



SLSP
Swiss Library
Service Platform

Agile working to adapt the usability of swisscovery

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Session abstract

Thanks to good experiences in the past, the Swiss Library Service Platform (SLSP) decided to keep on working with an agile approach for preparing its view (swisscovery) for the go-live of Rapido.

This presentation aims to show how this agile approach was structured, its advantages and its limits, and how this allowed the team to both work on the re-design of the view and, at the same time, fulfill the stakeholders' punctual requests.

The speakers will also describe the benefits of the method of prototyping to support the iterative process.

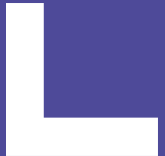


Overview

- 1. Introduction**
- 2. The Agile Primo VE Customization Project**
- 3. Prototyping to support the iterative process**
- 4. Conclusions**
- 5. Questions**



1. Introduction



SLSP and swisscovery



National platform
bringing together the
academic information in
Switzerland



SLSP runs the national
library platform

 **swisscovery**



Launch of swisscovery in
December 2020

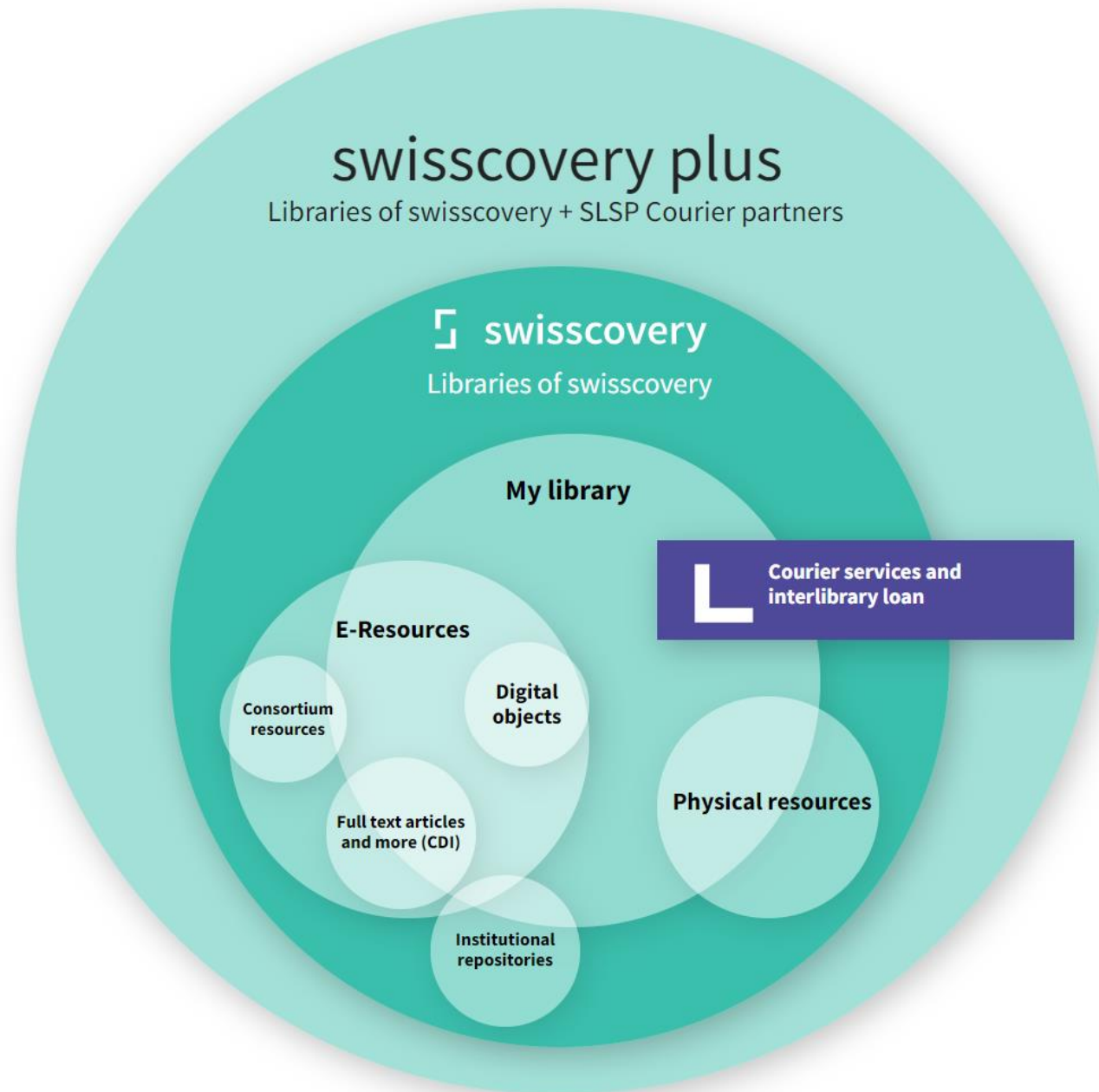


Over 490 affiliated
libraries in 31 IZs



SLSP and swisscovery

swisscovery.slsp.ch



Agile projects

- Agile/traditional project management at SLSP depending on the project scope and organisational context
- 2021, shortly after go live of swisscovery: Agile Primo VE Customization Project (APC)
- discovery configurations (features, local fields for display and search) 3 times per year after decision process and definition of SLSP standard settings and according services
- Continuation of the APC in 2022 and 2023



2. The Agile Primo VE Customization Project



Context

Before the APC:

- „In house“ management: collection of requirements and attempt to fix them
- Irregular and time-consuming updates of the swisscovery and the central package
- All pressure and responsibility on a few people



Roles and Composition

3-4 people working for SLSP

3-4 people working in libraries

Product owner

Representative of the stakeholders and customers

- Define the product vision and manage stakeholders
- Manage the product roadmap and prioritize the backlog
- Release management

Team

Developers

- Build the product: Programming, testing, debugging the product
- Design the product and its user interface

Scrum master

Responsible for the implementation of the methodology

- Facilitate the scrum project management
- Ensuring the team works together to achieve their goals
- Remove blockers for the team



Roles and Composition

Special functions inside the team

Role	Description
SLSP manager	Ensure the link with the Management Board
SLSP web developer	Prepare and manage the customization packages and guard its latest version
Discovery coordinator	Ensure the coordination between the different areas of the company



Tools: Kanban

- Differs from the “classic” Kanban: more columns to have an exhaustive overview of open points
 - Backlog, Sprint, Archive, Rejected items, items handed over or awaiting a development by Ex Libris

Backlog	To do	In progress	Testing	Done
Item 1	Item 5	Item 3	Item 2	Item 4
Item 7		Item 6		

The image shows a Kanban board with two main columns: 'Backlog' and 'Sprint 6/2023 (04.07.-07.08.)'. Each column has a header with a plus sign and the text 'Aggiungi attività'. Below the headers are several task cards. Each card contains a radio button, a title, and various metadata like points, priority, and labels. The 'Backlog' column has five cards, and the 'Sprint' column has five cards. The tasks include items like 'Library card: rapido renewal', 'Start page: logo size', 'Information for new users', 'Full display: "reservation" instead of "send request"', and 'Full display: "reservation" instead of "loan" for open stacks item on loan'.



Scrum framework

- Daily Scrum -> Weekly Scrum
 - Sprint Planning
 - Sprint Review
 - Sprint Retrospective
 - Sprint length -> variable and longer (at least 4 weeks)
- } Unified in one meeting

Gather data

Learning Matrix

Instructions

1. Clearly define your own ideas for all four quadrants. One thought per note.
2. Group ideas that are similar together.
3. Vote on the CHALLENGE & OPPORTUNITY most important to you.

4-note voting
 2-note voting
 1-note voting

Tip: Appreciate the progress made, and discuss what you will talk about today.

CONTINUE

CHANGE

NEW IDEAS

APPRECIATE

Voting

Member 1 ○ ○

Member 2 ○ ○

Decide what to do

Worked well, Do differently

Instructions

1. Review the suggestions written down by the facilitator.
2. Make your own suggestions.
3. Vote which ideas should become action items.
4. Facilitator writes down the top voted ideas as action items.
5. Assign owners to the action items.

4-note voting
 2-note voting
 1-note voting

Tip: All ideas that appear common to everyone are highlighted.

What worked well?

What can we do differently?

Voting

Which Ideas should become action items?

Member 1 ○ ○

Member 2 ○ ○

○ ○

○ ○

○ ○

○ ○

Voting skipped as three clear action items could be identified.

Action Items

Action for the next sprint	Desired Outcome	Owner	Deadline	Link to result

Organization

- Items' priority and points assignation
- Items' description

Sprints: choice of the items and number of points

The screenshot displays a Jira sprint board interface. At the top, the breadcrumb navigation shows 'Active projects > APC Project > Sprint 1' with a progress indicator of '4 di 10'. The sprint name 'SPRINT 6' is highlighted in red. Below this, the task is identified by '3 points' and 'priority 2'. The main content area shows the task title 'Full display: details section' and a description: 'Give a fixed size to the details sections and give the opportunity of consulting the whole content of this sections by adding a scroll bar or a "read more" button that expand the section. When doing that, involve the stakeholders and discuss about the order in which the fields are showed. Maybe take the same solution they are using at HSG https://hsg.swisscovery.slsp.ch/discovery/fulldisplay?vid=41SLSP_HSG:sandbox_jfu&search_scope=DN_and_CI&tab=41SLSP_DN_and_CI&docid=alma991170224319305501&lang=de&context=L'. The right sidebar contains a 'details section?' header, followed by two comments from 'Fabiano Fiero (tu)'. The first comment says 'RM likes and approve this solution'. The second comment discusses a problem with related titles and includes a list of titles: 'Lontains: representations et apprentissage chez les adultes.', 'Contains: Représentations sociales et formation.', 'Contains: Bicyclocité et réseau en formation.', 'Contains: Technologies et approches nouvelles en formation.', 'Contains: Trajectoires professionnelles reconnaissance de l'expérience.', 'Available in other form: Education permanente: Bicyclocité et réseau en formation.', and 'Has supplement: Education permanente: Hors-série.'. A 'Show Less' button is visible below the list. At the bottom of the sidebar, there is an 'image.png' placeholder with a download icon.



Releases

- 9-10 sprints a year for the NZ view (swisscovery)
- Every 2-3 sprints, update of the central package (2 weeks for testing)
- Published in Github
- Communicated in the community Blog

Primo VE: New Configurations and Customization package / Neue Konfigurationen und Customization Package / Nouvelles configurations et pack de personnalisation / nuove configurazioni e pacchetto personalizzato



Creato da Fabiano Fiero

Apr 18, 2023 • Visualizzato da 85 persone

Dear Colleagues,

the second cycle of configurations updates and the third sprint of the Agile Customization Project for 2023 are ready. This update also includes a new version of the central customization package.

The current version of swisscovery' customization package is available [here](#), while the central customization package can be consulted [here](#).

All new configurations and customizations are available for testing in sandbox 4, [view VU1](#). Sandbox 4 can also be used to test the inheritance from the new version of the central customization package.

Rapido previous loans

In the list of previous loans available in the library card, titles contain a clickable links that lead to the record's full display. For requests made via Rapido and "classic" III, links lead to an empty page, for this reason they have been removed.

The directive prm-loan-after and the module slsp-hide-rapido-loan-link has been added. The css section /*Remove link for Rapido previous loans*/ has been added.

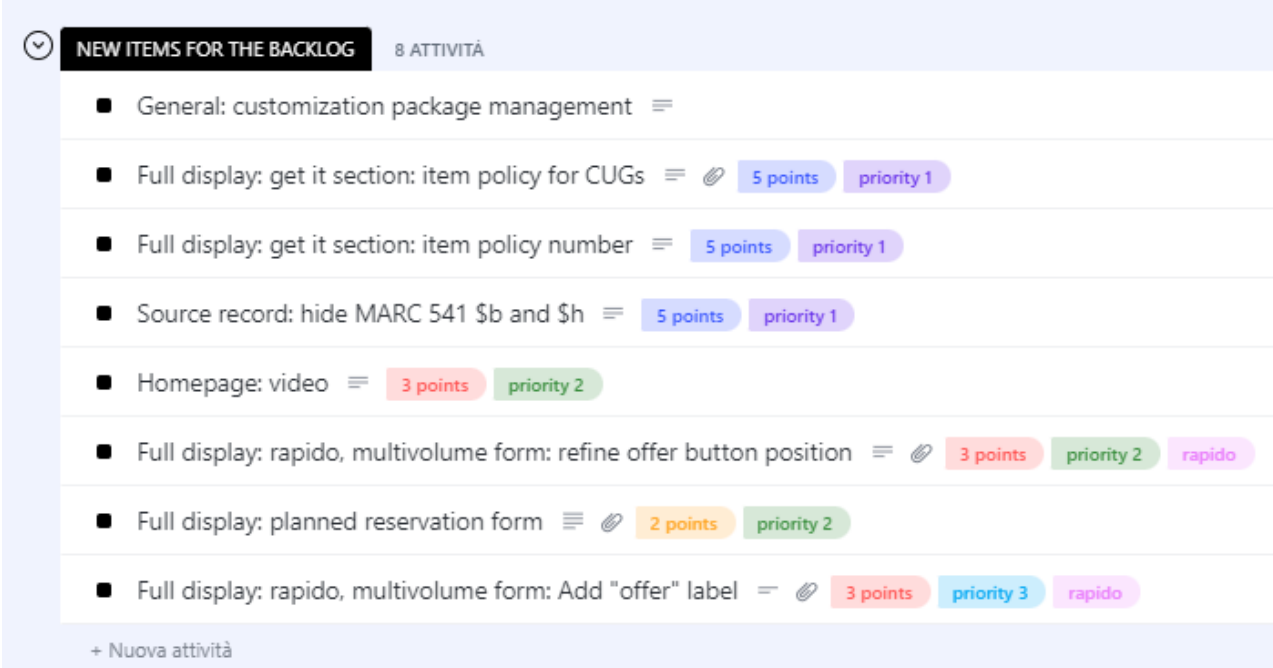
Hoover effect on full display titles

The full display titles had a hoover effect, this made the feeling that they were clickable. This error has been fixed.



Stakeholders requirements

- Stakeholders: Colleagues, libraries, patron users, SLSP Management board
- Collection of the requirements via different channels and storage on Kanban
- At the end of the sprint the new items were discussed, prioritized and added in the backlog or in the following sprint
- Communication via blogpost and direct message



NEW ITEMS FOR THE BACKLOG 8 ATTIVITÀ

- General: customization package management
- Full display: get it section: item policy for CUGs 5 points priority 1
- Full display: get it section: item policy number 5 points priority 1
- Source record: hide MARC 541 \$b and \$h 5 points priority 1
- Homepage: video 3 points priority 2
- Full display: rapido, multivolume form: refine offer button position 3 points priority 2 rapido
- Full display: planned reservation form 2 points priority 2
- Full display: rapido, multivolume form: Add "offer" label 3 points priority 3 rapido

+ Nuova attività

Re-designing swisscovery

- To make the cost of the services transparent
- To stress the existence of different types of services
- To give visibility to different search profiles

A search bar with a teal background. The search term 'Biology' is entered. To the right of the search bar, there is a close button (X), a dropdown menu showing 'ETH Zürich (MyInst with CDI-filtered)', a microphone icon, and a search icon.

Didn't find what you were looking for? Click here to [expand your search to swisscovery plus](#) >

ABOUT THE TOPIC
Biology
BIOLOGY, THE STUDY of life, has grown in complexity and comprehensiveness from its origins in antiquity. By the 20th century, biology was not a single science, but a group of subfields. Among the subfields was conservation biology, the discipline that sought to verify the reality of climate change and to stop it before it causes a mass extinction of species. In a number of ways, cons...[View more](#)

Source: Encyclopedia of Global Warming and Climate Change
Created: 2012

[Full text available](#) >

0 selected PAGE 1 1-10 of 19,861,689 Results Save query

JOURNAL
Biology.
Vol. 1, no. 1-v. 1, no. 4.
1983 - 1984
[Available Online](#) >

A search bar with a dark blue background. The search term 'Biology' is entered. To the right of the search bar, there is a close button (X), a dropdown menu showing 'swisscovery', a microphone icon, and a search icon.

ABOUT THE TOPIC
Biology
BIOLOGY, THE STUDY of life, has grown in complexity and comprehensiveness from its origins in antiquity. By the 20th century, biology was not a single science, but a group of subfields. Among the subfields was conservation biology, the discipline that sought to verify the reality of climate change and to stop it before it causes a mass extinction of species. In a number of ways, cons...[View more](#)

Source: Encyclopedia of Global Warming and Climate Change
Created: 2012


[Full text available](#) >

0 selected PAGE 1 1-10 of 19,946,500 results Save query

JOURNAL
Biology.
Lawrence, Kan. : Allen Press and the Association of Systematic Collections
1983-1984
[Check for available services](#) >



Re-designing swisscovery

 BOOK
Proverbis da l'Engadina e da la Val Mustair = Engadiner und Münstertaler Sprichwörter
Lössi, Henri
Schlarigna/Celerina : Uniun dals Grischs
1986
[Available at UB Zürich, Forschungsbibliothek Jakob Jud Forschungsbibliothek Jakob Jud \(Jud V 354\) and other locations >](#)


Pick up on site

REQUEST: **Loan** **Digitization**

Filters: location v volume v year v description v [X Clear](#)

- UB Zürich, Forschungsbibliothek Jakob Jud
[Available](#), Forschungsbibliothek Jakob Jud ; Jud V 354 >
- UB Zürich, Populäre Kulturen und Filmwissenschaft
[Available](#), Magazin - auf Bestellung ; S 9.7:23 a >
- UB Zürich, Romanistik
[Available](#), Romanistik ; RoSe/R AN 61 >


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 BOOK
Proverbis da l'Engadina e da la Val Mustair = Engadiner und Münstertaler Sprichwörter
Lössi, Henri
Schlarigna/Celerina : Uniun dals Grischs
[2.ediziun]; 1986
[Available at UB Zürich, Forschungsbibliothek Jakob Jud Forschungsbibliothek Jakob Jud \(Jud V 354\) and other locations >](#)

Pick up on site

REQUEST: **Loan** **Digitization** **CHF**

Filters: location v volume v year v description v [X Clear](#)

 **Free**

-  UB Zürich, Forschungsbibliothek Jakob Jud
[Available](#), Forschungsbibliothek Jakob Jud ; Jud V 354 >
-  UB Zürich, Populäre Kulturen und Filmwissenschaft
[Available](#), Magazin - auf Bestellung ; S 9.7:23 a >
-  UB Zürich, Romanistik
[Available](#), Romanistik ; RoSe/R AN 61 >


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Re-designing swisscovery

before UI customization


Further request options



Request by courier or postal delivery
Delivered in **2 working day(s)**
Keep for: **28 days**
Cost: **0.0 CHF**
Select delivery location:
📍 UZH und ZB Züri...

Request

OR




Digitization
Delivered in **2 Working days 24 Hours**
by email
Cost: **5.0 CHF**

Request


after UI customization

Further request options [Details on fees >](#)



Request by courier or postal delivery
Delivered in **2 working day(s)**
Keep for: **28 days**
Cost: **0.0 CHF**
Select delivery location:
📍 UZH und ZB Zürich - ZB Zürich

Request



Digitization
Delivered in **2 Working days**
by email
Cost: **5.0 CHF**
Max number of pages: 50

Request



Advantages

How an agile project allows taking in consideration both Stakeholders requirements and the re-designing of the view?

- Ordinate management of a project
- Responds to urgent requirements while working on a general improvements or adaptations
- Work in small and efficient groups
- Have a visual representation of the process
- Work with the customers
- Give and receive rapid feedbacks
- Create a routine



Limits

- Organise and complete a sprint every month might become stressful
- Item with low priority are rarely taken in consideration
- Need a regular cleaning of the items, often similar or double or contradictory or outdated items
- Scrum framework has been designed for software development, adaptations are needed



3. Prototyping to support the iterative process



Prototyping in general



Prototyping as helpful method from the field of UX to determine and validate the requirements and visualize ideas



Creation of explorative prototypes (mock-ups) e.g. on medium-fidelity level



Later successive transfer of the ideas into evolutionary prototypes -> in the test views

Prototyping in general

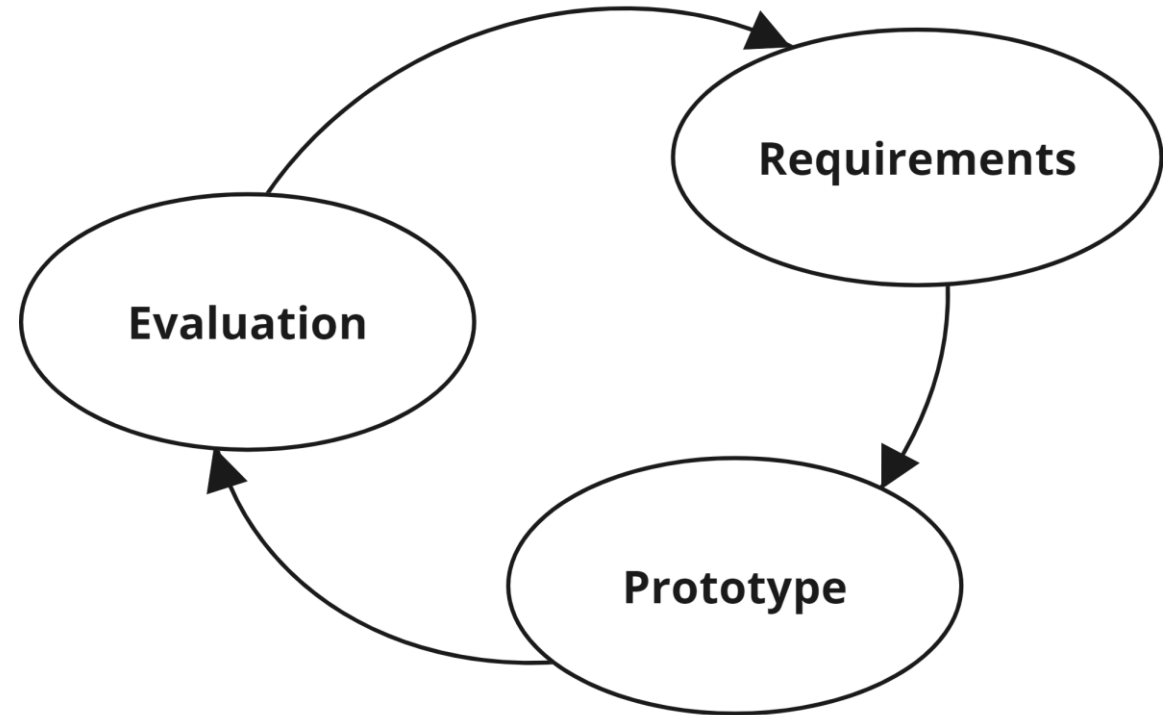
benefits:

- visualization of something what was not visible in the test environments views
- intuitive and understandable by all stakeholders
- avoidance of misunderstandings
- better clarification of use cases
- previously undiscovered use cases and requirements can come to light earlier
- easy decision taking
- easy communication with software developers
- fits well into the agile method
- It's fun!



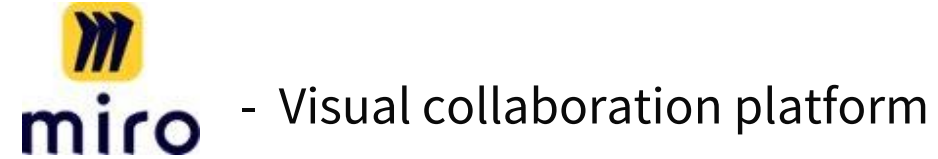
Prototyping and the agile process

- excellent method to support the iterative process
- constant validation of the requirements , e.g. after usability walk-throughs, at a very early stage
- dynamic handling of requirements changes



UI prototypes and evaluation of requirements in an iterative process, inspired by: Richter, Michael, and Markus D Flückiger (2013): Usability Engineering Kompakt: Benutzbare Produkte Gezielt Entwickeln. Berlin, Heidelberg: Springer Berlin / Heidelberg, 2013. <https://doi.org/10.1007/978-3-642-34832-7>

Tool and examples

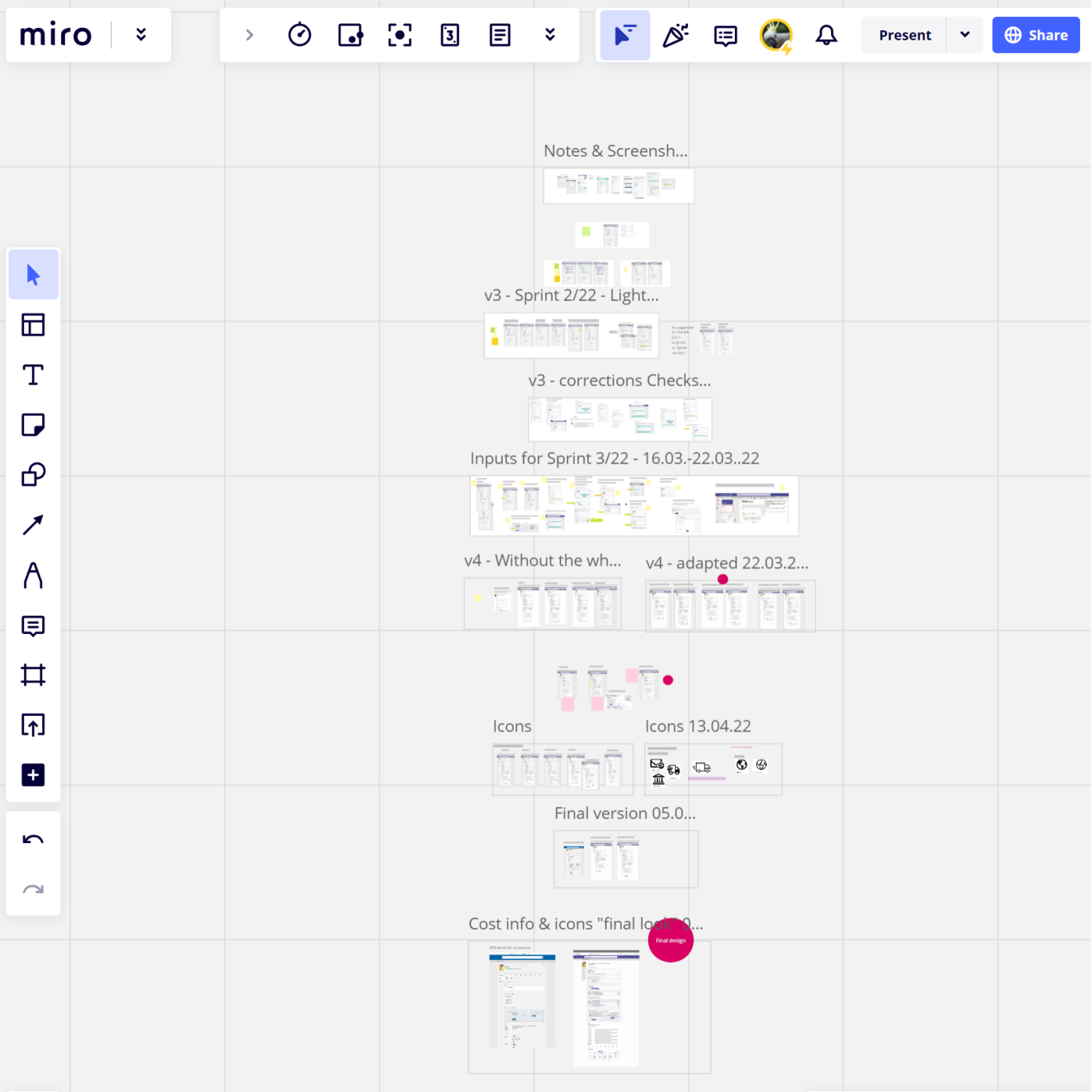


- ✓ Intuitive handling
- ✓ many templates available
- ✓ collaboration functionalities



Tool and examples

Entire board reflecting the evolution of the full display design



Tool and examples

Full display design

Display of services

The image shows a Miro board with two screenshots of library search results for comparison. The board title is "APC22 - swisscovery - Rapido - full display etc." and the content is "Cost info & icons 'final look' 08.06.22".

OTB version for comparison:

- Search bar: Search [Zürich] [Advanced Search]
- Title: **Konzepte der Kulturwissenschaften : theoretische Grundlagen, Ansätze, Perspektiven**
- Author: Herg, von Anger-Nünning, ... [et al.]
- Publication: Stuttgart: Metzler, 2003. 8 2003
- Format: X, 388 S., 23 cm
- Language: German
- Notes: Literaturangaben; Literaturverz.
- Subject: Philosophie & die culture > Kulturwissenschaften > Kulturwissenschaften - Theorie > Kulturwissenschaften > Wissenschaftstheorie > Culture > SECT19:38853:CH2713 >
- Classifications: AZ 389 (Dewey) 306.22 (Dewey) 306.22 (Zürcher (Dewey)) 03 6163

swisscovery:

- Search bar: 9830221010502005 [Advanced Search]
- Title: **Konzepte der Kulturwissenschaften. Band 34., Siebente Lieferung. Vierter Band: Frieden. Prädigt in Deutschland.**
- Author: Jean Paul
- Publication: Berlin, Boston : De Gruyter, 2018. 218 S. (218)
- Format: 9781409126369 (ISBN)
- Virtual Browse: [View Online](#)
- Full text availability: [Open Access version found via Unpaywall](#)
- Online in other institutions (on site): [Universität und FH Bern Online Access](#), [HSLU Chagn & Kunst Online Access](#)
- Pick up on site: [HSLU Design & Kunst Available in institution 1301172](#), [Luzern ZH1 Uni/SH-Gebäude Available in institution AK 18002 2003](#)
- Pick up on site in other libraries: [Region Zentralschweiz Available in institution](#), [UZH und ZB Zürich Available in institution](#), [BCU Fribourg and affiliated libraries Available in institution](#)
- Further Request Options: [Request by courier or postal delivery Delivered in 3 days Keep for 28 days Cost: 6.8 CHF Pickup at: BCU Fribourg...](#) OR [No request possibilities No copies available in other libraries Please check the pickup sections Request](#)
- Links: [Request](#) OR [Request](#)
- Details: [Request by courier or postal delivery Delivered in 3 days Keep for 28 days Cost: 6.8 CHF Pickup at: Region Zentralschweiz - HSLU Request](#) OR [Digitization Delivered in 24 hours by email Cost: 6 CHF Cost applied per 20 pages Request](#)
- Links: [Request](#)
- Details: [Request](#)



Tool and examples

Some more examples



4. Conclusion



Conclusion

- To succeed, not only the project must be agile, also the project team's mindset must follow this approach by
 - clearly articulating the values of collaboration
 - constantly reflecting the collaboration and process
- Prototyping is very helpful
- Usability is and will be a major topic for SLSP and swisscovery

5. Questions





Nikol Stepan, nikol.stepan@slsp.ch

Fabiano Fiero, fabiano.fiero@slsp.ch

<https://slsp.ch>

Thank You

Literature

Stepan, Nikol, Mattmann, Beat, Fiero,
Fabiano: Die Usability des Suchportals swisscovery.
Die nächste Etappe der agilen Expedition. in b.i.t. online (1/2023)

