

User Experience Committee

Agenda

September 3rd, 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, September 3rd, 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 June 4th, 2026, User Experience Committee meeting
3. My Account Portal
 - 3.1. Account Linking
 - 3.1.1. One-Way Linking
 - 3.1.2. Two-Way Linking
 - 3.2. Patron Registration
 - 3.2.1. Does it meet the needs of the consortium?
 - 3.3. Patron Assist
 - 3.3.1. Is this feature useful for our libraries?
4. Idea Exchange
 - 4.1. How can we get membership active on the platform?
5. Vega Discover Customization Intensive – First round to begin in October
 - 5.1. What are the major pain points when customizing in Vega Admin
6. Any other topics?
7. Adjournment

Next Meeting – Thursday, December 3rd, 2026

User Experience Committee

Minutes

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 met 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

Present via Zoom: Shelby O'Hara (PrairieCat), Chelsey Knippel (PrairieCat), Elizabeth Smith (PrairieCat), Emily Kofoid (GV), Kari Prange (LP), Melissa Landis (PrairieCat), Kate Young (RL), Victoria Blackmer (CV), Jason Jensen (PrairieCat), Carolyn Coulter (PrairieCat), Ashley Barey (Clarivate), Jovana Raskovic (Clarivate), Lisa Elsner (HC)

Not present: Britta Krabill (DK), Jennifer Barton (GE), Marie Monaco (PO), James Stratton (RP), Eric Linnell (BD) Madison Ward (YK), Austin Nord (WO)

2. Review agenda for addition/changes

2.1. Approve minutes for December 4, 2025, User Experience Committee meeting

Motion #1: Prange (LP) moved and Kofoid (GV) seconded to approve the minutes. The Committee voted by vocal acclimation to approve the minutes from 12/4/2025 meeting minutes as presented. There was no discussion on the motion.

3. Vega Reports Training/Demonstration (Jovana Raskovic & Ashley Barey, Clarivate)

Ashley Berry, VP of Product Management from Innovative, and Jovana from Clarivate, gave a demonstration of the new Vega Reports for Discover.

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) O'Hara (PrairieCat) stated that Innovative has assured us that they are implementing

new checks and responses for unscheduled downtime in response to our negative experience several issues our member libraries faced post downtime. Smith (PrairieCat) stated 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. O'Hara said anyone interested in volunteering should send her an email.

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

O'Hara (PrairieCat) explained that PrairieCat is going to try to promote Showcases more by implementing consortia-wide showcases.

5.2. Call for volunteers

O'Hara stated that we would like to get a few people or libraries to volunteer to create at least one showcase each that can be advertised and used by all PrairieCat member libraries. Once we have some of these showcases ready, we can share this information on the Member Forums, hopefully creating more dialogue between showcases and why libraries created the ones they did. Please email O'Hara if you would like to volunteer to create a showcase.

6. Vega Discover

6.1. Update on Kids Catalog

O'Hara (PrairieCat) said that the Kids Catalog is still not working. We have talked to Innovative about this and are still waiting on an update.

6.2. My Account Portal Relaunch

O'Hara (PrairieCat) stated that the My Account Portal relaunch will be in July of 2026. We were given the option to have the relaunch happen in May, but we chose to hold off to give Innovative time to resolve some of the know issues that would affect us as a consortium.

6.3. Vega Discover Preview Environment

O'Hara (PrairieCat) stated that PrairieCat has volunteered with Innovative to test their preview environment for Vega Discover updates and new features. This will allow us to explore the updates prior to launch and give feedback from a consortia viewpoint.

7. PrairieCat Libraries Mobile App

7.1. Searching

O'Hara (PrairieCat) explained that searching on the Mobile App can be frustrating and

PrairieCat has let both Innovative and Solus know that this is a problem that needs to be addressed. We are awaiting more information from both companies.

7.2. Content Management System guides now available on support.prairiecat.info and [TalentLMS](#)

O'Hara (PrairieCat) explained that the CMS guides are now available on the PrairieCat support site. There are also videos available on TalentLMS with a lot of information about the Content Management System and customization within the Solus documentation as well.

7.3. Implementation survey results

O'Hara (PrairieCat) shared the results of the implementation survey for the Mobile App. These results were very positive.

8. Recently reported issues

8.1. Mobile App

O'Hara (PrairieCat) stated that there were a couple of instances of linked accounts dropping within the Mobile App. Solus confirmed the issue and it has since been resolved.

8.2. Vega Discover

O'Hara (PrairieCat) explained that OPACs were showing "Access Forbidden" errors in Vega Discover. 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.

9. Any other topics?

10. Adjournment

The

Next Meeting – Thursday, September 3rd, 2026

PrairieCat User Experience Committee

SEPTEMBER 3RD, 2026

1:00PM

My Account Portal

- Account Linking
- Patron Registration
- Patron Assist

Account Linking

Account linking allows library patrons to view and manage multiple library accounts through the Vega Discover [Account Portal](#).

After accounts are linked, patrons can access key features such as checkouts, holds, reading history, saved searches, bookmarks, and fines. The level of access depends on the type of connection that is established and the role of the patron.

Account linking uses two roles:

Sender - the patron who initiates the linking process and chooses the connection type.

Receiver - the patron who accepts the request and completes the link.
There can be multiple receivers, but only one sender.

There are two types of connections that can be established:

One-way - the sender can view and edit the receiver's account information. The receiver can't view or edit the sender's account information.

Two-way - patrons can view and manage each other's account information. The only exception is when the receiver is a minor. In that case, the minor can't edit the sender's account.

Account Linking

Once enabled, libraries will be able to customize how **minors** are defined within the Account Linking interface.

Minor Accounts

Use birthday to identify minors

Off ☒ On

Birthdate from the ILS will be used to determine when a patron account is a minor and should apply additional logic for account linking and content recommendation.

Age minors become independent:

13 years old

Minors can unlink from adult accounts

Off ☒ On

Accounts designated as minors will be able to unlink from adult accounts anytime through the portal, regardless of who initiated the connection.

ILS Minor Criteria

Off ☒ On

Indicate which fields identify minors, if there is no birth date available. Users matching any ONE of the criteria will be flagged as a minor.

- | | | | |
|--|---|--------------------------------------|--|
| ☐ ULLIBRARY -DO NOT USE | ☐ BD-REGULAR | ☐ BD-ASSISTED | ☐ BH-DO NOT USE |
| ☐ BR-REGULAR | ☐ BY-REGULAR | ☐ CC-REGULAR | ☐ CF-ELSTUDENT |
| ☐ CF-FACULTY/STAFF | ☐ CF-HSSTUDENT | ☐ CL-REGULAR | ☐ CN-REGULAR |
| ☐ CO-REGULAR | ☐ CO-STAFF/TRUSTEE | ☐ CP-REGULAR | ☐ CP-TEACHER |
| ☐ CS-DO NOT USE | ☐ CS-DO NOT USE | ☐ CT-REGULAR | ☐ DK-REGULAR |

Account Linking

Why is this feature not enabled?

Currently, there is not a way for libraries to disable Account Linking. This feature is “all or nothing” and we want to give libraries the option to have it enabled on their websites, especially school libraries. Innovative is aware that this is an issue and hopefully we will be able to have the option to enable Account Linking soon.

Account linking vs. Sierra's linked patron

In Sierra, linked accounts are created and managed by staff. Patrons can't view the link in the Catalog, and the link doesn't grant access to another patron's checkouts, holds or account details. Staff can view the related record when assisting patrons and can check out held items on behalf of the linked patron. All updates or removals of the link require staff action.

Patron Registration

This feature was launched alongside the My Account Portal, however it has not been tested yet by PrairieCat staff to determine if the Vega Discover Patron Registration is appropriate for the consortium.

This will be looked into further in the future.

Patron Assist

This is another feature that launched alongside the My Account Portal.

The **Patron Assist** feature allows authorized staff to act on behalf of a patron in Vega Discover when it comes to performing the following tasks:

- viewing and managing checkouts and holds
- placing, modifying, canceling or freezing requests
- accessing and updating patron account information
- viewing and taking action upon fines and fees
- creating and managing staff-generated lists and saved searches for the patron

Patron Assist

When you are assisting a patron you aren't able to see the following information:

- Patron Reading History
- Patron-created Lists You can only see lists created by any staff member.
- Patron-created Saved Searches You can only see saved searches created by any staff member.
- Linked Account drop-down menus to view transactions for linked accounts in overview page, checkouts, holds, or fines views.

A survey went out to the UX Committee and there was only one response, which was that this is **not** a feature that should be enabled. **Thoughts?**

Idea Exchange

A list of PrairieCat staff submitted and/or voted on enhancement requests is available on the support.prairiecat [website](#). This is not an exhaustive list, but is a great starting point.

How can we get member library staff interested and involved in voting, commenting, and submitting enhancement requests in **Idea Exchange**?

Vega Discover Customization Intensive

Starting in October, User Experience Specialist, Shelby O'Hara, will be leading a 4-week zoom intensive to encourage libraries to customize their Vega Discover collection/kiosk site(s). A second session will begin in January 2027.

A survey went out to the pcgroup-all email list and received 13 interested responses.

To keep the groups small enough to encourage discussion and collaboration, each session is capped at 7 participants. A registration email has been sent out to the 13 interested member library staff.

When customizing your Vega Discover homepages, what were the pain points you found while learning about how to use Homepage Builder and putting those skills into practice?

RFI Working Group Call for Volunteers

PrairieCat has posted a [Request for Information \(RFI\)](#) to evaluate integrated library system (ILS) software to ensure our organization is providing the best suite of staff-facing library automation software to support the needs of our consortium of libraries and their patrons. This is **information gathering only**, this is not a request for formal proposals. However, this will help PrairieCat when assessing both our current ILS as well as a potential new one down the road.

PrairieCat is forming a RFI Working Group with representatives from member committees and PrairieCat staff. Expectations of the RFI Working Group include evaluating several RFIs, providing detailed feedback, attending Zoom meetings, and possibly attending product demos. The review process will begin in October. I'm looking for **2 or 3 volunteers** from this group.

Any other topics?

See you again **December 3rd, 1:00pm**