

PrairieCat User Experience Committee

JUNE 4TH, 2026

1:00PM

User Experience Committee

Agenda

June 4th, 2026

“In order to better serve both patron and staff end users, the User Experience Committee will discuss and recommend to the Administrative Council services and configurations in order to optimize usability.”

The User Experience Committee will meet on Thursday, June 4, 2026, 1:00 – 2:00 pm online via Zoom.

[Register to attend the meeting](https://support.prairiecat.info/events/prairiecat-user-experience-committee-meeting-2026-06-04) (https://support.prairiecat.info/events/prairiecat-user-experience-committee-meeting-2026-06-04)

1. Call to order, welcome and introductions
2. Review agenda for addition/changes
 - 2.1. Approve minutes for December 4, 2025, User Experience Committee meeting
3. Vega Reports Training/Demonstration (Jovana Raskovic & Ashley Barey, Clarivate)
4. Vega and Sierra Downtime
 - 4.1. Call for committee members to closely monitor their transactions within Sierra throughout the day for any issues post unplanned downtime (e.g. Data center outage)
5. Consortia-Wide Showcases
 - 5.1. Consider creating a set of Showcases for use by all PrairieCat member libraries currently utilizing the Vega Discover Homepage Builder customizations
 - 5.2. Call for volunteers
6. Vega Discover
 - 6.1. Update on Kids Catalog
 - 6.2. My Account Portal Relaunch
 - 6.3. Vega Discover Preview Environment
7. PrairieCat Libraries Mobile App
 - 7.1. Searching
 - 7.2. Content Management System guides now available on support.prairiecat.info and [TalentLMS](#)
 - 7.3. Implementation survey results
8. Recently reported issues
 - 8.1. Mobile App
 - 8.2. Vega Discover
9. Any other topics?
10. Adjournment

Next Meeting – Thursday, September 3rd, 2026

User Experience Committee

Minutes

December 4th, 2025

“In order to better serve both patron and staff end users, the User Experience Committee will discuss and recommend to the Administrative Council services and configurations in order to optimize usability.”

The committee met on Thursday December 4th (1:00PM – 2:00PM) online via Zoom.

[Register online](https://prairiecat-org.zoom.us/meeting/register/fb-bctnMR2e8DXIp_7TavA#/registration) (https://prairiecat-org.zoom.us/meeting/register/fb-bctnMR2e8DXIp_7TavA#/registration)

1. Call to order, welcome and introductions

Present via Zoom: Shelby O’Hara (PrairieCat), Chelsey Knippel (PrairieCat), Elizabeth Smith (PrairieCat), Emily Kofoid (GV), Austin Nord (WO), Kari Prange (LP), Melissa Landis (PrairieCat), Kate Young (RL)

Not present: Britta Krabill (DK), Jennifer Barton (GE), Jason Jensen (PrairieCat), Marie Monaco (PO), Victoria Blackmer (CV), James Stratton (RP), John Slanicky (PrairieCat), Eric Linnell (BD) Carolyn Coulter (PrairieCat), Madison Ward (YK),

There were no public comments.

1. Review agenda for addition/changes

1.1. Approve minutes for March 6, 2024, PrairieCat User Experience Committee Meeting

Motion #1: Young (RL) moved and Prange (LP) seconded to approve the minutes. The Committee voted by vocal acclimation to approve the minutes from 3/6/2025 meeting minutes as presented. There was no discussion on the motion.

2. Make Vega Lists from Sierra

2.1. Demonstration from Melissa (PrairieCat)

Landis (PrairieCat) demonstrated a new feature in Vega that allows users to create showcases from ILS lists but noted that this process may be more challenging for consortiums. She walked through the steps of creating a showcase using Create

Lists, including running review files and selecting bibliographic records. Melissa asked for feedback on the utility of this feature and whether it would be beneficial for member libraries compared to the current method of creating showcases.

2.2. Discussion of Best Uses

Landis (PrairieCat) and the Committee explored its potential uses for special events and discussed its limitations, including a 6-month expiration period and the need for advanced knowledge of BIB records for the create list feature. The Committee also reviewed training considerations for this feature. Regarding the Vega Discover account portal, scheduled for release on January 6th, they watched a 18-minute video overview and discussed documentation plans, with training materials to be available by December 1st and release notes by December 29th. The account portal will include an optional account linking feature, which is configurable by library administrators.

3. Vega Discover Account Portal

O'Hara (PrairieCat) discussed the upcoming Account Portal launch on January 6th, which will replace the current login system with a new landing page showing holds and account information. While the mobile app is expected to remain unchanged, there are concerns about how the new system will affect the bookmark bar and showcases, though specific details are still unavailable. The team also discussed a new Hoopla integration feature that allows main site suppression for collection site-level materials, with Prange (LP) offering to have her IT contact volunteer for testing with North Suburban.

4. Mobile App

4.1. Ongoing Training

O'Hara (PrairieCat) stated that PrairieCat will be having quarterly Mobile App check-ins and Q&As. The first one will be on January 7th. We have also uploaded a user guide to the PrairieCat YouTube channel.

4.2. Reports and Statistics

O'Hara (PrairieCat) explained how the reports and statistics work with the new mobile app. The reports are separated out by each library.

4.3. [Implementation Survey](https://www.surveymonkey.com/r/YKHSFVQ) (https://www.surveymonkey.com/r/YKHSFVQ)

O'Hara (PrairieCat) introduced a new implementation survey to gather feedback on the app's launch phase. The Committee agreed that the survey looked good.

5. Any other topics?

6. Adjournment

The meeting was adjourned at 1:44 pm.

Next meeting - Thursday, March 5, 2026

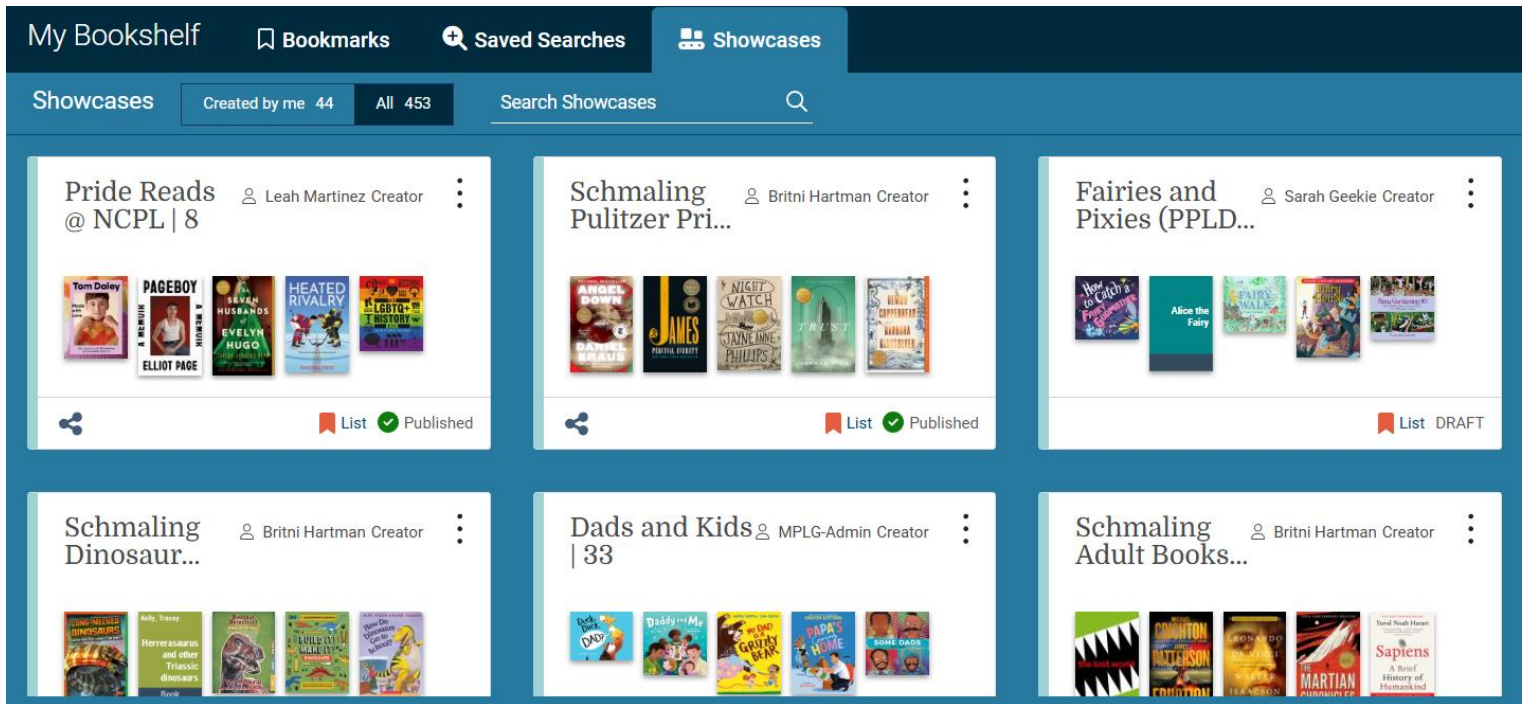
Vega Reports

Jovana Raskovic & Ashley Barey, Clarivate

Vega and Sierra Downtime

- Innovative has assured us that they are implementing new checks and responses for unscheduled downtime in response to our negative experience after several issues our member libraries faced post downtime.
- We are looking for libraries to volunteer to keep a close eye on their Sierra and Vega Discover instances after unscheduled downtimes.
 - This could include anything that involves Sierra and Vega Discover but mainly concerns circulation
 - More detailed information will be sent to volunteers

Consortia-Wide Showcases



Showcases created by PrairieCat member libraries for use by all membership

Showcases are able to be viewed and used by all libraries with Showcase Admin permissions and able to be added to Vega Discover Homepages by those with Content Admin permissions.

Members will share their Showcase title and link in the [Member Forums](#) Showcase topic on the support.prairiecat website.

Looking for volunteers to create at least one Showcase to be used by PrairieCat member libraries. Detailed instructions will be sent to volunteers.

Vega Discover Project Updates

Kids Catalog

- Issues with searching still present
 - If a patron would like to search for materials owned by their own library using the Advanced Search Location facet, they would need to select multiple JUV location codes.
- Innovative has been informed of the issue
 - As of now, there has been no update on what they are planning to do to fix

Vega Discover Project Updates

My Account Portal Relaunch

- The My Account Portal update to Vega Discover will be in July 2026
 - Initially the relaunch was supposed to happen in May 2026 but due to continuing issues, PrairieCat decided to take Innovative up on their offer to keep the current interface.
 - Current relevant known issues include:
 - **On smartphone, Manage Hold button is off screen to the right**
 - **Bookmarks: Cover images fuzzy or cropped**
 - **"holds" not capitalized in Overview section**
 - **Checkout & Request Format Filter Repeats and Omits Format Options**
 - **Address display issues and inability to save Account Information**
 - **"Checkouts & Requests" count includes reading history**
 - **Bills/Fines page fine payment issues**

Vega Discover Project Updates

Vega Discover Preview Environment

- PrairieCat has volunteered with Innovative to test out their Preview Environment for Vega Discover updates and new features prior to launch
- We are currently awaiting more information about this program, but our hope is that we will be able to test the new environments to provide feedback from a consortia viewpoint and will be able to share information from these updates more accurately with the member libraries in a more acceptable timeframe than we were previously able to.

PrairieCat Libraries Mobile App

- Searching
 - We have extensively shared our frustrations with the current situation to both Innovative and Solus in person and through the Innovative Support Center.
 - Currently more information from those companies.
- Content Management System (CMS)
 - [Guides](#) are now available on the support.prairiecat site under the Resources page and in the Online Catalog and Patron Services section.
 - Videos are available on [TalentLMS](#)
 - More information can be found in the [Solus documentation](#).

PrairieCat Libraries Mobile App

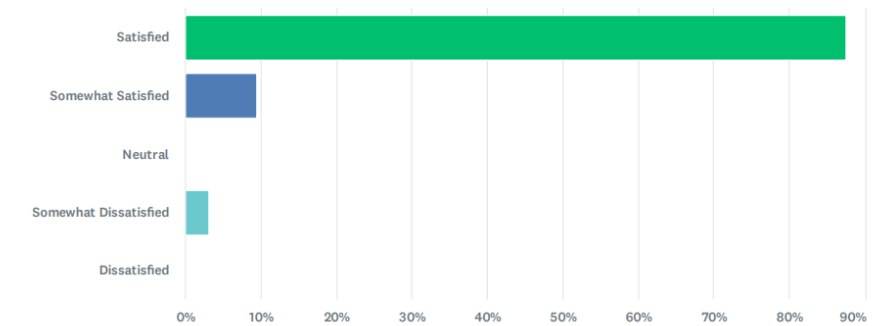
Implementation Survey Results

Results were mainly positive with most answering as Satisfied or Somewhat Satisfied for those applicable questions.

Comments made were also quite positive. However, one participant stated, "Can we try to get bugs worked out before we roll apps out to all the libraries?" which is a fair statement as the app, especially in the first few months, had several issues and we continue to keep Innovative updated with any current issues or bugs.

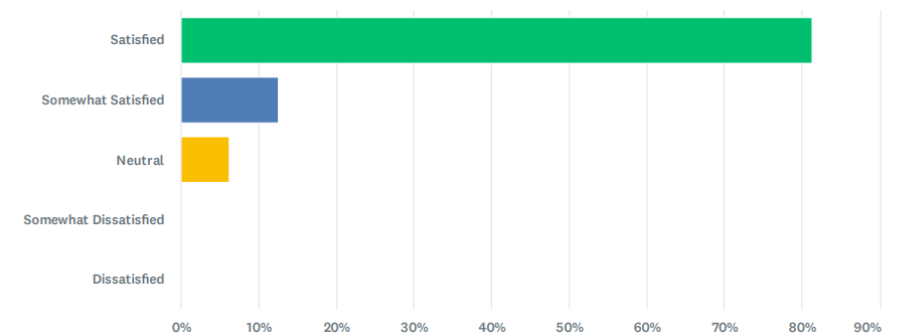
Q1 32 responses

How satisfied are you with the communication from PrairieCat staff during the implementation phase?



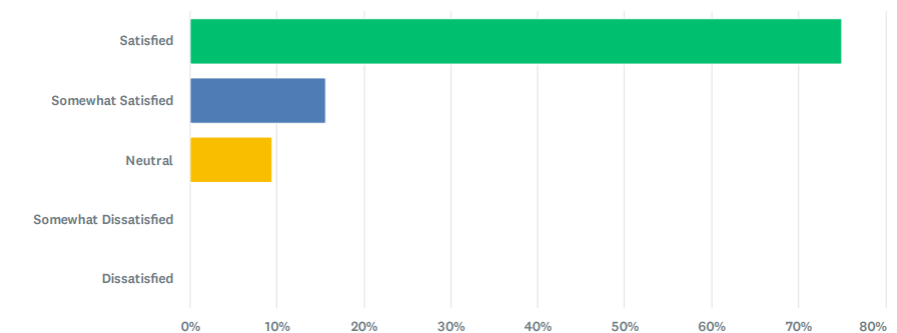
Q2 32 responses

How satisfied are you with the materials provided from PrairieCat staff during the implementation phase? (ex. marketing materials, talking points, FAQ guide, etc.)



Q3 32 responses

How satisfied are you with the training provided from PrairieCat staff during the implementation phase?



Recently Reported Issues

PrairieCat Libraries Mobile

- **Linked Accounts Dropping (05/2026)**

"I had a patron reach out about having to re-add their children's accounts to the app multiple times. She mentioned that her children's accounts have been dropped from her account in the PrairieCat app several times, most recently happening within the last few days. Please advise. Thank you!!"

Innovative Response: Solus has confirmed that there was an issue internally with linked patrons, but that it has now been resolved.

You may need to reload the app for the linked patrons to be active again.

Recently Reported Issues

Vega Discover

- OPACs showing “Access Forbidden” error

A handful of libraries have reported this issue in the last month or so. Jason Jensen, PrairieCat Systems Supervisor, has figured out that this is likely connected to a known issue with Vega and Public Web Browser (PWB) v3.05 which causes the browser to show the 403 forbidden access page.

The recommendation is to update to the newest version.