Help in Context

Introducing the *primo-explore-help-menu*
Collaborators and Credit

- Idea and contents came from the ‘Discovery Platforms User Group’
- **Presented** by Mike Ward at ‘Designing for Digital’ 2019

Experiments with Help in the Search Experience

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Help in Context: primo-explore-help-menu

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Attempts at Help In / About Search

Help in Context: primo-explore-help-help-menu
Why We Did It

Problems/Challenges

- Lots of help information
- Lots of kinds of help information
- Scattered in a bunch of places
- Not focused on search itself
- Unaware of the task at hand

Desires/Goals

- Meet users where they’re at
- Allow users to multi-task
- Respond to their immediate needs/situation
- Leverage the power of angularjs, scope, interactivity

Help in Context: primo-explore-help-menu
Attempts at Help In / About Search

Help in Context: primo-explore-help-menu
Objectives / Experiments

Provide better help, research, instructional content in context

Processes for evaluating and improving existing features

Designing->prototyping-> deploying-> revising new features

The experiments are:
- The features we develop for and with patrons
- How we engage colleagues in user experience

Collaboration opportunities

Help in Context: primo-explore-help-menu
Why it’s not (totally) like that

- **Consolidate** resources from elsewhere
- **Prune** what we can and deduplicate*
- **Link out** to more in-depth resources
- **Allow** distinction between them
- **Focuses** on what’s most relevant to the task
Help Menu in Search

Objective: Build a help menu into the discovery system

Patron Benefits
- Help at point of need
- Consistency, expectations
- Step-by-step how to's, semi-interactive features, video tutorials, chat and contact forms

Librarian Benefits
- Vehicle for more coordinated help, tutorial, instructional content
- Revisit best practices and search strategies
- Analysis into comprehensiveness of collections
- Easy to point patrons to
- Easy to find during chat or reference sessions
Help info is always one-click away

Provides scannable list, hub

Display targeted, brief information

Multi-task while troubleshooting

Help in Context: primo-explore-help-menu
1. ‘npm i --save-dev’
2. ‘import primo-explore-help-menu’
3. add our two ‘modules’ to app
4. configure ‘helpMenuConfig’

```
.constant('helpMenuConfig', {
  "logToConsole": !ENV_PRODUCTION,
  "publishEvents": ENV_PRODUCTION,
  "list_of_elements": ls_help_menu_items,
  "helpMenuTitle": "Search Help",
  "helpMenuWidth": 550
})
```

Help in Context: primo-explore-help-menu
5. Write/use your own content
No Results Page

Embed actions, information where it’s relevant

Provide additional, optional information for training/skills

Enable help-menu to open anywhere

Help in Context: no-results.js
Roadmap/Next Steps

- Gather **feedback** from those using the plugin
- Sample community **interest level** and requests
- Bugfix **primo studio** inclusion with Ex Libris
- Test/improve **overall visibility** of the icon
- Remove **duplicate content** from other sites
- Add **search assistance** for complicated queries
- Increase **entry points** and overall utility

Help in Context: primo-explore-help-menu
Production Software

- npm package: primo-explore-help-menu
- github repository: primo-explore-bu

Example Usages

- BU Libraries (our’s): primo-explore-devenv-bu
- Royal Danish Library (bilingual!): KB-Primo-VE

Contact Information

- Design/Idea (Mike Ward): mrward@bu.edu
- Software Help (Aidan): aidans@bu.edu
- Bug/Feature Request: github issues

Please contact us with questions, ideas, issues, or feedback!
Questions?

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bulib gitter: https://gitter.im/bulib/developers