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# **SI 640 DIGITAL LIBRARIES AND ARCHIVES**

**2010 Week 11: User Experience Evaluation**

# THEMES FOR THIS WEEK

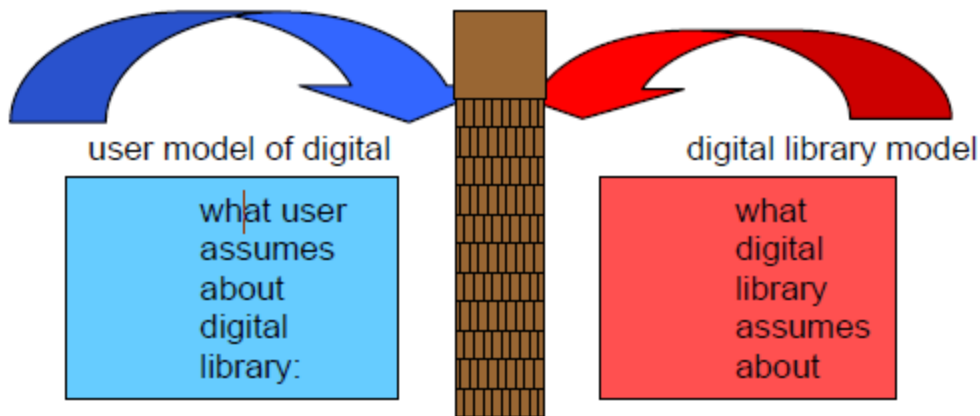
- State of user evaluation
  - Saracevic
  - PLANETS
- Usability
- Good digital libraries

*“Users are from Venus and digital libraries are from Mars.”*  
*Saracevic, 2004.*

# SARACEVIC'S ASSESSMENT OF EVALUATION

## 1. User Evaluation

2. Usability
3. Quality



Why not widespread?

- Complexity
- Premature
- Interest
- Funding
- Culture
- Cynical

“... in use, more often than not, digital library users and digital libraries are in an adversarial position.”

# EVALUATION INTERACTION MODEL

## 1. User Evaluation

2. Usability

3. Quality

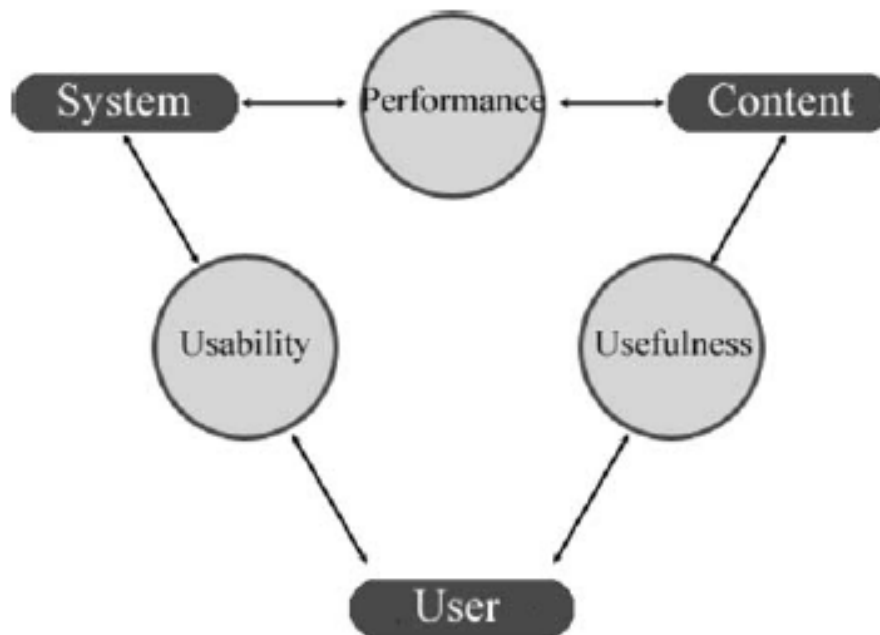


Fig. 2 The interaction triptych model

# PLANETS USER STUDY

## 1. User Evaluation

### 2. Usability

### 3. Quality

- Themes of significance to users working with digital information:
  - Authenticity
  - Provenance
  - Access and usability
  - Search and selection
  - Granularity of the data

Planets - Preservation and Long-term Access through NETworked Services. <http://www.planets-project.eu/>

# USER REQUIREMENTS AND PRESERVATION

## 1. User Evaluation

### 2. Usability

### 3. Quality

- These are six simple questions that can be asked to *pre-weigh* some of the requirements with values that would be more appropriate for the usage intended:
  1. Is the content digital-born?
  2. Is the content likely to be represented in a paper/analogue format?
  3. Is the appearance of this content relevant?
  4. Do you want this content to be searchable?
  5. Do you want to alter/edit a personal copy of this content?
  6. Do you want to be able to check the provenance of this content?



© FAIR USE

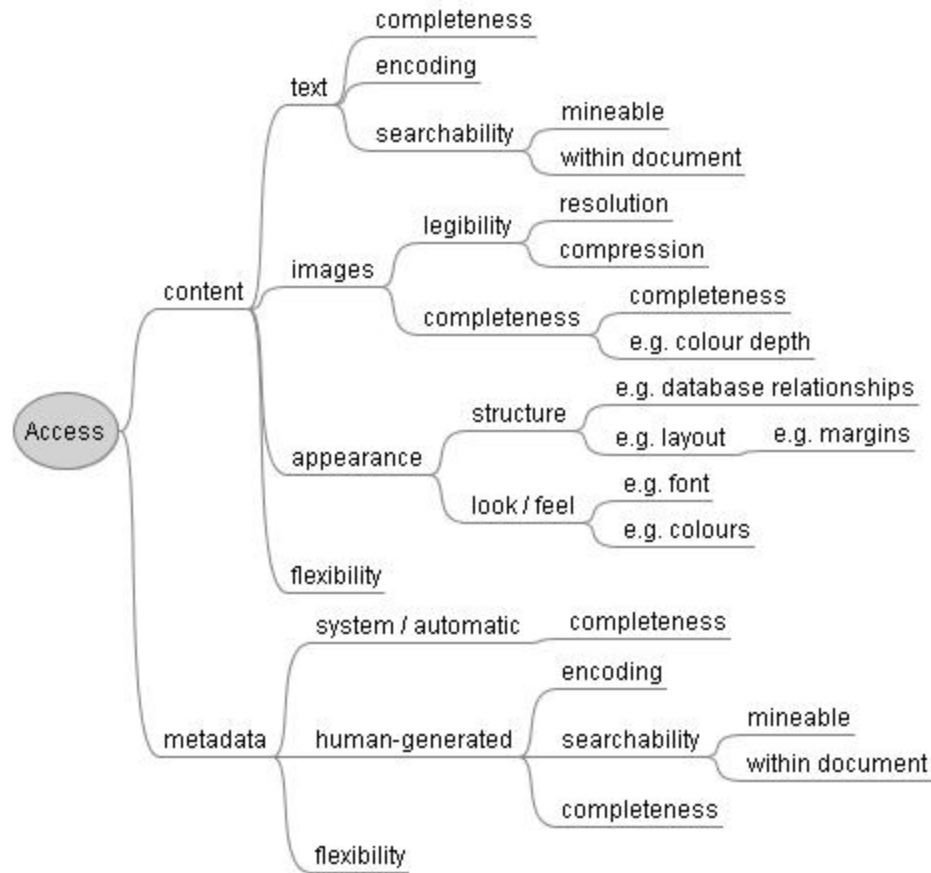
PLANETS Usage Model.

[http://www.planets-project.eu/docs/reports/Planets\\_PP3-D3b\\_UsageModel.pdf](http://www.planets-project.eu/docs/reports/Planets_PP3-D3b_UsageModel.pdf)



# PLANETS USER REQUIREMENTS MODEL

- 1. User Evaluation
- 2. Usability
- 3. Quality



# DESIGN FOR USABILITY

1. User Evaluation
2. **Usability**
3. Quality

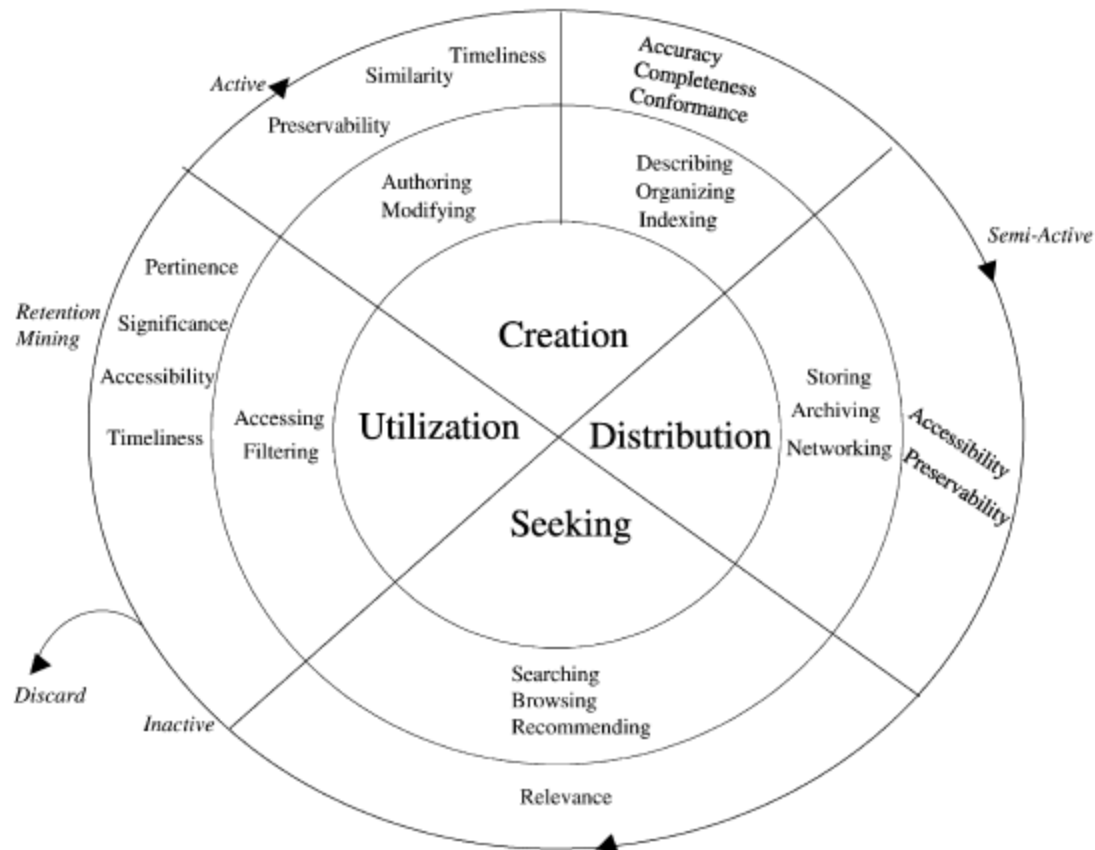
- Fluent with Information Technology (1999)
- Nielsen (1993): learnability, efficiency, memorability, errors, and satisfaction.
- Communities: focused or diverse
- Understand behavior, context, practices, expertise, and requirements.
- Search knowledge and skills: conceptual, semantic and syntactic, technical skills.

# INFORMATION LIFE CYCLE AND DL QUALITY

1. User Evaluation
2. Usability
3. Quality

## 5S Model of DL/DA

- Streams
- Structures
- Spaces
- Scenarios
- Societies



Adapted from Borgman (1996). "Social aspects of digital libraries," etc.

# Thank you!

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# Additional Source Information

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Slide 5: Saracevic, “How Were Digital Libraries Evaluated?” 2004.; *Saracevic (p. 9)*

*Slide 6:* Fuhr et al. “Evaluation of Digital Libraries,” (2007).

Slide 8: PLANETS. “Report on usage models for libraries, archives and data centers. (2009).

Slide 9: PLANETS. “Report on usage models for libraries, archives and data centers. (2009).

Slide 11: Goncalves et al, “What is a Good Digital Library?” (2007).