

Notes from Discovery Open Forum 2018-11-14

Ux Idea	Feedback	Additional notes and comments	Possible action items
External search links	Have you done usability studies to see if users like to use them? We use a version of this at Fresno State and usability testing has shown users don't use them, but that could just be our local implementation Need to test on mobile devices		Create analytics report for external links
Display all locations for item in brief search results display	Yes, please! This is only for local locations (not CSU+) The multiple locations display in the results would make alot of people happy here at Fresno State		
Add chat widget	Inserting chat dramatically increased number of chat sessions Some use proactive chat (widget pops-up after several minutes) Some open chat widget in separate window - helps with when users navigate away from Primo - promotes appropriate (?) use and helps address huge jump in chat requests	Gabriel will present on CSULB experience at CARLDIG (we want to see your presentation!)	Request analytics data from campuses that have deployed chat
Add tooltips for selected facets	Tool tips seems really helpful Will tooltips create any accessibility issue?		Accessibility assessment for Primo
Display scopes dropdown on Primo home page	Cool fix Never noticed it before (that scopes don't display) Few users ever land on the Primo home page itself		Create analytics report for 'new search' button and home page views
Make it possible to place scopes dropdown on the left	We have EBSCO articles as secondary scope, but no users know about it Secondary scopes didn't fare well in the initial usability testing Discovery did before go-live Emulate how Primo handles secondary dropdowns in Advanced Search? Even librarians need to be reminded from time to time about the secondary scope		Find another method of display those scopes? Create analytics report for secondary scopes
Make secondary menu available	What was rationale for 'secondary menu' (below the search bar)?		
Move 'send to'/share buttons to different location	Moving the sendto makes it easier to find Maybe the share buttons could be offset in some way to make them stand out just a little more (i.e. with color) Like the tools on the top. I'm wondering if it would be possible to put them on the left hand side to replace the links there (vertically stacked)		
Question came up about anchor links on the left (View It, Get It, Details, etc) and whether users use/see them	I'm guessing they don't see them Washington State University Primo Usability Testing - https://ejournals.bc.edu/ojs/index.php/ital/article/viewFile/10191/pdf - quote: "There was confusion as to the function of the headings on the Full Display page. These are anchor tags, but patrons clicked on them as if they were functional links. No patrons used the headings successfully"		

Add option for 'Need Help Finding...' at bottom of search results	<p>I like the look of this, but wonder if it would cause users to overlook the 'load more results' that is pretty slick. is it a PBO html 'card'?</p> <p>I think it would (cause users to overlook the 'load more results'). I would love to see analytics on it</p> <p>I think the load more results button would need to be changed - make it more 'button-y'</p> <p>Agreed (with above)</p> <p>It might be cool to move the newspaper 'result' up in the resultset a bit, similar to how Google has an inline set of 'news' or 'twitter' results. That would at least un-clutter the bottom of the results page</p> <p>it's like you are chasing it (the newspaper snippet at the bottom of the search results)</p>		