# Countdown to launch: 10 things for the new Primo UI

We launched the new Primo UI at Bond University on the 3rd of May.

Bond University Library is a Primo Total Care customer, which means we:
- Only have Primo BO access to customisation package manager, reports and analytics

- Submit cases to make any configuration change in the Primo BO that we can't access

- Have no Primo Sandbox - every configuration change is made on our production environment

10. Roadmap and decisions
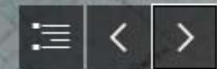
10. Roadmap and decisions

The Primo Roadmap determined our Go Live date. Some important features were not available in the new UI until the May release:
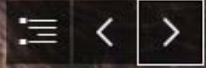
- A-Z Journals

- Browse

- Citation Linker

We developed a checklist to ensure all necessary configuration changes and design updates were on our radar. The checklist included:

- Who was responsible for each task

- When tasks were to be completed

- How changes were to be made

# 9. Zero search result analysis

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Primo Analytics on Zero Result Searches assisted with identifying configuration changes to implement in the new UI.

- Research findings:
  - Scopes and tabs needed culling
  - Zero result suggestions list needed updating and made available on the A-Z Journals list
  - Provide assistance to users at time of need

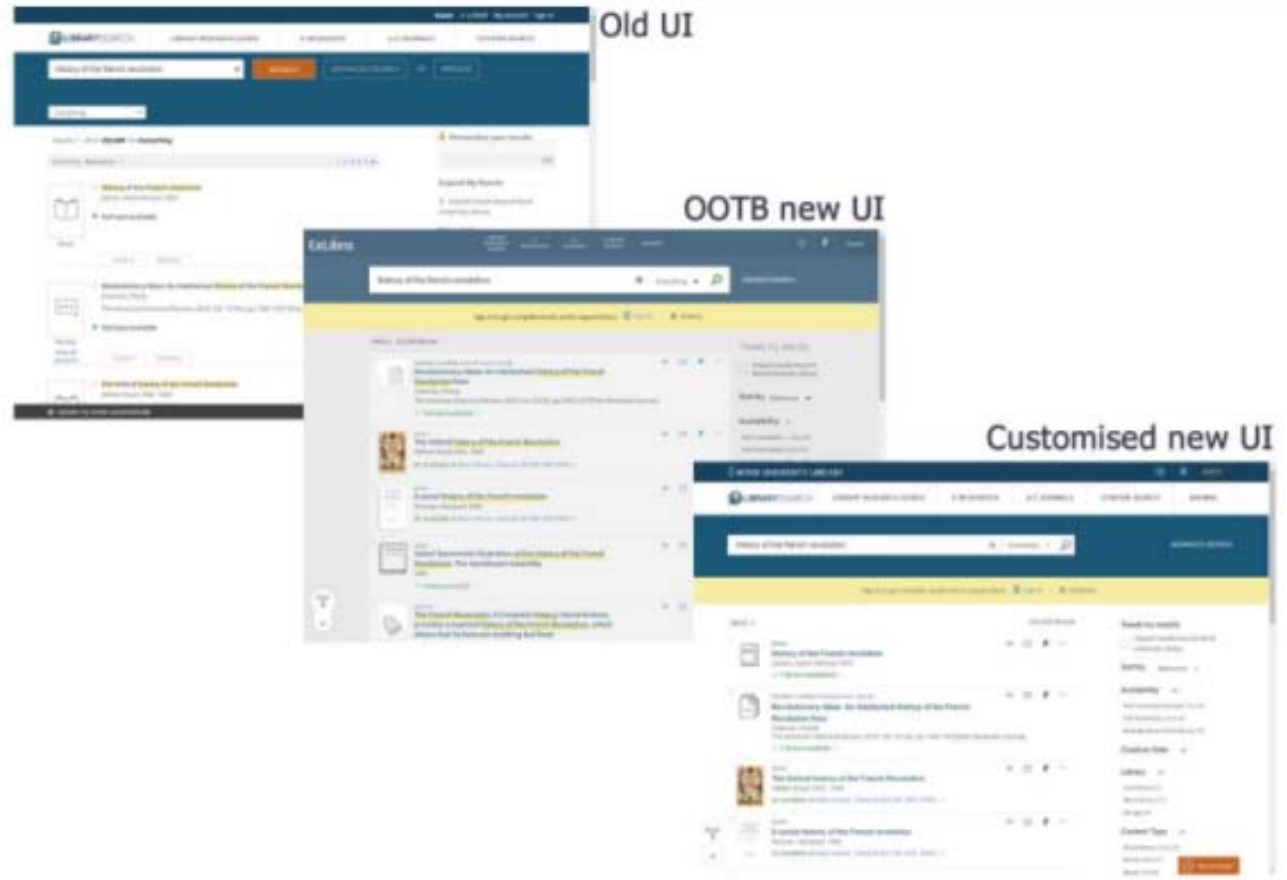## Old UI tabs and scopes
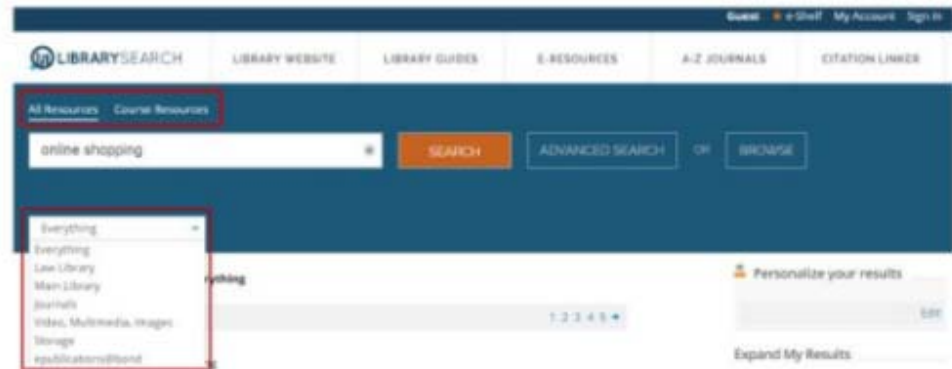
New UI scopes

8. Design

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Key design requirements:

- Keep changes to a minimum
- Focus on colours and logos
- Update resource icons

Primo Development Environment (GitHub) was an asset.

Old UI

OOTB new UI

Customised new UI

7. Focus group

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Focus group consisted of 7 students from a variety of disciplines with a range of library experience and use.

We covered a range of topics, mostly focusing on:

- Terminology and labelling

- Ordering preferences

Good feedback on labels. Additional results included:

- Students expected a heart or star icon to add items to favourites

- We removed EasyBib from the Send to actions - Bond has no subscription

- We reduced pre-filter options in Advanced Search

6. Labels & terms

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- Students thought "Tweak my results" was speaking their language
- Key terminology recommendations:
  - Citation Linker to **Citation Search**
  - Save query to **Save search**
  - Citations to **Citation Explorer** ('cited by this' and 'citing this' in the full record display)
  - New records to **New to the Library** (in the facets) - yet to be implemented

5. Re-ordering sections & facets

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Full record view should focus on availability of item.

Discussion on Primo list assisted with the 'how to'.

BOOK
Interpreting crime statistics
Monica A. Walker 1927- 1995

Available at Main Library General (HV6946 .I57 1995)

TOP

GET IT

SEND TO

MORE LIKE THIS

DETAILS

LINKS

Get It

REQUEST OPTIONS:

Main Library General HV6946 .I57 1995
Hide Details

(1 copy, 1 available, 0 requests)

1 - 1 of 1 Records

BARCODE	TYPE	LOAN STATUS	DESCRIPTION	AVAILABILITY
1302745X	Book	28 Days Loan		Item in place

Send to

ENDNOTE DESKTOP (RIS)	REFWORKS	ENDNOTE WEB	CITATION	PERMALINK	PRINT	E-MAIL

More like this

Histories of crime : Britain 1600-2000 2010	Explaining criminal careers : implications for justice ...	Interpreting crime statistics 1995	A tangled web : why you can't believe crime statistics 2014	Crime and society in Britain 2011	Crime reduction and community safety : Labour and ...

5. Re-ordering sections & facets

Facets were re-ordered according to student feedback.

Top 3 facets were:

1. Availability
2. Creation date
3. Library

Bottom 3 facets were:

1. Journal title
2. New records
3. Language

Tweak my results

☐ Expand results beyond Bond University Library

Sort by Relevance ▼

Availability ∧

Peer-reviewed Journals (*334,513*)

Full Text Online (*485,512*)

Available Now in the Library (*192*)

Creation Date ∧

From   To
500   2017   Refine

Library ∧

Law Library (*4*)

Main Library (*192*)

4. Bells & Whistles
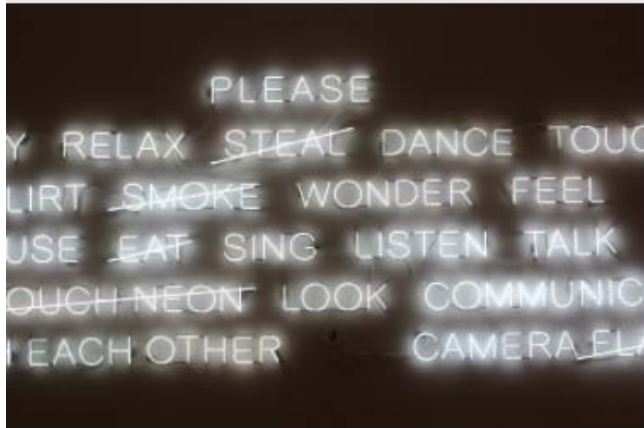
4. Bells & Whistles

- No access to this area of back office as a Total Care customer
- Students were quite enthusiastic to help avoid mistyping and spelling mistakes

Libchat

- Not previously available in Library Search
- Still have some work ahead to improve how it operates on mobile device screens

Citation Trails

- In the new UI this feature is more prominent and has improved functionality - as you follow the trail the navigation path through citations is clearer

Virtual Browse

Connecting the print and digital collections - a more wholistic view for customers

- Hidden in the old UI - at time of initial migration there was no time to resolve display issues for Go Live.

- Troubleshooting in the new UI could be done prior to launch without interfering with user experience

  - Excluding games and dvds to remove interfiling with a different classification scheme

  - Including ebooks - often had no LC classification in record; making their online status clear to users

BOOK

Autodesk Revit Architecture 2013 Essentials

James. Vandezande Eddy Krygiel; Phil Read 2012

🔗 Online access

View It

Sign-in for more options ⇥ Sign in

Full text source: **Ebook Central Academic Complete International Edition (Ebrary)** ☐

Send to

| ENDNOTE DESKTOP (RIS) | REFWORKS | ENDNOTE WEB | CITATION | PERMALINK | PRINT | E-MAIL |

Mastering Autodesk Revit Architecture 2014 Autodesk Official Press
James. Vandezande; 2013
NA2728(Ebook)

More like this
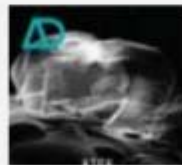
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3. Communication

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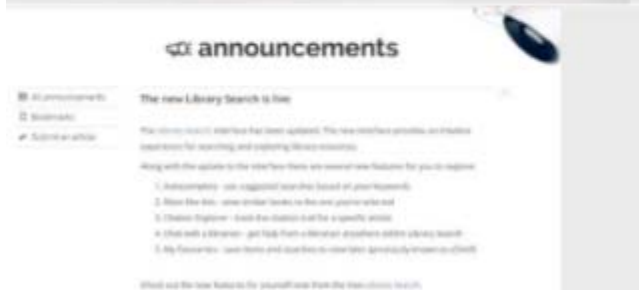
IT Services

- a very long lead time to ensure availability of resources
- fortnightly meetings to discuss, plan and monitor design changes and progress

Ex Libris

- Phone calls
  - URD team - discussed timing and reasons for moving to May rather than February
  - Australian team - on a different matter, but used this conversation to reconfirm the best method for managing the change over

3. Communication

Library Staff

- Added to agenda of various teams' meetings in the lead up to launch
- Emailed announcements and information when they needed to take action eg. testing
- Emailed reporting of issues found in testing

Customers (students and staff)

- Bond University Student Association (BUSA) - briefed in our annual meeting with the Committee members in January
- BUSA recruited the focus group participants
- Announcement in the Student portal and website news article following Go Live promoting the new features

2. Testing the new UI

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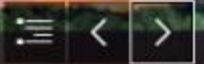
Testing was conducted pre and post go live.

Three staff groups were key testers:

1. Customer Services team

2. Library Academic Services team

3. Information Resources team

Positive experience. They had a responsibility to get to know the new UI.

1. Go Live

1. Go Live

- Timing - semester break
  - minimise impact on students and academic staff
  - allow time for academic services librarians to participate in testing and to prepare new materials for orientation week
- Delayed!
- Analysing what went wrong
  - Bond and Ex Libris views of a critical trigger were different
  - Difficulties of managing a series of interdependent tasks via cases
  - Public Holiday
  - Outcome: mini-project recommendation for TC customers using a checklist -- **http://bit.ly/BondChecklistANZREG**
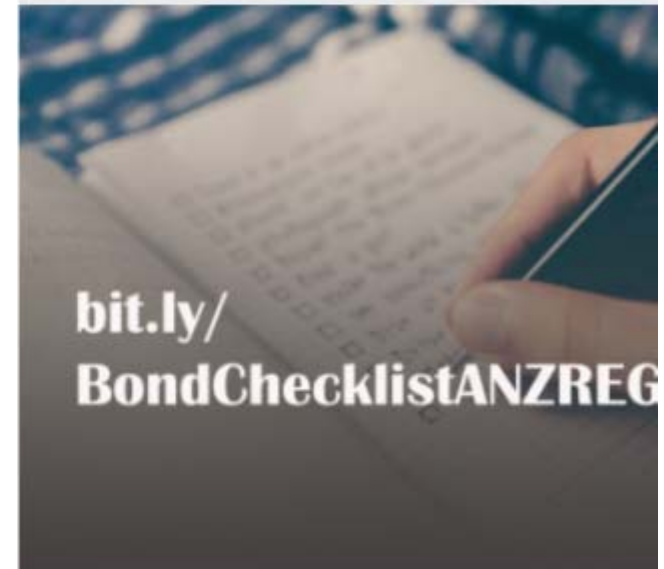
bit.ly/ BondChecklistANZREG

What next?

What next?

- Improving the login experience
- bX Recommender trial
- Mobile usability testing

Thanks for listening

Jessie Donaghey & Peta Hopkins

Digital Library Services, Bond University

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