

A Feature is Born in Alma: A Collaborative Journey for the Perfect UX

Ruhama Amouyal
Alma UX Focus Group

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Who we are?

I'm Ruhama Amouyal

**Computing Systems & Technological Applications Coordinator
at Bar-Ilan University**

- ◆ B.A. Internet Technologies and Information (Bar-Ilan University)
- ◆ M.A. Knowledge Management and Organizational Information (Bar-Ilan University)
- ◆ UX Design (Netcraft Academy)



Who we are?

I'm Raphael Gabbay

Product Manager | Library Solutions at Ex Libris

- ◆ B.A In Humanities and Social sciences (Open University)
- ◆ Diploma of Product Design (Hadassah Academy College)
- ◆ Masters in Design (Bezalel Academy of Art and Design)



Agenda

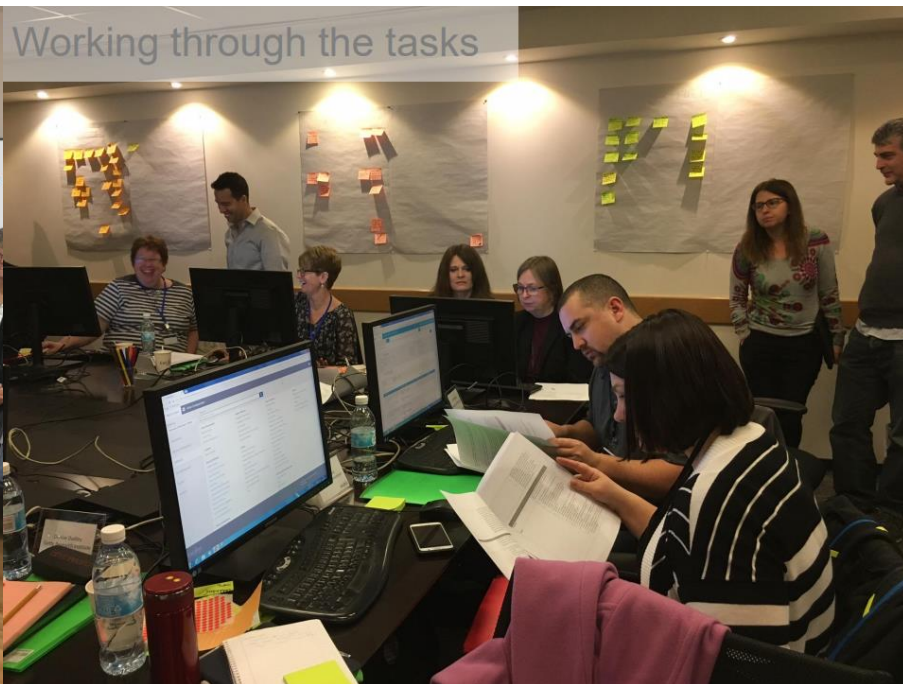
- Background on Alma UX Focus Group
- Product evolution (component - feature)
- Platforms and utilities
- Teamwork, collaboration and promoting features

Background on Alma UX Focus Group

- ◆ **Years 2015-2016:** Worldwide growing awareness for the need of “Design Thinking” and UX in software.
- ◆ **June 2016:** Integrating User Experience processes into Alma.

Background on Alma UX Focus Group

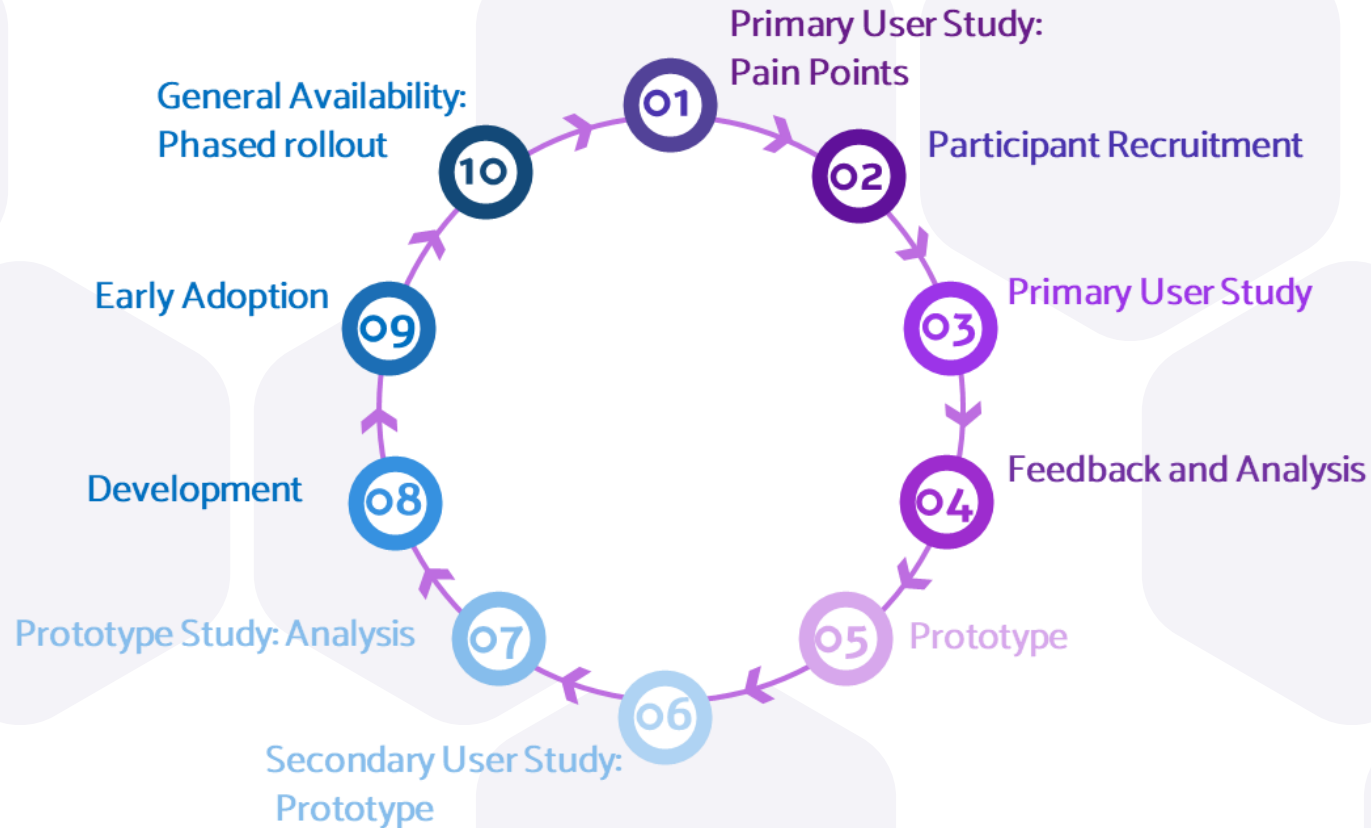
June 2016: Establishing Alma UX Focus Group



Institutions and Consortia in Alma UX Focus Group



Product evolution



Product evolution

1. Primary user study - “pain points”

- Is there a need for preliminary research?
- What type of research would it be: A group user study? 1:1 user study? Survey?
- The research and preparation is done with a combined force of product managers, UX experts and product analysts.

Product evolution

2. Recruitment of participants for user study


- Recruit participant(s) from institutions who use the interface
- Usually, the number of participants is limited - first come first served!
- Meeting with a representative from an institution or group of representatives from several institutions by time zones.

Product
evolution

1. Primary user study -
“pain points”

2. Recruitment of participants
for user study

All titles search - user study

 Nofar Fernaldes Kami · May 10 · Notified 83 people

Dear all,
We would like to start testing the new and revised All titles search in Alma. The new layout is expected to replace the current repository search, and we would like to start recruiting participants to help evaluate and confirm our ideas and direction.

What's on the agenda?
All titles search in Institution tab.

Who?
Anyone who uses the repository search – we would like to have different users with different roles – cataloging, fulfillment, acquisitions...

When?
May 16th – 17th, May 22nd – 26th.

Session
The session will be a 1 hour Microsoft Teams session, which we will coordinate individually

So please go ahead and post below the contact information of 1one user in your institution who would like to participate in the study, please also add their role in the library and the preferred date(s).

Looking forward!
Nof & The UX Team

Product evolution

3. Primary user study

- Presenting workflows in current interface
- Pain points
- Needs and desires to improve the interface
- Bar of expectations

1. Primary user study -
“pain points”

2. Recruitment of participants
for user study

3. Primary user study

Product evolution

4. Feedback collection and results analysis of primary user study

- Feedback collection, processing and analysis
- Demands list
- FSD - Functional Specification Document
- Detailed assignments to development department
- Prototype

2. Recruitment of participants for user study

3. Primary user study

4. Feedback collection and results analysis of primary user study

Product evolution

5. Creation of a prototype representing the User Interface

“A prototype is an early sample, model, or release of a product built to test a concept or process.... A prototype is generally used to evaluate a new design to enhance precision by system analysts and users.”

(From Wikipedia)

- ◆ Created with a dedicated graphic software program
- ◆ Feedback capabilities and user experience imitation- Quick and efficient
- ◆ The “End all and be all” for the development teams



3. [Primary user study](#)

4. [Feedback collection and results analysis of primary user study](#)

5. Creation of a prototype representing the User Interface

Product evolution

6. Secondary user study with the presentation of a prototype

- ◆ Usability testing
- ◆ Providing an initial opinion on the prototype
- ◆ Are pain points and needs resolved and/or taken into consideration?
 - ◆ If not - presenting arguments that will support future changes.

4. Feedback collection and results analysis of primary user study

5. Creation of a prototype representing the User Interface

6. Secondary user study with the presentation of a prototype

Product evolution

7. Feedback collection and results analysis of the secondary user study

The goal: Design Validation

- Feedback collection, processing and analysis
- Analysis of unexpected feedback
- Additional prototype?
- OK for development?

5. Creation of a prototype representing the User Interface

6. Secondary user study with the presentation of a prototype

7. Feedback collection and results analysis of the secondary user study

Product evolution

8. New feature development

- Development duration
 - Complexity, multiple development teams
 - Feature scope
- Internal presentation and testing
- Fixes before it's in "Early Adoption"

6. Secondary user study with the presentation of a prototype

7. Feedback collection and results analysis of the secondary user study

8. New Feature development

Product evolution

9. Exposing the new interface for early adoption

Real users in a real environment

- ◆ “No-Go” bugs and functionality issues
- ◆ Alma UXFG major impact
- ◆ Limited to specific institutions
- ◆ Communication! A lot of it



7. Feedback collection and results analysis of the secondary user study

8. New Feature development

9. Exposing the new interface for early adoption

Platforms and utilities











+ New message

Message Board

All messages

SORTED BY LATEST COMMENT ([CHANGE](#))

-  **Suggestion to enable editing specific fields in List of Items screen**
Ruhama Amouyal • Aug 17 — Dear All, I would like to share with you a suggestion of a couple of our cataloguers and I think will improve the management of editing items in the List of Items screen. When we catalogue a title 4
-  **New RS task lists**
Sivan Kedar • Aug 2 — Hi, We turned on the new layout for the RS task lists in our sandbox, and all the requests (both lending and borrowing) disappeared. Are we doing something wrong? 25
-  **UXFG September session today: Agenda**
📅 Meetings by Raphael Gabbay • 8:51am — Hi All, Looking forward to seeing you all! If you would like to add anything to today's agenda please go ahead and suggest in this thread. Besides the usual track updates we will 1
-  **PO line new unified list - early testing is about to begin**
Zohar Shemesh • Jul 18 — Dear UX team, I'm excited to let you know that we are about to start evaluating the new unified PO line task list in sandbox and production. Some of you volunteered and were approached already, 5
-  **August session canceled. September session will be earlier- 6th of September.**
📢 Announcement by Raphael Gabbay • Aug 7 — Looking forward to meet you all. Link below: UX Customer Group global periodical meeting - September 2022 Hosted by Alma Development
-  **August UXFG meeting: Aug 16th- Expected attendance?**
Raphael Gabbay • Jul 24 — Dear Group, I would like to check with you if we should have an August session, Tuesday August 16th or should we consider cancelling the meeting due to summer holidays. Personally I will be 12
-  **Who is planning to attend IGELU?**
👤 Question by Raphael Gabbay • Jul 25 — If attendance is high we might have a meeting in person during the conference) if you plan to attend please confirm below. Thanks Rafi 4
-  **List and actions customizations - Group user study**
Nofar Fernaldes Karni • Jul 19 — Dear all, We would like to evaluate our solution for list and actions customization in our NG pages. Since we know many of you will be on holiday during the summer, we would like to start 12

Platforms and utilities



FEEDBACK

The screenshot shows a library catalog interface with a feedback overlay. The background interface displays search results for 'Evolutionary game theory' by Jorgen W. Weibull. The feedback overlay, titled 'Unified PO Line List - Feedback', contains the following text:

Feedback Title (required)

Environment (required)
 Sandbox
 Production

Add a Comment (required)
I really LOVE the linkable MMS functionality from the PO line interface in cases when we need to see if there are additional copies to MMS (in PO line or summary information on specific PO line we see copies of PO line alone) it helps to see the details of the title and the number of purchased items for each library. It's a great improvement over the old interface and prevent from copying the MMS to the repository search, just to see the record and its copies. It's also essential when we get a notification or cancellation email from a vendor regarding X PO line and would like to view the details of MMS and/or cancel and from this screen click on the MMS to place another order.

Thank you so much for implementing my idea in the new UI! Honestly, I didn't expect that, but I'm so glad it's part of the new UI; it's such a huge improvement and will save many unnecessary steps. I really appreciate it! :-)

Reporter Name (required)

Reporter Email (required)

The screenshot shows the usersnap feedback platform interface. It features a search bar at the top and a list of feedback items:

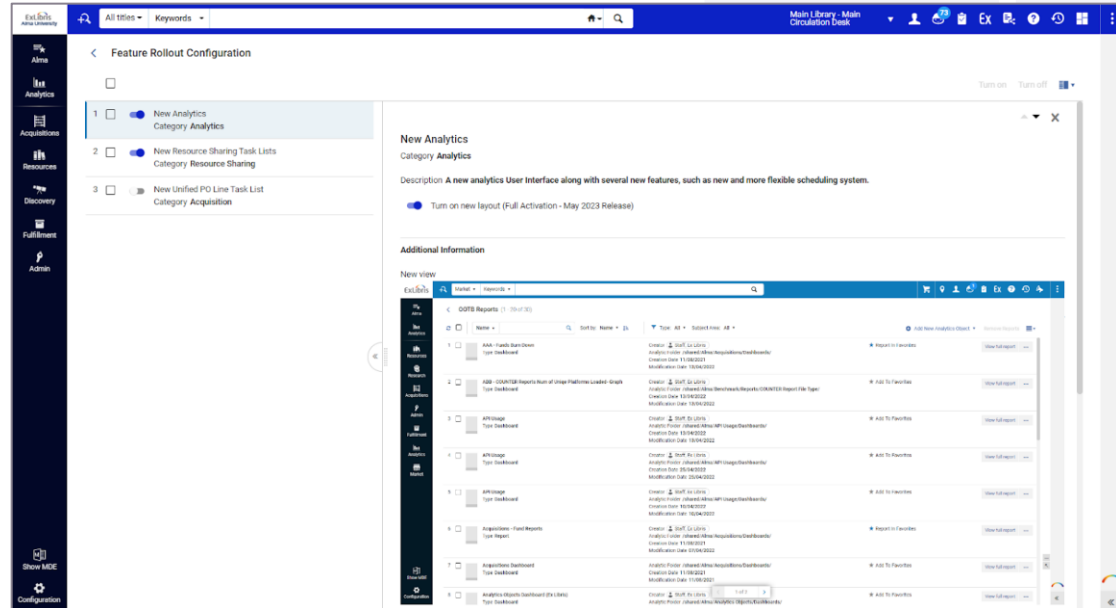
- Feedback No.82**
Add ability to search in facets
Sep 5, 22 · 2
- Feedback No.81** DONE
Order lines - Advanced search: OR operator
Sep 5, 22 · 2 · 1
- Feedback No.80** DONE
PO Line: Reporting Codes
Sep 5, 22 · 1 · 1
- Feedback No.79**
Possibility to re-order the PO Line sections
Sep 5, 22 · 1 · 1
- Feedback No.78**
PO line screen is still displayed after "order now" and "continue workflow"
Sep 4, 22 · 1 · 1
- Feedback No.77**
Re-selecting other vendor - great improvement!
Sep 4, 22 · 1

Powered by usersnap

Product evolution

10. General availability - Alma user community

- ◆ New feature communication and education materials
- ◆ Feature phased rollout



8. New Feature development

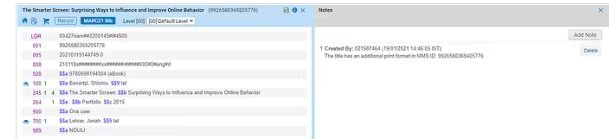
9. Exposing the new interface for early adoption

10. General Availability - Feature launch to all Alma user community

Teamwork, collaboration and promoting features

- Raising common problems for several institutions
- Suggesting help/solutions to problems
- Supporting ideas/future developments
- Encouraging librarians to experience new interfaces and sending feedback
- Collecting feedback and sharing it with group colleagues and Ex Libris

3. Add option to edit note – I remember raising this idea a couple of months ago, but maybe it was missed. After a cataloguer adds a note and suddenly wants to make changes in case, he made a mistake or forgot to include important information, he has no option to edit the note. In the current situation, he can only delete the note and add a new one. Obviously one of the major principles of UX is allowing the user to overcome his mistakes easily and make the system more forgiving so the user can reverse his actions and won't get frustrated. Thus, please add an 'Edit' button next to 'Delete' button and/or change the text in buttons to save space: pencil for 'Edit' and trash can for 'Delete', plus add a tooltip for each button.



No option to edit note.png · 80.7 KB · [View full-size](#) · [Download](#)

Thanks,
Ruhama.

Jan 22, 2021




Anette Munthe

Good morning,
I support the suggestions no 2 and 3.
Best regards,
Anette :-)

Jan 23, 2021



Shira Rosenfeld

Hi  Ruhama,
Thanks for the feedback.
We will consider #2 and #3.

Many thanks



Alice Tippit
Catherine Grove

John Blosser



Ronald Carrier
Anette Munthe

Christine Rostgaard

Magnus Carlström

Dave Allen



Karen Stone



David Scott
Drew Christensen

Joe Ferguson

Joy Panigabutra-Roberts



Kim Blaylock



Michael Dodson
Mike Rogers

Wanda Rosinski



Anaya Cohen



Denise Dudley
Susan Sundquist

Ruhama Amoyal

Aviva Levin-Belousov

Naomi Galor

Daphna Frimerman-Kolka

Sivan Kedar

Dafna Mizrahi-Melcer



Gijs Noels
Aaron Dobbos

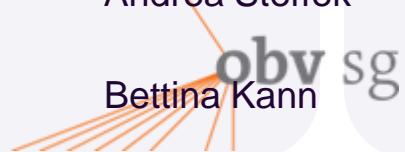
Carrie Doyle



Crystal Buss
Curran Riley

Andrea Steffek

Bettina Kann



Jeffery Cruz

Be involved & make an impact!



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Thank you!

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Raphael Gabbay

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