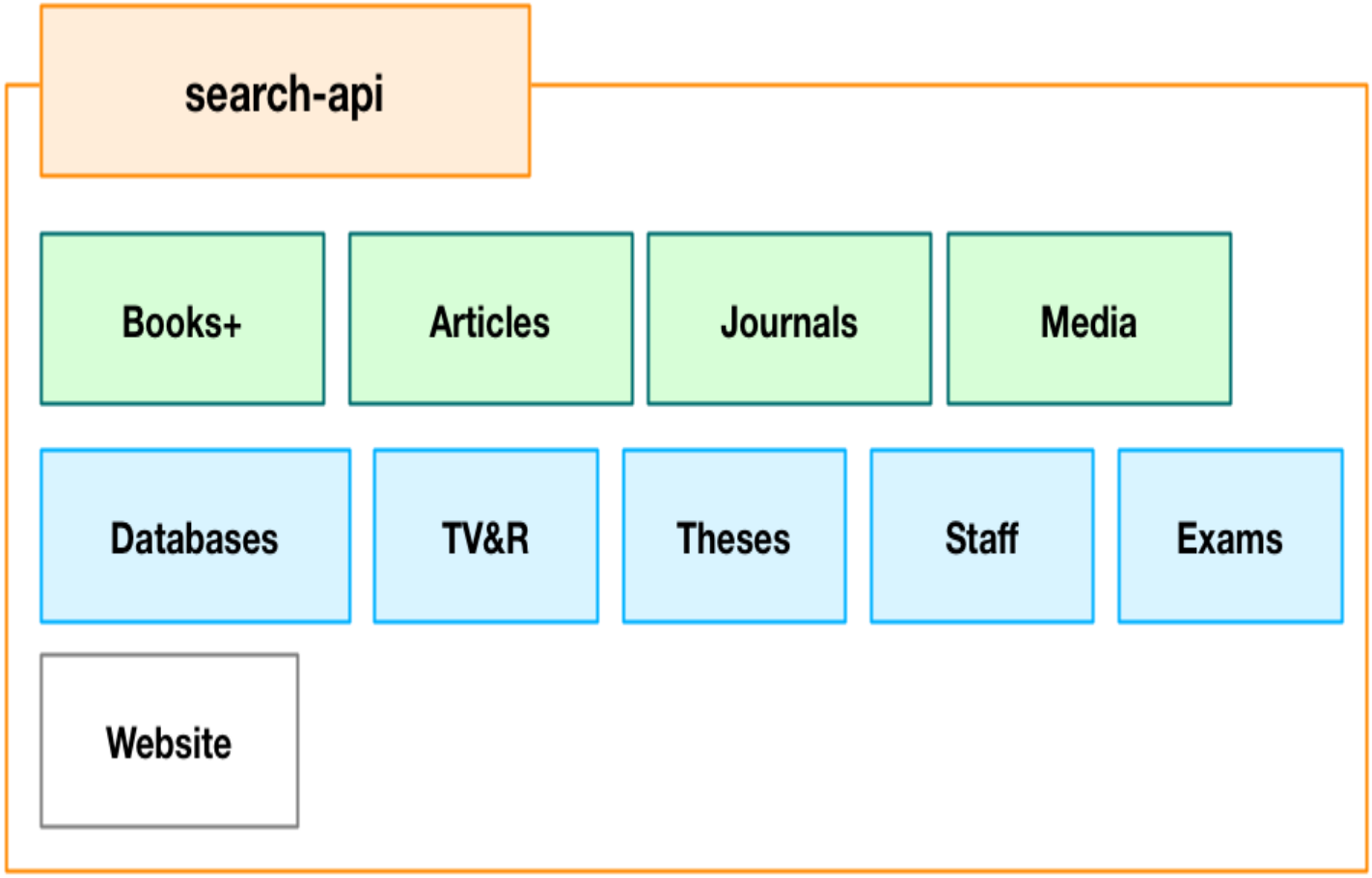
Functional tester

Web development - in house, sustainable, collaborative, capability development

The changing face of librarianship

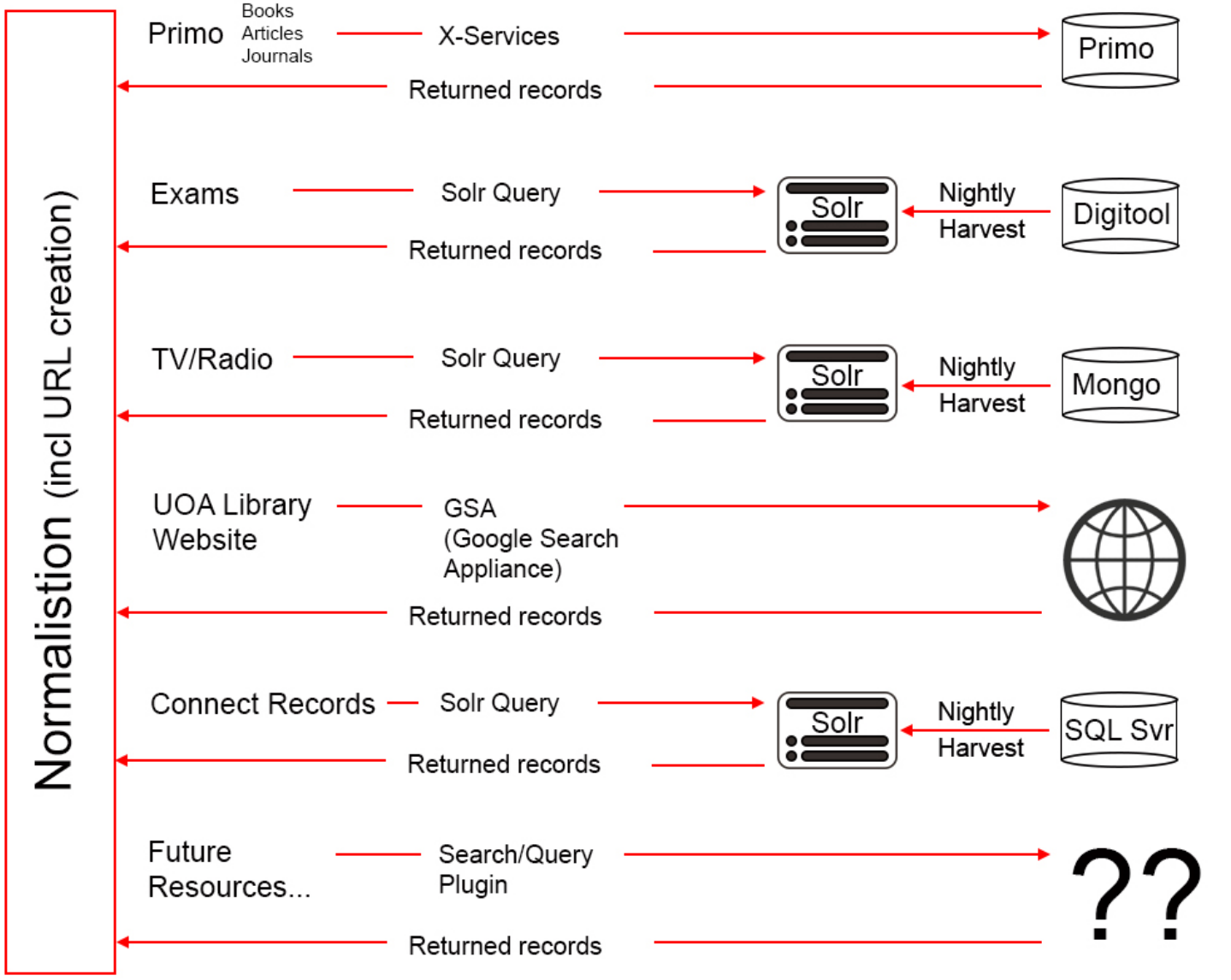
The Secret Sauce

We use an API, just not That API

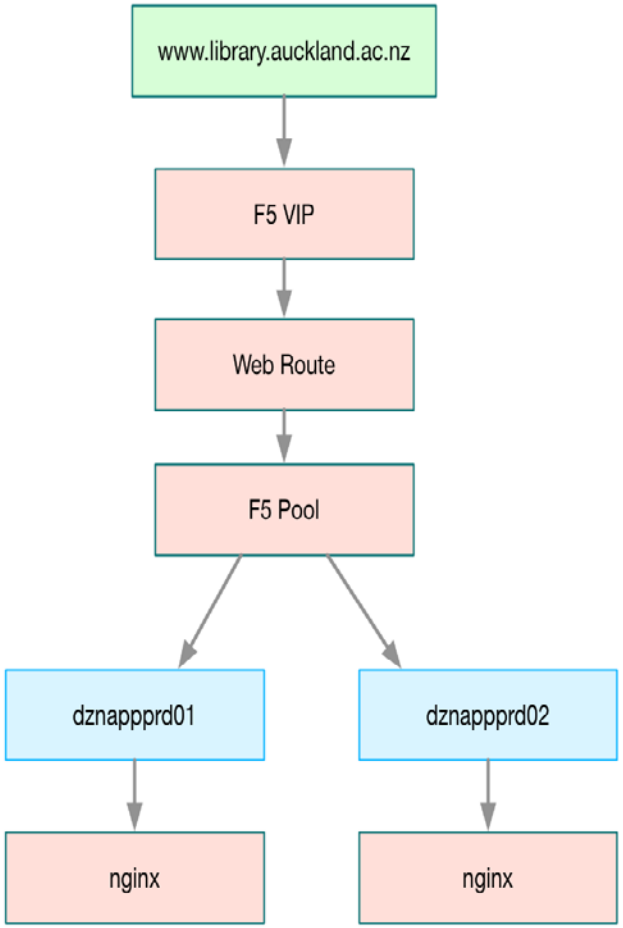


search service prov

UOA API

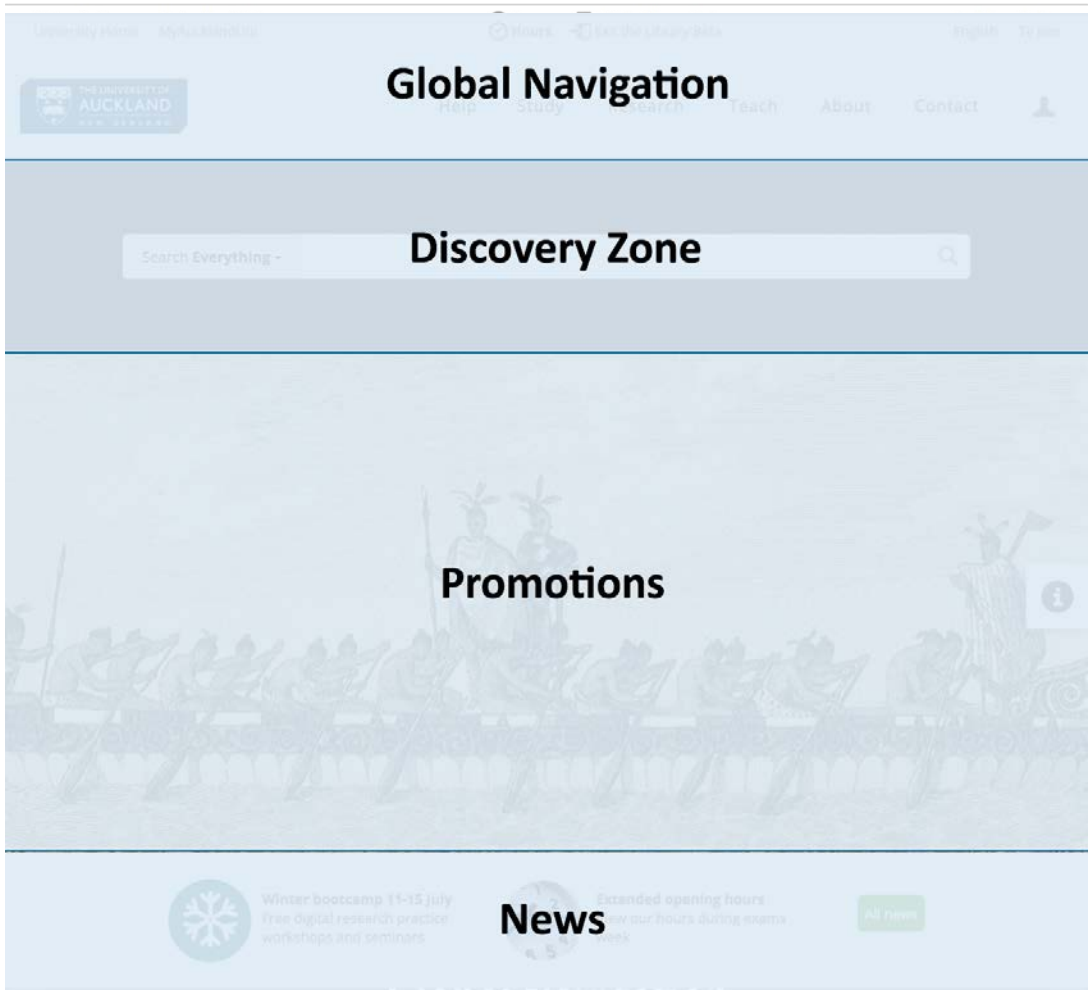

Normalistion (incl URL creation)
Primo
Books
Articles
Journals
X-Services
Returned records
Primo
Exams
Solr Query
Returned records
Solr
Nightly
Harvest
Digitool
TV/Radio
Solr Query
Returned records
Solr
Nightly
Harvest
Mongo
UOA Library
Website
GSA
(Google Search
Appliance)
Returned records
Connect Records
Solr Query
Returned records
Solr
Nightly
Harvest
SQL Svr
Future
Resources...
Search/Query
Plugin
Returned records
??

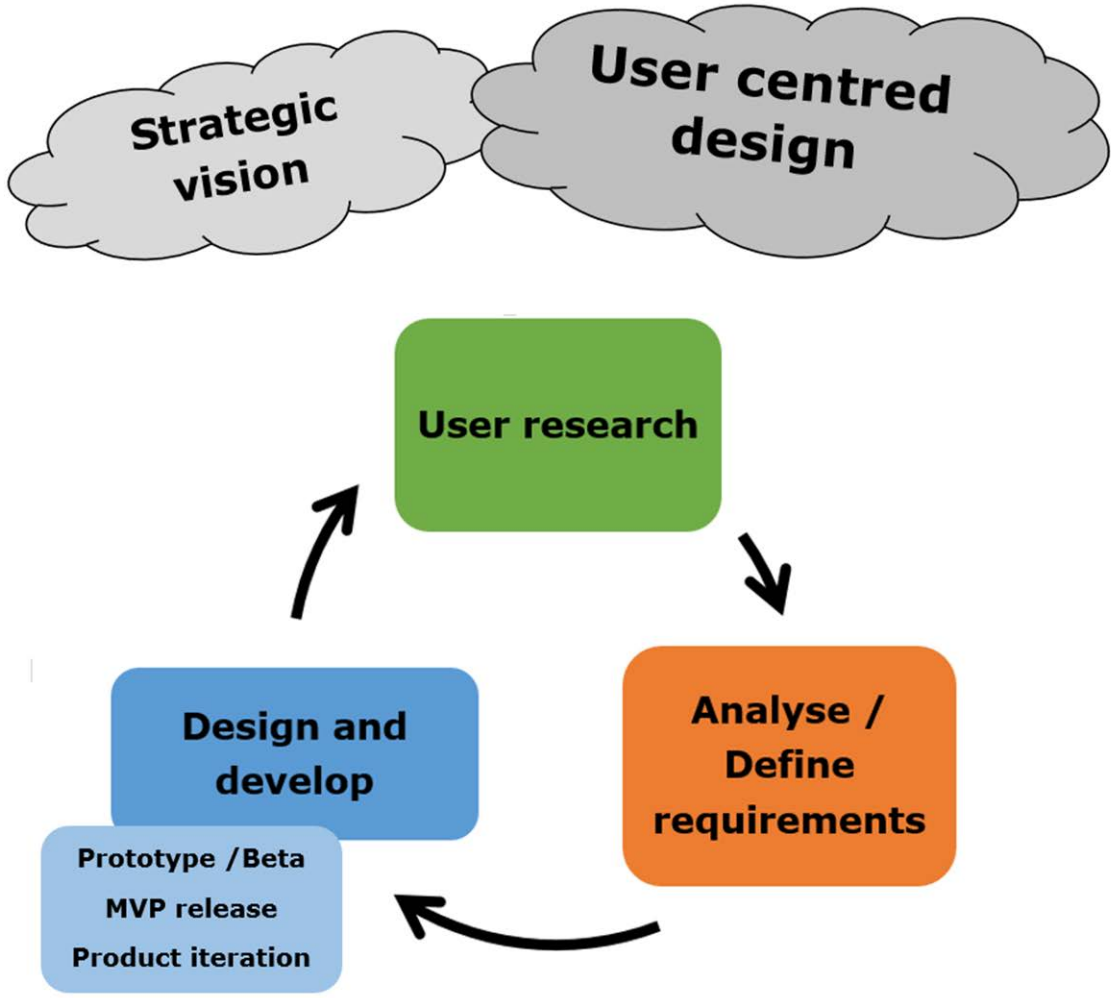
server configuration



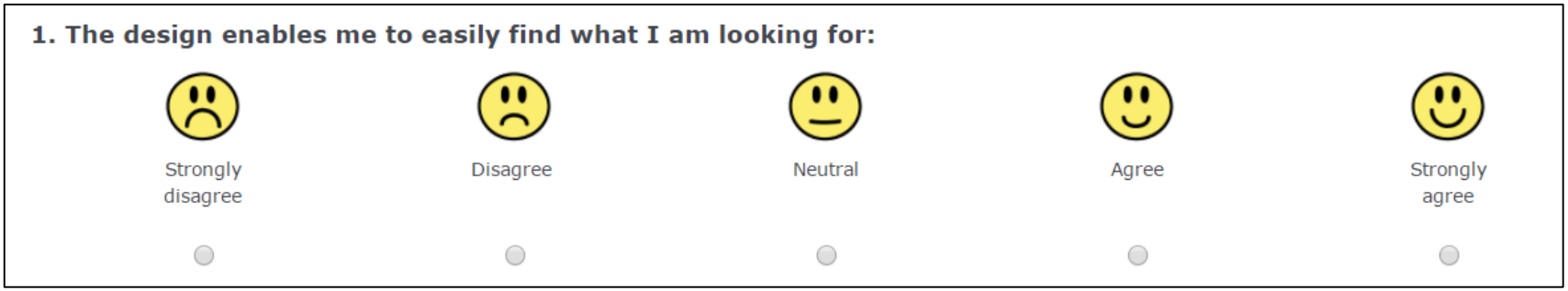
design

https://static.pexels.com/photos/70183/pexels-photo-70183.jpeg


Global Navigation
Discovery Zone
Promotions
News


Strategic vision
User centred design
User research
Analyse / Define requirements
Design and develop
Prototype /Beta
MVP release
Product iteration

Online feedback



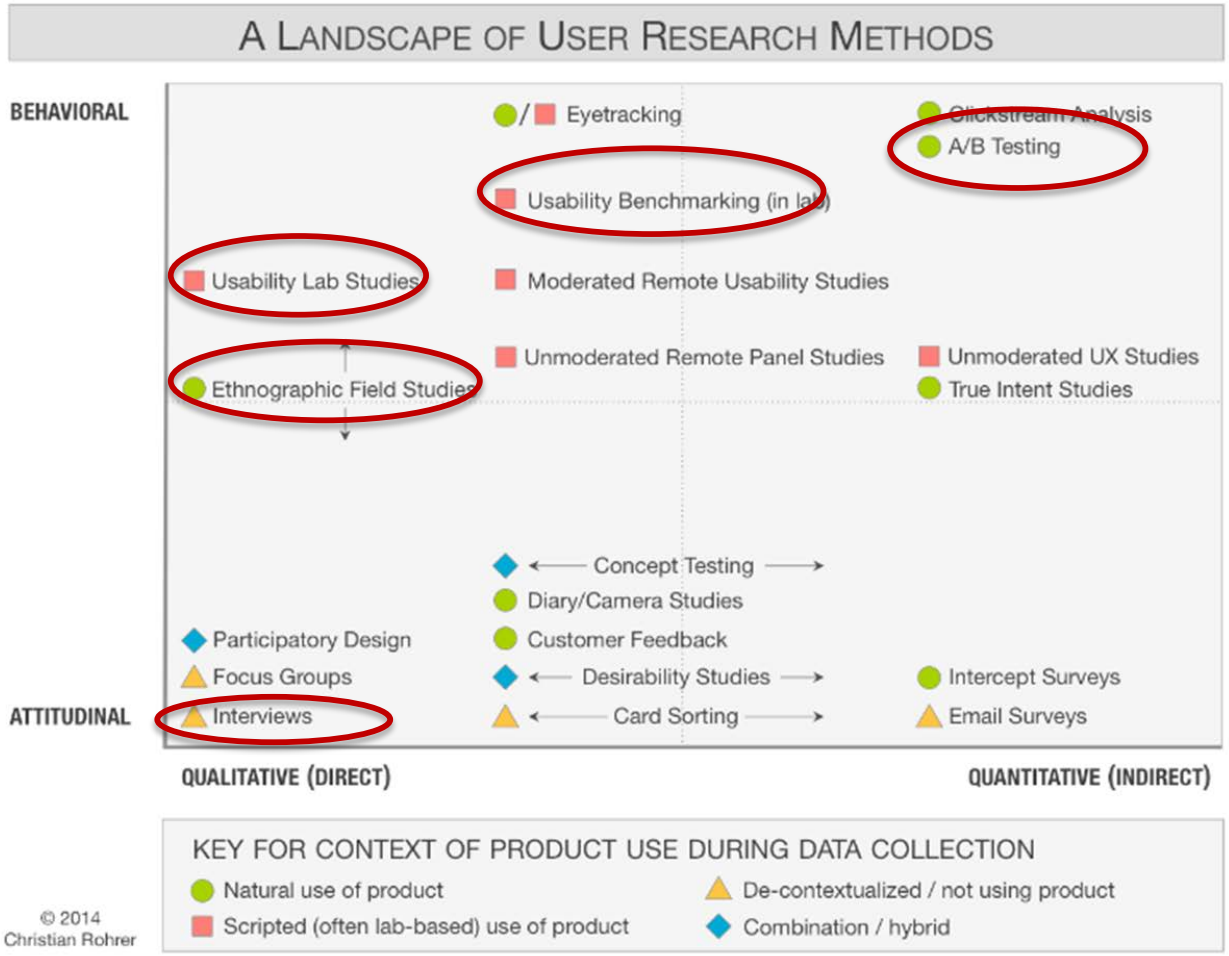
Our first feedback …

“I can’t find the e-journals/database list!” Doctoral student

“Make this navigable instead of searchable” External user

“Dear Librarians, Can I ask why do you keep changing your website? I can no longer easily find access to databases and will probably need to physically go to the library to be shown how”.
Academic staff member

User research – our Customer obsession*



Theory – Rohrer's quadrant

Reference Roher, C. (2014). When to use which user-experience research methods. Retrieved from https://www.nngroup.com/articles/which-ux-research-methods/

**Gerry McGovern*

Pop up usability testing

Reaches across audiences

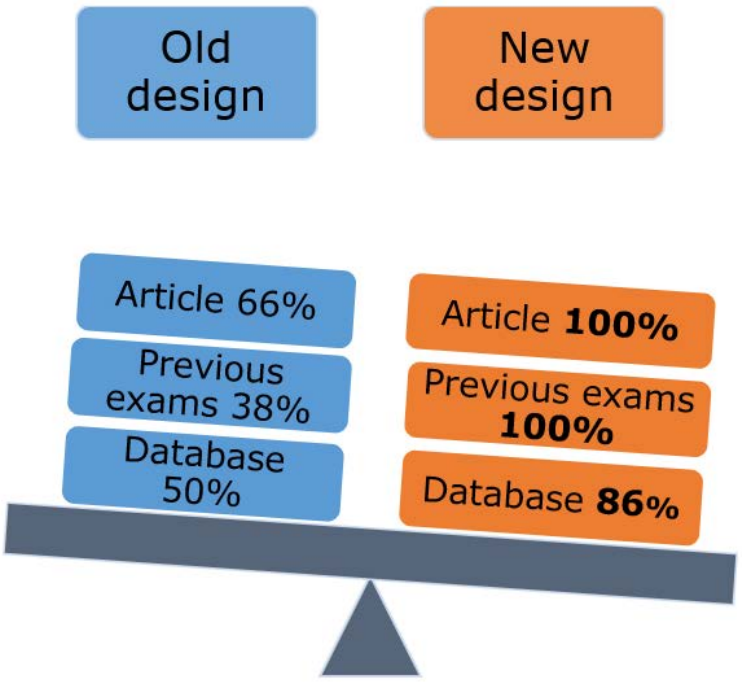
Playful

Low commitment threshold

Same day findings to designer

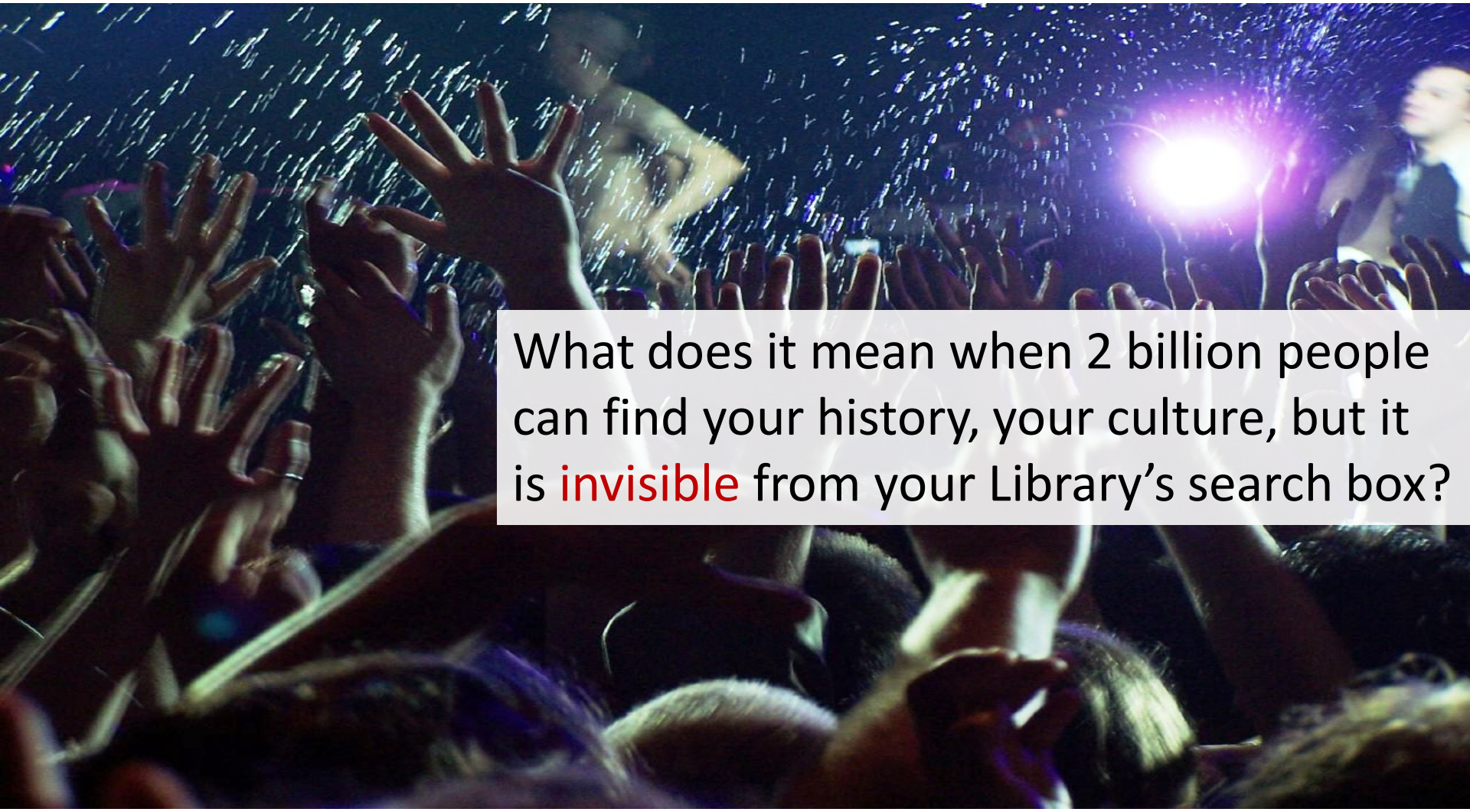
What users **do**
Behavioural
Scripted

Early findings



- **Promotions** gaining greater engagement.
- **Specific items, exams, service content** easily found.
- New pathways to access **databases.**
- Unclear **scopes** – Search Everything and Study/Research.
- **Design elements** may not be seen – drop down menus, More product directory, boosted searches.
- Closer **scrutiny** of activity and behaviours on the site … and **meta data** clean up.

where to next?


What does it mean when 2 billion people can find your history, your culture, but it is invisible from your Library's search box?

make it personal

Risks and rewards

- Risk: Maintainability. Can we support an expanding and more complex system
- Reward: Customized product offering
- Risk: Can we keep up with changing technology ?
- Reward: Quick adoption time
- Reward: Added Redundancy. If website down then individual sources are still up.