





Archives on the Web and users expectations

towards a convergence
with Digital Libraries

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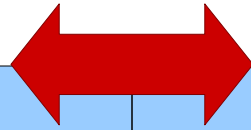
contents



-  **Why:** lack of convergence of Archives on the web towards Digital Libraries (DLs)
-  **What:** the quality of Archives on the web: present issues
-  **What:** the importance of user studies to evaluate effectiveness of archives on the web
-  **How:** *Città per gli Archivi* project: a case study

Why?

The lack of convergence

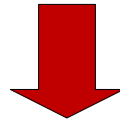


<u>Digital libraries</u>	<u>Archives on the web</u>
User centric	Material centric
Providing access by subject	Providing access just by "provenance"
Focused on "aboutness"	Focused on "ofness"
Defined by a simple structure (horizontal / net setting)	Defined by a multilevel structure (hierarchical setting)
Focused on item level and digital reproductions	Focused on different, related descriptions
Sensitive to human users and web agents (interoperability)	Sensitive to human users and rarely to web agents
Use of simple standards (i.e. Dublin Core)	Use of complex standards (EAD and EAC)

Why?

sacerdotal vs. secular archival service

the displaying of archival descriptions on the Web has a heavily different nature from the traditional presentation: **there is no more mediation**



A traditional **sacerdotal approach** (users relate with the archival information only by archivists' mediation)

vs

An emerging **secular approach** (users relate directly with the archival information)

Again, no convergence
towards digital libraries methodology

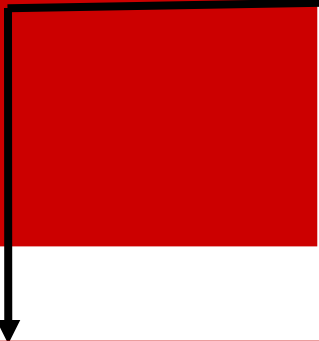
Why: input, output and quality

Input

Strict application of archival standards, made for input



Archival information has a technical nature and it's highly encoded



The application of archival standards: a **necessary but not sufficient condition** for the quality of archives on the web

Output

Encoded archival information is "intangible":

it is decoded only by oral communication between archivists and users

Archival information itself assumes the responsibility of its decoding:

it must work as a "**boundary spanner**", mediating between the cognitive and intellectual abilities of users and the nature of the archives

Analogical environment

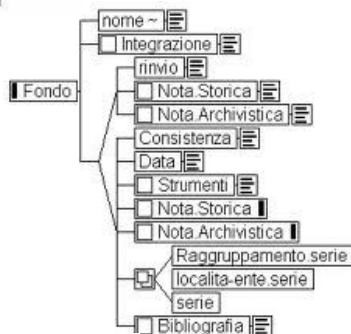
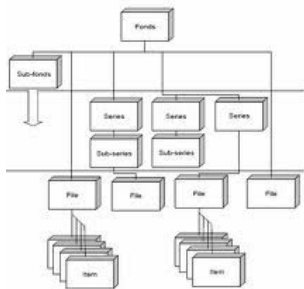
Digital environment (Web)



Mediation of archivists in the interstitial space between input and output, to enable the archival information to be easily usable by applying digital libraries best methods

What?

Model of the levels of arrangement of a fonds



Estremi cronologici: 1460 feb 02 - 1491 feb 16

Consistenza: Unità 1: reg. 1

Storia archivistica: Il registro è stato individuato in oc-
dal Comune di Umbertide, intrapreso da una funzionaria :
termine nel 2006 da un archivista libero professionista, V
software Sesamo 4.1. La direzione scientifica dell'interv
Gli inventari sono pubblicati on line nell'ambito del proje
nerca.

Si segnala che il registro potrebbe essere pervenuto nell
al conseguente incameramento dei beni da parte dello S

Descrizione: Si tratta di un registro in cui sono annotat

Strumenti di ricerca:

Vittorio Angeletti, Francesca Ciacci, Oliba Franceschini, I

La documentazione è stata prodotta da:

Abbazia di San Salvatore di Monte Acuto in Umbertide

La documentazione è conservata da:

Comune di Umbertide, Biblioteca e Archivio storico

output is not input!



Archival **terminology**:
Language used is too technical



Archival **structure**: hierarchic
browsing guided just by titles



Archival **search**: no-intuitive tools



Archival **contents**:
encoded informations



Archival **coverage**:
what may I find?

What?

quality depends on users





Quality of a digital service: “the capability of the software product to enable specified users to achieve specified goals with effectiveness, productivity, safety and satisfaction in specified contexts of use.” (ISO/IEC 9126-1:2001)



Three core elements in a DL: the **content** it makes available, the **services** it provides, and the **users**. Understanding the needs, expectations, and perception of users, whenever these needs are explicit or not, is core to the delivery of a good service.



What? methods and solutions

-  The North American archivists proposed an **inductive method**: building **good archival displays** – based on the contributions of web design, human–computer interaction studies and cognitive psychology – and checking them through **user studies**.
-  Programming user study activities inside archival portals' projects appears to be more and more a necessity in order to guarantee that return on investment of projects, whose **first profit should be users satisfaction**.



How?

The CPA case study



Una città per gli archivi (A city for Archives – CPA) is a project supported by two bank foundations, with the collaboration of some institutions



Its mission is to improve the **preservation, valorization and full access** for the **most important Archives** related to the **contemporary history** of the city of **Bologna** (Italy)



The **huge project started in 2007**. 200 archives – with 300.000 photographic and graphic materials, sound and audiovisual recordings in addition to paper documents – have been described using ICT tools. 70 archivists were involved. 200.000 digital objects.



A **Web portal** was developed, to enable users to access the described archives and the digital reproductions.



Export of metadata towards SAN, Culturaitalia, Europeana planned.

CPA portal prototype a snapshot

home Archivi Produttori d'archivio Conservatori d'archivio Mostre virtuali Notizie Documenti di progetto

una città per gli archivi

Ricerca negli archivi

Ricerca semplice negli archivi

Testo

Data da al

con riproduzioni digitali

Tipo di archivio cartaceo audiovisivo fotografico sonoro manifesti

Ricerca avanzata negli archivi

Ricerca speciale per archivi audiovisivi

Tipologia animazione documento d'arte fiction non fiction pubblicità video d'autore tipologia mista altra tipologia

Genere

Supporto

Nome

Ricerca negli archivi per parole chiave

Benvenuto, dott. Alessandro Alfieri

Il tuo profilo

esci

Fondo

IT-CPA-AV00015-0000377

Franco Petrucci
1963 - 1968
5 pellicole

Il fondo filmico è costituito da 5 bobine in formato 8mm di diversa lunghezza girate da Franco Petrucci tra il 1963 e il 1968, e donate all'Archivio (...) →

si trova in → Archivio nazionale del film di famiglia

Identificazione

Contesto

Contenuto

Approfondimenti e riproduzioni digitali

- Vacanze a Parigi, a Fontainebleau e a Versailles - prima parte [documento]
- Vacanze a Parigi - seconda parte [documento]
- Scorci di chiese bolognesi [documento]
- Visite allo zoo di Cervia, al mare a Milano Marittima e in casa a Bologna [documento]
- A Bologna con la neve e in vacanza a Tignano e a Miramare di Rimini [documento]

Condizioni d'uso

Note

Risultati della ricerca

hai fatto una ricerca con filtri
trovati 923 risultati
pagina 1 di 93 / successiva


- Titolo attribuito prova
01 gen. 1999 - 01 gen. 1999
documento nel fondo *fondo amplos audiovisivo*
- Scorci di chiese bolognesi
01 gen. 1964 - 31 dic. 1964
documento nel fondo *archivio nazionale del film di famiglia*
- Vacanze a Parigi, a Fontainebleau e a Versailles - prima parte
01 set. 1963 - 01 ott. 1963
documento nel fondo *archivio nazionale del film di famiglia*
- Vacanze a Parigi - seconda parte
01 set. 1963 - 01 ott. 1963
documento nel fondo *archivio nazionale del film di famiglia*
- Nel giardino dei nonni a Sasso Marconi
01 gen. 1993 - 31 dic. 1993
documento nel fondo *archivio nazionale del film di famiglia*
- Una visita ai nonni
01 gen. 1991 - 31 dic. 1991
documento nel fondo *archivio nazionale del film di famiglia*
- Festa di carnevale a Sasso Marconi - seconda parte
01 gen. 1991 - 31 dic. 1991
documento nel fondo *archivio nazionale del film di famiglia*
- Matrimonio di Luciana Serra ed Ennio Grazia
06 lug. 1961 - 06 lug. 1961
documento nel fondo *archivio nazionale del film di famiglia*
- Matrimonio di Ferdinando Colletti ed Evelina Vitolo e di Leonello Manzoni e Laura Vitolo
25 nov. 1939 - 29 apr. 1940
documento nel fondo *archivio nazionale del film di famiglia*

Documento

IT-CPA-AV00015-0000314

Vacanze a Parigi, a Fontainebleau e a Versailles - prima parte
settembre 1963
film di famiglia (1 pellicola, 1 file digitale)

Prima parte di un montaggio di filmati girati in occasione di una vacanza di Franco Petrucci e della sua fidanzata Maria Luisa Naldi a Parigi, a Fontainebleau e a Versailles, nel settembre del 1963.



TCG +00:01:27:03

si trova in → Archivio nazionale del film di famiglia → Franco Petrucci

Identificazione

Contesto




Contenuto

Descrizione fisica e riproduzioni digitali

Parole chiave

How in CPA?

Language, structure, search

-  **Language:** not using, as far as possible, the archival jargon for the labels of archival descriptions and for search tools; adopting terms of common sense and, as far as possible, universally known.
-  **Structure:** making the browsing among the hierarchical archival descriptions as intuitive as possible; implementation of tools alternative to hierarchical browsing, such as authority files of access keys + subjects
-  **Search:** supporting the immediate **approach of users** towards the documents, not archivists approach towards documentation; implementation of an **information retrieval engine** based on an algorithm of **natural language**, that allows the management of **synonymies** and the ranking of results based on a their **semantic relevance**, inspired to the the general search engines

How in CPA?

content and coverage



Content: from the ICT side: re-embedding of metadata into text strings as close as possible to natural language, with the CMS supporting automatic retrieving and extraction of metadata;


From the archival side: giving preference to structured texts, to facilitate users decoding even in case of long contents; banning the use of archival abbreviations and terms.



Coverage: maximum clearance on project coverage: paper archives, photos and graphics, sound and audiovisual recordings related to the contemporary history of the city of Bologna (XIX – XX century), created by public, private and religious corporate bodies, persons and families

How in CPA?

User studies in CPA project



The **CPA Portal** is presently in a **prototype phase**, so it's not possible to investigate real users experience, but **user studies** will be crucial to guarantee this **service quality**: recommendations for present release finalisation and for future developments







Complex study methods applied (qualitative data):

- **1 focus group with stakeholders** (content creators + ICT staff + bank foundation staff): **+20 people**
- **5 focus groups with final users** (2 university students groups, 1 high schools students, 1 archivists + cultural heritage + librarians, 1 high school teachers + general public): **+60 people**
- **7 experts evaluation** (3 archivists, 3 experts on digital CH, 1 ICT university professor)



conclusions

-  The web environment undermines the **traditional cultural mediation** between archivists and users
-  The web **output** must be distinguished from the *encoded input*, to let it be *decoded* and clear; the archivists should offer user centric displays of their contents
-  To build up good archival displays the archivists should mediate their descriptive techniques with **human-computer interaction studies** and **cognitive psychology**, checking their prototypes applying user studies
-  **User studies** are crucial to guarantee service efficiency: both in the **prototype** phase (to finalise it) and in the **online phase** (to check users' satisfaction and behaviours)



Have any questions?

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