Hacking Discovery for Better UX: Afternoon Workshop

10-1-2015

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EBSCO

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Hacking Discovery for Better UX

Internet Librarian 2015
Today’s Agenda

• Introductions and recapping morning workshop
• UX-centric Admin Options in discovery services
• Activity: fixing UX using out-of-the-box tools
• Using a hack to fix the UX: a sample hack
• Discussion: Hacking – is it something we should do?
• More hacks!
• Completing the UX cycle: testing and evaluating our work
### The Speakers

<table>
<thead>
<tr>
<th>Joe Marquez</th>
<th>Athena Hoeppner</th>
<th>Eric Frierson</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Web Services Librarian</strong>&lt;br&gt;<strong>Reed College</strong></td>
<td><strong>Electronic Resources Librarian</strong>&lt;br&gt;<strong>University of Central Florida</strong></td>
<td><strong>Manager, Discovery Services Engineering</strong>&lt;br&gt;<strong>EBSCO Information Services</strong></td>
</tr>
<tr>
<td>Maintains the library web presence at Reed College&lt;br&gt;Advocating for Service Design in libraries&lt;br&gt;Firm believer that UX is not just about the UI</td>
<td>EDS Implementation Lead&lt;br&gt;Discovery wonk&lt;br&gt;Author: The Ins and Outs of Evaluating Web-Scale Discovery Services.&lt;br&gt;<em>Computers in Libraries</em> (2012)</td>
<td>Trying not to lose library cred&lt;br&gt;Hacker and tinkerer, problem solver, and a ‘yes’ man in the best way&lt;br&gt;Inventor and developer of Curriculum Builder</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Primo</th>
<th>EBSCO Discovery Service</th>
<th>EBSCO Discovery Service</th>
</tr>
</thead>
</table>

- **Primo**
- **EBSCO Discovery Service**
- **EBSCO Discovery Service**
Your Turn!

Name
Who are you?

Institution
Where do you work?

Title
What do you do?
Recap and Cliff’s Notes of Morning Session
A working definition...

WSD systems couple...

a pre-harvested central index of metadata and content...

... with a richly featured discovery layer.
Pre-harvested Index

Mutually Licensed Sources

Open Access FT and A/I

Library Subscriptions Vendor

Library Supplied

Publisher Supplied

Gale OneFile
LexisNexensis
HathiTrust
arXiv.org
MEDLINE
DOAJ
IRs
MARC
Digitized
Springer
Elsevier
Wiley
OUP
T&F

Scopus
Biological Abs
MLA
INSPEC
CINAHL
ASP Videos

Pre-harvested Index
Discovery Layer on Your Homepage

Your University Library

Search Everything:

Keywords, titles, authors...

Go

Ask | Reserves | Hours | ILL | Your Account
How venture capital works.
Author: Christian Science Monitor (1908-Current file) ISSN: 0145-8027 Date: 03/11/1985
Description: 17

The Venture cloning method.
Author: -Thadius S. Venture
ISBN: 01-0045-802 Date: 2008

Super Science Library
Print Library
QH 442 V7 2008
Due: 31 Oct. 2015
Small Business Ventures Capitol Incubator on Your University Campus.

Venture Capitol Quarterly

How venture capital works.
Author: Christian Science Monitor (1908-Current file)
ISSN: 0145-8027 Date: 03/11/1985

Full Text

Library | Ask Us | Reserves | ILL | Your Account

700,000 hits

Company
- DuPont (57)
- Dow (49)
- Venture Industries (3)

Discipline Selector
- Chemistry
- Biology
- Business

Images:

Chat with Librarian
Type question...
The Big Discovery Vendors

<table>
<thead>
<tr>
<th>WorldCat Local</th>
<th>EBSCO Discovery Service</th>
<th>Summon</th>
<th>Primo</th>
<th>Encore</th>
</tr>
</thead>
<tbody>
<tr>
<td>OCLC</td>
<td>EBSCO</td>
<td>ProQuest</td>
<td>ExLibris</td>
<td>Innovative</td>
</tr>
</tbody>
</table>
Who are Your Users?

- Undergrads?
- Grads?
- PhD candidates?
- Distance students?
- Faculty?
- Clinicians?
- Staff?
- Visiting researchers?
- Community members?
Iterative searching

Initial query

- skim results
- revise query
- gather more data
- use facets
- access content
- save content
- revise query
- review content
- export content
- request content
- ask for help
- revise query
- narrow topic
- email results
- get advice
- save results
- get knowledge
- use facets
• What are the pain points
• What can be improved
• Who does the work to improve it?
Designing Search with the User in Mind
Basic Search Must Be *Really* Easy to Use.

Rectangular search box with a button.
Search at Top of the Page
Especially on Smaller Screens

Request Materials

Article or Book Chapter

We'll email you articles, book chapters, and more free of charge.

If we own it in print, we can scan it for you. If we don't own it, we'll request it from another library.

We offer access to rare and unique materials for scholars, researchers, and the public.
Pagination Should Be at the Page Bottom
Results Tally: Show How Many Results There Are

Results 1 - 10 of 20,877 for Everything
Sorted by: Relevance

Sign in to see all search results

🌟 Usability
Stewart, Tom
Taylor & Francis
The final paper in this issue on usability..., between the United Nations and Usability News...
EDITORIAL Usability It's easy to get
● Full text available

🌟 Distributed user interfaces: usability and collaboration
2013?, 2014
● Online access

View Online Details

Results 1 - 10 of 20,877 for Everything
Expand the Most Common Facets and Collapse the Rest
Allow Users to Easily Control Filters

• Give the ability for the user to remove certain filters.
• Give the option to keep the same facets (“search within”) as well as start over (“clear all”).
Evaluating the User Experience
Methods

• Heuristic evaluation
• User interviews & focus groups
• Usability testing
• Also…
  • A/B testing
  • Card sorting
  • Information architecture validation testing
  • Journey Mapping
  • And more!
Journey Maps

Journey map is a visual or graphic representation of an individual’s perspective illustrating the complete interaction with an organization or service over time and across channels.

- based on a definition from UX Mastery
What is Cheyenne trying to do?

Tasks for Usability Testing

• Find a scholarly article on a topic
• Find a textbook based on a title
• Find an article based on a citation
Tasks vs. Scenarios

- Task: What you want the user to do
  (for your eyes only)

- Scenario: What you tell them to do
  (for participant)
Taking Useful Notes

- Tasks/scenarios
- Navigation paths
- Number of attempts
- Ultimate success/failure
- Time on task (maybe)
- User comments
- Your own insights
Data Sources

- Google Analytics
- Discovery Statistics
- Link Resolver Statistics
- Ezproxy and Shibboleth Logs
- COUNTER Statistics
# Google Analytics: Mobile Use Stats

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Sessions</th>
<th>% New Sessions</th>
<th>New Users</th>
<th>Bounce Rate</th>
<th>Pages / Session</th>
<th>Avg. Session Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total</strong></td>
<td>591,592</td>
<td>58.95%</td>
<td>348,758</td>
<td>49.99%</td>
<td>4.69</td>
<td>00:04:07</td>
</tr>
<tr>
<td></td>
<td>% of Total: 100.00% (591,592)</td>
<td>Avg for View: 58.95% (0.01%)</td>
<td>% of Total: 100.01% (348,716)</td>
<td>Avg for View: 49.99% (0.00%)</td>
<td>Avg for View: 4.69 (0.00%)</td>
<td></td>
</tr>
<tr>
<td>1. Linux</td>
<td>211,584</td>
<td>99.51%</td>
<td>210,548</td>
<td>94.44%</td>
<td>1.34</td>
<td>00:00:22</td>
</tr>
<tr>
<td></td>
<td>(35.77%)</td>
<td></td>
<td>(60.37%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Windows</td>
<td>202,272</td>
<td>42.09%</td>
<td>85,139</td>
<td>29.23%</td>
<td>6.68</td>
<td>00:06:54</td>
</tr>
<tr>
<td></td>
<td>(34.19%)</td>
<td></td>
<td>(24.41%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Macintosh</td>
<td>148,909</td>
<td>28.33%</td>
<td>42,191</td>
<td>17.47%</td>
<td>6.87</td>
<td>00:05:49</td>
</tr>
<tr>
<td></td>
<td>(25.17%)</td>
<td></td>
<td>(12.10%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. iOS</td>
<td>21,685</td>
<td>38.08%</td>
<td>8,258</td>
<td>37.74%</td>
<td>3.98</td>
<td>00:03:03</td>
</tr>
<tr>
<td></td>
<td>(3.67%)</td>
<td></td>
<td>(2.37%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Android</td>
<td>5,776</td>
<td>37.29%</td>
<td>2,154</td>
<td>39.32%</td>
<td>4.01</td>
<td>00:03:24</td>
</tr>
<tr>
<td></td>
<td>(0.98%)</td>
<td></td>
<td>(0.62%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Chrome OS</td>
<td>1,124</td>
<td>28.65%</td>
<td>322</td>
<td>17.62%</td>
<td>6.24</td>
<td>00:05:44</td>
</tr>
<tr>
<td></td>
<td>(0.19%)</td>
<td></td>
<td>(0.09%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Windows Phone</td>
<td>124</td>
<td>50.81%</td>
<td>63</td>
<td>35.48%</td>
<td>3.98</td>
<td>00:03:19</td>
</tr>
<tr>
<td></td>
<td>(0.02%)</td>
<td></td>
<td>(0.02%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. BlackBerry</td>
<td>53</td>
<td>54.72%</td>
<td>29</td>
<td>26.42%</td>
<td>4.02</td>
<td>00:02:08</td>
</tr>
<tr>
<td></td>
<td>(0.01%)</td>
<td></td>
<td>(0.01%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. (not set)</td>
<td>47</td>
<td>87.23%</td>
<td>41</td>
<td>70.21%</td>
<td>1.70</td>
<td>00:00:53</td>
</tr>
<tr>
<td></td>
<td>(0.01%)</td>
<td></td>
<td>(0.01%)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. Samsung</td>
<td>7</td>
<td>42.86%</td>
<td>3</td>
<td>42.86%</td>
<td>2.29</td>
<td>00:01:19</td>
</tr>
<tr>
<td></td>
<td>(0.00%)</td>
<td></td>
<td>(0.00%)</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Using Your Usability Study

Turning Results into Improvements
Test What You Can Fix (First)
Easy Fix: Changing a Label

<table>
<thead>
<tr>
<th>STATUS</th>
<th>Call Number</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>DUE 03-18-15</td>
<td>Z674.75.W67 F37 2013</td>
<td>Main Library</td>
</tr>
</tbody>
</table>
Harder Fix: Metadata Problems

**Google Scholar Metrics for Publications**
by Jacsó Péter
Online Information Review, 08/2012, Volume 36, Issue 4
Purpose - The purpose of this paper is to review the software and content features of the Google Scholar Metrics (GSM...)

Journal Article: Full Text Online

**Google Scholar Metrics for Publications**
by Péter Jacsó
Online Information Review, 07/2012, Volume 36, Issue 4
Purpose - The purpose of this paper is to review the software and content features of the Google Scholar Metrics (GSM...)

Journal Article: Full Text Online
## Decoding Recorded Tasks

### Table 1: Table of Task Results

<table>
<thead>
<tr>
<th>User #</th>
<th>Time</th>
<th># of Errors</th>
<th># of Clicks</th>
<th>Seeks help</th>
<th>Facial expressions, gestures</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Task 1</td>
</tr>
<tr>
<td>1</td>
<td>5:32</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>relaxed</td>
<td>Impressed w/ site databases</td>
</tr>
<tr>
<td>2</td>
<td>5:03</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>shy</td>
<td>Site overwhelming</td>
</tr>
<tr>
<td>3</td>
<td>2:34</td>
<td>na</td>
<td>na</td>
<td>na</td>
<td>relaxed</td>
<td>Went to Ask a Librarian</td>
</tr>
<tr>
<td>3</td>
<td>1:40</td>
<td>0</td>
<td>5</td>
<td>No</td>
<td>smiling</td>
<td>Looks at facilitator often</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Task 2</td>
</tr>
<tr>
<td>1</td>
<td>3:85</td>
<td>3</td>
<td>9</td>
<td>No</td>
<td>relaxed</td>
<td>Slow download time</td>
</tr>
<tr>
<td>2</td>
<td>2:43</td>
<td>2</td>
<td>6</td>
<td>No</td>
<td>intense</td>
<td>Doesn’t change search criteria</td>
</tr>
<tr>
<td>3</td>
<td>1:40</td>
<td>0</td>
<td>5</td>
<td>No</td>
<td>smiling</td>
<td>Looks at facilitator often</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Task 3</td>
</tr>
<tr>
<td>1</td>
<td>1:42</td>
<td>2</td>
<td>4</td>
<td>No</td>
<td>hesitant</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>4:03</td>
<td>5</td>
<td>9</td>
<td>No</td>
<td>lost</td>
<td>Takes a while to get to first click</td>
</tr>
<tr>
<td>3</td>
<td>2:03</td>
<td>1</td>
<td>5</td>
<td>No</td>
<td>hesitant</td>
<td>Index search, back to homepage, tries to find once</td>
</tr>
</tbody>
</table>


Reports and Recommendations

**Our Recommendations**

Based on user responses to difficulties during testing, Group One offers the following recommendations:

1. use language consisted with users’ expectations
2. provide indexical cues to draw users’ attentions to important links, and
3. incorporate appropriate images to support textual links

We believe that most of the problems encountered during testing were related to these three issues, which directly impede the site’s effectiveness as a research tool for new users. While our testing sample is only three users, we cannot say conclusively that these users are representative of the much larger new-user population. However, we do offer that the experiences of these three participants can reveal much about the site’s usability. Below are more detailed explanations of our recommendations.
Mocking Up Changes

- My account (sign on goes to redesigned landing page for all services)
- Article Quicksearch
- Books – catalog search
- eJournals – journal title starts with
- Videos
- Our Website
- Hours
- Calendar widget - events
- Study rooms & PCs
- Other Locations Link
- News, general info, events, etc.
- Links to lots of additional library content (still TBD)
- Site map/index - additional ways to find content, not just a list of headings

Update the UCF Libraries brand

Consistent on internal and external sites

Meaningful use of icons
Figuring Out What to Change

● What needs to change and where?
  ○ Terminology (Library Terms that Users Understand)
  ○ Branding
  ○ Order/layout
  ○ Representation on library site
  ○ Representation on other sites
  ○ More substantial changes

● Who can make the changes
  ○ WSD admin
  ○ Web editor
  ○ Vendor
  ○ External Web Editor
Administrative Options in Discovery Systems:

Tour of EDS, Primo, and Summon back end UX options

EBSCOadmin  Primo Administration  SS Client Center
Primo Screens
<table>
<thead>
<tr>
<th>Table Name</th>
<th>Sub System</th>
<th>Description</th>
<th>Last Updated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browse Lists</td>
<td>FRONTEND</td>
<td>Browse Lists</td>
<td>01/23/15</td>
</tr>
<tr>
<td>Bulk Definition</td>
<td>FRONTEND</td>
<td>Bulk Definition</td>
<td>07/22/15</td>
</tr>
<tr>
<td>bX Token</td>
<td>FRONTEND</td>
<td>bX configuration</td>
<td>04/21/15</td>
</tr>
<tr>
<td>Citation Linker Definitions</td>
<td>FRONTEND</td>
<td>Citation Linker Definitions</td>
<td>01/23/15</td>
</tr>
<tr>
<td>Citation source types</td>
<td>FRONTEND</td>
<td>Citation source types</td>
<td>07/22/15</td>
</tr>
<tr>
<td>CSS</td>
<td>FRONTEND</td>
<td>The css that are supported by the app</td>
<td>08/19/15</td>
</tr>
<tr>
<td>Export RIS encodings</td>
<td>FRONTEND</td>
<td>Export RIS encodings</td>
<td>07/22/15</td>
</tr>
<tr>
<td>Featured Results</td>
<td>FRONTEND</td>
<td>Featured Results configuration</td>
<td>04/19/15</td>
</tr>
<tr>
<td>Find Database Full Display</td>
<td>FRONTEND</td>
<td></td>
<td>07/22/15</td>
</tr>
<tr>
<td>Front-End Redirect Definitions</td>
<td>FRONTEND</td>
<td>Front-End Redirect Definitions</td>
<td>04/19/15</td>
</tr>
<tr>
<td>Hot Articles Token</td>
<td>FRONTEND</td>
<td>Hot Articles configuration</td>
<td>04/21/15</td>
</tr>
<tr>
<td>Institution Base URLs</td>
<td>FRONTEND</td>
<td>Available Base URLs for Institution</td>
<td>04/21/15</td>
</tr>
<tr>
<td>Languages</td>
<td>FRONTEND</td>
<td>Languages</td>
<td>07/22/15</td>
</tr>
<tr>
<td>Metalib Institution Configuration</td>
<td>FRONTEND</td>
<td>Configuration of PDS</td>
<td>02/26/13</td>
</tr>
<tr>
<td>My Account Links</td>
<td>FRONTEND</td>
<td>Additional My Account Links</td>
<td>03/19/14</td>
</tr>
<tr>
<td>PC Customers Ids</td>
<td>FRONTEND</td>
<td>PC customer ID</td>
<td>04/21/15</td>
</tr>
<tr>
<td>Personalize Your Results Degrees Fields</td>
<td>FRONTEND</td>
<td>Personalize Your Results Degrees</td>
<td>07/22/15</td>
</tr>
<tr>
<td>PNX_EXTENSIONS_MAPPINGS</td>
<td>FRONTEND</td>
<td>PNX Extensions to PNX tags mapping</td>
<td>01/25/15</td>
</tr>
<tr>
<td>Results Disciplines Fields</td>
<td>FRONTEND</td>
<td></td>
<td>07/22/15</td>
</tr>
</tbody>
</table>
**General View Attributes of Reed College View (REED - Reed College):**

<table>
<thead>
<tr>
<th>General Attributes</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>View Name:*</td>
<td>Reed College</td>
</tr>
<tr>
<td>Code:*</td>
<td>REED</td>
</tr>
<tr>
<td>Is Template</td>
<td>Yes</td>
</tr>
<tr>
<td>Description:</td>
<td>Reed College</td>
</tr>
<tr>
<td>Enable My Library Card</td>
<td>Yes</td>
</tr>
<tr>
<td>Invoke automatic search when tabs are switched</td>
<td>Yes</td>
</tr>
<tr>
<td>Enable the “Personalize Your Results” service</td>
<td>No</td>
</tr>
<tr>
<td>Default Institution</td>
<td>REED - Reed College</td>
</tr>
<tr>
<td>Session timeout URL</td>
<td><a href="http://alliance-primo.fr">http://alliance-primo.fr</a></td>
</tr>
<tr>
<td>Layout Set:</td>
<td>customized layout</td>
</tr>
<tr>
<td>CSS:</td>
<td>reed_mobile.css</td>
</tr>
<tr>
<td>Mobile CSS:</td>
<td></td>
</tr>
<tr>
<td>Default interface language</td>
<td>English</td>
</tr>
</tbody>
</table>

---

**Appearance**

**Languages**
<table>
<thead>
<tr>
<th>#</th>
<th>Title</th>
<th>Author</th>
<th>Availability</th>
<th>Type</th>
<th>Access</th>
<th>Details</th>
<th>View It</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Heart of Darkness</td>
<td>Joseph Conrad 1857–1924, author.; Project Gutenberg.</td>
<td>Salt Lake City : Project Gutenberg Literary Archive Foundation</td>
<td>eBook</td>
<td>Online access</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Refine My Results

- Library
  - Instructional Media Center (12)
  - Performing Arts Resource Center (22)
  - Reed Library (295)

- Resource Type
  - Books (294)
  - eBooks (121)
  - Audio & Video (26)
## Search Scope List

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Search Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>primo_central</td>
<td>Primo Central Scope</td>
<td>Remote</td>
</tr>
<tr>
<td>Summit</td>
<td>Summit</td>
<td>Local</td>
</tr>
<tr>
<td>ebsco</td>
<td>EBSCO Scope</td>
<td>Remote</td>
</tr>
<tr>
<td>worldcat</td>
<td>WorldCat Scope</td>
<td>Remote</td>
</tr>
<tr>
<td>local</td>
<td>Reed Library Only</td>
<td>Local</td>
</tr>
<tr>
<td>course_reserves</td>
<td>Course Reserves Scope</td>
<td>Local</td>
</tr>
<tr>
<td>reed_summit_wc</td>
<td>Reed+Summit</td>
<td>Local</td>
</tr>
<tr>
<td>default_scope</td>
<td>Reed, PC, Summit</td>
<td>Both</td>
</tr>
<tr>
<td>CDM_Centennial</td>
<td>Reed Digital Centennial Collection</td>
<td>Local</td>
</tr>
</tbody>
</table>
heart of darkness
## Tabs Configuration

**View:** REED

### Tabs List for View REED

<table>
<thead>
<tr>
<th>No.</th>
<th>Tab Code</th>
<th>Description</th>
<th>Edit</th>
<th>Delete</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>default_tab</td>
<td>The Default Tab in The System</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>course_reserves</td>
<td>Course Reserves</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>reed_digital_collections</td>
<td>Reed Digital Collections</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Create a New Tab

- **Tab Code:** [Input Field]
- **Description:** [Input Field]
- **Create:** [Button]
## Edit HTML Attributes

**View:** REED  
**Tile:** Static HTML

### Contents of HTML Tile

<table>
<thead>
<tr>
<th>Position</th>
<th>Assigned HTML</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Home Page:</strong></td>
<td></td>
</tr>
<tr>
<td>Low Right</td>
<td>/static_htmls/singin.html</td>
</tr>
<tr>
<td>Upper Right</td>
<td></td>
</tr>
<tr>
<td>Low Left</td>
<td>/uploaded_files/REED/featured.html</td>
</tr>
<tr>
<td>Upper Left</td>
<td></td>
</tr>
<tr>
<td><strong>Brief Result:</strong></td>
<td></td>
</tr>
<tr>
<td>Bottom</td>
<td>/static_htmls/ideasbrief.jsp</td>
</tr>
<tr>
<td><strong>Full Result:</strong></td>
<td></td>
</tr>
<tr>
<td>Bottom</td>
<td>/static_htmls/ideasfull.jsp</td>
</tr>
<tr>
<td><strong>Browse:</strong></td>
<td></td>
</tr>
<tr>
<td>Bottom</td>
<td>/static_htmls/browse.html</td>
</tr>
<tr>
<td><strong>No Results Page:</strong></td>
<td></td>
</tr>
<tr>
<td>Bottom</td>
<td>/static_htmls/noResults.html</td>
</tr>
<tr>
<td><strong>Find Databases A-Z List:</strong></td>
<td></td>
</tr>
<tr>
<td>Top</td>
<td>/static_htmls/atoz.html</td>
</tr>
<tr>
<td><strong>All Pages:</strong></td>
<td></td>
</tr>
<tr>
<td>Header</td>
<td>/uploaded_files/REED/header.html</td>
</tr>
<tr>
<td>Footer</td>
<td>/uploaded_files/REED/footer.html</td>
</tr>
<tr>
<td>Page</td>
<td>Tile</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Home Page</td>
<td>Basic Search</td>
</tr>
<tr>
<td>Home Page</td>
<td>Advanced Search</td>
</tr>
<tr>
<td>Home Page</td>
<td>MainMenu</td>
</tr>
<tr>
<td>Home Page</td>
<td>Static HTML</td>
</tr>
</tbody>
</table>
Tiles Configuration

To have the View Configuration take effect in the Front End UI the View Configuration must be deployed.

If you do not deploy the configuration now it can be deployed at any time.

Deploy Now
Not everything is a hack!

Using out-of-the-box Administrative Options to fix UX problems
1. The impact of extreme weather conditions on long distance travel behaviour.
   This paper examines traveller attitudes and responses towards disruption from weather and natural events. An internet-based travel behaviour survey was conducted with more than 2000 respondents...
   Subjects: WEATHER forecasting; CLIMATIC changes; All Other Professional, Scientific, and Technical Services; VOYAGES & travels; STRATEGIC planning; DECISION making
   View Record from Gale Business Insights Online via DOAJ

2. The dual role of weather forecasts on changes in activity-travel behavior.
   Abstract: A deeper understanding of how human activity-travel behavior is affected by various weather conditions is essential for both policy makers and traffic managers. To unravel the ambiguity...
   Subjects: QUESTIONNAIRES; Highway, Street, and Bridge Construction; All Other Professional, Scientific, and Technical Services; WEATHER forecasting; TRAVEL; CHI-squared test; ADAPTABILITY (Psychology); ROADS

Search Results: 1 - 20 of 22,657
A Simple Hack
Using vendor-provided spaces to inject snippets of code

```html
<div id="mysearch" style="display:none">ap SearchTerm</div>
<script type="text/javascript" src="https://ajax.googleapis.com/ajax/libs/jquery/1.8.2/jquery.min.js"></script>
<script type="text/javascript">
$('#related-info-area').on(' Exact Match...','display:none');
window.parent.document.css('display','none');
</script>
```

Note: For information regarding the meta data that can be delivered to external sources and the proper syntax click [here](#).
A Sample Hack

1. `<div id="mysearch" style="display:none">ep.SearchTerm</div>`
2. `<script type="text/javascript" src="https://ajax.googleapis.com/ajax/libs/jQuery/1.8.2/jQuery.min.js"> </script>`
3. `<script type="text/javascript">
4. `$('.related-info-area:contains("Exact Match...")', window.parent.document).css('display','none');
5. `var searchterm = document.getElementById('mysearch').innerHTML.toLowerCase();
6. `if ((searchterm == "wos") || (searchterm == "web of science")) {
8. `$('result-list', window.parent.document).before(placard_html);
9. `}
10. `</script>`
The Hack in Action

```javascript
if ((searchterm == "wos") || (searchterm == "web of science")) {

    $('.result-list', window.parent.document).before(placard_html);
}
```
Hacking: a Discussion
Sample Hacks

- Course Reserves Placard
- Springshare Placard
This is your tracking code. Copy and paste it into the code of every page you want to track.

```html
<script>
(function(i,s,o,g,r,a,m){i['GoogleAnalyticsObject']=r;i[r]=i[r]||function()
(i[r].q=i[r].q||[]).push(arguments)},i[r].l=1*new Date();a=s.createElement(o),
m=s.getElementsByTagName(o)[0];a.async=1;a.src=g;m.parentNode.insertBefore(a,m)
)(window,document,'script','//www.google-analytics.com/analytics.js','ga');

ga('create', 'UA-59407820-2', 'auto');
ga('send', 'pageview');
</script>
```
Completing the Cycle

1. Watch Analytics
2. User Testing
3. Analyze Feedback
4. Hack/Change
5. Plan Action
Final discussion