



Breaking the Mold

Rethinking Discovery with NDE
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Agenda

- 1 Introduction
- 2 From Primo VE to Go NDE
- 3 Guiding principles
- 4 Outlook
- 5 Questions

1. Introduction





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SLSP Ltd.: Service provider
SLSP network: Ca. 500 affiliated libraries in 31 Institutions zones (Iz) with 30 Mio. records and 50 Mio. items in a multilingual environment



SLSP runs the national search platform swisscovery:
1 union view + 74 local views





SLSP's role in the swisscovery Network:



Service provider: Courier, Bursar, Training, 1st level support, ...



Coordination and standardization of workflows



Representing the network in working groups and early adopter programs



Projects: Developing new services, migrations, User Experience, ...

2. From Primo VE to Go NDE

Challenges and opportunities of reimagining Discovery systems



Go NDE -> not only a change of tool -> it presents a unique opportunity to rethink our consortia's approach to the Discovery area

Analysis of the current **management** model of the Discovery area

Critical reflection to identify potential **areas for improvement** in both organization and approach

Critical Analysis

How the current management model of the discovery area work?

What are the good and the critical points?

Do we want to change something?

Where do we invest too many resources and where we should invest more resources?

How can we apply the lessons learned from the usability study?

What is important for the network?

What do we want to offer to the libraries?

Areas of discussion

Customization of Go NDE

Configuration and customization rules

Basic and optional services offers

Management of the releases

Support and collection of requirements

Further development of swisscovery to increase its usage

3. Guiding principles



Guiding Principles

Guide the decision-making process

Ensuring the evolution of Discovery tools aligned with user needs, technological advancements, and institutional priorities

Support the team decision process from small to big matters

Internal tool for the Discovery team

When a decisions or the analysis of a proposal, project, idea, configuration, a rule/standard is needed, those principles are checked.

Usability, Accessibility and Diversity

Usability and accessibility must be ensured. Diversity is respected. Possibilities to improve usability and accessibility are actively investigated. Any feature, element, decision or customization that compromises usability or accessibility, is excluded.

Measurement User UX and Accessibility tests (internal or external), Analysis software, UX and Accessibility standards and rules (WCAG for instance)

Simplicity and Sustainability

Simplicity and minimalism lead the decision process. Any feature, element, customization, decision or adjustment that leads to overcomplexity, or unsustainable resource need, is excluded.

Measurement Needed efforts in maintenance of views, Internal available resources, User UX and Accessibility tests (internal or external).

Data & Analytics

Data and Analytics inform and guide decisions on implementations and changes. All ideas, features, decisions, and customizations are grounded in solid data and analytics.

Measurement User UX and Accessibility tests (internal or external), Analytics and data collection tools

Innovation and Evolution

Continuous improvement through updates and releases are performed, as well as adoption of emerging technologies, providing they do not conflict with other strategic pillars.

Measurement Comparing similar tools from other communities or other industries.

Uniformity

Uniformity and personalization must be balanced. Any feature, element, customization, configuration or decision pursue the uniformity of the user experience within swisscovery views, while considering libraries local needs.

Measurement SLSP Configuration and customization rules, User UX and Accessibility tests (internal or external).

Universality

The SLSP community must benefit from the undertaken work. The entire SLSP community must (potentially) profit of every feature, element, customization, configuration or implemented decision. Specific solutions are in principle excluded.

Measurement Possibility to use every solution in local views.

Advantages and limits

Clear and simple

Explicit what was implicit

Applicable to every decision to be taken

Increase the transparency

Subjectivity

Systematic and strict usage of the principles

4. Outlook



Critical Analysis

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Role of the Agile group / Discovery Expert Pool

Further development of swisscovery to increase its usage

- With the guiding principles SLSP has a tool to...
 - ... support our critical analysis and the ideas that will arise from that
 - ... help the decision process to improve the areas in discussion.
 - ... decide on the customizations to be transferred from Primo Ve and the new ideas and suggestions of changes that are being collected.
- For the accessibility principle, a specific test/checklist is being prepared

5. Questions

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Thank you for your
attention !