PrairieCat User Experience Committee
Agenda
March 4, 2021

The committee will meet on Thursday, March 4, 2021 (1:00PM - 2:00 PM) online via Zoom.

Register online:
https://railslibraries.zoom.us/meeting/register/tJElfuutqzIiG9TUl8oo1udIWHNUxyFYyHUQ

   I.   Welcome and introductions, public comment

  II.   Review and approval of minutes, 12/3/2020 (pp. 2-4)

 III.   Update, Capira mobile app

 IV.   Demonstration, Vega Discovery (Innovative sales rep. Dean Cooper), discussion following

  V.   Update, PrairieCat support page/launch page migrations

 VI.   Discussion, PrairieCat strategic planning evaluation plan survey questions (pp. 5-9)

VII.   Adjournment

Next meeting, June 3, 2021 via Zoom

PrairieCat User Experience Committee
Minutes
December 3, 2020

The committee met on Thursday, December 3, 2020 (1:00PM - 2:00 PM) online via Zoom.

Register online:
https://railslibraries.zoom.us/meeting/register/tJEufu-vrDMuGN2N8z2l69nioHG1AhiVLFr4

I.   Welcome and introductions, public comment

      Present via Zoom: Elizabeth Smith (PrairieCat), Carolyn Coulter (PrairieCat), Lisa Powell Williams (MX), Chelsey DeSplinter (PrairieCat), Stefanie Sullivan (RL), Julie Wayland (PR), Nicole Johnson (LP), Melissa Landis (PrairieCat), John Slanicky (PrairieCat), Ricardo Hernandez (Prairie Trails Public Library), Ashley Middleton (NL), Emily Schaub (PU), Victoria Schoess (RP), Joyce Abernathy-Morris (New Lenox Library)

      Not present: Geoff Graham (FP), Katy Wiegert (PT), Tricia Dean (WL)

      Guests: There were no guests.

      There was no public comment.

II.   Review and approval of minutes, 9/3/2020

      Motion #1: Wayland (PR) moved and Williams (MX) seconded to approve the 3/5/2020 meeting minutes as presented. There was no discussion on the motion. Motion carries by vocal affirmation.

III. Update, Capira mobile app and new members

      Coulter (PrairieCat) stated Capira will reopen the contract for new members to join. As of now, five new members have signed up. The deadline for this will be December 11th. This will be the last chance for libraries to join. Capira will not reopen again until next year.

---

220 W. 23rd Avenue
Coal Valley, IL 61240
(877) 542-7257
http://support.prairiecat.info

Coulter stated a help desk ticket was reported about only receiving 25 hits back vs 1,000 hits in encore when searching on the mobile app. She suggested trying to up the number of hits on the encore page to 100.

Wayland (PR), Sullivan (RL) and Williams (MX) all agree this is the best way to move forward.

Middleton (NL) would rather have a link to the catalog, but upping the hits would work.

Coulter will pursue expanding the number of hits on encore. Sullivan asked if PrairieCat will be releasing some stats for the mobile app? Coulter responded the statistics will probably come from Capira, but will inquire to be sure. Coulter also said the curbside portion is ready, asking what part of the app to add it to and if anyone is willing to be the first to use curbside. Sullivan volunteered. All agree to put curbside on the "My Account" screen

Coulter will ask about statistics, changing the verbiage on library card signup and add your library card pages, putting curbside on the home page and Reddick will be the guinea pig.

IV.   Update, programming and other forum investigation
Coulter (PrairieCat) shared ideas on forum placement. She said forums in Talent LMS are not searchable, Drupal does have a user forum plugin, this would be the best place to put it. Members know how to get into the support site and have a login with L2 which would make this the easiest way to incorporate forums. This cannot be done until the server migration is complete.

V.   Discussion, PrairieCat eRead IL consolidation for public libraries
Coulter (PrairieCat) discussed the eRead Illinois consolidation for public libraries. If PrairieCat became the owner of the account there would be several barriers to consider: schools involved in eRead would not be able to participate because there are no restrictions, individual libraries would lose their individual branding, the unbound libraries would have to donate materials back to the core collection, all existing holds would be erased.

Williams (MX) asked about the costs. Stating she like eContent but has mixed feelings on the topic.

Wayland (PR) stated it comes down to money.

Coulter offered an option of offering it as an add-on like PrairieCat does with the mobile app.

Middleton (NL) question if eRead would be worth the patrons' frustrations that would have to dealt with.

The Committee agreed to table this discussion again.

VI. Adjournment
     Adjourn at 1:50

Next meeting, March 4, 2021 via Zoom

PrairieCat
Strategic Plan Evaluation Framework

ENGAGEMENT			
Outcome	**Year 1**	**Year 2**	**Year 3**
Members are actively engaged at all levels, which creates connections and advances the organization. • Increase in engagement (with PrairieCat) • Increase in connection (with each other) How will we know? • PC doesn't have trouble finding volunteers for committees • Members assist each other (decrease in questions to PC?)	Member survey questions: • Rate how informed and connected you feel from PrairieCat Communications. • Rate how well you feel PrairieCat helps you build relationships and connect with other members. • Rate how valued you feel as a PrairieCat member. • Rate how empowered you feel as a result of your participation in PrairieCat. • Rate your (current and ideal?) level of PrairieCat participation. Data to collect: • Number of eNewsletters sent • Open rates • Social media engagement • Number of peer networking events and attendees • Number of mentors / mentees • Online forum participation • Number of members attending meetings • Number of members serving on committees Focus Group/Interview questions: • What's the best way PrairieCat keeps you informed? What do you pay attention to the most? • What makes you feel connected to PrairieCat? • What makes you feel connected to other members? • What does PrairieCat do to help you build relationships with other members? • What makes you feel valued as a PrairieCat member? • How does your participation in PrairieCat help you feel empowered?	Repeat survey then hold a focus group to review 3-year comparison.	

	Annual Evaluation and Activity Planning discussion: • Review survey data. • What is working? • Where do we need to focus attention in the coming year?		

GOVERNANCE

Outcome	Year 1	Year 2	Year 3
Leadership is transparent, responsive, innovative, and accountable. • Member confidence in PC's leadership and operations • Increase in members How will we know? • PC is financially stable • Staff satisfaction/retention	Member survey questions: • Rate how you feel about PrairieCat's level of organizational growth and independence. • Rate how well you believe PrairieCat embraces a learning culture and continuous improvement. • Rate PrairieCat's level of innovation. • Rate how inspired you feel by PrairieCat's vision for the future. Data to collect: • Number of meetings with RSA discussing collaboration • Number of meetings with RAILS to discuss relationship status/planning • Number of professional development hours completed by staff • Number of PrairieCat members Focus Group/Interview questions: • What are ways you feel PrairieCat shows commitment to organizational growth and independence? • How do members know that PrairieCat has a learning culture? • What are ways PrairieCat show continuous improvement? • What are ways that PrairieCat is innovative? • How does PrairieCat share their vision for the future? • How does PrairieCat inspire members to be part of their vision for the future? Annual Evaluation and Activity Planning discussion:		

	• Review survey data. • What is working? • Where do we need to focus attention in the coming year?		

TRAINING

Outcome	Year 1	Year 2	Year 3
Learning opportunities equip members to provide excellent service to end users. • Increase in member confidence using ILS How will we know? • Decrease in questions to PC?	Member survey questions: • Rate how well PrairieCat communicates about training opportunities. • Rate how easy it is to find PrairieCat training materials. • Rate how you feel about the mix of training vs continuing education for this past year. (may have to define or give examples of training and continuing education) • Rate the quality of PrairieCat training you attended this year. • Rate how much you learned from PrairieCat training/CE this year. Data to collect: • Number of training sessions • Number of attendees • Post-training surveys (ask about learning, satisfaction, and interest in future topics) • Number of CE sessions • Number of CE session attendees • Post-CE surveys (ask about learning, satisfaction, and interest in future topics) • Number of trainings/modules updated Focus Group/Interview questions: • Where do you learn about PrairieCat training opportunities? • What would make it easier to find PrairieCat training materials? • What do you value the most from PrairieCat training? From CE?		

	• What mix of training and CE is right for you? • How do you know that PrairieCat training is high quality? • How do you use what you've learned at a PrairieCat training event when you get back to your library? Annual Evaluation and Activity Planning discussion: • Review survey data. • What is working? • Where do we need to focus attention in the coming year?		

END USER EXPERIENCE

Outcome	Year 1	Year 2	Year 3
Members are supported in their efforts to provide exceptional service to end users. • Increase in end user satisfaction How will we know? • Increased end user usage	Member survey questions: • Rate how well PrairieCat helps members meet end user needs. • Rate how much PrairieCat plays a role in helping your library engage end users. • Rate how well you feel PrairieCat has taken advantage of opportunities to enhance services to further meet the needs of diverse users. • Rate how much you think PrairieCat vendor relationships has helped expand services to end users. Data to collect: • End user satisfaction survey • Number of hits on "how-to" videos • Number of ILS enhancements brought forward Focus Group/Interview questions: • What are ways PrairieCat supports members to serve end users? • How does your library use PrairieCat services to meet the needs of diverse users? • What vendor relationships does PrairieCat have that have benefited your library's end users?		

	Annual Evaluation and Activity Planning discussion: - Review survey data. - What is working? - Where do we need to focus attention in the coming year?	