

ExLibris
Part of **Clarivate**

IGOLU
International Group of Ex Libris Users

Zooming into the Next Discovery Experience

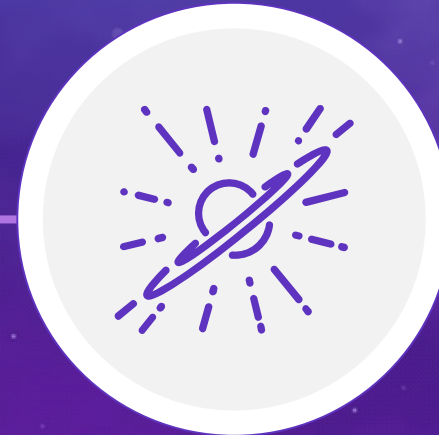
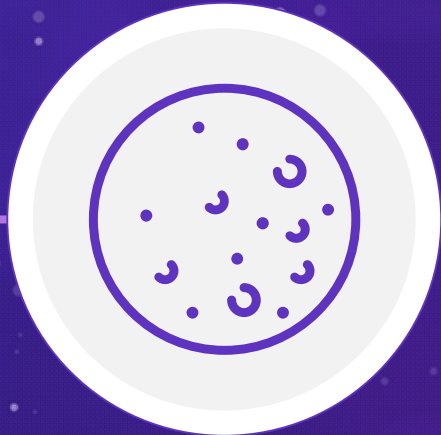
Yisrael Kuchar

Senior Director of Product Management, Discovery Solutions

The Stars are Aligning for the Next Discovery Experience

Emerging generative AI technologies

Updated UX development frameworks



Expectation for consumer-like experience

New Linked Data practices

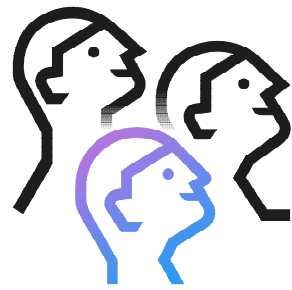
What is Design?



User Capabilities

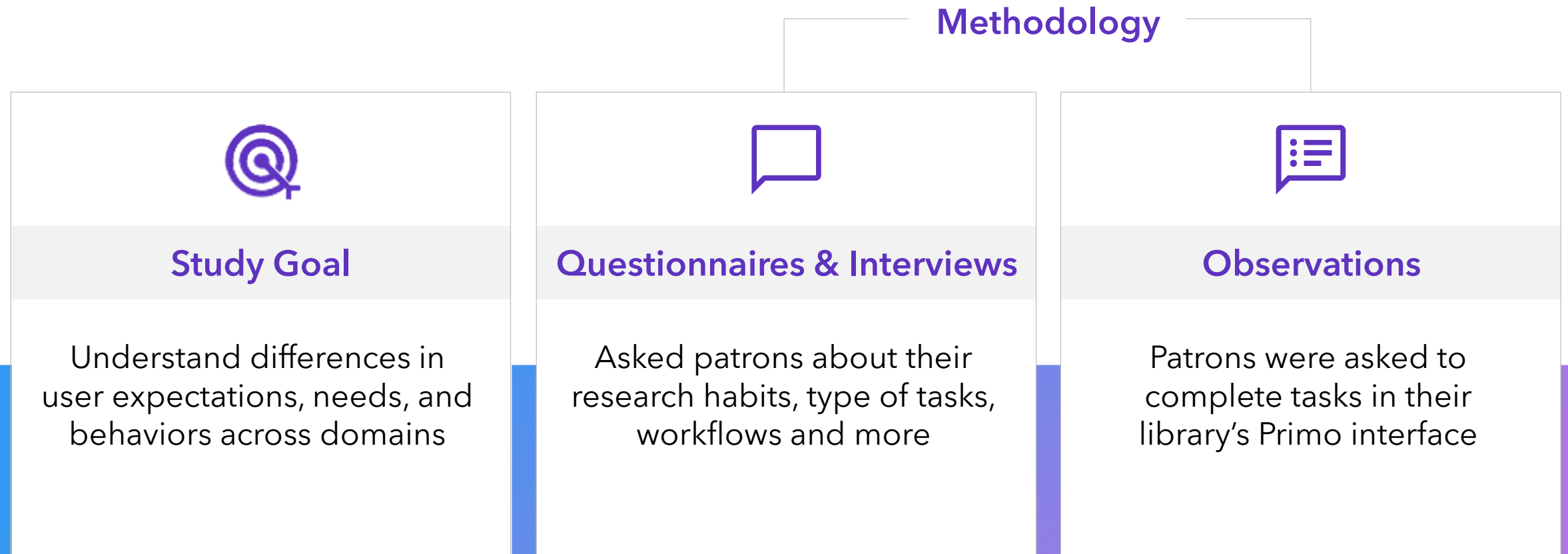


Goals



Environment

Understanding Users - Study in Progress





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



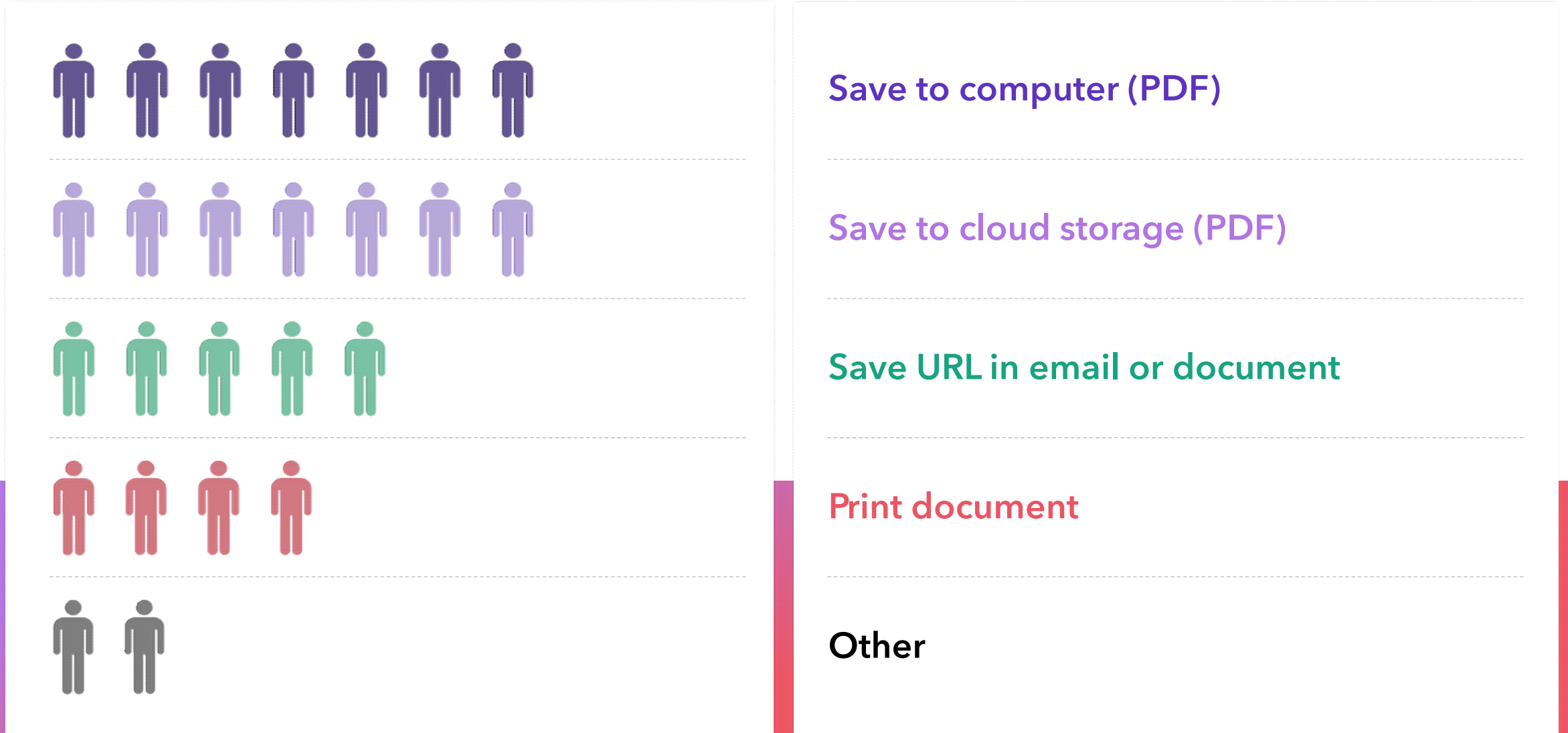
**What is the % Mobile Usage
in Primo per month?**



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

How Do Users Save Documents for Later?

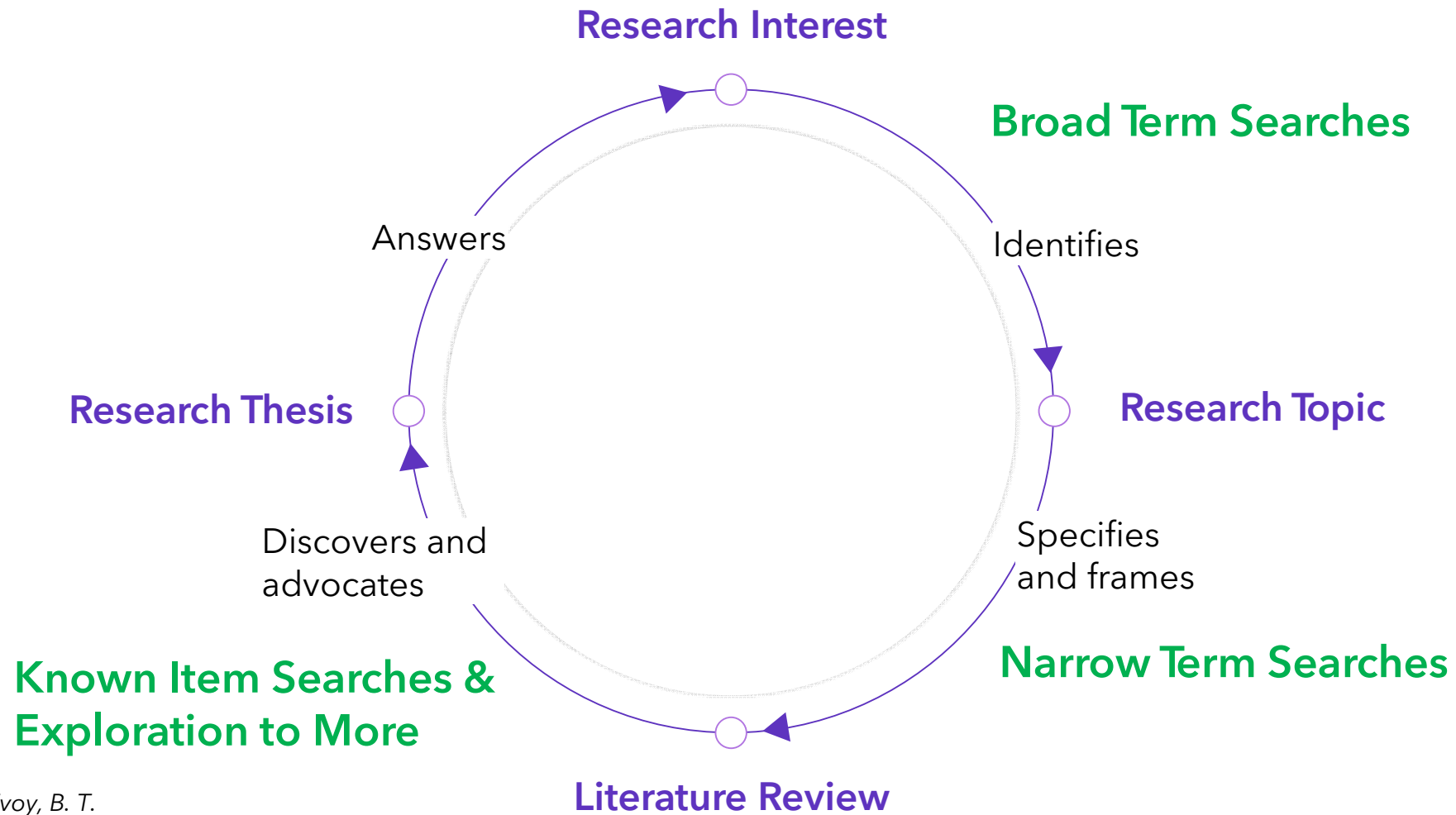




Initial Takeaways

- ✓ 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

Research Cycle



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

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

NDE UX Focus Group



Commissioned by the Primo working group

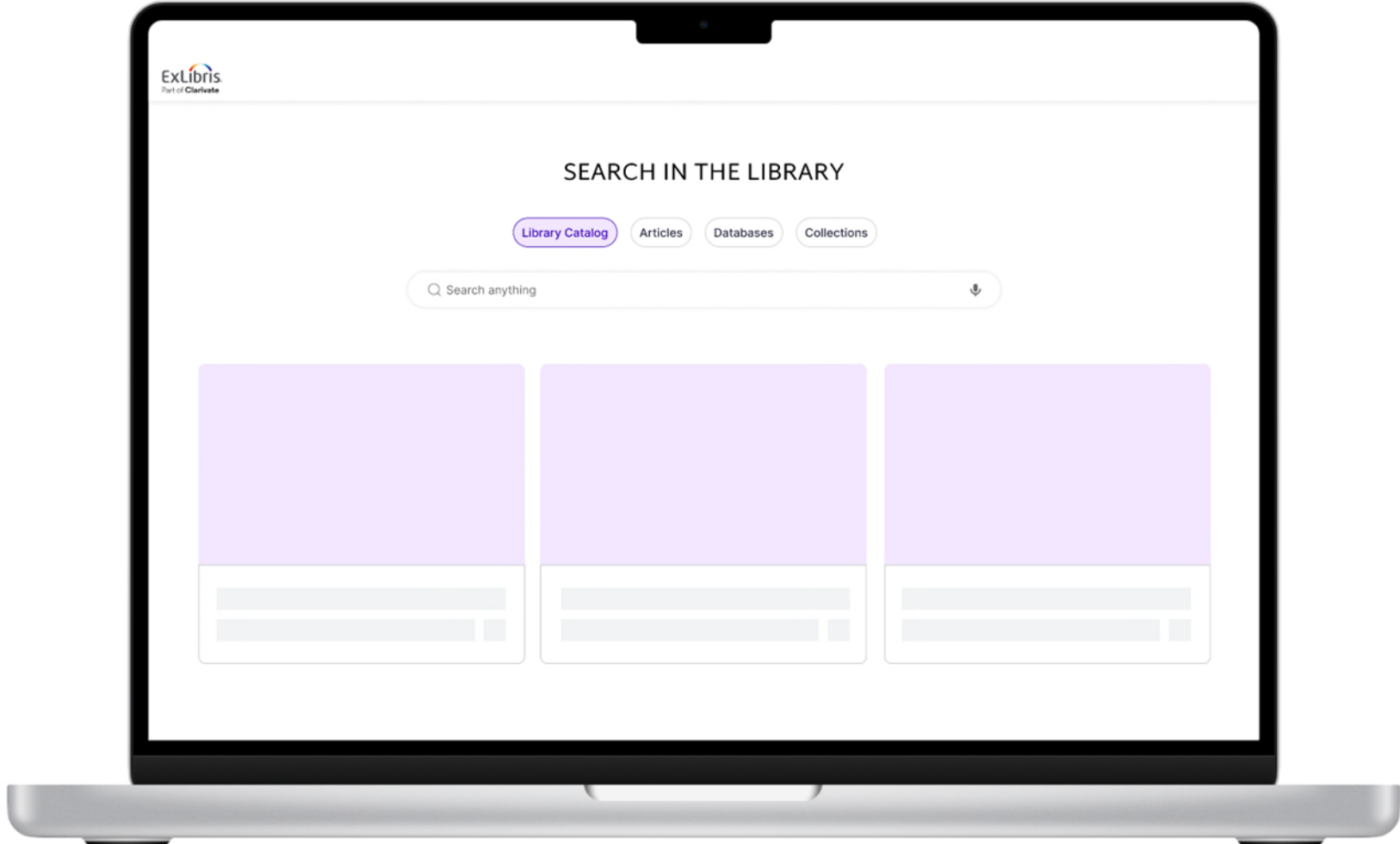


Current group members

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

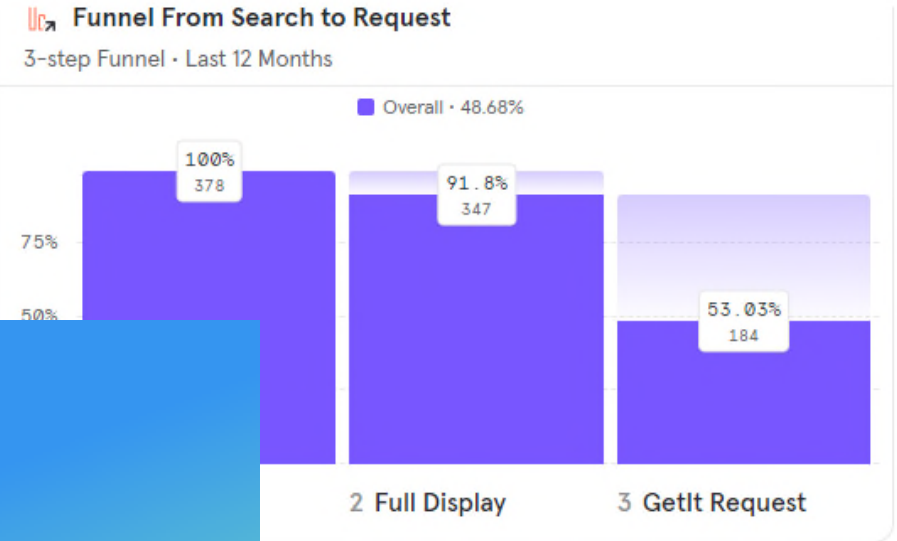
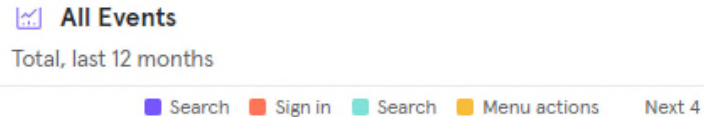


Ongoing collaboration and discussions on different UX elements



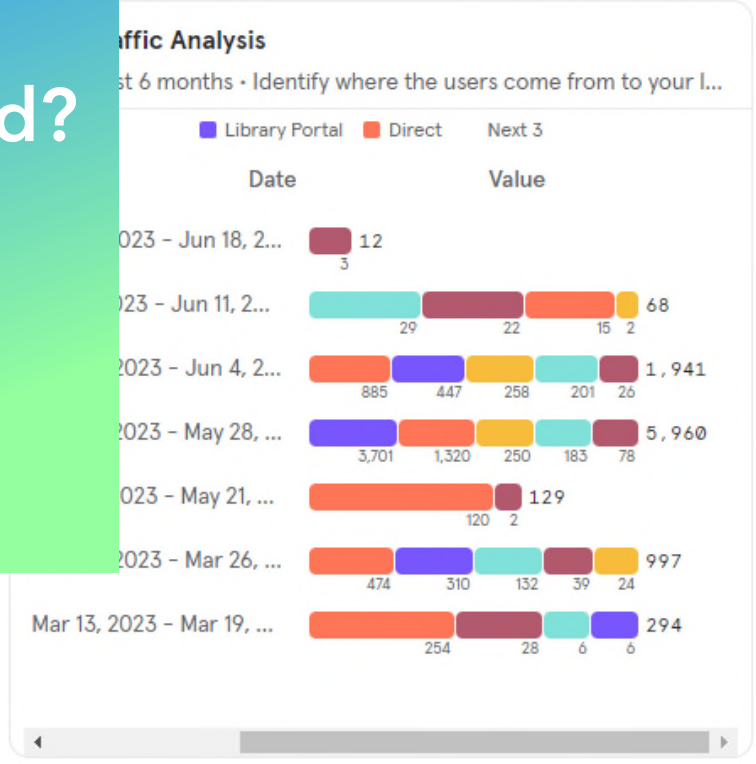
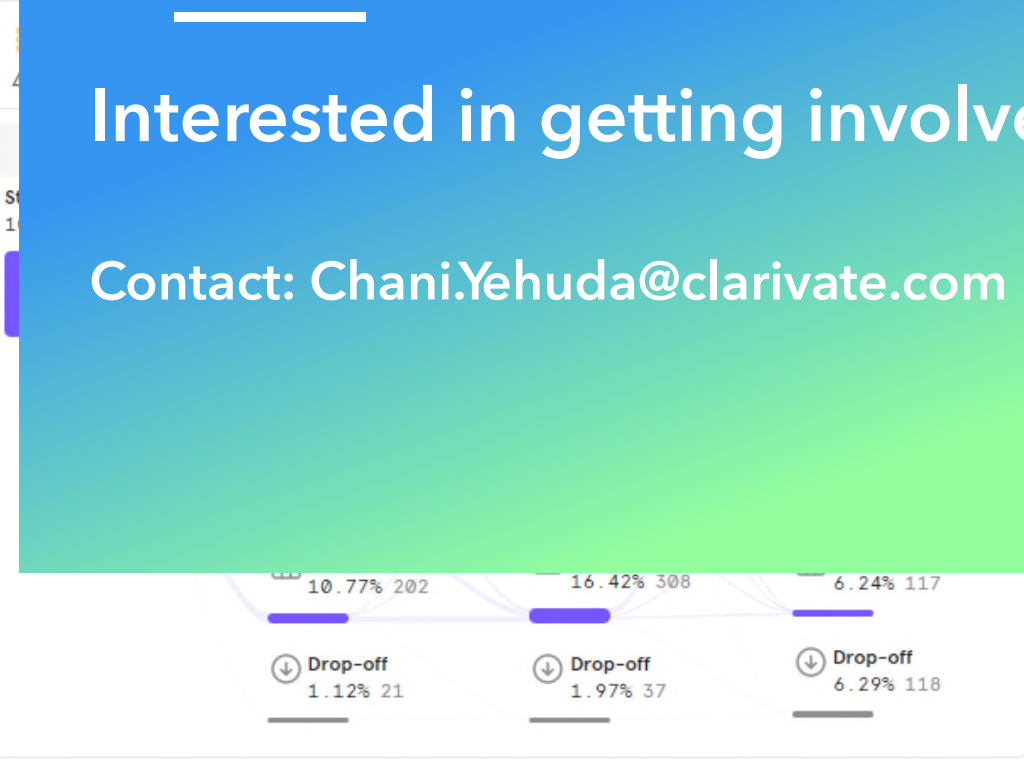
User Engagement Analytics

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



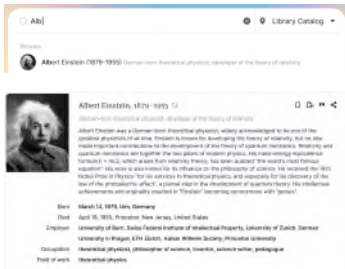
Interested in getting involved?

Contact: Chani.Yehuda@clarivate.com

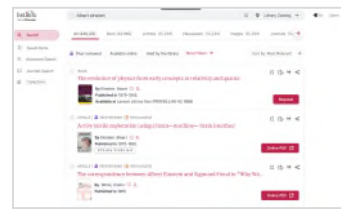
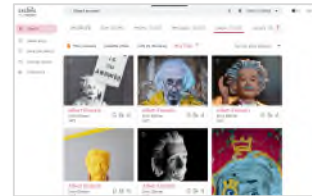


What to Expect

Some new functionality gradually released on existing pages



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



Call for customer UX discussion group and early adopters



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



Thank You!

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