Zooming into the Next Discovery Experience

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Ex Libris Users of North America

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Part of Clarivate

Games you started

a
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nd
...

Dominion

2016

Escape : the curse of the temple ...

©2014

Evolution : the dynamic game of survival ...

©2017

Ex libris

2017

Fangs: Werewolves vs. Vampires vs. Humans ...

2021

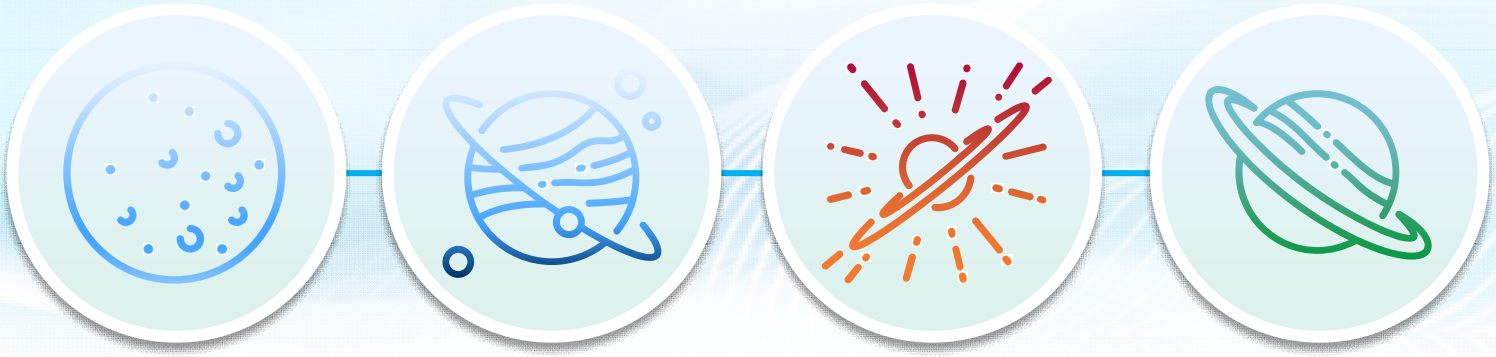
Fantasy wizard

2009

Stars are aligning for the Next Discovery Experience

Emerging generative AI technologies

Modern UX Development Tool



Expectation for consumer-like experience

New Linked Data practices

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What is design?

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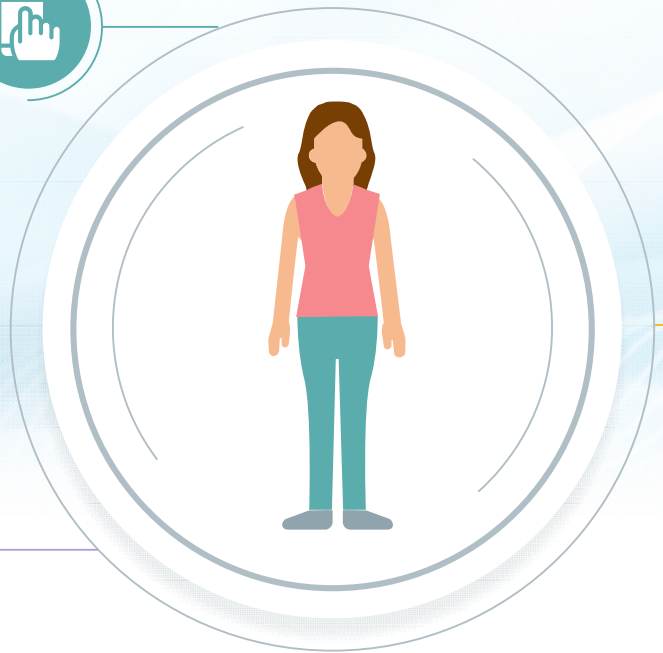
User capabilities



Environment

Goals

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Understanding Users – Study In Progress

Study Goal

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

Methodology

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?

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What is the % mobile usage in Primo per month?

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Initial Takeaways

- ✓ Over 90% using personal laptop/desktop for research tasks – as opposed to mobile device or public kiosk
- ✓ 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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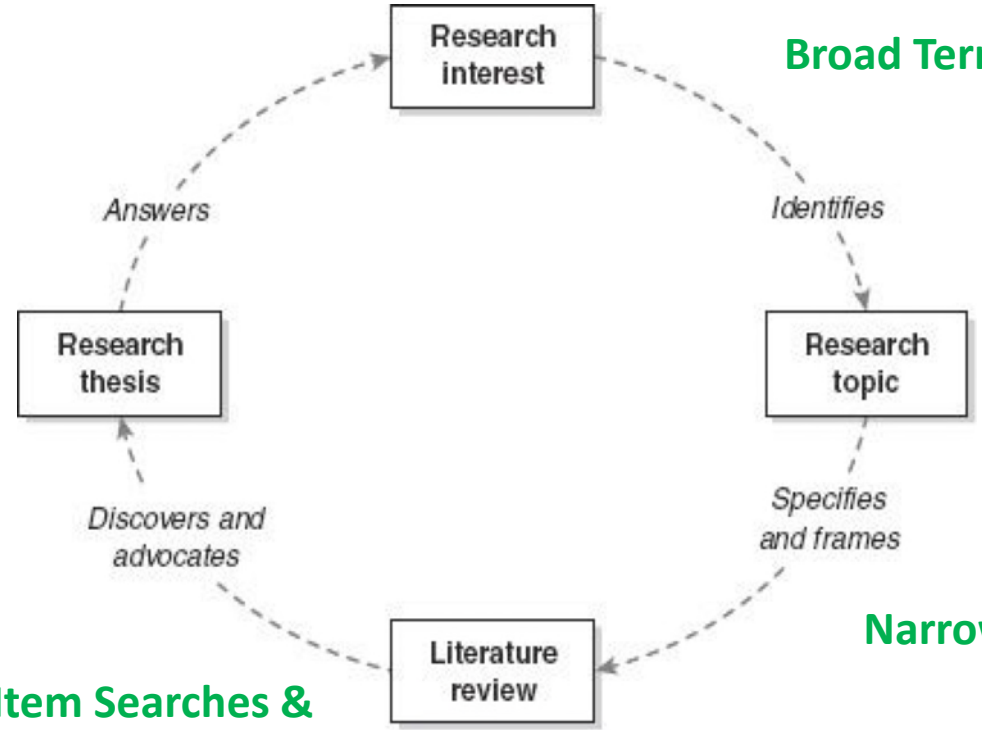
Research Cycle



Broad Term Searches

Narrow Term Searches

Known Item Searches & Exploration to More

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

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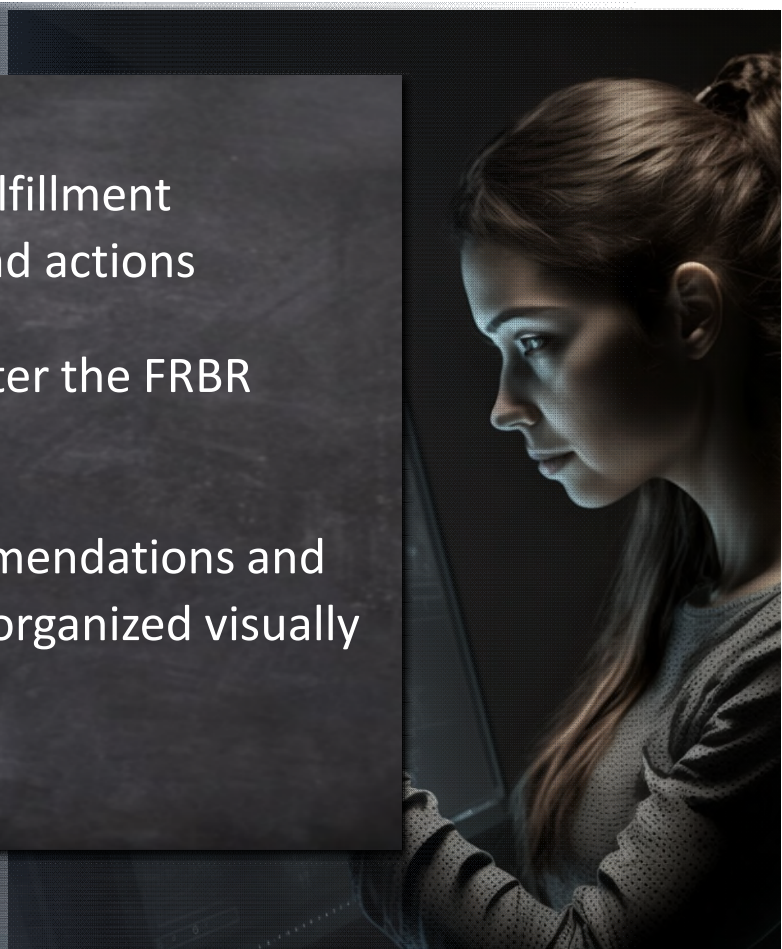
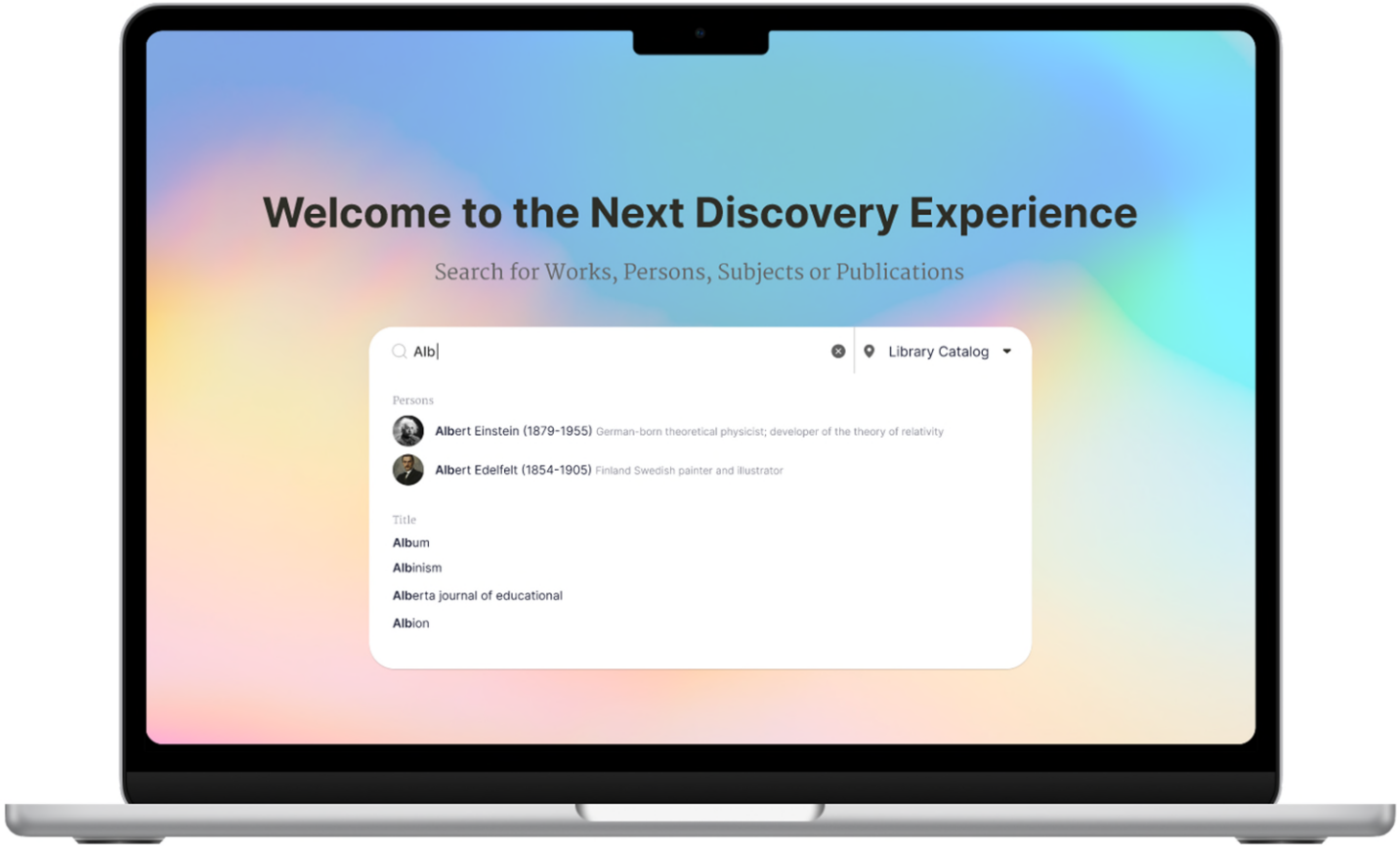
Concepts For Drawing Up the Next Primo UX

- 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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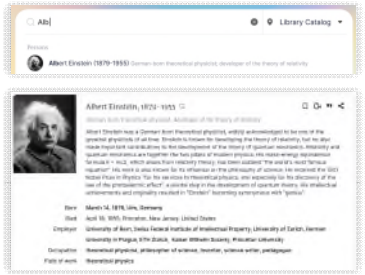
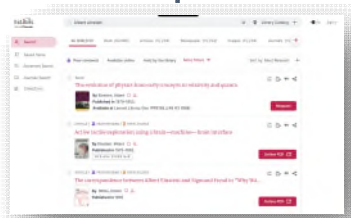
What To Expect

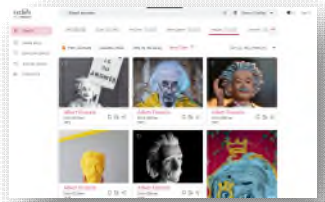
Some new functionality gradually released on existing pages



Call for customer UX Discussion Group and early adopters



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



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

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Thank you!

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