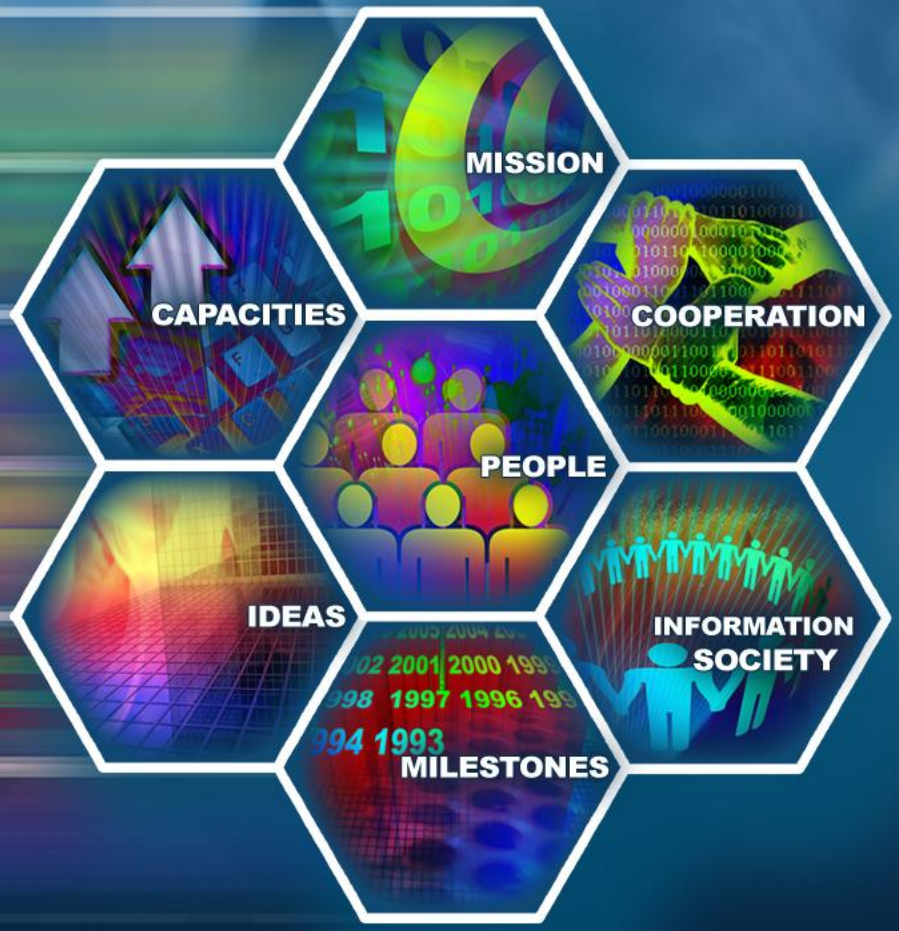
POZNAŃ SUPERCOMPUTING AND NETWORKING CENTER



POZNAŃ SUPERCOMPUTING AND NETWORKING CENTER

ACCESS IT Plus – Training workshop in Veria (March ’12)
Session 3b: Usability testing and use monitoring

Speaker: Marcin Werla (mwerla@man.poznan.pl)

Education and Culture DG
Culture Programme

Basic definitions

- Usability – the ease with which people can employ a particular tool or other human-made object in order to achieve a particular goal
- Accessibility - making websites usable by people of all abilities and disabilities - when sites are correctly designed, developed and edited, all users can have equal access to information and functionality

Digital library context

- In the context of a digital library the accessibility and usability should be evaluated in two areas
  - The digital library interface
    - What will be the user goal here?
  - The digital object interface
    - What will be the user goal here?

Digital library context

- The digital object interface depends on
  - The chosen format of digital objects
    - In fact it depends on viewer used to display the object
  - If the viewer is chosen by users, there is a chance that the user will know how to use it
  - If the viewer is chosen/recommended by digital library administrator, the administrator must take care about the usability and accessibility of this software – or at least have this in mind when looking for the software

Digital library context

- The digital library interface depends on
  - The chosen digital library software (1)
  - The configuration of the software (2)
  - The modifications made in the software interface (3)
- If you will choose popular digital library software (1), there is a big chance that it will have quite usable interface
- But when you configure the software (2) and adapt its user interface for your needs (3) you should think about the usability and accessibility

Digital library context

- You can look for public installations of this software to see the interface modifications done by other institutions
  - Such lists are often available on the website of the software
    - http://dspace.org/whos-using-dspace/Repository-List.html
    - http://dlibra.psnc.pl/biblioteki/
  - Compare at least few of such digital
    - Try to notice what has been changed, think why it was changed by administrators
    - Think what such change means from the end user point of view, is it helpful or not?
    - Try to select “best practices” from other digital libraries and use them in your own digital library interface

Kujawsko-Pomorska Digital Library

readers on-line: 14 | MAIN PAGE | COLLECTIONS | NEW ACCOUNT | LOGIN | CONTACT

Library

- Kujawsko-Pomorska Digital Library
  - Cultural heritage
  - Educational materials
  - Regional materials

Index Search

- Titles index
- Creators index
- Keywords index

Information

- Project description
- Project Participants
- Repository Policy
- To Authors and Publishers
- Frequently asked questions
- Contact
- Technical information

Recommended

Statistics

Number of publications: 33030

Kujawsko-Pomorska Digital Library | Digital libraries federation

Search

Scope : Everywhere | Publication text | Publication description

Advanced search..

Proper query syntax

News

Quarter of a million of Polish digital objects in the Europeana! [18.12.2009]

From 11th December 2009 resources of tenths of Polish digital libraries participating in the the PIONIER Network Digital Libraries Federation are available in European Digital Library - Europeana. These resources include over 250 000 digital objects made available by the hundreds of cultural and scientific institutions from different regions of Poland. Among them are treasures of Polish national heritage, as well as interesting regional materials or modern scientific and educational publications. The vast majority of publications is available to all Internet users without any restrictions.

»

More...

Exhibitions

Uniwersytet Stefana Batorego w Wilnie (1919-1939) - wystawa

Archiwum Emigracyjnej Atlantydy - 15-lecie Archiwum Emigracji: wystawa

More...

Recently added

1. Mikołaj Kopernik w nauce i kulturze szwedzkiej
2. Życie umysłowe na Warmii w czasach Mikołaja Kopernika

Frequently read publications

1. Słownik języka polskiego. T. 1, cz. 1: A-F [13623]
2. Księga adresowa miasta Torunia wraz z Podgórzem i powiatem Toruń-Wieś [11308]

WIELKOPOLSKA BIBLIOTEKA CYFROWA

Library

- Digital Library of Wielkopolska
  - Cultural heritage
    - > Educational materials
    - > Music notes
    - > Regional materials

Kolekcje wydzielone:

- > Albums
- > The Unity of the Brethren Archive
- > Archiwalia miast wielkopolskich
- > Journals and newspapers
- > Bibliografie online
- > Jordaniana (Henryk Jordan's heritage)
- > Directory
- > Rozprawy doktorskie i habilitacyjne
- > Polish Army
- > Powstanie styczniowe w zbiorach Wielkopolskiej Biblioteki Cyfrowej
- > Varia

Index Search

- » Titles index
- » Creators index
- » Keywords index

Information

- » Project Participants
- » Technical information

Digital Library of Wielkopolska | Digital libraries federation

Search

Search : only in text | only in description ▼ | **in text and in description**

Advanced search..

Proper query syntax

Exhibitions

- Kolekcja pamiętników BUAM. Druga wojna światowa (1939-1945)
- 90 lat Uniwersytetu im. Adama Mickiewicza w Poznaniu
- Powszechna Wystawa Krajowa - 80 lat temu
- 90 lat Politechniki Poznańskiej
- Polonia Maior-fontes

More...

Recently added

1. Muzeum. Czasopismo Towarzystwa Nauczycieli Szkół Wyższych. 1896 R.12 zeszyt 8-9
2. Muzeum. Czasopismo Towarzystwa Nauczycieli Szkół Wyższych. 1896 R.12 zeszyt 7
3. Muzeum. Czasopismo Towarzystwa Nauczycieli Szkół Wyższych. 1896 R.12 zeszyt 6
4. Winieta : pismo Biblioteki Raczyńskich 2004 nr3 (34)
5. Winieta : pismo Biblioteki Raczyńskich nr2 (33)
6. Winieta : pismo Biblioteki Raczyńskich 2004 nr1 (32)
7. Muzeum. Czasopismo Towarzystwa Nauczycieli

Frequently read publications

1. Ocenianie osiągnięć uczniów przez nauczycieli wychowania fizycznego [314025]
2. Zasady leczenia i rehabilitacji chorób układu oddechowego w specjalistycznym szpitalu w Ludwikowie [129058]
3. Nauczyciel i uczeń wyzwaniem dla przyszłości [126551]
4. Digitalizacja zasobów bibliotecznych [82810]
5. Szermierka w Polsce w latach 1945-1989 [75077]
6. Wybrane psychologiczne aspekty aktywności sportowej. Monografia nr 343. [73938]
7. Theatrum chemicum, praecipuos selectorum

on?dirids=1

Wrota Małopolski

Małopolska Digital Library

Login New account

WM › Małopolska Digital Library

PL EN

Collections

- Archival resources
- Cultural heritage
- Journals & newspapers
- Regional materials
- Science & Education
- Special collection

Index Search

- Titles index
- Creators index
- Keywords index

Project informations

- Project description
- Contact

Partnership

FEDERACJA BIBLIOTEK CYFROWYCH

dLibra DIGITAL LIBRARY FRAMEWORK

Mission

Digital Library of Malopolska (MBC) collects and provides cultural heritage of Malopolska (books, periodicals, and documents), national culture heritage resources maintained in libraries of Malopolska and publications issued by institutions and authors of the region. Selection includes educational resources, scientific publications as well as business and administrative information. MBC is common undertaking of local government of Malopolska, Regional Public Library in Krakow, non-governmental organizations, commercial companies, publishers and the authors.

Malopolska Digital Library | Digital libraries federation

Search

Scope : Everywhere | Publication description ▼ | Publication text

Advanced search..

Proper query syntax

News

MBC in Europeana and WorldCat
[19.12.2009]

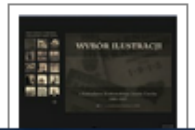
europeana pomysł o kulturze

WorldCat

More...

Exhibitions

- Krakowski "Czas" 1848-1939 - cykl wystaw
- Reklama przełomu XIX i XX wieku - cykl wystaw
- Wybór ilustracji z Kalendarza Krakowskiego Józefa Czecha [1881-1917]



RSS Channels

RSS 2.0 25 last publications
RSS 2.0 Planned publications
RSS 2.0 News
What is RSS feed?

Statistics

- Number of publications: 25064
- Readers on-line: 73
- Total number of users since Dec 1, 2006: 3215197

Mostly viewed
Best rated
More...

Extras

- Planned publications
- dLibra digital libraries
- Search plugin

Recommended

Worth to know

- Digital libraries in the world

pomorska_biblioteka_cyfrowa

readers on-line: 4

Main page | Collections | Contact | Register | Login | User | ·····

index search

- Titles index
- Creators index
- Keywords index

Advanced

Proper query syntax

Pomeranian Digital Library | Digital libraries federation

Search

Scope : Everywhere | Publication text | Publication description | advanced search

library

- Pomeranian Digital Library
- Cultural Heritage
- Regional Materials

information

- Contact
- Partners PBC

rss channels

- 25 last publications
- Planned publications
- News
- What is RSS feed?

statistics

Number of publications: 371

Readers on-line: 4

Total number of users

news

Pomeranian Digital Library is part of the Digital Libraries Federation (DLF) 08.01.2010

From 07th January 2010 Pomeranian Digital Library is part of the Digital Libraries Federation (DLF).

Welcome in Pomeranian Digital Library 05.01.2010

We are pleased to inform you about opening of Pomeranian Digital Library, the biggest of the kind initiative in Northern Poland!

more...

exhibitions

" Jacobi Theodori Klein [...] Specimen descriptionis petrefactorvm Gedanensivm cum syllabo tabularvm "

" Żywioł morski w twórczości Józefa Conrada "

more

Extras

- Planned publications
- Best rated publications
- dLibra digital libraries
- Search plugin

OAI

FEDERACJA BIBLIOTEK CYFROWYCH

recently added

1. Avertissement der General-Lotto-Direction in Danzig
2. Ustawy kościelne ktore z modlitwami i hystoryą o męce drogiego zbawiciela przydanymi, będą w Krolestwie Pruskim zwyczajnie używane

frequently read publications

1. Stary Gdańsk i historya jego sztuki [241]
2. Danzig als Hochschulstadt [128]
3. Gdańsk a Polska [123]
4. Album von Danzig [114]
5. Słowianie Zachodni na Bałtyku [89]

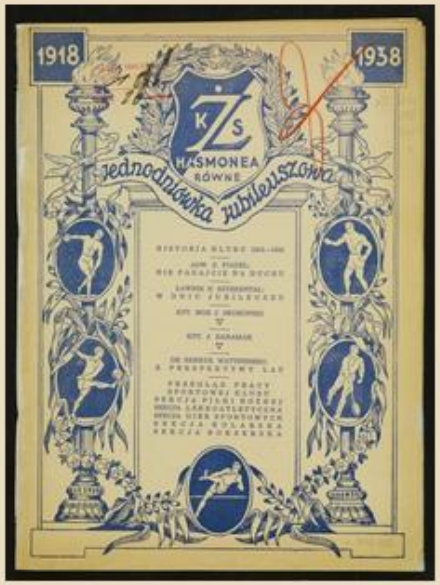
NATIONAL DIGITAL LIBRARY

Publication description

Search other libraries

Advanced search

One of the interesting publications ...



Frequently viewed publications:

1. Psałterz floriański [26179]
2. Cosmographia Claudii Ptolomaei Alexandrini [18989]
3. ABC Nowiny Codzienne. 1939, nr 253 (1 września) [17679]
4. Kazania świętokrzyskie [14516]
5. Polesie (1928) [12603]
6. Kartki z pamiętników [9111]
7. Konrad Wallenrod : powieść historyczna z dziejów litewskich i pruskich [8382]
8. Sonety Adama Mickiewicza [8368]
9. Korona polska przy złotey wolnosci starożytnemi rycerstwa polskiego y Wielkiego Xięstwa Litewskiego kleynotami ... ozdobiona ... podana przez X. Kaspra Niesieckiego ... T. 3 [8268]
10. ABC Nowiny Codzienne. 1939, nr 254 (2 września) [8102]

Formal classification

- Books
- Early printed books
- Ephemera

Collections

- "Demons" by Grzegorz Moryciński
- Adam Mickiewicz
- Children's and youth literature

The digital library interface

- How to evaluate the usability of the interface?
  - Directly – asking the users
    - Survey
    - Laboratory tests
      - Eye tracking systems
      - Hallway testing
  - Indirectly – without the users knowledge
    - Data from web browser
    - Data from web server

The digital library interface

- How to evaluate the usability of the interface?
  - **Directly** – asking the users
    - Survey
    - Laboratory tests
      - Eye tracking systems
      - Hallway testing
  - Indirectly – without the users knowledge
    - Data from web browser
    - Data from web server

The digital library interface

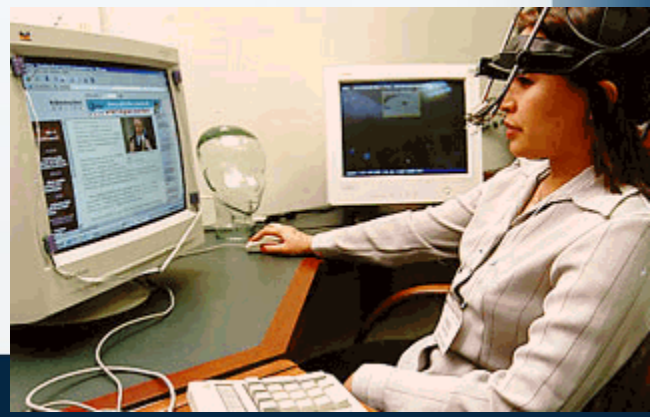
- Survey
  - Can be placed in some visible part of the digital library main page
  - Should be as short as possible
  - Should be as simple as possible
  - Should have limited number of open questions
    - It is faster to click an answer than to write your own
    - It is much easier to do the statistical analysis of responses to closed questions
  - Questions must be short, polite and well prepared to not cause any doubts in responders
  - Questions must be prepared together with the way the responses will be analysed

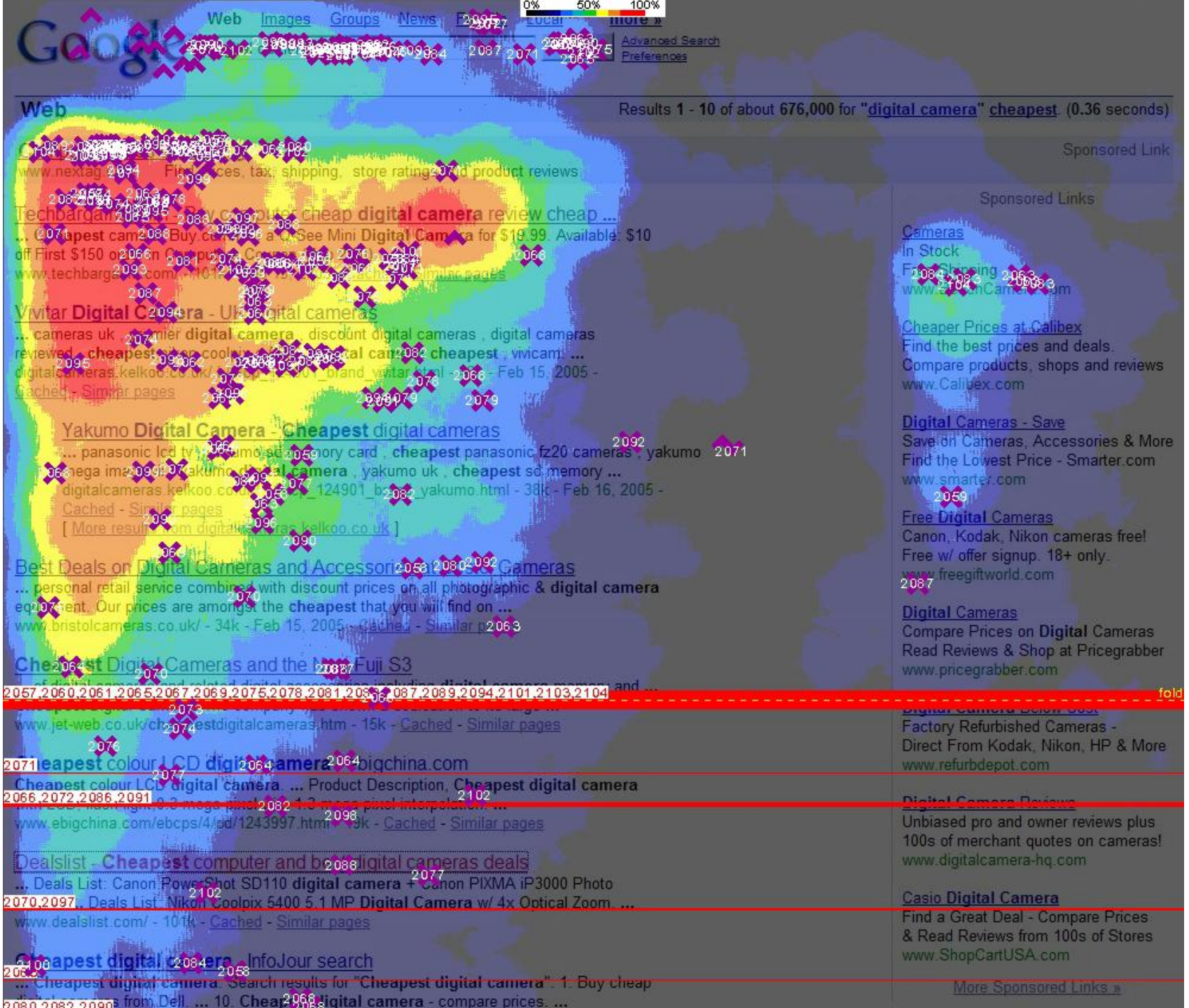
The digital library interface

- Survey
  - It makes sense to prepare a survey, when you will be able to get some significant number of responses
  - If you are just starting with the digital library, you will probably have to wait a little bit before the number of users will be big enough to use the survey

The digital library interface

- Laboratory tests – eye tracking systems
  - Users participating in tests are asked to perform specific tasks on the website
  - They wear special hardware on their head which tracks movement of their eyes
  - The movement of eyes is recorded together with the things that are visible on the screen
  - Analysis of these recordings are the basis for the usability result
  - It should be done by specialised staff and may be expensive




0% 50% 100%
Google
Web Images Groups News Froogle Local more »
Advanced Search
Preferences
Web
Results 1 - 10 of about 676,000 for "digital camera" cheapest. (0.36 seconds)
Sponsored Link
Sponsored Links
Cameras
In Stock
Cheaper Prices at Calibex
Find the best prices and deals.
Compare products, shops and reviews
www.Calibex.com
Digital Cameras - Save
Save on Cameras, Accessories & More
Find the Lowest Price - Smarter.com
www.smarter.com
Free Digital Cameras
Canon, Kodak, Nikon cameras free!
Free w/ offer signup. 18+ only.
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Read Reviews & Shop at Pricegrabber
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Cheapest colour LCD digital camera - ebigchina.com
Dealslist - Cheapest computer and boards digital cameras deals
Cheapest digital camera - InfoJour search
fold

Text Only
Accessibility
elibrary
my e-Library
Forgotten password?
Need to register?
Log in
NHS
Education for Scotland
Stroke
Jump to Specialist e-library
Go
e-Library Home
Search
Browse
CPD
Keeping up to date
Shared Space
Help & Tutorials
Stroke Home
Journals
Books
Guidelines
Patient Information
Library Services
2 - Navigation
Welcome to the Stroke Specialist e-Library
Quick Links
Ovid Databases
Cochrane Library
Clinical Evidence
RECAL
Effective Stroke Care
Chest Heart & Stroke Scotland
Stroke Association
Databases - Full list
1 - Quick Links
Browse by subject
Diagnosis and Assessment
Evidence Based Practice
Health Improvement and Specific Groups
Managed Clinical Networks and Service Organisation
Problems, Symptoms and Risk Factors
Stroke Glossaries and Reference Materials
Stroke Management: Medical and Surgical Interventions
Stroke Management: Medicines
Stroke Management: Rehabilitation Therapies
Types of Stroke
Patient Journey
Patient Journey list
Related Specialist e-Libraries
Diet and Nutrition
Holistic Care/Complementary Medicine
Occupational Therapy
Paramedics
Physiotherapy
search
More search options
Search tips
Stroke resources only
All e-Library resources
Announcements
Delivering Knowledge for Health: Developing a Keystone Strategy Conference, 24th October 2006 [26/09/2006]
New Specialist e-Library and MKN for Remote and Rural [31/07/2006]
New look Stroke Specialist e-Library [05/05/2006]
Announcements Archive
Keeping up to date
Media News
Do high doses of Lipitor reduce the risk of a second stroke?
Stroke Symptoms Common Among General Population
Stroke Symptoms Common But Often Unreported
Media News Full list
Recent Journal Articles
Archives of neurology
Archives of physical medicine and rehabilitation
Clinical rehabilitation
European journal of neurology
Journal of neurology neurosurgery and
Stroke MKN Shared Space
Stroke
MKN News
BMJ update - bleeding risk with low dose aspirin
Full List of news...
Events
Arrhythmia Awareness Week 12-19 September
Full List of events...
Communities
View Communities
View Knowledge Exchanges
Request a Community
Shared Spaces full list

The digital library interface

- Laboratory tests – hallway testing
  - You take few persons “from the hallway” and ask them to perform some tasks in your system
  - You must ensure users that any problems they will have with performing the task are not their problems, but the problems with the system design
  - You observe people when they are navigating through your website
  - You ask them to speak loudly what they are thinking (even if it will be not nice for you ;-)
  - Instead of the expensive hardware you may use the video camera to record the screen and the voice

The digital library interface

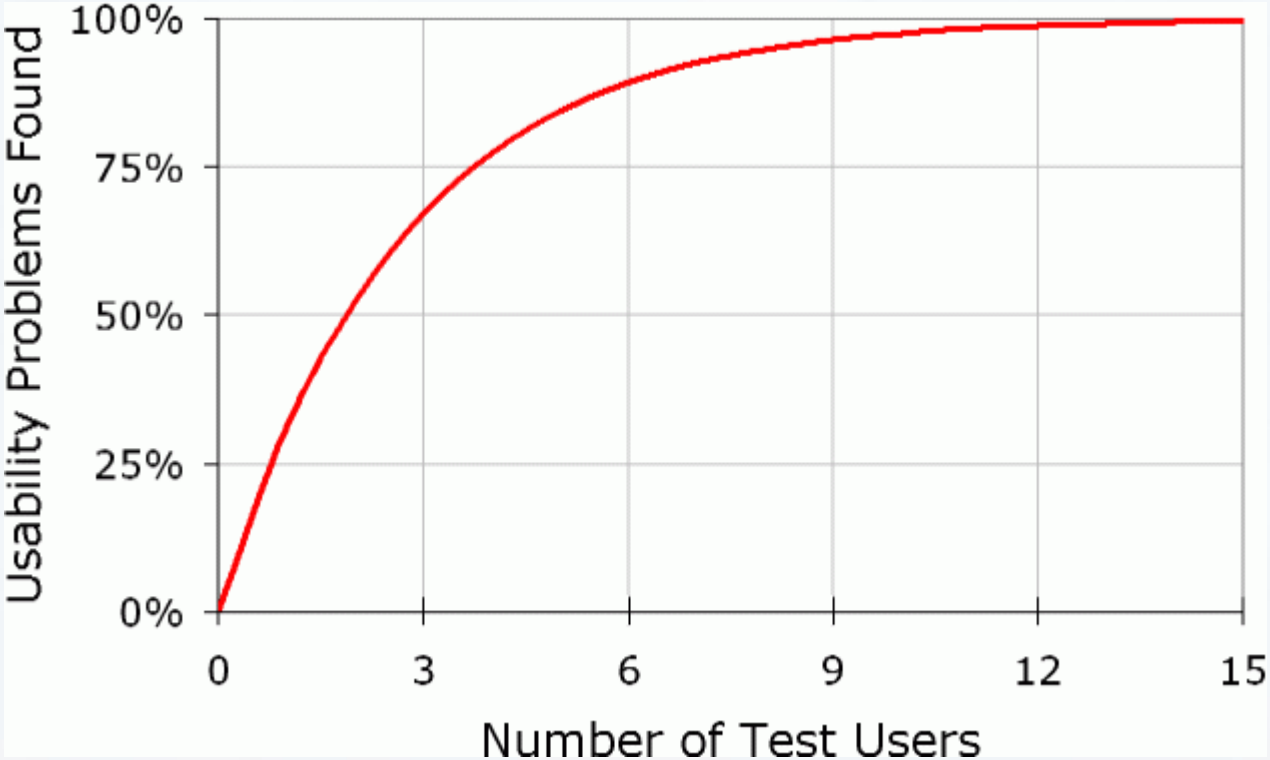
- Laboratory tests – hallway testing
  - The persons selected for test should be not the regular users of the tested system
  - The results analysis can be for example done by digital library administrators – it is not complicated, especially if users are speaking loudly about their thoughts
  - According to Jacob Nielsen, a web usability expert

  How many?

  FIVE

  different testers should be able to find 85% of usability problems

The digital library interface



http://www.useit.com/alertbox/20000319.html

The digital library interface

- Some general remarks about interface design which are very useful and will for sure appear in your tests
  - User has a task to perform, he/she will **not** be
    - analysing how your digital library software works
    - reading manual for this software
    - reading... anything (like questions, confirmations, tips etc.)
    - trying to find optimal solution, he/she will just choose the first found probably matching option

The digital library interface

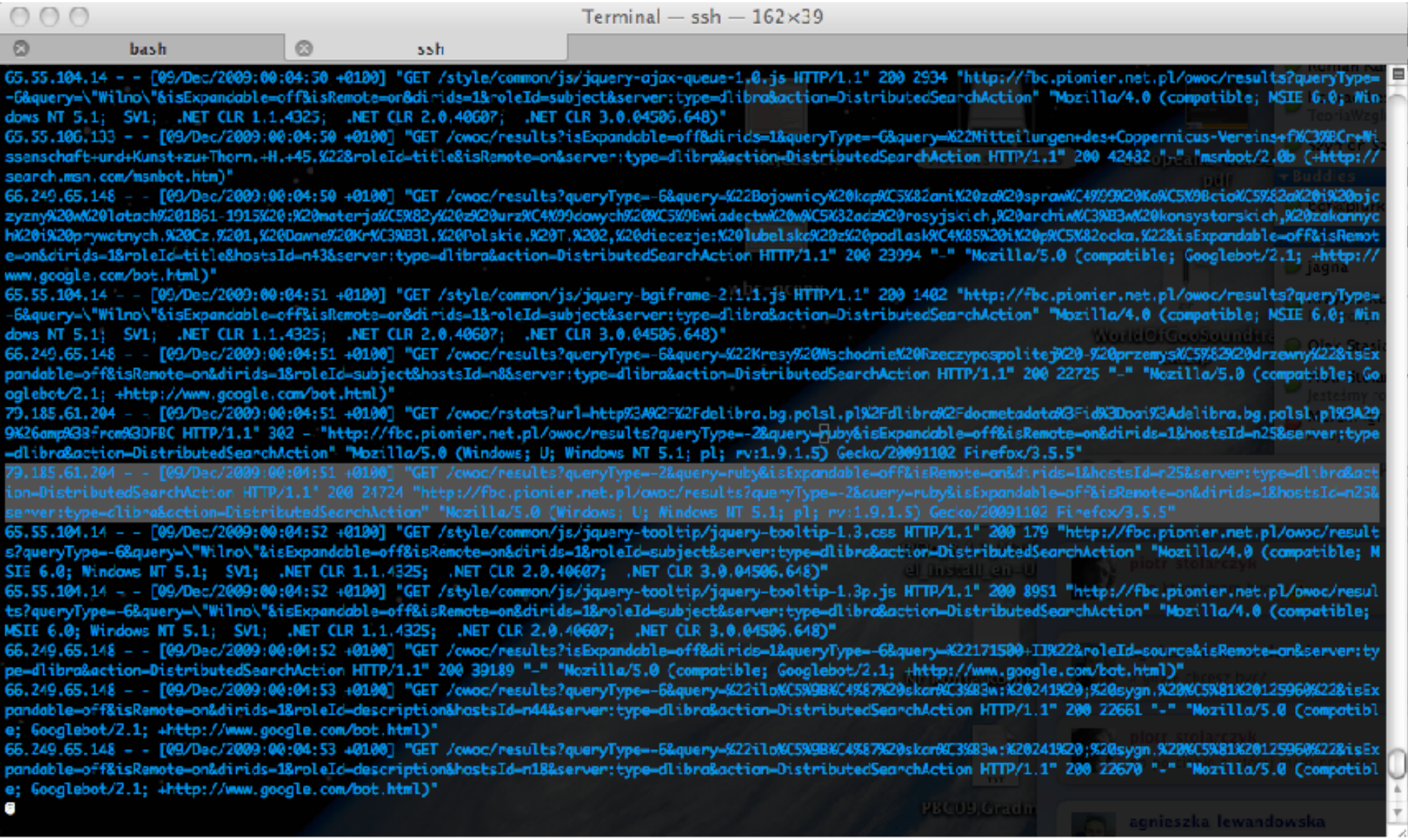
- How to evaluate the usability of the interface?
  - Directly – asking the users
    - Survey
    - Laboratory tests
      - Eye tracking systems
      - Hallway testing
  - **Indirectly** – without the users knowledge
    - Data from web browser
    - Data from web server

The digital library interface

- Data from web browser
  - Just use Google Analytics
    - Gives very good reports
    - Requires to add Google code to each website of your digital library which has to be monitored by Analytics
      - Because of this it is not suitable for digital objects – you cannot add Google code to your digital objects
    - http://www.google.com/analytics/

The digital library interface

- Data from web server
  - Access to everything that we get via web browser is logged in the web server
  - In most cases it is a simple text file in which each line records information about each user request


Terminal — ssh — 162×39
bash
ssh
65.55.104.14 - - [09/Dec/2009:00:04:50 +0100] "GET /style/common/js/jquery-ajax-queue-1.0.js HTTP/1.1" 200 2934 "http://fbc.pionier.net.pl/owoc/results?queryType=-6&query=\"Wilno\"&isExpandable=off&isRemote=on&dirids=1&roleId=subject&server:type=dlibra&action=DistributedSearchAction" "Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4325; .NET CLR 2.0.40607; .NET CLR 3.0.04506.648)"
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66.249.65.148 - - [09/Dec/2009:00:04:50 +0100] "GET /owoc/results?queryType=-6&query=%22Bojownicy%20kap%C5%82ani%20za%20spraw%C4%99%20Ko%C5%9Bcio%C5%82a%20i%20ojczyzny%20w%20latach%201861-1915%20:%20materja%C5%82y%20z%20urz%C4%99dowych%20%C5%9Bwiadectw%20w%C5%32acz%20rosyjskich,%20archiw%C3%B3w%20konsystorskich,%20zakonnych%20i%20prywatnych.%20Cz.%201,%20Dawne%20Kr%C3%B3l.%20Polskie.%20T.%202,%20diecezje:%20lubelska%20z%20podlask%C4%85%20i%20p%C5%82ocka.%22&isExpandable=off&isRemote=on&dirids=1&roleId=title&hostsId=n43&server:type=dlibra&action=DistributedSearchAction HTTP/1.1" 200 23994 "-" "Mozilla/5.0 (compatible; Googlebot/2.1; +http://www.google.com/bot.html)"
65.55.104.14 - - [09/Dec/2009:00:04:51 +0100] "GET /style/common/js/jquery-bgiframe-2.1.1.js HTTP/1.1" 200 1402 "http://fbc.pionier.net.pl/owoc/results?queryType=-6&query=\"Wilno\"&isExpandable=off&isRemote=on&dirids=1&roleId=subject&server:type=dlibra&action=DistributedSearchAction" "Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4325; .NET CLR 2.0.40607; .NET CLR 3.0.04506.648)"
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79.185.61.204 - - [09/Dec/2009:00:04:51 +0100] "GET /owoc/rstats?url=http%3A%2F%2Fdelibra.bg.polsl.pl%2Fdlibra%2Fdocmetadata%3Fid%3D2a%3Adelibra.bg.polsl.pl%3A299%26amp%3Bfrom%3DFBC HTTP/1.1" 302 - "http://fbc.pionier.net.pl/owoc/results?queryType=-2&query=ruby&isExpandable=off&isRemote=on&dirids=1&hostsId=n25&server:type=dlibra&action=DistributedSearchAction" "Mozilla/5.0 (Windows; U; Windows NT 5.1; pl; rv:1.9.1.5) Gecko/20091102 Firefox/3.5.5"
79.185.61.204 - - [09/Dec/2009:00:04:51 +0100] "GET /owoc/results?queryType=-2&query=ruby&isExpandable=off&isRemote=on&dirids=1&hostsId=n25&server:type=dlibra&action=DistributedSearchAction HTTP/1.1" 200 24724 "http://fbc.pionier.net.pl/owoc/results?queryType=-2&query=ruby&isExpandable=off&isRemote=on&dirids=1&hostsId=n25&server:type=dlibra&action=DistributedSearchAction" "Mozilla/5.0 (Windows; U; Windows NT 5.1; pl; rv:1.9.1.5) Gecko/20091102 Firefox/3.5.5"
65.55.104.14 - - [09/Dec/2009:00:04:52 +0100] "GET /style/common/js/jquery-tooltip/jquery-tooltip-1.3.css HTTP/1.1" 200 179 "http://fbc.pionier.net.pl/owoc/results?queryType=-6&query=\"Wilno\"&isExpandable=off&isRemote=on&dirids=1&roleId=subject&server:type=dlibra&action=DistributedSearchAction" "Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4325; .NET CLR 2.0.40607; .NET CLR 3.0.04506.648)"
65.55.104.14 - - [09/Dec/2009:00:04:52 +0100] "GET /style/common/js/jquery-tooltip/jquery-tooltip-1.3p.js HTTP/1.1" 200 8951 "http://fbc.pionier.net.pl/owoc/results?queryType=-6&query=\"Wilno\"&isExpandable=off&isRemote=on&dirids=1&roleId=subject&server:type=dlibra&action=DistributedSearchAction" "Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; SV1; .NET CLR 1.1.4325; .NET CLR 2.0.40607; .NET CLR 3.0.04506.648)"
66.249.65.148 - - [09/Dec/2009:00:04:52 +0100] "GET /owoc/results?isExpandable=off&dirids=1&queryType=-6&query=%22171500+I%22&roleId=source&isRemote=on&server:type=dlibra&action=DistributedSearchAction HTTP/1.1" 200 39189 "-" "Mozilla/5.0 (compatible; Googlebot/2.1; +http://www.google.com/bot.html)"
66.249.65.148 - - [09/Dec/2009:00:04:53 +0100] "GET /owoc/results?queryType=-6&query=%22ilo%C5%9B%C4%87%20skar%C3%B3w:%20241%20;%20sygn.%20%C5%81%20125960%22&isExpandable=off&isRemote=on&dirids=1&roleId=description&hostsId=n44&server:type=dlibra&action=DistributedSearchAction HTTP/1.1" 200 22661 "-" "Mozilla/5.0 (compatible; Googlebot/2.1; +http://www.google.com/bot.html)"
66.249.65.148 - - [09/Dec/2009:00:04:53 +0100] "GET /owoc/results?queryType=-6&query=%22ilo%C5%9B%C4%87%20skar%C3%B3w:%20241%20;%20sygn.%20%C5%81%20125960%22&isExpandable=off&isRemote=on&dirids=1&roleId=description&hostsId=n18&server:type=dlibra&action=DistributedSearchAction HTTP/1.1" 200 22670 "-" "Mozilla/5.0 (compatible; Googlebot/2.1; +http://www.google.com/bot.html)"

The digital library interface

- Data from web server
  - Such data can be analysed with free software like AWStats or Webalizer

Usability vs learnability

- Not every part of interface can be designed for a user who is not willing to read or analyse the features
  - Advanced tasks may require advanced interfaces
  - The user who has to perform such advanced task will probably spent more time to analyse the possibilities
  - In such case the interface should be designed to be easy to learn
    - You can read more about this for example here:
      - http://www.tnl.net/blog/2003/06/17/usability-101-learnability/

Accessibility

- There are several crucial elements for accessibility
  - The availability of textual information
    - To be able to present the information in the way which is the best for particular user
      - With large font
      - With increased contrast
      - With text-to-speech tools
      - ...
  - The good internal structuring of the website (in HTML code)
    - To enable navigation with other tools than mouse

Accessibility

- Source of information
  - Web Accessibility Initiative
    - http://www.w3.org/WAI/
- Basic tools to check the accessibility
  - Web Accessibility Toolbar - IE
    - http://www.visionaustralia.org.au/info.aspx?page=614
  - WAVE Toolbar – Firefox
    - http://wave.webaim.org/toolbar

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End of session 3b:
Usability testing and use monitoring

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