Ex Libris
Part of Clarivate

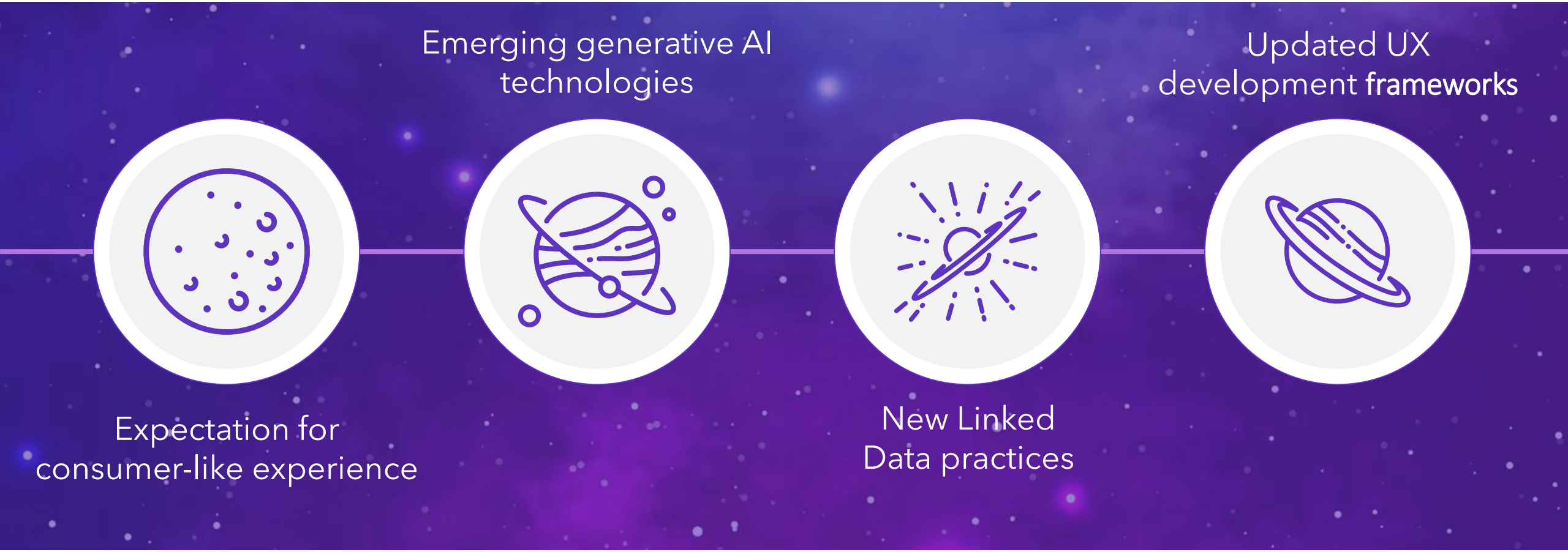
IGeLU
International Group of Ex Libris Users

Zooming into the Next Discovery Experience

Yisrael Kuchar

Senior Director of Product Management, Discovery Solutions

The Stars are Aligning for the Next Discovery Experience



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What is Design?

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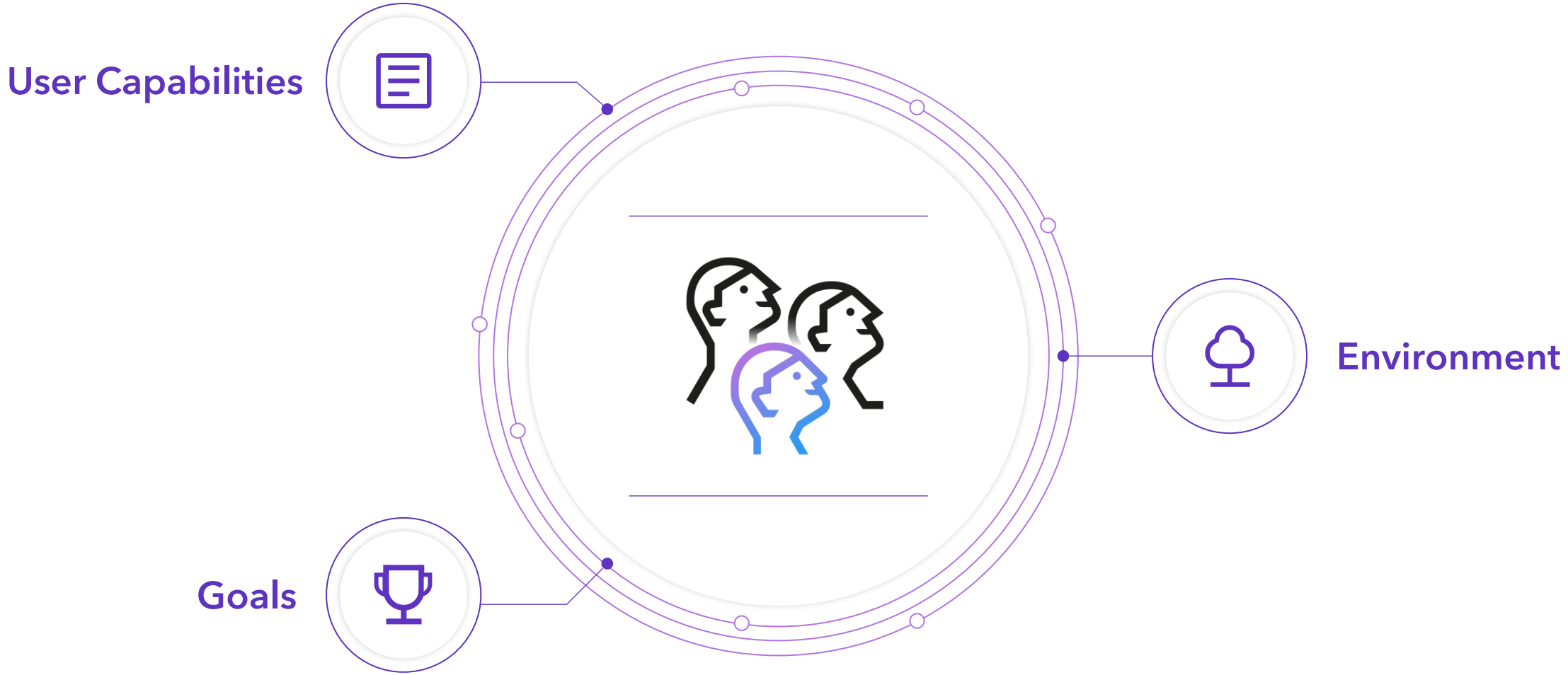

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Understanding Users – Study in Progress

Methodology

Study Goal

Understand differences in user expectations, needs, and behaviors across domains

Questionnaires & Interviews

Asked patrons about their research habits, type of tasks, workflows and more

Observations

Patrons were asked to complete tasks in their library's Primo interface

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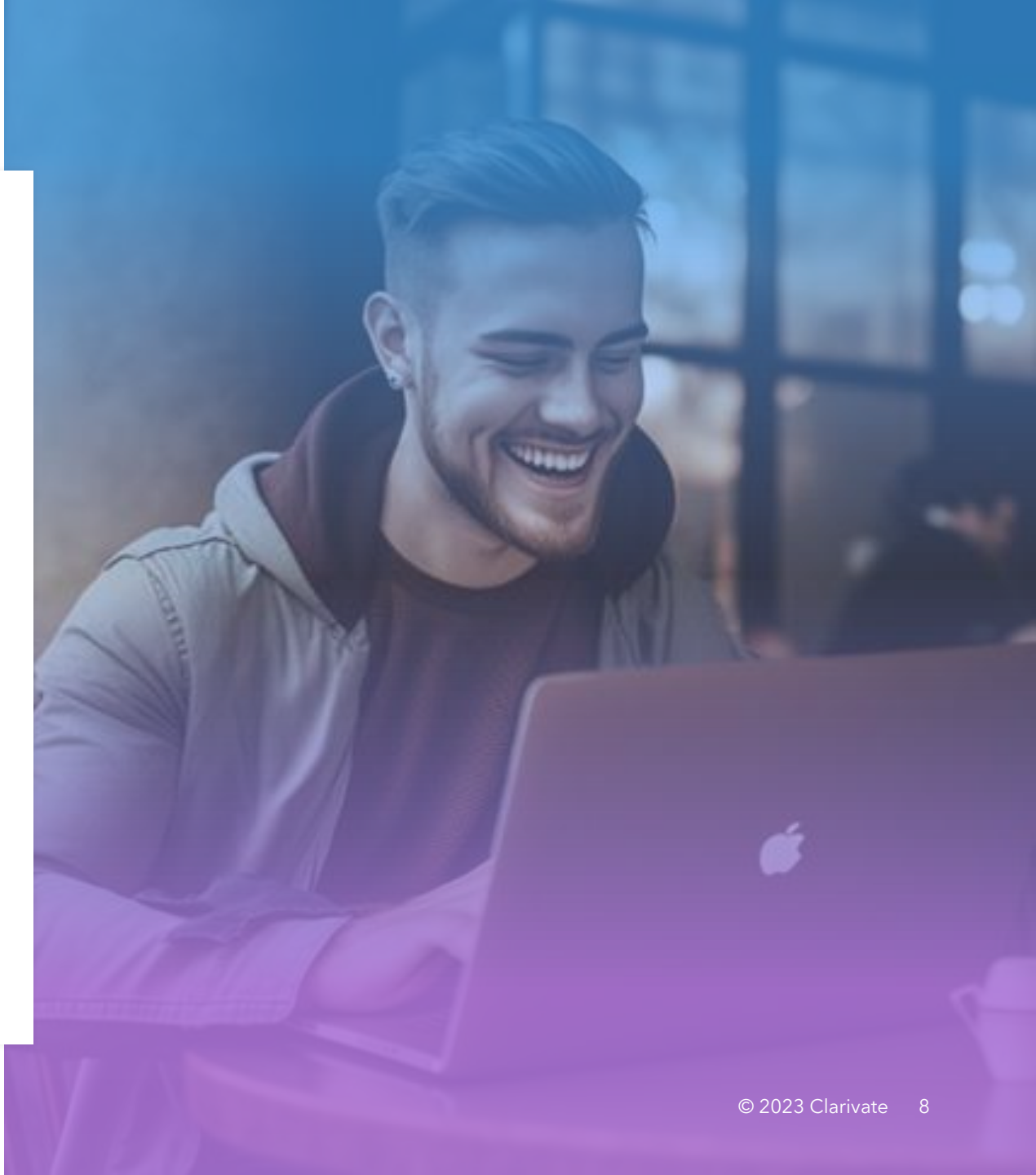
What is the % of Advanced Search Usage Out of All Searches in Primo per Month?

What is the % Mobile Usage in Primo per month?

Initial Takeaways

- Over 90% using personal laptop/desktop for research tasks, as opposed to mobile devices or public kiosks

- 55% keep a citation list or download PDFs of relevant materials during their research



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How Do Users Save Documents for Later?

Save to computer (PDF)

Save to cloud storage (PDF)

Save URL in email or document

Print document

Other

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Initial Takeaways

- Over 50% prefer self help over addressing the librarian – "Librarians are helpful, but getting help from a librarian will slow things down"
- 35% are not aware of the facets and don't know how to use them
- 60% see abstract/summary as one of the important pieces of information they look for to decide what to read
- Over 50% are searching for known items

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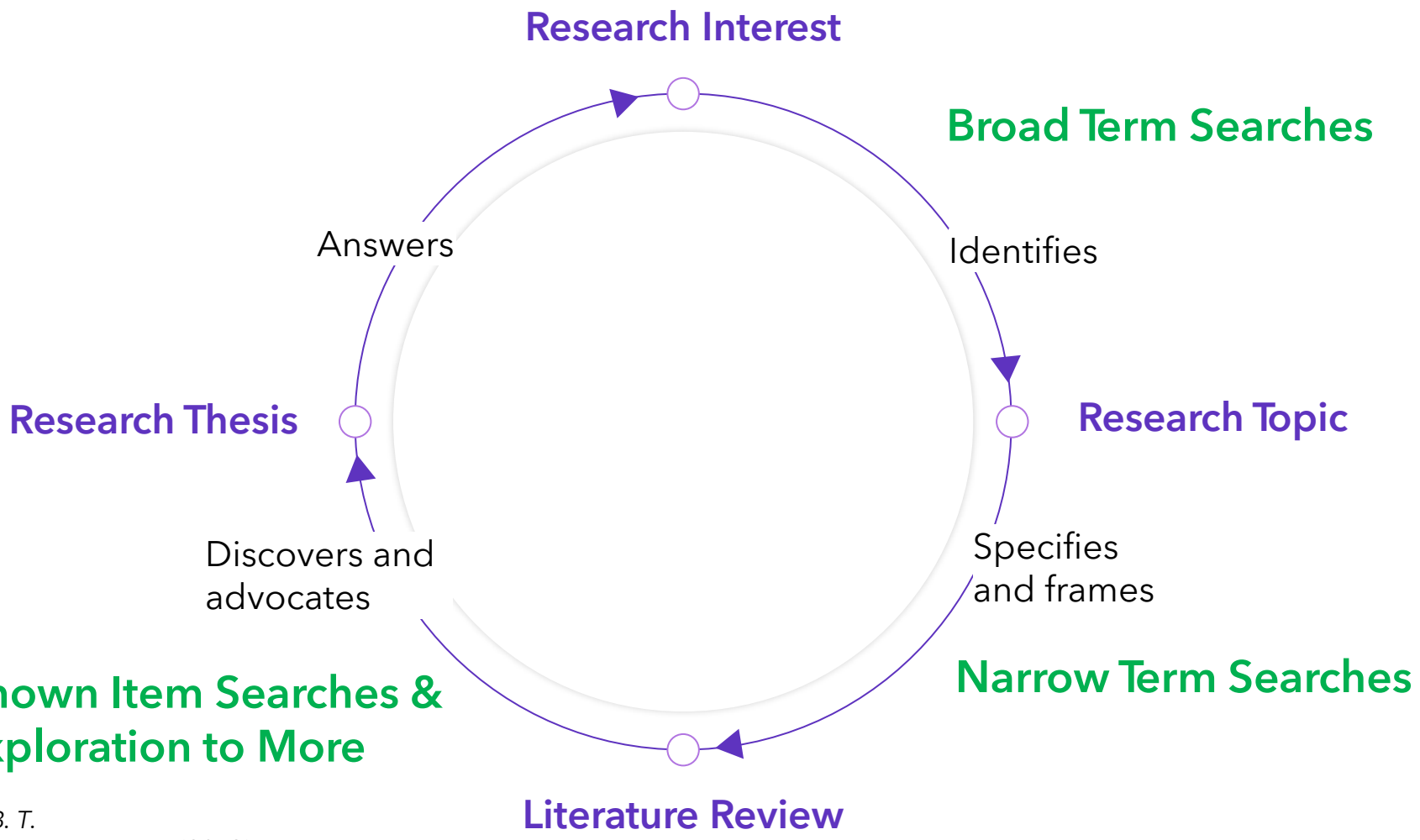
Research Cycle



*Machi, L. A., & McEvoy, B. T.
The literature review: Six steps to success (2013)

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Concepts for Drawing Up the Next Primo UX

- New tech stack
- Allow customization
- Designing simpler patron workflows
- Simplify the results page
- Richer and personalized landing page & services
- Simplified Fulfillment workflows and actions
- Visualize better the FRBR versions
- More recommendations and exploration, organized visually in new ways
- …and more

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NDE UX Focus Group

Commissioned by the Primo working group

Current group members

- SUNY
- University of York
- Harvard
- Kentucky University
- Haifa University
- Universität Basel

Ongoing collaboration and discussions on different UX elements

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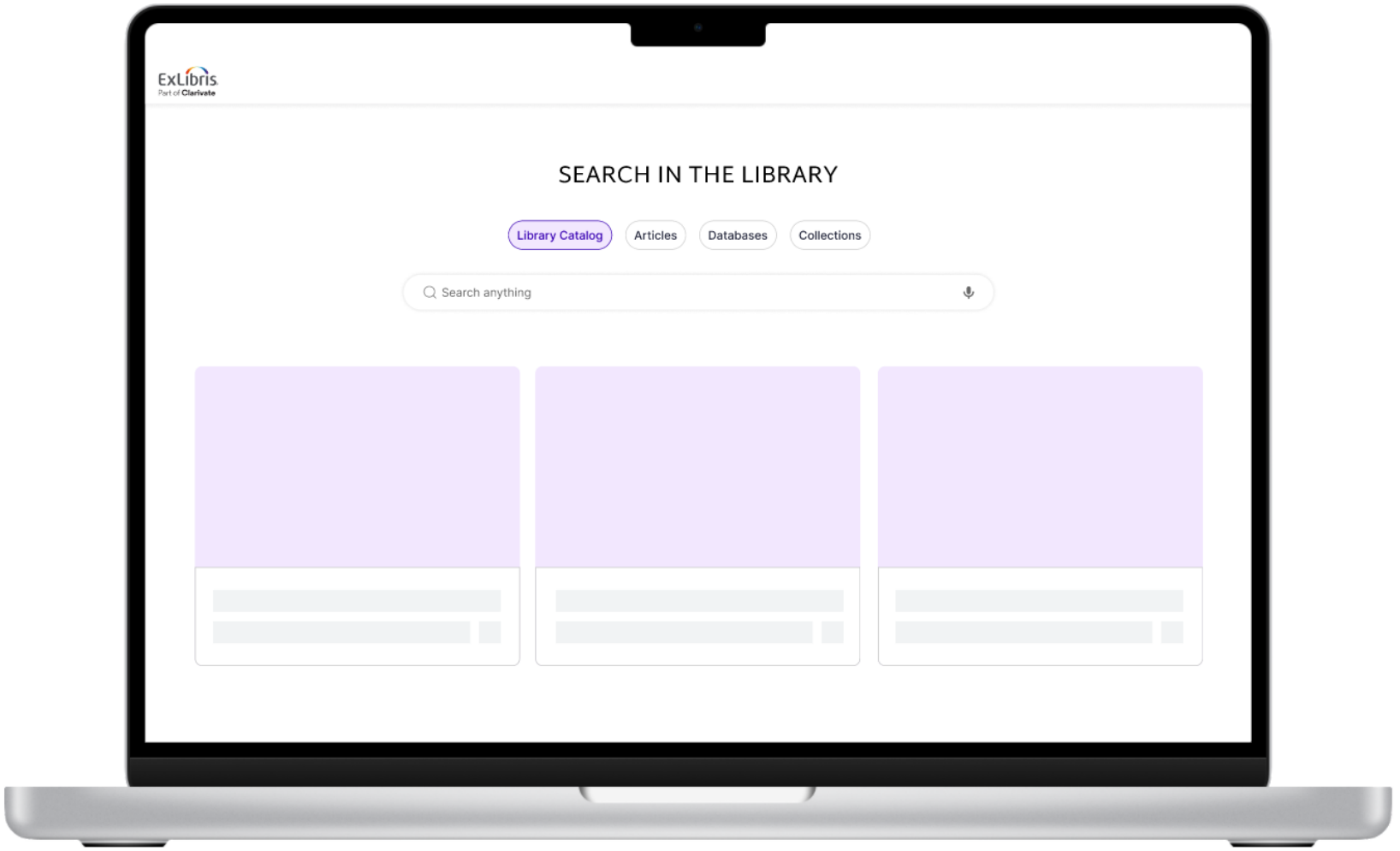

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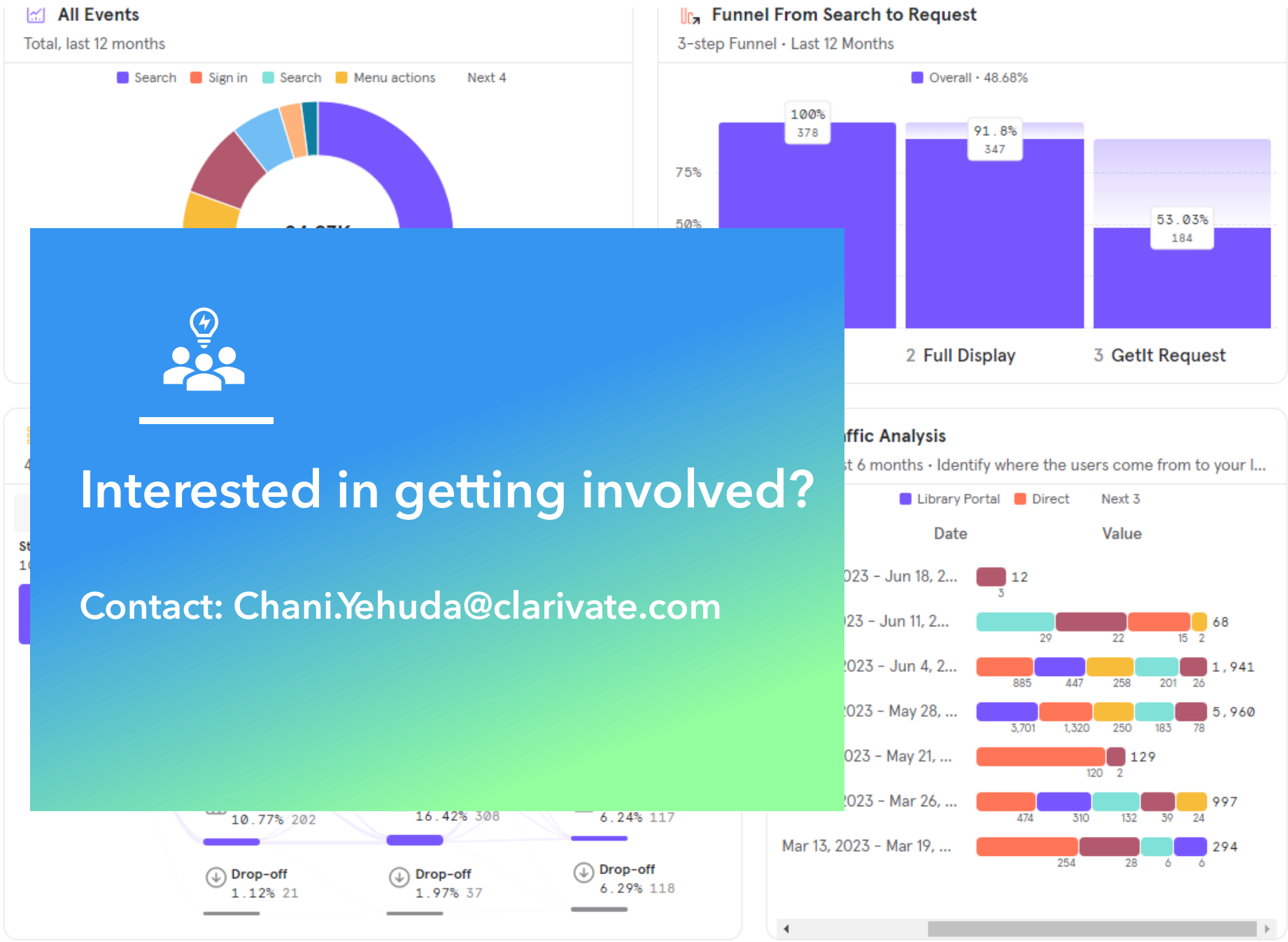
User Engagement Analytics

Stepping up to a new cutting-edge powerful analytics tool, powered by

mixpanel



Interested in getting involved?

Contact: Chani.Yehuda@clarivate.com

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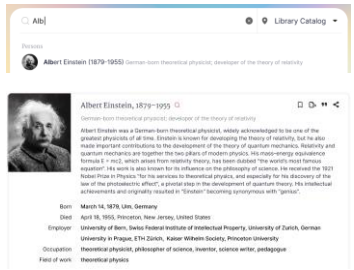
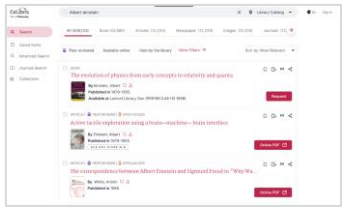
What to Expect

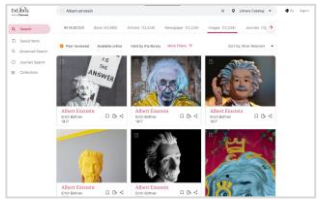
Some new functionality gradually released on existing pages



Call for customer UX discussion group and early adopters



New pages released for testing side-by-side of existing pages



More great pages become available, and institutions opt-in to launch

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