



UX & Accessibility

Missions and Challenges

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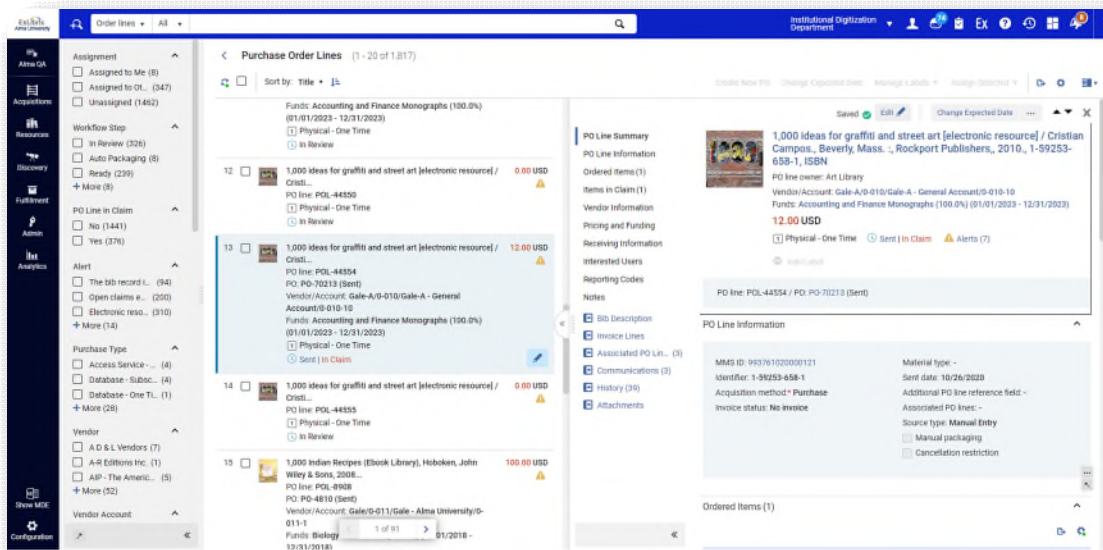
Agenda

- User Experience in Alma
**Shifting to a new layout and
community impact**

- Accessibility
Accessibility as a constant effort



User Experience: The New Layout



1. Side by side view
2. User Preference
3. Fewer Clicks
4. Advanced facets
5. Visual indications
6. Additional functionality
7. lots more...

Illustration taken from Alma new Unified PO Lines workflow (Early Adopters phase)

User Experience: The New Layout

Uniqueness vs. consistency: A Fine Balance

“Platform components”



Unique developments per each functional area

Managing a careful balance

- “functional needs” in context of Infra components.
- Close cooperation with the community



Opportunity

The Sky is the Limit

Risk

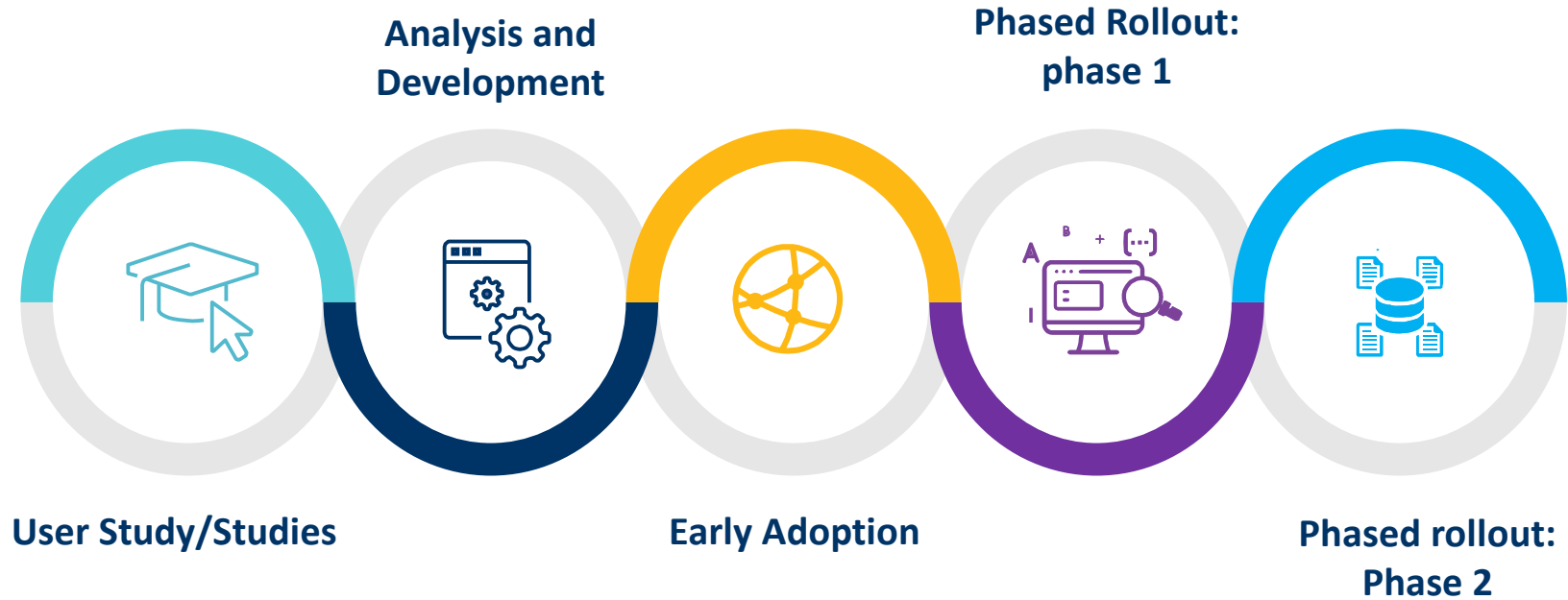
Inconsistency across the platform

New Layout Implementation

Functional Area	Status
Physical Holdings	✓ Done (2021)
Resource Sharing Task List	✓ Done. Classic layout sunsets this May
Analytics layout in Alma	☑ Feature rollout: phase 1
PO Lines	☑ Early Adoption
Manage Sets	☑ Early Adoption
All Titles search	▶▶ Design & development
Patron Services	▶▶ Design & development



New Layout Implementation Process



User Study/Studies

- “Hypothesis” Design Prototype
- Designed to identify pain points
- Verify or contradict hypothesis
- 1:1 format



Analysis and Development Cycle

- Prototype Redesign
- Defining pain points to address
- “Additional user study”
- FSD- Functional Specification Document
- Development according to FSD

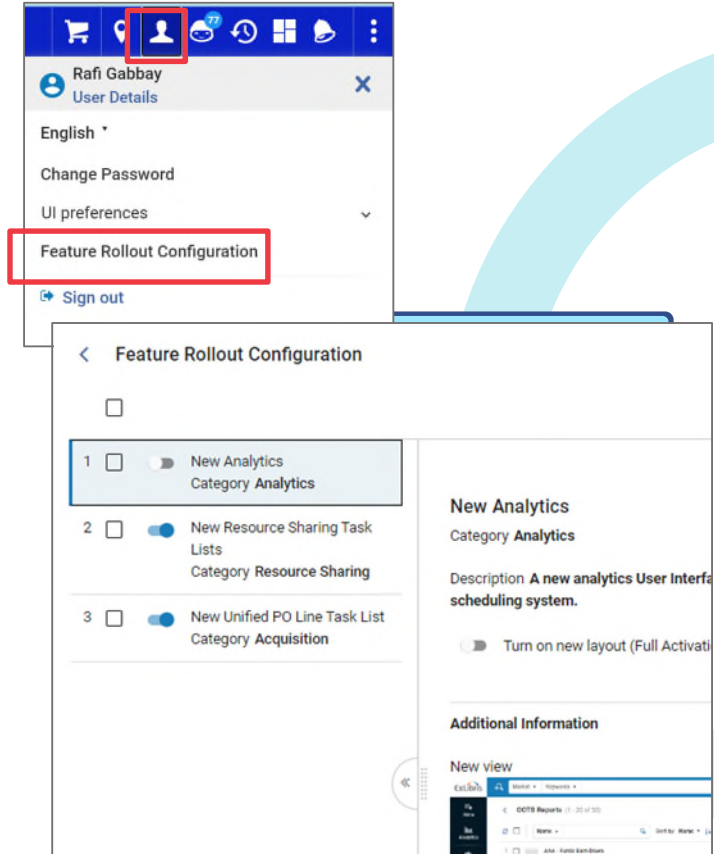


Early Adoption

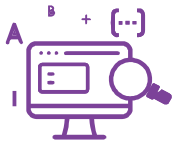
- Coordinated with the User Experience Focus Group
- Variety of feedback collection tools
- A “*magical moment*” in the birth of a feature:
Feedback might impact a feature directly & immediately
- Duration: varies according to project scope



Feature Rollout Configuration: phase 1



- Soften transition
- Opting in/ out of new layout with a simple toggle
- Feedback collection and fixes accordingly
- Duration: varies according to project scope



Phased rollout: Phase 2

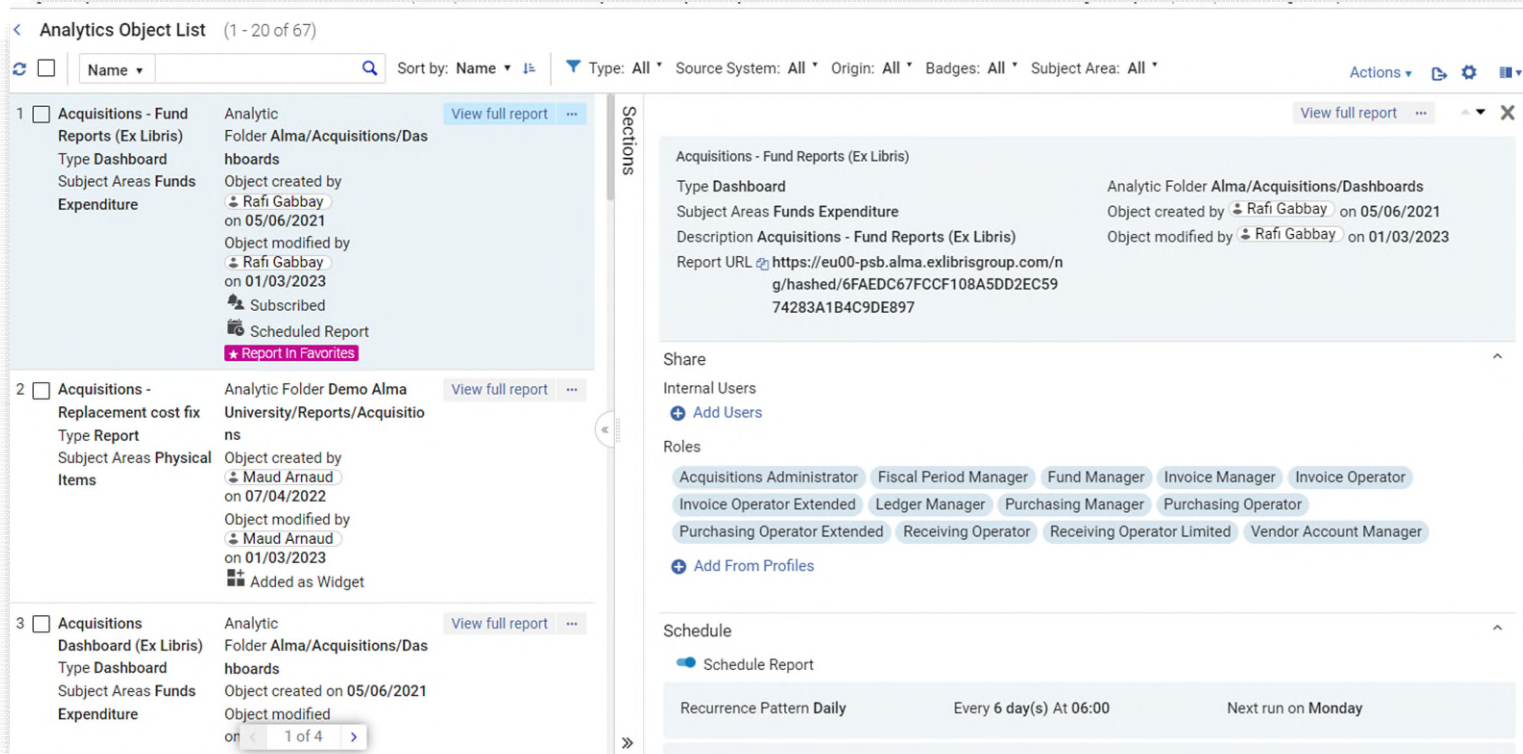
On your marks...

- Towards a permanent change
- New layout is stable and offers an improved overall experience
- Duration: one Quarter (may change according to user feedback)



The new layout is enrolled

More information, more features and more customization



The screenshot displays the 'Analytics Object List' interface. At the top, there is a search bar with 'Name' selected and a 'Sort by: Name' dropdown. Below the search bar, a list of three report objects is shown. The first report is selected, and its details are expanded in a right-hand pane.

Analytics Object List (1 - 20 of 67)

Search: Name | Sort by: Name | Type: All | Source System: All | Origin: All | Badges: All | Subject Area: All | Actions | Settings | Help

ID	Name	Type	Subject Areas	Details
1	Acquisitions - Fund Reports (Ex Libris)	Analytic Folder	Funds Expenditure	Folder Alma/Acquisitions/Dashboards Object created by Rafi Gabbay on 05/06/2021 Object modified by Rafi Gabbay on 01/03/2023 Subscribed Scheduled Report Report in Favorites
2	Acquisitions - Replacement cost fix	Analytic Folder	Physical Items	Folder Demo Alma University/Reports/Acquisitions Object created by Maud Arnaud on 07/04/2022 Object modified by Maud Arnaud on 01/03/2023 Added as Widget
3	Acquisitions Dashboard (Ex Libris)	Analytic Folder	Funds Expenditure	Folder Alma/Acquisitions/Dashboards Object created on 05/06/2021 Object modified on 1 of 4

Details for Acquisitions - Fund Reports (Ex Libris)

Acquisitions - Fund Reports (Ex Libris)
Type Dashboard
Subject Areas Funds Expenditure
Description Acquisitions - Fund Reports (Ex Libris)
Report URL <https://eu00-psb.alma.exlibrisgroup.com/n/g/hashed/6FAEDC67FCCF108A5DD2EC5974283A1B4C9DE897>
Analytic Folder Alma/Acquisitions/Dashboards
Object created by Rafi Gabbay on 05/06/2021
Object modified by Rafi Gabbay on 01/03/2023

Share

Internal Users
[Add Users](#)

Roles

- Acquisitions Administrator
- Fiscal Period Manager
- Fund Manager
- Invoice Manager
- Invoice Operator
- Invoice Operator Extended
- Ledger Manager
- Purchasing Manager
- Purchasing Operator
- Purchasing Operator Extended
- Receiving Operator
- Receiving Operator Limited
- Vendor Account Manager

[Add From Profiles](#)

Schedule

Schedule Report

Recurrence Pattern Daily Every 6 day(s) At 06:00 Next run on Monday



Accessibility by Design As a Continuous Effort

Accessibility in numbers

100s

Of days invested in
accessibility in 2022

3 levels

assessment
To implement
accessibility by
design

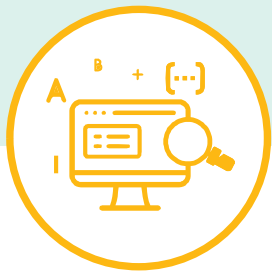
95%

Of customer accessibility
issues that comply with
level A and AA* are in
the roadmap

30+

Accessibility issues
fixed in May 2023
release

Accessibility RoadMap



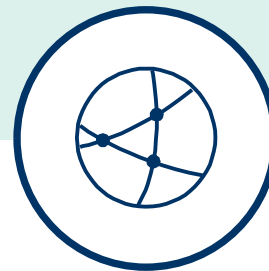
Internal checking

accessible infrastructure by design to eliminate issues to minimum: Color contrast, keyboard access, labeling and more



External third-party company assessment

An annual audit by a third-party leading in its field compliance company.

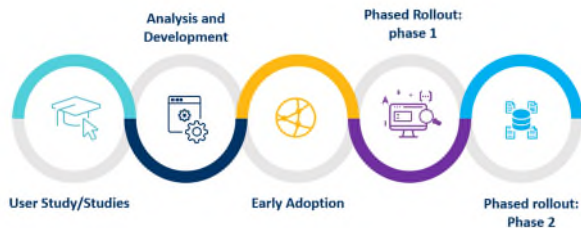


Issues found by Users

that comply with Level A and AA are prioritized and added to roadmap

Take Aways

- A User-Centric approach



- A continuous mission as there is always room for improvement
- *The most crucial component for a great user experience is cooperation with the community - hearing YOUR voice!*

Thank you!

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