

Transitioning to the NDE UI - A Practical Guide

Aronne Watkins

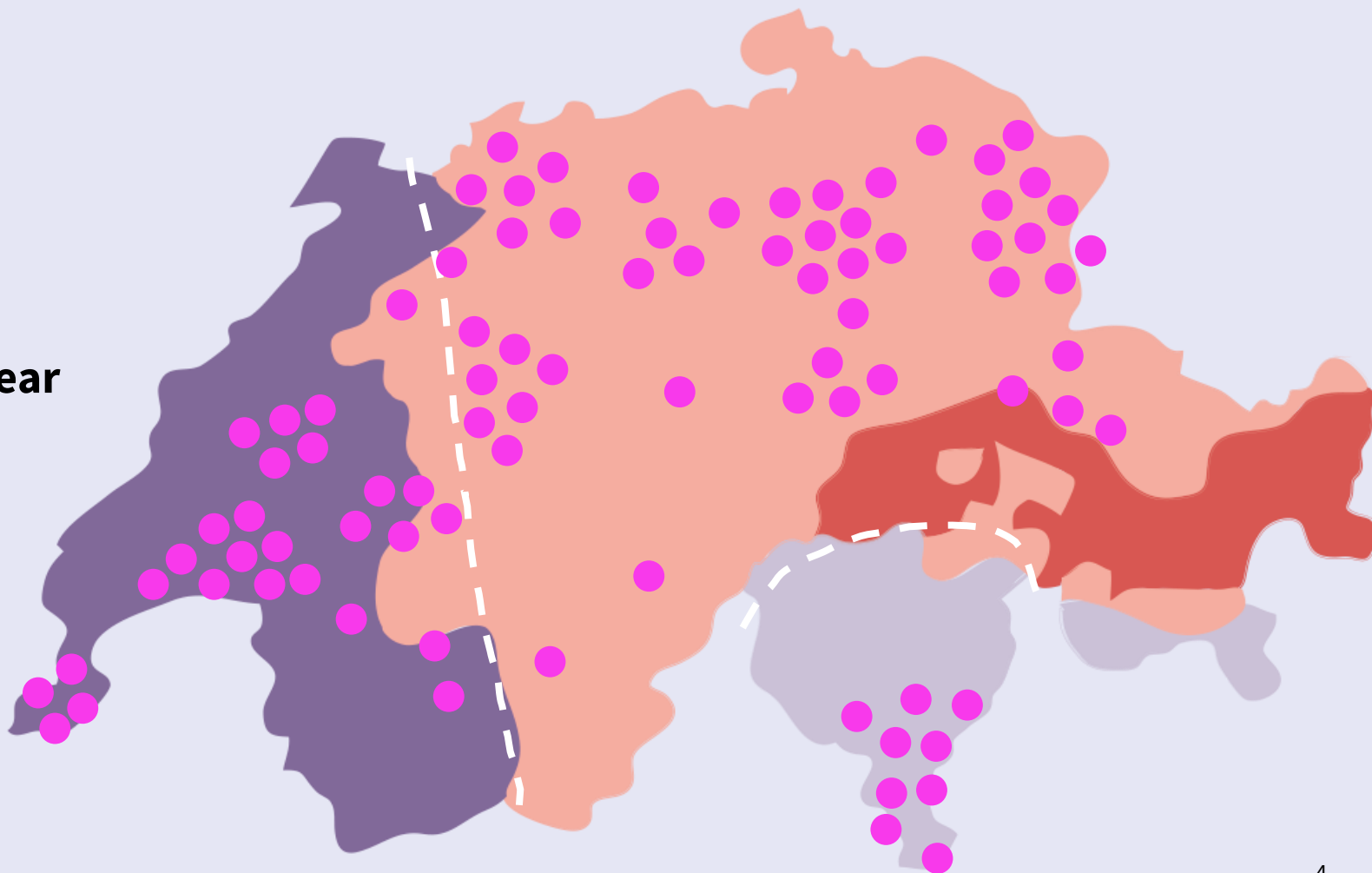
Quick Context

SLSP (Swiss Library Service Platform)



SLSP

- 505 libraries
- 32 IZs
- 1 NZ
- 2'500 library staff
- 800'000 end users
- 74 Primo VE views
- 25 million end user visits each year
- 1 central office



The Discovery Team



Identifying Needs

#1 Taking the time
to brainstorm
about who needs
to be involved

Patrons

Role of Patrons

- End-users of the new discovery UI

Responsibilities of Patrons

- Familiarize with the new UI
- Provide feedback on their experience if desired
- Report issues or challenges to library staff

Calls for actions



Interests of Patrons

- Simple and intuitive UI for easy navigation
- Easy access to trustworthy information
- Timely information about switch and new features
- Assurance of minimal disruption
- Accessibility standards are followed

Frontline Staff

Role of Staff

- First point of contact for patrons regarding the NDE UI

Responsibilities of Staff

- Keep current on SLSP information and trainings
- Explore the new UI in sandbox environments to build confidence
- Answer patron inquiries and provide guidance on using the NDE UI
- Report encountered issues to their institution or to SLSP Support if questions / issues arise

Calls for actions



Interests of Staff

- Early access to, and information and training on NDE UI
- Early communication about the NDE UI and its features
- Comprehensive FAQ to address common patron inquiries
- Updates on changes or issues with the system
- Quick support when facing issues
- No patron enquiries or complaints about the NDE UI
- Opportunities to contribute expertise

Library Educators

Role of Educators

- Empower patrons to use the NDE UI effectively

Responsibilities of Educators

- Keep current on SLSP information and trainings
- Explore new UI in sandbox environments
- Create or update training materials for Go Live
- Report encountered issues to their institution or SLSP Support if questions / issues arise

Interests of Educators

- Early access to, and information and training on NDE UI
- Early communication about NDE UI features
- Access to simple generic reusable information for creating training materials (if possible resource-wise)
- Updates on changes or issues with the system
- Quick support when facing issues
- Opportunities to contribute expertise

Calls for actions



Systems Librarians

Role of Systems Librarians

- Technical specialists ensuring smooth deployment and configuration / customization of the NDE UI on IZ level

Responsibilities of Systems Librarians

- Keep current on SLSP information and trainings
- Explore the new UI in sandbox environments
- Follow SLSP guidelines for compatibility / homogeneity
- Implement necessary configurations and customization in IZ view on time
- Enquire on SLSP Support if questions / issues arise

Interests of Systems Librarians

- Early access to NDE UI and to information
- Clear and easy guidelines to perform tests / Early access to clear and easy technical documentation and implementation guides
- Precise calendar on when to perform what
- Timely updates on system readiness, known issues, and fixes
- Opportunities to provide feedback on technical challenges
- Collaboration channels for troubleshooting and best practices
- Quick support when facing issues
- Opportunities to contribute expertise

Calls for actions



IZ Developers

Role of IZ Developers

- Creating custom features for Institutional Zones (IZs) in the NDE UI

Responsibilities of IZ Developers

- Keep current on SLSP information and trainings
- Explore new UI in sandbox environments
- Develop and integrate local solutions
- Follow SLSP guidelines for compatibility / homogenization standards
- Document and share solutions with other IZ developers where applicable
- Enquire on SLSP Support if questions / issues arise

Calls for actions



Interests of IZ Developers

- Early access to NDE UI and to information
- Clear guidelines / technical documentation and implementation guides
- Precise calendar on when to perform what
- Timely updates on system readiness, known issues, and fixes
- Opportunities to test local solutions in sandbox environments
- Collaboration with other developers and access to shared code repositories
- Quick support when facing issues
- Having a common way/approach to work with the code
- Sufficient time to adapt customizations

IZ Coordinators

Calls for actions



Role of IZ Coordinators

- Liaison between IZs and SLSP, ensuring communication

Responsibilities of IZ Coordinators

- Keep current on SLSP information
- Coordinate the rollout of the NDE UI within their IZ
- Communicate SLSP updates, guidelines, and expectations to local teams
- Oversee alignment with SLSP policies and timelines
- Collect and escalate feedback or challenges from their IZ to SLSP
- Enquire on SLSP Support if questions / issues arise

Interests of IZ Coordinators

- Regular updates on SLSP guidelines, expectations, and timelines that are easy to share
- Clear communication channels with SLSP and local IZ teams
- Tools to track the readiness and progress of IZ teams
- Quick support for resolving escalated issues from their IZ
- Opportunities to provide insights into the local / regional practices and realities

Library Management

Role of Library Directors

- High-level managers overseeing library operations and strategy

Responsibilities of Library Directors

- Keep current on SLSP information
- Ensure alignment of library staff and resources with the NDE UI rollout
- Advocate for participation in training and implementation activities
- Monitor the transition's impact on library services and provide feedback to SLSP
- Communicate strategic goals related to the NDE UI within their institution

Calls for actions



Interests of Library Directors

- High-level information on the NDE UI's benefits and strategic value and timelines
- Clear expectations for their teams during the transition
- Regular updates on progress, risks, and challenges
- Insights into the impact on patrons and library operations
- Assurance of adequate training and resources for their staff

Primo Patron Testing Group

Calls for actions



Role of Patron Group

- Voluntary patrons providing user-centered feedback through UX usability tests organized by SLSP

Responsibilities of Patron Group

- Actively participate in usability testing sessions for the NDE UI
- Provide honest, detailed feedback on user experience. Highlight pain points, confusion, or inefficiencies in the UI

Interests of Patron Group

- Understanding the purpose and goals of their involvement in usability tests
- Being informed of how their feedback will be used to improve the system
- Providing input that could shape the final version of the UI

Clarivate

Role of Clarivate

- Partner responsible for delivering the NDE UI and Mixpanel, ensuring technical functionality

Responsibilities of Clarivate

- Provide early access to NDE UI test view
- Deliver comprehensive technical documentation
- Ensure clear communication of timelines, deliverables, and dependencies for the transition
- Offer resources for using the new UI and Mixpanel
- Address technical questions and concerns raised by SLSP
- Provide post-launch support, updates, and maintenance for the UI and analytics tools

Calls for actions



Interests of Clarivate

- Early identification of potential issues
- Clear communication from SLSP on expectations / requirements
- Active work from SLSP in focus groups
- Successful adoption of the NDE UI and Mixpanel by patrons and library staff

Timeline

⚠ MEDICATION WARNING

Timeline

Uses: Timeline™ is prescribed for vague scheduling needs, shifting deadlines, and rapidly evolving project plans. May provide a fleeting sense of clarity immediately evaporating.

Common Side Effects May Include:

- Sudden heartburn after committing to a date
- Recurring panic over deadlines that may or may not exist
- Temporary paralysis when asked, "So when will that be done?"
- Whiplash from shifting priorities
- Nightmares involving Gantt charts
- Sweating profusely every time someone says "just a rough estimate"

Serious Side Effects

- Spontaneous time dilation
- Chronological vertigo

Do Not Take Timeline™ If

- You require fixed deliverables
- You enjoy certainty
- You're the project manager

Consult your calendar before use. Or don't. It'll change anyway.

A humorous image of a health warning. Generated with ChatGPT 4.0 in June 2025

Current SLSP Timeline





SLSP Tentative Timeline

i Important note Please be aware that SLSP's operations depend significantly on Clarivate and on technical factors that are subject to change. Changes in the following timeline are therefore possible anytime.

	Event	Status
Jul 2023 - throughout 2025	SLSP participates in the NDE UI UX Focus Group, and Customization Focus Group, with ongoing collaboration and discussions on different UX elements	ONGOING
Feb 2025	IZ developers can exchange on customization aspects in a dedicated space	ONGOING
Feb 2025 (previously announced for November 2024)	Clarivate provides first pages that can be tested. Those pages are not yet finalized and the new SLSP template is first being built	COMPLETED
Feb-Jun 2025	The APC Group sorts customizations made for the old Primo VE UI in three categories: must be transferred (to the NDE UI), can be transferred, won't or can't be transferred	STARTED



Current SLSP Timeline

	Event	Status
May 2025	<p>Clarivate launches the NDE UI but only for a few registered libraries worldwide (Clarivate does not plan to have all elements for consortia ready at this point)</p> <div><p> Please note Clarivate's launch of the NDE UI does not affect SLSP libraries' operations or timeline, as the consortia's Go Live date is scheduled for a later time.</p></div>	COMPLETED
Jun-Nov 2025	<p>The APC Group tests available NDE UI elements. The APC Group can stop developing new solutions for Primo VE (except for emergencies)</p> <p>Specific questions are submitted to the Discovery Expert Pool and feedback is gathered (if applicable)</p>	STARTED
Jul 2025	<p>A recorded online information session for libraries is held in each language (German, French, Italian). Please visit the following pages for details:</p> <div><p> 2025-07-04 NDE: new UI - GER</p><p> 2025-07-01 NDE: new UI - FRE</p><p> 2025-07-09 NDE: new UI - ITA</p></div>	STARTED



Current SLSP Timeline

	Event	Status
Jul-Nov 2025	A test view is made available to libraries. Libraries can test a first version of the NDE UI	STARTED
Nov 2025	<p>Clarivate launches the NDE UI general release.</p> <p>i Please note Clarivate's launch of the NDE UI general release does not affect SLSP libraries' operations or timeline, as the consortia's Go Live date is scheduled for a later time.</p>	NOT STARTED
Dec 2025	Clarivate plans to have consortium functionalities ready for consortia	NOT STARTED
Dec 2025	An intermediate report on findings about available functionalities is submitted to SLSP management	NOT STARTED
Dec 2025-Apr 2026	Consortial functionalities and remaining elements are tested by APC Group with libraries, patrons and Discovery Expert Pool - if applicable. Findings and feedback are documented, implementability is analyzed and eventual issues are listed. The APC Group corrects eventual issues where possible	NOT STARTED

Current SLSP Timeline

	Event	Status
Jun 2026	<p>A final report on findings is submitted to SLSP management.</p> <ol style="list-style-type: none"> 1. A concept for the management of SLSP-Coordinated views and definition of customizable and configurable elements is prepared 2. The Discovery Service Offer described in the portfolio is reviewed and, if needed, updated 	NOT STARTED
Aug - Dec 2026	Training material is updated	NOT STARTED
Sep 2026	Analysis decision-taking by SLSP management. Decision on acceptance of performing the switch in 2027 (with the features as they are that point in time; or to postpone the switch) and setting a Go Live date between semesters	NOT STARTED
Oct 2026-2027	SLSP and self-coordinated IZs prepare the technical switch to the NDE UI	NOT STARTED
2027 (precise date to be defined)	Self-coordinated IZs implement the NDE UI in their views and SLSP implements the NDE UI in the NZ view and SLSP-coordinated views	NOT STARTED



Current SLSP Timeline

	Event	Status
2027 (precise date to be defined)	Go Live. All views have switched to the NDE UI	NOT STARTED
2027 (after Go Live)	The APC Group creates a roadmap for further improvements	NOT STARTED
2027 (after Go Live)	The APC Group organizes monthly sprints and updates of the central package dedicated to the NDE UI	NOT STARTED



#2 Setting up a timeline. Making sure to plan enough time to reduce possible delays.

Resources

Resource Ideas

Access to test view and clear guidelines to test

Known issues page and Fixed issues page

Enhancement request list from SLSP Community

Planned future features (Clarivate roadmap)

Test results

Information on the new UI and its benefits

FAQ to address common patron inquiries

Ready information to provide patrons

Updates on changes or issues with the system page

Reusable templates and pre-made training materials for patrons

Clear technical documentation and implementation guides

Clear communication channels with SLSP and within local IZs

Tools to track the readiness and progress of IZs

High-level summaries of progress

Insights into the impact on patrons and library operations

High-level information on the new UI's benefits and strategic value and timelines

Provide a comparison chart between the old and new UI



Resources by Role

Must-Know Resources

- [SLSP Tentative Timeline](#)
- [Frontline Staff & Library Educators Check-List](#)

Onboarding

- [SLSP Recorded Sessions](#)
- [About the NDE UI](#)
- [FAQ](#)

Communication

- [Additional Small Library Support \(email Check-Ins\)](#)

Testing

- [Testing Information](#)
- [Core Issues](#)
- [Non-Core Issues](#)
- [Enhancement Request List from the SLSP Community](#)

Check-List Front Staff – Library Educators

1. Preparation and Planning (Summer/Fall 2025)

Project Familiarization

Familiarize yourself with the project:

- Review materials provided by SLSP on the NDE UI.
- Review SLSP's provided tentative timeline.

2. Communication (July 2025 to Go Live)

Stay Informed

- Stay up to date on updates shared in SLSPNews.
- Check with your supervisor or IZ coordinator how the transition to the NDE UI will be handled in your IZ.

3. Testing (July 2025 to April 2026)

Optional - Technical Testing Before Go Live

- If you want to, ensure you test IZ specific elements, such as IZ specific customizations, third party integrations, specific configurations, branding or any local specificity in your view.
- If you want to, provide feedback in SLSP's forms if desired.
- If applicable, verify that you have tested everything you wanted.



Check-List Front Staff – Library Educators

4. Implementation (May 2026 to 2027)

Pre-Launch Readiness

- Follow SLSP's training on NDE UI when it is made available.
- Be ready with a brief explanation to patrons of what the new UI is and how it works.
- Ensure that potential promotional materials (posters, flyers, social media posts, web pages) or educational materials (user guides, tutorials, patron trainings) are ready or updated.
- Check with your supervisor or IZ coordinator how the Go Live of the NDE UI will be handled in your IZ.
- Address any unresolved issue with your supervisor or IZ coordinator.

During Go Live

- Report any critical issue to your supervisor or IZ coordinator and to SLSP immediately.

After Go Live

- Report potential recurring issues to your supervisor or local IZ Coordinator and to SLSP.



Check-List Systems Librarians / Developers

1. Preparation & Planning (Summer / Fall 2025)

Project Familiarization

- Review materials provided by SLSP on the NDE UI.
- Review SLSP's provided tentative timeline.
- If desired, join the Developer Exchange Space.
- (self-coordinated IZs only) Identify current Primo VE / discovery configurations, customizations, and integrations that will be affected.
- (self-coordinated IZs only) Identify any third-party vendors/applications that are impacted.

2. Communication (July 2025 to Go Live)

Stay Informed

- Stay up to date on updates shared in SLSPNews.
- Check with your supervisor or IZ coordinator how the transition to the NDE UI will be handled in your IZ.
- (self-coordinated IZs only) Document and circulate technical decisions (for instance how local customizations will be migrated).

Check-List Systems Librarians / Developers

3. Testing (July 2025 to April 2026)

Technical Testing Before Go Live

- Ensure you test IZ specific elements, such as IZ specific customizations, third party integrations, specific configurations, branding or any local specificity in your view.
- Provide feedback in SLSP's forms if desired.
- Verify that you have tested everything you wanted.

4. Configuration (November 2026 to 2027)

Configuration Before Go Live

- (self-coordinated IZs only) Configure NDE UI test view(s) for your IZ with branding, labels, facets, third-party integrations, etc. SLSP will provide final configuration and customization rules and guidelines as early as possible.
Please note: SLSP libraries cannot enable the NDE UI in production independently but must wait for the official Go-Live date to ensure a consistent experience across the country. Once the NDE UI reaches the expected levels of quality and user-friendliness, we will proceed with a coordinated, simultaneous launch across all SLSP libraries. Before the official Go Live, test views cannot be shared with patrons.
- (self-coordinated IZs only) Share access to your test view(s) with the relevant stakeholders in your IZ (for instance IZ coordinators, front staff, library educators, etc).

Check-List Systems Librarians / Developers

5. Implementation (July 2026 to 2027)

Pre-Launch Readiness

- (self-coordinated IZs only) Apply or migrate all SLSP approved configurations from a test view to the future productive view(s) in your IZ.
- Confirm readiness of your IZ's NDE UI view(s).

During Go Live

- Monitor the transition process on launch day.
- Report any critical issue to your supervisor or IZ coordinator and to SLSP immediately.
- (self-coordinated IZs only) Execute the switch from the old view(s) to the NDE UI view(s).
- Verify if the NDE UI view(s) is as expected after the cut-over at the scheduled time (run a smoke test: basic search, login, request, full-text linking, etc).

After Go Live

- Report potential recurring issues to your supervisor or local IZ Coordinator and to SLSP.
- Document lessons learned and update local technical documentation.

Developers Exchange Space on ClickUp

 Overview  Chat  Developer Guidelines  Issues to prioritize with Clarivate  View


 Hide  Customize [Add card](#) 


 Filters

Hide  Protect view

Quick Access

To exchange about the new UI among developers, go to  Chat

To collaborate on ideas, conventions and standardization, go to  External projects > Developer Exchange NDE UI > Developer Guidelines

To report a significant customization issue that needs to be reported to Clarivate collectively, go to  External projects > Developer Exchange NDE UI > Issues to prioritize with Clarivate , create a new task and assign it to [@Aronne Watkins](#)

Documents

 Developer Guidelines • in Developer Guidelines

About

This is a temporary exchange space dedicated to the development of the NDE new UI. This initiative offers a way for IZ developers to collaborate and communicate during the transition to the new UI.

Please note, this space is neither an Expert Group nor a decision-making body. It is a temporary space designed to facilitate collaboration among IZ developers working on Primo during the transition.

The space will be used for the following activities:

- Share insights, provide feedback, and exchange specifically about developmental aspects of the NDE UI.
- Collaborate on code conventions: participants can discuss standardization of code, ensuring consistency accross IZs.
- Streamline and prioritize communication with Clarivate: this space will serve to collect and prioritize significant customization issues which will then be communicated to Clarivate collectively, rather than through individual communications.

We encourage interested developers to take part and utilize this space for the duration of these specific tasks.

Developers Exchange Space on ClickUp

External projects / Developer Exchange NDE UI ...

Automate Share

Overview Chat Developer Guidelines Issues to prioritize with Clarivate + View

Search Hide Customize Add Task

Group: Status Subtasks Columns Filter Closed Assignee A Search...

Issues to prioritize with Clarivate

Issues to prioritize with Clarivate ... You

To report a significant customization issue that needs to be reported to Clarivate collectively, create a new task and assign it to @Aronne Watkins

COMPLETE 3 ... + Add Task

Name	Comments	Assignee	Priority	Due date	
✓ Service pages / openurl	3	AW	Normal	Feb 28	...
✓ Central Package	2	AW	Normal	Jun 30	...
✓ GetIt / Rapido	3	AW	High	Mar 31	...

+ Add Task

ON HOLD 1 ... + Add Task

Name	Comments	Assignee	Priority	Due date	
○ Libkey	5	AW	Normal	Oct 1	...

+ Add Task

OPEN ISSUES 1 ... + Add Task

Name	Comments	Assignee	Priority	Due date	
⚙ Google Search Index	3	AW	Normal	May 31	...

+ Add Task


+ New status



Customization Sorting

No need to transfer to NDE UI


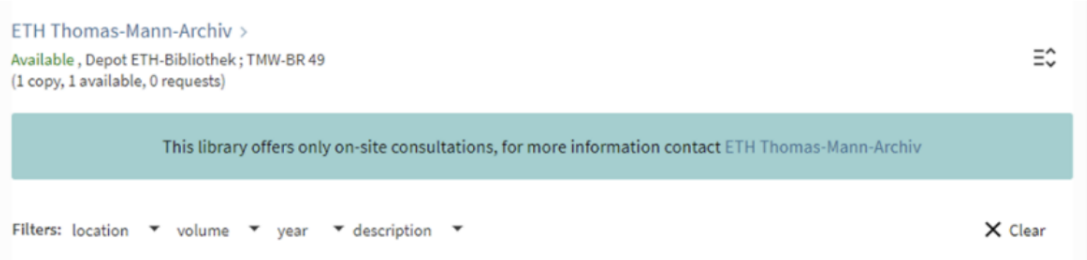
<u>slsp-</u> <u>citation-</u> <u>select</u>	<p>This module display radio buttons to the selection menu for the citation styles.</p> <div><input checked="" type="radio"/> MLA (7th edition) <input type="radio"/> APA (7th edition) <input type="radio"/> Chicago/Turabian (16th edition) <input type="radio"/> MLA (8th edition) <input type="radio"/> Harvard</div>	Not needed	NN	The new design is completely different	-
---	---	------------	----	--	---

<u>slsp-</u> <u>holding-</u> <u>collapse</u>	<p>Holding fields are displayed collapsed by default.</p> <div><p>Bibliothèque de Genève ⓘ ></p><p>May be available , Magasins (Délai de livraison : 30 minutes) ; BGE Rb 1043</p><div>▼ Location information Filters: ▼</div><div><div>In acquisition (0 requests) Année 78:no 4(2023:Oct./Dec.) Loan 28 days, no delivery, no copy</div><div>Free</div></div></div>	Non needed	NN	The design completely changed <u>PrimoVeNde</u>	Partially Compliant with WCAG 2.1 AA The module replaces and modifies expand/collapse buttons, but does not include <u>aria-expanded or aria-controlsattributes</u> . Screen readers might not inform users whether the section is expanded or collapsed
--	---	------------	----	--	---



Customization Sorting

Need to transfer to NDE UI

slsp-ovp-item-reservation	<p>In the “Pick up on site” section the button “Reservation” is displayed when an item is on loan or has any other unavailable status.</p> 	Needed	Prio 3		<p>Partially Compliant with WCAG 2.1 AA</p> <p>The module modifies the reservation button text dynamically, assistive technologies might not detect the label change</p>
slsp-i-button	<p>The On-site only alert bar informs, at item level, if a library offers on-site consultation only.</p> 	Needed, but might be not possible	Prio 2	The design completely changes and thus, it won't be possible to re-do this customization as it is now. See example	<p>Could not be tested – where is code?</p>



#3 Informing and facilitating exchange among developers first. So, they have as much time as possible to learn Angular, get used to the new environment and assess/rebuild customizations

About

About the NDE UI

The new User Interface (UI) is part of Clarivate's Next Discovery Experience (NDE) initiative. With the NDE UI, Clarivate aims to enhance the user experience by redesigning its interface for simplicity and visual appeal, incorporating customer feedback to ensure easy navigation and efficient information access.

Clarivate's goal is to create an intuitive, engaging platform, for patrons to better access the information they need. Please find Clarivate's information on the NDE UI here: [Next Discovery Experience User Interface](#)

Here are some illustrations of the current generic version in development but please note, the launched version by Clarivate may differ since works on the NDE UI are still ongoing and design elements for SLSP views have yet to be defined.

Homepage



Online Recorded Information Sessions

NDE UI Kick-Off

Agenda

- What is the NDE UI?
- Resources and documentation
- Testing opportunities
- Questions and answers



FAQ

Change

- › Which changes can I expect in the new interface?
- › Which changes can't I expect from the new interface?

Customization

- › How can I join SLSP's Developer Exchange for the NDE UI?
- › How will the customization of views work on the technical level?
- › What does the change from Angular JS to the Angular web framework imply?

Configuration

- › What happens with links and permalinks from the current UI?

Go Live

- › When is the Go Live date?
- › Can SLSP libraries enable the NDE UI in production before Go Live?
- › Is there system downtime or impacts on the end-users when going live with NDE UI?

How Issues are Prioritized and Managed

How Issues are Prioritized


Issues are reviewed and prioritized using the following criteria:

Priority level	Criteria	Typical Action
High (Core issue)	Core issue (directly prevent patrons from searching for or accessing library resources)	Immediate escalation to provider (Clarivate), apply local fixes (if possible), search for workarounds, SLSP tracks closely
Medium (Non-core issue)	Non-core issue (does not directly prevent patrons from searching for or accessing library resources)	Logged as part of ongoing and future UI work. When time permits, submit to provider (Clarivate), apply local fixes (if possible), explore potential workarounds
Low (Enhancement)	Feature is not supported by provider (Clarivate) in NDE UI but would improve experience	Logged, when time permits apply local fixes (if possible), explore potential workarounds, submit to provider (Clarivate) through Ideas Exchange and/or CERV for future



Clarivate Resources

Clarivate Resources|

 This page compiles relevant resources and information from Clarivate on the NDE UI.

[General Documentation](#)

[Recordings](#)

[Specific Resources](#)

General Documentation

- Clarivate Knowledge Center information on the New UI [Next Discovery Experience User Interface](#)
- Clarivate product documentation [Go NDE](#)
- Clarivate Available Features, Functionality and Release Plan (Known Issues at the bottom of the page) [Available Features, Functionality and Release Plan for NDE UI](#)
- Clarivate Overview of Interface and Configuration [Overview of the NDE Interface and Configuration](#)
- Clarivate Primo VE and Primo Classic Roadmap Highlights 2025-2026 [Primo VE and Primo Classic Roadmap Highlights: 2025 - 2026](#)



This is great for large libraries, but what about small libraries?

Small libraries don't have much time and resources. How can we accompany them better through the transition?



Additional Resource for small libraries

We invite libraries in SLSP-coordinated IZs that are interested to register via SLSP Support.

Throughout the transition phase, SLSP will ensure simple and concise communication, exclusively by email, with small libraries coordinated by SLSP to keep them informed of the most important steps and information.

This approach aims to provide more effective support to small libraries during the transition to NDE UI. Interested? Please contact us via [SLSP Support](#), selecting the functional area: “Discovery / Research.”




Conclusion

#4 Providing
resources to libraries
that suit their size
and interests.

Testing

Testing

Testing Information


 This page provides information on testing the NDE UI.

[Access to Test View](#)

[Provide Feedback](#)

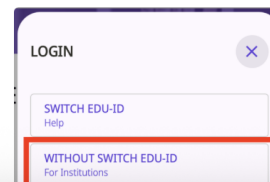
[Feedback Forms](#)

Access to Test View

Please visit this page to access a test view of the NDE UI: 

To log in, please either:

- Use your personal Test Edu-ID (Switch) login
- Or use the generic account below (when using the login below, please select the authentication method without Switch Edu-ID in the NDE test view):




Testing

Provide Feedback

Testing is not mandatory of course, however your testing is greatly beneficial for all SLSP libraries. It allows to identify issues that require action and offers important insights into overall satisfaction with the NDE UI among SLSP libraries, which is crucial for informed decision making by stakeholders.

Please use only the forms provided below to submit your feedback. Responses collected through these forms are automatically compiled into reports that inform key decisions, including the Go Live date and other important milestones.

-  To ensure consistency and efficiency, all feedback related to testing the NDE UI should be entered exclusively, and with priority, via these forms. If you encounter issues that require immediate attention, you may of course contact SLSP Support directly. However, the forms below should remain the primary channel for submitting feedback on the NDE UI.




Testing

Feedback Forms

Thank you for sharing your feedback on the NDE UI using the forms below. Your contributions are highly valued, and we sincerely appreciate your time and effort in testing.

These forms will remain available until October 31, 2025, to support the preparation of an intermediate report on the currently available functionalities. After this date, new forms will be provided to collect feedback on additional features released later in the rollout timeline.

When working in the forms below, answers can be saved and edited.

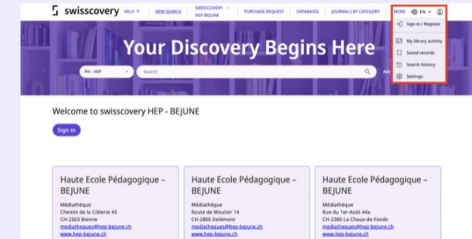
Area of form	Link to form	Contained functionalities
Landing page	 Microsoft Forms	Top menu, language selection, login and settings, search profiles, basic search, advanced search
Brief results	 Microsoft Forms	Facets, sorting, display of results, sharing and exporting options, navigation
Full record	 Microsoft Forms	Navigation in full record, Record display, view online section, details section, links section, multiple versions



Form

6

User login and access to settings *



- ☐ Functional - The feature functions correctly and achieves its intended purpose
- ☐ Not functional - The feature does not operate correctly or as needed
- ☐ N/A - I did not test this feature

You can print a copy of your answer after you submit

Back

Submit

Page 2 of 2

Result Overview

Top Menu	Language selection	User login and access to settings
Not functional - The feature does not operate correctly	Not functional - The feature does not operate correctly	Functional - The feature functions correctly
Functional - The feature functions correctly	Functional - The feature functions correctly	Functional - The feature functions correctly
Not functional - The feature does not operate correctly	Functional - The feature functions correctly	Functional - The feature functions correctly
Not functional - The feature does not operate correctly	Functional - The feature functions correctly	Functional - The feature functions correctly
Functional - The feature functions correctly	Functional - The feature functions correctly	Functional - The feature functions correctly



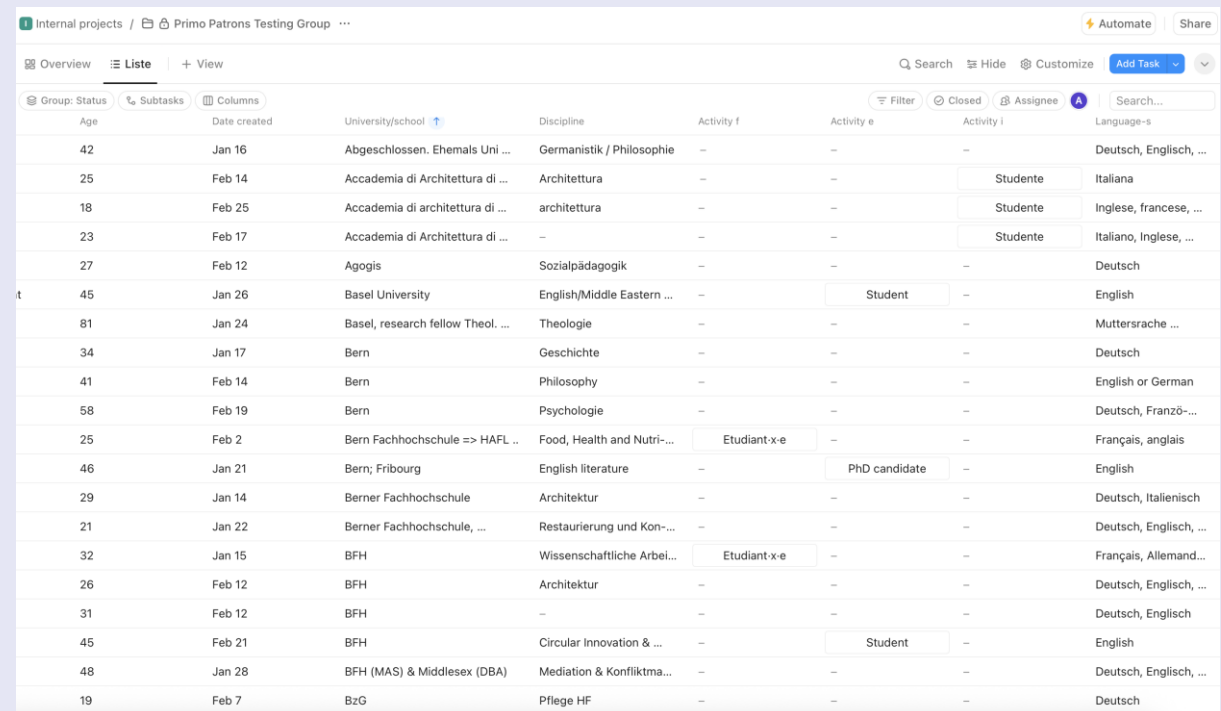
#5 Working with
structured data as
much as possible
(versus free text
feedback)

Usability

Works on Usability so far

SLSP's Discovery team is taking several steps to improve the usability of views by:

- Setting up UX tests with patrons and testing the usability of customizations/adaptations
- Assessing the usability of current customizations/adaptations before implementing them in new views
- Collaborating with external usability experts



Age	Date created	University/school	Discipline	Activity f	Activity e	Activity i	Language-s
42	Jan 16	Abgeschlossen. Ehemals Uni ...	Germanistik / Philosophie	–	–	–	Deutsch, Englisch, ...
25	Feb 14	Accademia di Architettura di ...	Architettura	–	–	Studente	Italiana
18	Feb 25	Accademia di architettura di ...	architettura	–	–	Studente	Inglese, francese, ...
23	Feb 17	Accademia di Architettura di ...	–	–	–	Studente	Italiano, Inglese, ...
27	Feb 12	Agogis	Sozialpädagogik	–	–	–	Deutsch
45	Jan 26	Basel University	English/Middle Eastern ...	–	Student	–	English
81	Jan 24	Basel, research fellow Theol. ...	Theologie	–	–	–	Muttersprache ...
34	Jan 17	Bern	Geschichte	–	–	–	Deutsch
41	Feb 14	Bern	Philosophy	–	–	–	English or German
58	Feb 19	Bern	Psychologie	–	–	–	Deutsch, Franzö-...
25	Feb 2	Bern Fachhochschule => HAFL ..	Food, Health and Nutri-...	Etudiant x-e	–	–	Français, anglais
46	Jan 21	Bern; Fribourg	English literature	–	PhD candidate	–	English
29	Jan 14	Berner Fachhochschule	Architektur	–	–	–	Deutsch, Italienisch
21	Jan 22	Berner Fachhochschule, ...	Restaurierung und Kon-...	–	–	–	Deutsch, Englisch, ...
32	Jan 15	BFH	Wissenschaftliche Arbei...	Etudiant x-e	–	–	Français, Allemand...
26	Feb 12	BFH	Architektur	–	–	–	Deutsch, Englisch, ...
31	Feb 12	BFH	–	–	–	–	Deutsch, Englisch
45	Feb 21	BFH	Circular Innovation & ...	–	Student	–	English
48	Jan 28	BFH (MAS) & Middlesex (DBA)	Mediation & Konfliktma...	–	–	–	Deutsch, Englisch, ...
19	Feb 7	BzG	Pflege HF	–	–	–	Deutsch

Accessibility

Works on Accessibility so far

In addition to usability, Ex Libris (Clarivate) is also improving accessibility. Two series of audits based on WCAG 2.2 criteria are planned for the NDE interface in 2025 to ensure accessibility at levels A and AA.

Accessibility is important for SLSP too. The Discovery team is taking several steps to improve the accessibility of views by:

- Integrating accessibility into all works on Primo views
- Evaluating accessibility of the current UI internally
- Evaluating the accessibility of current customizations/adaptations before implementing them in new views
- Aligning with Clarivate's efforts when developing local customizations for the new UI
- Collaborating with external accessibility experts
- Implementing results and findings of accessibility tests



#6 Taking advantage of Clarivate's work on accessibility (versus transferring old non-compliant customizations).

Thank You!



aronne.watkins@slsp.ch