

Harvard Library Search Simplification Roadmap

Updates for IPLC Discovery Days

July 21, 2022

*Simplify our
online
discovery
environment.*

UX Research & Design Updates

1. HOLLIS Survey
2. Discovery Ideation Sessions
3. Faculty Interviews
4. HOLLIS Design Updates

UX Research & Design Updates

- 1. HOLLIS Survey**
2. *Discovery Ideation Sessions*
3. *Faculty Interviews*
4. *HOLLIS Design Updates*

HOLLIS Survey

Goals

- What are Harvard users perceptions of HOLLIS?
- Which types of Harvard users are satisfied or dissatisfied with HOLLIS?
- What can we improve?

HOLLIS Survey

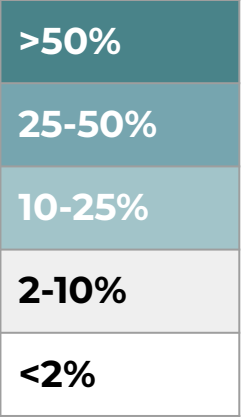
Goals & Results Snapshot

- What are Harvard users perceptions of HOLLIS?
 - Which types of Harvard users are satisfied or dissatisfied with HOLLIS?
 - What can we improve?
- **820 responses** from students, researchers, and faculty across all Harvard schools
 - **77% of respondents are satisfied** or very satisfied with HOLLIS
 - **Areas for improvement:** design, duplicate records, known item searching

HOLLIS Survey

Data

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
HOLLIS is easy to use	Light Blue	Dark Teal	Light Blue	Light Gray	White
It is easy to navigate within HOLLIS	Light Blue	Dark Teal	Light Blue	Light Gray	White
I feel comfortable finding library materials on HOLLIS	Light Blue	Dark Teal	Light Blue	Light Gray	White
I feel confident finding library materials on HOLLIS	Light Blue	Medium Teal	Light Blue	Light Gray	White
I will likely visit HOLLIS in the future	Dark Teal	Medium Teal	Light Blue	Light Gray	White
I find HOLLIS to be attractive.	Light Blue	Medium Teal	Light Blue	Light Gray	White
HOLLIS has a clean and simple presentation.	Light Blue	Medium Teal	Light Blue	Light Gray	White
I am satisfied using HOLLIS to find library resources.	Light Blue	Dark Teal	Light Blue	Light Gray	White



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Discovery Ideation

Goals

- Generate ideas on how to enhance online discovery of research materials.
- Understand which ideas would be most useful to them.
- Create a list of ideas to prototype.

Discovery Ideation Themes



Discovery Ideation

Goals & Outcomes

- Generate ideas on how to enhance online discovery of research materials.
- Understand which ideas would be most useful to them.
- Create a list of ideas to prototype.

- **Report a problem**
- HOLLIS **onboarding** and new feature highlights
- Opt-in to show **book reviews**
- **Article search**
- **Search referral**
- **Personalization** options

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Faculty Interviews

Research Questions

- What could be improved about HOLLIS search results and record display?
- What types of results should be included in “Library Catalog”?
- Are there other scopes that would be helpful?
- What personalization options would faculty be interested in?

Faculty Interviews

Research Questions & Outcomes

- What could be improved about HOLLIS search results and record display?
- What types of results should be included in “Library Catalog”?
- Are there other scopes that would be helpful?
- What personalization options would faculty be interested in?

- Label changed to **“Catalog & Articles”**
- **Search box drop-down options**
- **Search results design** streamlined
- **Report a Broken Link** in navigation
- **De-prioritizing book review** records
- Reducing **duplicate records**

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HOLLIS Design Updates

Goals

1. Update design and navigation to align with Harvard Library brand guidelines
2. Respond to recent user research findings including that:
 - Users are unaware there is an option to search only in the library catalog.
 - Users mistake the HOLLIS homepage with the Library website.
 - Users perceive that the search results are overwhelming.
 - Users wish it were easier to report a broken link.

HOLLIS Design Updates

Before & After - Homepage

The old HOLLIS homepage features a dark red header with the Harvard Library logo and navigation links: HOLLIS, ADVANCED SEARCH, STARTS WITH / BROWSE, NEW SEARCH, DATABASES, JOURNAL SEARCH, and FEEDBACK. A search bar is positioned below the header. The main content area is divided into several sections:

- Coronavirus update:** Information regarding library policies during COVID-19, including Hathitrust emergency access ending on August 30th and research consultations availability.
- Other Harvard catalogs:** Links to HOLLIS Images, HOLLIS for Archival Discovery, Harvard Geospatial Library, and DASH (Institutional Repository).
- Alumni:** A section for finding resources for accessing articles.
- Accessibility & Privacy:** Links to digital accessibility policy and HOLLIS privacy statement.
- About HOLLIS:** Information about the catalog, search capabilities, and links to ask a librarian, user guide, and feedback.
- Not available at Harvard?:** Links to Borrow Direct, Interlibrary Loan, and purchase requests.

IPLC Discovery Days

The new HOLLIS homepage features a clean, modern design with a dark red header. The navigation bar includes: HOLLIS, HARVARD LIBRARY HOME, ADVANCED SEARCH, STARTS WITH / BROWSE, REPORT A BROKEN LINK, DATABASES, HOLLIS USER GUIDE, and a user profile dropdown for Deschenes, ... A search bar is prominently displayed in the center of the header. Below the header, the main content area is organized into several sections:

- WHAT AM I SEARCHING?:** A section explaining the search tool and providing a link to "HOW HOLLIS WORKS".
- RELATED SERVICES & TOOLS:** A grid of three blue boxes:
 - Interlibrary Loan:** Information about submitting requests for materials not available at Harvard.
 - Alumni Access:** Information about accessing materials for Harvard alumni.
 - HOLLIS User Guide:** Information about advanced search and search operators.
- OTHER LIBRARY SEARCH TOOLS:** A grid of six image-based tiles:
 - Digital Collections:** Search over 6 million publicly accessible digital items.
 - CURIOSity:** Browse curated sets of Harvard materials.
 - HOLLIS for Archival Discovery:** Search Harvard's archival finding aids.
 - HOLLIS Images:** Search Harvard's image collection, both digital and non-digital.
 - Harvard Geospatial Library:** Search maps and geospatial data.
 - DASH:** Search research created at Harvard.

A vertical "Click with Librarian" button is located on the right side of the page. A "SEE ALL SERVICES & TOOLS" link is at the bottom right.

HOLLIS Design Updates Before & After - Search Results

psychology and dogs and stress

0 selected PAGE 1 76,225 Results Save search Personalize

Refine my results

Sort by Relevance

Show only

- In library (14)
- Online (51,043)
- Peer-reviewed articles (38,144)
- In library or storage (20)
- Open Access

Date

From 1800 To 2023 Refine

Resource Type

- Articles (47,108)
- Book Chapters (15,685)
- Newspaper Articles (5,253)
- Dissertations (2,345)

Location

- Widener Library (7)
- Countway Medicine (0)
- Schlesinger Library (4)
- Online Resource (2)

Subject

- Science & Technology (17,463)
- Life Sciences & Biomedicine (15,812)
- Humans (12,164)
- Social Sciences (10,705)

Author / Creator

1 ARTICLE
Effects of social support by a dog on stress modulation in male children with insecure attachment
Beetz, Andrea; Julius, Henri; Turner, Dennis; Kotrschal, Kurt
Frontiers in psychology, 2012-01-01, Vol.3, p.352-352
... which are linked to a diminished ability to use social support by others for the regulation of stress...

2 BOOK
The complete idiot's guide to psychology
Johnston, Joni E., 1960- / Indianapolis, IN : Alpha Books ©2000
Psychology The Mind and Body, Working Together Are You Cultured? Coding and... Psychology The Mind and Body, Working Together Are You Cultured? Coding and...

3 ARTICLE
Neurobiological underpinnings of dogs' human-like social competence: How interactions between stress response systems and oxytocin mediate dogs' social skills
Buttner, Alicia Phillips
Neuroscience and biobehavioral reviews, 2016-12, Vol.71, p.198-214
Domestic dogs possess social-cognitive abilities analogous to those of humans-Domestication reduced stress reactivity and extended sensitive periods in dogs...

4 BOOK
Forty studies that changed psychology : explorations into the history of psychological research
Hock, Roger R., 1948- / 3rd ed. / Upper Saddle River, N.J. : Prentice Hall c1999
*Available at Widener Library Offsite Storage (BF105 .H63 1999) * Limited search in Hathitrust

Catalog & Articles psychology and dogs and stress

Catalog & Articles includes billions of citations. To limit your search to Harvard collections, select Library Catalog.

0 selected Page 1 70,829 Results Save search Personalize

Filters

Sort by Relevance

Show only

- In library (13)
- Online (47,414)
- Peer-reviewed articles (38,132)
- In library or storage (15)
- Open Access

Date

From 1800 To 2023 APPLY

Resource Type

- Articles (47,005)
- Book Chapters (15,685)
- Dissertations (2,345)
- Reference Entries (2,163)

Location

- Widener Library (7)
- Countway Medicine (4)
- Online Resource (4)
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2 BOOK
Psychology : the comic book introduction
Klein, Grady [author, artist] / First edition. / New York : W.W. Norton & Company [2018]
Sensation Perception Motivation and Emotion Stress... Sensation Perception Motivation and Emotion Stress... Psychology Neurological and Genetic Bases of

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LIMITED SEARCH IN HATHITRUST
TABLE OF CONTENTS

Next Steps

- Continued prototyping and user testing
- Use UX research methods to evaluate the ways in which staff workflows impact metadata display
- Expansion of discovery research beyond HOLLIS
- Continued work to simplify and advance systems to preserve, manage, and access Library digital access

QUESTIONS?