

Hydra UX/IG Call

Sept 27, 2016

Hangout: https://hangouts.google.com/hangouts/_/f7tjhxmqspzvijw77ezzjg2f3ia

Wiki: <https://wiki.duraspace.org/display/hydra/Hydra+User+Experience+Interest+Group>

Attendees:

Sonya Betz, University of Alberta
Mike Giarlo, Stanford University
Ben Howell, University of Michigan
Anna Headley, Chemical Heritage Foundation
David McCallum, University of Oregon (Oregon Digital)
Mike Eaton, Oregon State University (Oregon Digital)
Nik Dragovic, Emory University
Jennifer Lindner, Independent Contractor
Jenn Colt, Cornell University Library

Discussion Items:

Questions / Discussion with Mike Giarlo

History of Sufia UI Working Group

- so much of code written by people who might have a gap in UI UX savvy.
- needed deeper bench for large and growing community of Hydra / Sufia - need more UIUX people involved to make software better.
- led to Sufia UI Working group - M Tribone
- UI / UX by committee can be difficult

1. Feedback on UX Advisors for Sufia: how well is this working and might there be potential for UX advisors for other Hydra projects?

- discrete sprints for design work? Breaking out pieces of interface?
- collaborate on “vanilla interface” - use shared script for testing
- possibility for a design style guide - way to make it easier and faster to work on UI. Need the right person / group of people with time and interest to work on this. Are there projects in the Hydra space or outside of it to start with? Mike G can link into tickets.
- How can UX UI concerns be brought up and addressed effectively
- B Howell can share usability testing from UMichigan on deposit**
- UX people could use access to a vanilla / demo instance for people to use for testing - **Mike Giarlo to investigate possibility of opening HyBox demo instance up.**

-How could this work with other hydra projects? Avalon not governed by Hydra, so not entirely clear how this might work, and how they might want input. **S Betz talk to Debs Cane about this.**

-Talk to some Princeton people about Curation Concerns (Jon Stroop)

-Blacklight? Less formal than Hydra

-UX advisors group working okay, but more reactive than proactive. Would be good to design first and then build.

2. What are some strategies that might be helpful for providing context when developers are looking for feedback on interface?

-getting the right people involved at the same time - have developers and UI/UX expertise represented so they can drill down into problem solving effectively

-gathering a sense of what everyone wants (would like to see changed?) to help align timelines and resources.

-tendency to do a test and make immediate change - may be wise to slow that down and decide what makes strategic sense.

-can we pool our findings and develop a list of actionable items?

-could we spin up a new working group with specific deliverables and timelines? Distributed usability testing / synthesize and prioritize

3. How do decisions get made about UI elements? Are developers giving the same weight to all feedback or are there certain aspects that outweigh others? (eg accessibility over aesthetics?). Is there a window of time to provide feedback?

4. What are ways to ensure that pull requests have attention paid to UX? Could we implement something like a checklist for user interactions on pull request, with attention to accessibility and usability?

5. How best to communicate accessibility/UX/UI recommendations coming in from different institutions. (e.g. GitHub issues with UI or bug tags, etc.)

-need some more time to talk over this problem. Try to find a way for this to work.

Jenn's Notes:

Mike on the Sufia UI group and how it worked:

- 2011 at Penn state

- Impression back then was that hydra back then was a community that was very oriented around software development
- focus on the first few years was getting the framework up
- just getting out of that phase when they joined
- part of the legacy of that is that so much of the code for hydra was written by people who weren't ui/ux savvy, generally speaking
- basically the way we handled UI stuff in sufia which was a collar between DCE and Penn State
- Penn State hired Michael Tribone and asked him to answer all UI/UX issues
- Sufia 4 had a large UI reboot that they could undertake in a reasonable time frame
- Was working really well but needed to have larger input from more people
- Needed to figure out how to involve skilled UI/UX people in the community
- Otherwise whoever puts in the pull request makes the change, without enough UX oversight
- Sufia UI/UX group - got some good deliverables out of it
- At times was a little bit painful for some folks
- Not sure UI/UX by committee is always a great model that should be reproduced over time
- Institutions want their own things
- Group started to build community around UI/UX, now that group finished their deliverables
- So the new mechanism is to add interested people to a new github group that they try to ping on pull requests that touch the UI in any appreciable way
- It's opt in right now
- Mike sees all pull requests and tries to track what should get UI/UX attention
- Then someone from the group has to look through the PR and figure out what is going on.
- Interested in figuring out how to better integrate UI/UX folks into the development workflow

Ben question on ways to work together

- in an agile way to focus on parts
- have spent a lot of time looking at deposit
- a lot of time looking at the vanilla Sufia deposit interface
- Shared script and group findings into affinities for investigation and development
- evaluating specific parts of the Sufia UX
- accessibility audit
- were testing people about the use of tabs and working through the process
- if there are larger changes to the page, how can concerns be brought up or addressed
- has done 6 tests and can share findings

Jennifer

- Having a style guide
- not to force people to adhere to but as a guide
- Mike: already adhering to code guide, if a design guide could be produced that would make things easier and faster, that would be valuable
- Mike thinks one of the Michigan people wrote up a style guide issue on github
- haven't had people with time and interest to work on it
- Mike - if there are projects that have good style guides that you know of he would be willing to look and link them into tickets

Anna

- worked a lot on deposit, but didn't have time for user testing
- tickets based on user testing results would be great since it wasn't something they were able to get to
- never seemed like enough time, a sprint would be good
- sharing testing resources would help a lot
- people wanted to do testing but it was hard to get a vanilla machine
- could a vanilla machine be provided to the community?
- mike - have demo instance of hydra in a box app. not sure how comfortable people would be with others using it. he will look into it
- gets refreshed with the newest version of everything regularly

Mike

- relating works to other works is confusing for people still

Ben

- pulled between deep blue and sufia
- took a long time to get his hands on vanilla Sufia
- will share results and scripts from the study for vanilla Sufia

How can UX influence things other than Sufia

- The solution bundle components like Avalon and Curation Concerns
- Avalon isn't governed by the main hydra group
- Doesn't know how the avalon group likes to take input
- but they want to take better community labor and input which will be a focus at HC
- Avalon is still on Fedora 3, behind mainstream hydra development
- May not be able to deal with UI contributions at the moment
- For curation concerns, when something is needed from CC for HIAB or Sufia, just ask the princeton people, they are product owning curation concerns
- Don't have as many cycles for product ownership
- Debs Cane - Valo
- Blacklight - not sure about UI changes
- work has been more developer driven
 - though have some UI/UX people in there
 - not sure about blacklight proper
 - less formal even than hydra
- How has it been working out?
 - Mike - it has been working quite well
 - Only potential snag is where we're itching to ship a feature and there isn't yet consensus from people chiming in
 - mostly there is a lot of agreement
 - situations where the discussion took a day or two
 - have to wait a day or two to get feedback

- people probably will just need to get over it, but it hasn't been much of an issue
- github works well for reactive mode but it is not great for larger changes
- even better if they had a way to have a proactive approach where they are working toward a design that has buy in
- did that with the working group
- but it was difficult because so much was up in the air
- issues were really good but were written up in a way that needed a lot of developer work to decompose the issues into actionable format

how to best communicate with the developers

- getting the right people involved at the same time, where the developers could be represented as well as ui/ux, drill down toward actionable issues that can advance ui/ux
- dealing with the multiple entries issue, stepped through with the developer to come up with solutions
- Mike - gathering some sense of what people would like to see changed, to figure out a point of convergence to align timelines and resources to work on a specific thing
- Sonya - probably have enough people around now to parse out some of the usability testing
- Ben - would like to see and hear results from other institutions
- Ben - don't translate all user test issues right to github, review the notes from the tests first, not everything the users ask for should be implemented
- Look together at the various findings and then group them into tickets
- Mike - talk soon after HC about a plan for taking this forward, maybe spinning up a new working group with some specific deliverables and timelines, maybe including distributed usability testing, then synthesizing that information and prioritize areas of change
- Mike - working out what is in hydra in a box vs what is in sufia
- HIAB is not in the Sufia design
 - When want to push things into Sufia - who decides or signs off on that?
 - good to get clarity around who can make those decisions
- Balancing needs of people who will have lots of UX and those who need something just out of the box
- Should Sufia be vanilla bootstrap or more polished? Are those the same thing or different things?
- What do people need?
- SUFIA just does what its components do?
- polished by infinitely configurable! 😊 unicorn
- abstracting things into plugins or micro features so people can only bring in the UI pieces that they need or can configure
- more like plugins than part of out of the box
- more about functionality or UI? both
- relationships and share tabs were often misunderstood in ben's testing
 - so could decide what things are part of the process
 - then institution could add those other tabs if they wanted but not if they don't
- Mike - to some extent HIAB is to enable series of use cases by making more of hydra configurable

- So he is less worried about that part because he thinks the developers understand the goal to make things configurable
- Thinks it is trickier for the UI
- Some convergence between CC and Sufia over time
- Assumption with CC is that it is back office
 - so fine with less polished UI
 - as a result CC has less slick UI out of the box
 - significant effort to reskinning
- Sufia has always been end user oriented
 - just add colors + logo!

Getting UX in the process

- checklist to see if PR needs UX review

How to funnel information back into the process

- Timing seems complicated
- How do we get things to the right people
- Mike - need more time to talk over, would like to hear what would work for UX, Mike can investigate what would work for the developers
- What we have is working for small things but not bigger
- See what people think after HC

Roundtable:

Next meeting:

October 18