

2019_09_FOLIO_Circulation Usability Test

Usability Working Group

Task 1 Summary:

- Everyone seemed to intuitively find the Check Out button.
- Most users struggled with how to structure the name with the patron lookup (First Last/First, Last/Last, First)
- Most users went to the barcode box to search for the user before seeing Patron Look-up

Recommendations:

- Structuring the search as a hint of how to search for a patron or breaking it into multiple text boxes

Task 2 Summary:

- Date/time picker didn't seem to go completely smoothly for any user but all managed to accomplish the task
- All could see in the box that the time/date had changed

Recommendations:

- Make it a bit easier for users to type in the date/time

Task 3 Summary:

- Most users wanted an option to be able to override from the pop-up

Task 4 Summary:

- Most users struggled a bit with looking up the names
- All users found the pop-up to be clear and was helpful to select a proxy
- A couple of users weren't sure how the information on the left (borrower information) was the proxy or sponsor

Tasks 5 & 6 Summary:

- Users found check in easily and saw the pop-up
- A few users mentioned that there was a lot of information in the pop-up and were confused about the print checkbox
- Users did not understand that these two pop-ups were different information

Recommendation:

- Less text on the pop-up with title/barcode and saying what it is doing

Task 7 Summary:

- All users ended up finding the date and time pickers but was a bit of a struggle to set these, especially when typing in the boxes
- Users did not all understand that clicking the 'x' in the box would reset the process date/time

- Check in screen did not show the time on all items consistently but when it did show, users liked seeing the processed and actual times

Recommendations:

- Add an option to be able to clearly reset to today/now
- Make sure that the time always shows with items checked in until ending session

Task 8 Summary:

- All users understood to go to inventory
- Most users tried to search by call number, which was not an option
- Many users tried the title and truncated until the item showed up

Recommendation:

- Add call number search

Task 9 Summary:

- All users had trouble placing a request
- Half of the users went to Requests from inventory expecting to be able to place a request on the item they had open in Inventory
- None of the users were able to find how to do it from the Inventory – had to be directed to a different screen to be able to do this
- On the directed screen, users still struggled to find a dropdown or way to place a request
- Most users commented that there was too much information on the Inventory screen for this level of circulation user with non-relevant information at the top
- All users found the barcode, found the user, but they did not know how to place the request and did not want to click New Request

Recommendations:

- On the Inventory screen, being able to have a button that is near the top of the record to allow a request be placed
- Making the dropdown more apparent on the Item Record or pull new request out of there
- Requests App does not seem useful for Circulation users – perhaps adjust permissions to allow these users to place requests but not see the Requests app
- Change the language of New Request to something like Place Request or Save Request, as all users thought they would lose what they had done by clicking New Request

Task 10 Summary:

- Users tripped up on how to search the name but figured it out rather quickly
- Found fines and fees easily and were able to waive
- Some users found a partial waive easily
- Most users liked the visual confirmation with the pop-up that the fines had been waived

Video Links:

- Usability Test 1: <https://cornell.box.com/s/8l15ecy4k49syc2vv5phnhn49xd7jvjv>
- Usability Test 2: <https://cornell.box.com/s/3udpo0j4h8uhj74xlws9k5itj6jcfyjc>
- Usability Test 3: <https://cornell.box.com/s/c0no3m0k3jqg7kug78kg5f5n37l5s4lr>
- Usability Test 4: <https://cornell.box.com/s/i8kq3821ymxknqmq14htqf25d5b0l9qz>
- Usability Test 5: <https://cornell.box.com/s/zroqwd0vj9729kxhl9hr61ra3cr9lzt>

2019_09_FOLIO_Circulation Report

Q5 - Charge this book to patron (Kevin Kidwell). - 31924013950328

Charge this book to patron (Kevin Kidwell). - 31924013950328

goes to check out - clicks on patron lookup - types only last name and clicks search - finds user and clicks on it - grabs book and scans barcode - looks at end session

Went directly to check out - hovered over patron lookup and saw it light up, then clicked on it - typed in the name of the patron in the search box and then clicked search - had to try just last name - clicked on the patron - entered barcode and hit enter - looks like it's due on the 8th and then would end session if they are done checking out books

Search for user name in the scan patron card box - then found patron look up and tried name again. Odd to have such an open screen as the home - Tried to do the first and last name and search didn't work, really odd - Moved to just last name and it worked. Clicked on user and it filled it in, then moved to the other checkbox and began entering barcode - hit enter and it put it in - checked the due date to look at it

Right to check out - then types patron name in the barcode box - then had to click patron look-up - thought it said scan or enter patron name - then did look-up and looked through filters - tries the full name - not sure on the search entered - just did last name and got the user - likes separation of first and last name for search - patron groups should have the descriptive title - clicked on user - scanned barcode and it came up

Hits enter - tries to open it up to put in the name in that box - then finds patron lookup and clicks it - tries full name, last first, and nothing comes up - tries full name, first first, and nothing comes up - then tries going active and search with same term - cleared results and did active - then searched just last name - clicks box and scans barcode - loan policy pop up - click override- then gets a date/time selected - issue with time pop-up saying 'invalid date' -

Goes to users first and then types in the last name only - clicks on user - expected to go to check in and have name pop up - then went to check out and found patron lookup - was looking for the patron there - selected the patron - scans the book - tells the patron it is due in an hour

Q6 - Charge this book to patron Kevin Kidwell (there will be an active hold for another patron). - 31924021907096

Charge this book to patron Kevin Kidwell (there will be an active hold for...

usually automatically closes the session but user is still open - clicked end session to see that it cleared - then tried to do the lookup as barcode - then patron lookup and found user - scanned the book and got the pop-up - there's a hold on the book - would go into the item record to see what the deal is - not giving any options to do anything - usually an override option - didn't see any other option except to close - went to inventory and then searched by barcode and scanned book - looking through item record - went into individual record - hovered over requests and clicked on it, then went to requests page - would want to change the hold - clicked on the request and looked for a cancel button - finally found the dropdown and cancel request, then cancelled - went to check out - user was still there - then scanned book

first name pulled the user up - "This item has been requested by another patron" then an explanation under it - needs a short and concise error - not clear that it's really an error for the transaction being processed - make the title bar that color of what this alert is (error, info, warning, success) - would be able to override but no way to do that here - listen to feedback dialogue of this section

did the check out and said it's requested by another patron - would do an override in this case - wanted the override in the pop-up

Still have him selected - select barcode and scan - gets the pop-up and reads it - would look for the item in inventory - do you need to end the session? - just goes to inventory - search barcode and scan book - brings up the book and clicks on it - scrolls down to find something like a hold request - not seeing anything with a heading showing requests for this - goes to requests tab instead of inventory - just tries to scan barcode - found the open hold and clicked on it and found the request information - found the info to tell the patron they can't check it out - would look in and cancel the hold request and then write down the hold info and replace the hold

Navigated back to checkout - saw that it kept user active - was confused that the patron is still there - is convenient this time but could be difficult if there is a line - entered patron barcode again in the search box - expected the search box to be populated with the barcode - wanted the box populated if a user is selected - can you override the request? - expected to see an override on that pop-up - language was clear and was okay

Can I go from this open field already? - Do what you would normally do - went right in and added in the barcode and didn't worry about resetting the session

Q7 - Wendy Wilcox wants to check out this book as a proxy for Tobi Hines. -

31924005363993

Wendy Wilcox wants to check out this book as a proxy for Tobi Hines. - 3192...

End session - goes to patron look-up - found wendy by first name - likes the pop-up for proxy at the beginning - students can get confused about the proxy - closed proxy window and thought would have to end session and search again - not really apparent of who is being charged out to - what about proxy borrowers who don't have an account of their own

ends session - looks up patron lookup and does last name with first letter of first name - tries full name search with last first - then full name in order - tries just last name and then it works - pop-up for the proxy - selects proxy and continue - then sees both patrons in the list - scans barcode and checks out

Ends session - searched in the barcode box at first - then went to patron lookup - searched for wendy - clicked on wendy and got the pop-up (awesome!) - checked out to tobi

Tries to click check out in top corner to clear the session - found way to end session and clicked - patron lookup with user - wanted to use full name - only works with either last or first name - looks on this for a proxy - was looking for the ghost box - clicked wendy and got the proxy pop-up and selected tobi - liked the pop-up to click proxy - was clear language

Started searching for the patron in the barcode section - tried all variations of name - then had to click on patron lookup and then found - used the pop-up to select Tobi and then input the barcode - pretty clear what it meant because it said proxy

Went to end session instinctively - tried the search with the user again in barcode - searched for Tobi and then tried to find the proxy and find the ghost - if you have the patron card would just scan that - thinks she's doing Wendy as the proxy but the pop-up was helpful to see immediately - split screen is disorienting just because it's so different from voyager - likes that it shows both borrower and proxy right on the screen

Q11 - Modify the due date and time for this book.

Modify the due date and time for this book.

Went to the ellipsis - went to Loan Details - then Change Due Date - date picker and went right to date - time picker and right through - likes the input boxes and separate time - double click brought it up twice for the confirmation - opened ellipsis immediately and missed due date - clicked on the x for the loan detail screen and then went to user record - expected to go back to checkout screen

Clicked on the ellipsis - clicks on change due date - selects date, change time with arrows - save and close - gets confirm and closes the window and shows up there -

Right clicked first and then clicked the three dots - selected due date - then went to date - then time set to 10pm - saved and closed - confirmation was great

Closed out session - starts by looking up patron on the check out screen - clicked on open loans in the menu - clicked on the item to see all details - wasn't sure about clicking Change Due Date at first - clicked on the date and expected to be able to type in there, expected to have a right click to be able to modify - then clicked Change Due Date and sees - got the date first off, clicked in the text boxes to type the time in the time boxes - then clicks Save and Close - not too bad for the date/time if you're used to it but not as easy as voyager because being used to it - noticed have to scroll over to see all of the details, including requests

Knows that 3 dots means more choices - clicked Change Due Date - then the date slider and it made sense - got mistaken with the year adjustment - Time slider - pressed 4 and it changed it to 12 from 11 - expected it to just add the number to it - deleted all numbers and then added in the number by typing - preferred to delete all of the times and just type them in - Thought you could click save and close but it never came up as clickable - if you close change due date then try to open it again, the window is blank

Q10 - Additional Check Out Comments

Additional Check Out Comments

curious to do - if an item is coming in in the mail for faculty delivery and we just check it out - will it have some kind of hold in transit? - would check it out like normal because it's for them - has a lot of parts or different elements where each part could have multiple things and if there is an alert when a book comes with multiple items - would be good to look for multi-part items for a future test!

Questioned if browser-based and figured people are more used to that - makes sense that the barcode is the default because of scanning cards - likes that you can have discharge and charge but have them there with the content being sticky

Is there an auto-expire on a checkout session? This should be set so that there is a time out - Could see a student getting caught up on the desk could get a bit caught up with that if the desk is busy

Having to end session in between seems like an extra step than used to having - a lot more than what they're doing right now for this

Are there any hotkeys? - doesn't like the patron look-up - something to have to get used to

Q19 - Discharge this book (will prompt pop-up for in-transit item). - 31924001320302

Discharge this book (will prompt pop-up for in-transit item). - 31924001320...

Checked in book - again too much information and should be understood at a glance - not sure about the print slip option - "Route to location" more concise - could be a column that said slip was printed or status - expects to hit enter and close the window

Ends checkout session - goes to check in - scans barcode - guess if hits close it would send command to print routing slip

Scanned the book - there's a print slip option which is amazing - clicks close and the print slip comes up - the option to not print would be good - would be nice to do it a little faster (not having the popup and the print screen showing up) - nice to hit enter and auto print

Goes right to check in and scans barcode - reads the pop-up - print slip yes - tries to hit enter and it does nothing - clicks close and it pops up the print dialog - didn't expect close to open the print box - maybe if box says Print or can just hit enter to hit a slip

Went right to check in and put in the barcode - read the pop-up box and clicked close to print the slip

Didn't end session and just went right to check in - already correlated current terminology with new - typed in the barcode and hit enter - knows that it's not in transit currently because it's in her hand - interprets that there's a hold on it to be picked up at the Annex - heading and text with a bit of a disconnect - thought there was a hold on it instead of going back to the owning library - tried clicking on loan details to see what's going on with it - doesn't understand what it means - just different and would expect a heading to say it's going to the home unit - routing to Unit name - thought that it already had the status of in transit - if it said something like "routing to"

Q20 - Discharge this book that is owned by another library. - 31924021907096

Discharge this book that is owned by another library. - 31924021907096

In transit - same as the one prior - not clear at all that the routing reason of why it was going where it was mentioned (this info doesn't really matter)

does not end session - just scans books - routing again and opens the print slip again - sees multiple entries with the list of records coming in - time returned not showing again -

The first was not expecting to get a print screen when clicking close - wanted Enter or Okay for the wording

Does the barcode and clicks close to print

Alright - got it right away

Expected them to stay in the history queue like they did - said it should stay until end session or close window - Going to Route first instead of In Transit was less alarming - already getting used to the system a bit on where to look for certain information - hitting Close, didn't expect for the print slip to happen - Scanning in and auto-print would be helpful - sometimes that screen could have other information that's relevant to book status

Q21 - Additional Check In Comments

Additional Check In Comments

Time does not always show up next to all checked in items - items that are checked in multiple times should have some kind of indication it's already been checked in

Could be a bit difficult for students with this -

If we had a scanner - would be the same speed as voyager (probably) - nothing to have to scan it twice - how long does the history remain?

Q14 - Backdate this item when discharging. How would you reset to today's date/time? -

31924013950328

Backdate this item when discharging. How would you reset to today's date/ti...

clicks on the date - expected to click enter to apply the new date/time - went to today and set time - then wanted to click on something to set that time - guess that it is now set at that time - scanned the item and it was discharged - to reset would just click the x to do that - does not feel like it's clear that the time is reset - enter key should not be highlighted to be submitted until a barcode is entered - expected clicking the x would reset the form fields would go away - likes the actual date and time is saved

Clicks to edit the date/time - clicks on time and types to reset, set time - clicks into barcode area - scans in item - does show time returned with the time and date returned - to reset would click on the x to try that and see what that would do - with them both blank, assumes it would process blank as now and today - it does but should change to display that it says today and now - so can reset without ending session but should be some form of indication

Scans the books first and then looking for a way to back date - clicked on the three dots to see options - then went to loan details - no option to do it in here - goes back to check in - clicked on info icon next to time - no option there to edit - tried to select and then change the date/time at the top - interesting the the am/pm just switches on click - if they had already scanned something in is there a way to change that? - then was able to scan it in - clicked the x to reset on both date and time fields - set time to now - should be a button there to just reset it to current time without ending session - try ending session and it cleared but lost all the items - keeps stations with discharges open for the full day

wasn't sure if clicking the AM/PM would work - scanned while in the date/time box and it put the barcode in there - this should not happen - trouble with the time boxes and not clearing when clicking in the box - moved cursor to barcode box and scanned, got in there - not sure where Today went in the date/time - then clicked end session and it reset - looked for a clock to click with the date/time to just reset the time back to today/now without ending session - not always ideal to clear out the log

Put in the barcode first and hit enter - then it checked it back in - then wanted to backdate it - entered the time and then expect it to be backdate what is showing - a little weird to set it up now and then put the barcode in - used to scanning in first and then being able to modify - would expect the modify date above the barcode so it's a trigger to indicate to think about that before the barcode is added - would look to do it without ending session - should be a reset without having to end the session - tried putting it in as today and the current time in the boxes to reset - did not necessarily want to lose the items

Typed in the barcode and hit enter - then noticed the time at the top - trying to backdate after it has been checked in - went to loan details but wasn't able to do anything - went back and would do the time at the top - was a bit confused by the two headings with the date/time - played with the arrows and the 'x' to type in - assumes anything after adjusting the time, anything put in then would be at that time - reset to today's date and time by hitting end session

Q15 - How would you search for this book without the barcode? How would you place a hold request for the patron? (give them the whole title and call no.) - PJ6901.B34 A46

Language and linguistic origins in Bahrain : the Bahārnah dialect of Arabic / Mahdi Abdalla

Al-Tajir

How would you search for this book without the barcode? How would you place...

No search on the check-in screen - goes to inventory - looking for a call number search - tries identifier (is not the call number) - truncated the title and found the item - clicked on the item record - goes through closing tabs to read all information - clicked Add Item under Holdings - was able to click on item record with assistance - found the arrow in the title quickly (missed it) - looked through all of the dropdowns - found New Request with some help - thought it said New Item when scanning it - all of this info is too much for at the desk - requester look-up and selected user - being able to say faculty office delivery is nice - selected service point - request expiration looks like it needs to be set - expects it to be pre-set and would be good to have - why is there two enter buttons? - title hold possibility? - would hit the lower enter to save - clicked on New Request - would not have expected this - would look for Enter or Place Request as the language - thought he would be cancelling this request and starting a new request -

goes to inventory - still has the old search open - clicks the x to close the item record - clicks the close sidebar as trying to reset the search - going to try searching with current search present - looking for call number in the dropdown to search by that - trying by title, partial title - does get the result - less of an issue at the moment with fewer items in the system - clicks on the record in the inventory to place request - scrolls down looking for request - does not see place requests - goes to requests tab and has the previous search open - search for same item by title - tab is only giving active requests - goes back to inventory - looks more in the instance record - tried to right click on item - looking for anything that says actions or place request - something that isn't viewing more info on it or adding a holding - hovers over edit but no tooltip and leaves it alone - guided to holding clickable - scrolls through the item and finds menu at the top, then clicks New Request - requester look-up and clicks user - sets expiration date - looks at the two enter items - looking for a Place Request button - then noticed select service point and selects it - then didn't see anything change - tries New Request but is hesitant - Place Request wording - already at a window that is a new request - went to enter first because of wording - expected New Request to blank the information - enter buttons are still able to be clicked with information already in there unless barcodes are removed

went to inventory - had to close out of the record and clicked on the search - there was no call number and was expecting that option - searched by the author full name - then did just the last name and it came up this time - would right click to get the hold request option - clicked on new - then closed out of it (circ staff likely shouldn't be able to add new inventory) - went into the pane of the item record and is scrolling down through this - found the barcode - tried to do add holding - holding is a book record - goes back to the barcode - clicked on the item record - copied the barcode just in case - clicked on the edit icon for the record - hovered over the title at the top - then clicked new request - impulse was that the title is too small to notice and doesn't notice amongst all the information on the page - went to requester look-up - searched for user and selected - selected service point - clicked on New Request to put it in there - what is request expiration - new request seems like it would take to a new page - something like Place Request would work better

went right to inventory and then looked through the facet list - then clicked into the box - tried to hit C and bring up call number and search because it's the most accurate aside from barcode - then chose title and typed - went through into the special character - truncated and found the book - looked at requests and then facets and clicked on holds in the left - added user name in the search on requests and nothing comes up - goes back to inventory and clicks on it - looks for request button in there - tried clicking new in inventory and that wasn't it - back to requests and hit new - had to scan or enter barcode to click on requests - goes to item record to find barcode and takes time scrolling down - clicked on individual record trying to copy barcode - pasted barcode and clicked enter - then saw requester information - clicked requester lookup and search - found his name and then not sure how to get requester name into box - clicked on the line after some debating and put requester name - then saw pickup service point - not sure where to click to submit the request - looked for Place Hold or Hold - New Request thinks making a new request and losing this one - thinking it's the same thing, going to wipe out this one

How would you search for this book without the barcode? How would you place...

Went to inventory - does it help to narrow this down at all using the facets? - is the identifier the barcode? - wanted to use the call number as the identifier - depends on the circumstance for what to search - entered call number and no results found - not sure if the patron has it correct or not - goes with part of the title but doesn't add special character - removed part of the special character in the title - then found the item and clicked on it - goes to requests and then holds - surprised to see the list and was just playing around to see how to place a hold - having a bit of trouble with the order of how things go in this system - wanted to click holds and then have a window open to be able to place a hold on that item already selected in Inventory - ignoring the list, would put the title into the search - then found the two that are currently on this book - just is not in an order that makes sense - would not have expected to look through the record, especially with all the items - doesn't know to click on the individual record - not even in the same room as intuitive here - not going to be looking and scrolling through at the circ desk - not clear that you can click on that item record, why are there not words that say that you can click there - this is obstructive in getting a task complete - need something that's clear and pops out with you - would be very time consuming and not a streamlined process - would need a single patron every 15 minutes that only wants one book - don't always get the clearest from the patron of what they are looking for - not bad for this title but if it's History of Europe by John Smith, you'd never find that - not sure what the surname/first name would be for this and how to search that

Went right to inventory - odd way to put it - searching by the title to get it to come up - doing the whole title because isn't sure how common the author's name is and may come up with a bunch of things she doesn't understand - changed to title - didn't come up at all with not doing the special character in the title - just did the author search unless taking out the special characters - then tried adding the author on to title in the search - Tried author as contributor - that came up in the search - would click on it to attempt to put a hold on this - clicked on edit to see what it did - tried to do a new instance - clicked on title in the detail pane and did nothing - may not be able to do it from the inventory screen - clicked on requests to see - looks in the left hand side and it gives hold - no indication it's connected to item she had selected - wanted to be able to connect the inventory and request to be - would never have looked under the individual holding to make the request - request lookup clicking once gives an error when clicking the first time on making a request - clicked enter to finish but no confirmation so it didn't work - not sure on fulfillment preference - terminology is a bit odd - picks service point - then wants to click enter above it - after hitting New Request - did not expect that text on the button - expected Submit or Save - good details on the request details

Q18 - Additional Status Comments

Additional Status Comments

Took a lot of searching to placing a hold request - used to place request being there at first to be able to do it at the beginning - front line circulation items that they need are not front and center

would borrow direct work with the request expiration section?

Does not feel it's as clear as used to with the current option - place a call slip missing - now it's all in one box - if left the box and went somewhere else it would keep that - so if you could go from user to request it would keep information

Can you open multiple windows of FOLIO? - will there be an exercise about the notes? would be good to investigate more

Give the user a piece of paper with the title, author, and call number to do that 2nd piece again

Q22 - Search for patron Huda Khan.

Search for patron Huda Khan.

Expected the user that was stuck in there to go away - searched for huda and found her

Tries to do the full name and it shows - clicks on the one patron

Tried the full name search and it came up this time - clicked on patron

Goes to users - selects active - searches just for last name and pulls up the patron info

goes right to users - cleared the user that was up - used the search box and found the user

Still feels like she should clear out the screen but doesn't know how - would love to be able to clear the screen, get to a blank home screen where everything is gone - went to users and searched for the names, default to last name search

Q23 - Waive/pay a fine for this patron.

Waive/pay a fine for this patron.

Fees/Fines - extended and clicked on Open - selected all - clicked Waive - selected the reason and typed a description - clicked Waive and Confirm - big delay and thought nothing had happened - expected an indication that something happened - thought the success message was overkill

Fees/fines dropdown - clicks on open fees/fines - clicks on the checkbox - clicks on the Waive button - selects reason - would notify patron option email them that the fine has been waived? - leaves checkbox selected - clicks on waive - clicks confirm - took a few seconds to process - waived in full and see remaining

scrolls through the patron and clicks on the excessive fines block - then goes back - sees fees/fines and clicks on open - closed seem like the past - went to closed and then back to patron then clicked on open - then noticed the tabs at the top to switch between - takes a look in the note on the one fine - then clicks on that fine - then clicks Waive and opens a window - picks a reason - wants to drag the window to check what's below it - added a note - likes that you could notify patron - what all info would go to patron? - clicked waive and confirmed - likes the additional information that you can fill out

found feeds and fines to open - then had to scroll down - clicked open fees and fines - tried to click Waive - then selected one of the and did waive - chose reason and clicked waive - then confirmed and saw the notice that it has been waived

Clicked on the user - then had to look through the information - clicked on the Block and found that it's not what she wanted - used the back button to go back - then found Fees/Fines in the menu - clicked on Open Fines and clicked ok for the error - Selected 3 of the fines and then clicked waive - went to add more details about the fine - then saw the waive reason and clicked that - notify patron is pre-checked, would you want to do that? - then clicked waive and confirm - then got the confirmations of the waive

Click on her name strip first - noticed patron block right away - clicks on fees/fine - blue says they're clickable she thinks - clicked on open fees - clicked on the individual fine and see the individual details of the fee - was a little confused on the Source info - clicked on Waive - then clicked on the reason and selected from the list - added information for staff - notify patron is interesting addition so that it can automatically let them know - extra confirm for fully waived is good - wanted to see if it says partially waived if partial - it does - likes the green info box that pops up - Likes that if something is error you can click on that

Q24 - Additional Patron Search Comments

Additional Patron Search Comments

There is a lot of blank space in the nav bar - maybe make the icons a little bigger and/or more space - could miss-click something easily if busy at the circ desk -

less deliberate because of being browser based - clear items - interesting for the sticky elements with multiple levels and having to remember to close where you were before - not letting user exit out if not selecting the requester information - there are a lot of spaces with a lot of information that may not be the most relevant, some things at the bottom

Getting to the point that they like you to click on the language you're under - getting more used to what you're going to see when you click on these items - would typically search for first and last name - search box indicate how to search for a full name, give a prompt for how to enter information

Fairly straightforward and easy - easier than in Voyager possibly - Is Closed historic fines? Yes that is showing all past fines Sometimes the information in the record and the arrangement of this information seems counter intuitive to an access services point of view - some of the records have administrative info at the top and is not what you need immediately from a circulation point of view - does have check in/check out ILLIAD so is more used to that language

Likes that it doesn't look like 90s design but is thrown off a bit of a browser - likes that things are blue when clickable - clicked on barcode in the fee/fine but doesn't show the book, gave a blank area - feels clunky but probably because it's brand new

End of Report