Barriers to a seamless user experience: What they are and how to avoid them

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Access management is critical

Do you agree?

- Yes
- No

98.3%
417

1.7%
7
Aspirations

What 3 things would you most like to achieve with your access management system in future?

- Seamless user journey: 264 first priority, 55 second priority, 24 third priority
- Easy off-network access: 98 first priority, 95 second priority, 25 third priority
- More granular usage statistics: 44 first priority, 81 second priority, 71 third priority
- Better mobile device options: 58 first priority, 73 second priority, 60 third priority
- Fully supported service: 51 first priority, 46 second priority, 62 third priority
- Easier implementation: 56 first priority, 44 second priority, 39 third priority
- Personalized portals for your users: 34 first priority, 37 second priority, 34 third priority
- Less maintenance: 36 first priority, 43 second priority, 34 third priority
- Lower IT overheads: 15 first priority, 39 second priority, 25 third priority
The expectation
Considerations for Institutions

- Redevelop library portals with responsive design and mobile usability in mind
- Provide users with training on how to transition from search engine results to the appropriate library resources
- Support single sign on across institutional networks, regardless of device
Considerations for Publishers

• Set a target for page speed and search results to improve performance
• Put better procedures in place to alert libraries when resource URLs are changed
• Collaborate to develop shared terminology and standards and create a better user-experience for institutional log-in
The future

- Increased engagement through increased collaboration
Questions?