# Harvard ArchivesSpace Usability Testing

**Site**: <http://welling.hul.harvard.edu:8081/>

**Subject**: Usability Test Script for Harvard University ArchivesSpace

* **Web browser should be open to Google, then move to test site**

Hi, \_\_\_\_\_\_\_\_\_\_\_\_. My name is  \_\_\_\_\_\_\_\_\_\_\_\_\_\_, and I’m going to be walking you through this session today.

Before we begin, I have some information for you, and I’m going to read it to make sure that I cover everything.

You probably already have a good idea of why we asked you here, but let me go over it again briefly.

The Harvard University Library is looking for a replacement to our current OASIS finding aids database. We are planning to migrate all of finding aids into ArchivesSpace, the archival Collection management tool. We would like to test the out-of-the-box ArchivesSpace public interface to get ideas on improving the functionality and design of the system.

We would like to explore the ways that you use and interact with the site we will show you.

The session should take **30-45** minutes.

As you use the site, I’m going to ask you to think aloud: that is, to speak out whatever is on your mind; you can describe what you are looking at, what you are trying to do, and what you are thinking. That will be a huge help to us.

Also, please don’t worry about what you say, either something that is confusing or you are thinking out loud, or if you don’t like something. We are doing this to improve the site, so we need to hear your honest reactions.

If you have any questions as we go along just ask them. I will not answer them right away, since we’re interested in how people do when they don’t have someone sitting right next to them to help. But if you still have any questions when we’re done I’ll try to answer them then. And if you need to take a break at any point, just let me know.

GET CONSENT FORM SIGNED

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Do you have any questions so far?

OK. Before we look at the site, I’d like to ask you just a few quick questions.

First, I’m going to ask you to look at this page, and tell me what you make of it: what strikes you about it, what you see first, and what you didn’t notice at first. Just do a little narrative.

(3 or 4 minutes)

Thank you.

 Now I’m going to ask you to try doing some specific tasks. I’m going to read each one out loud.

And again, as much as possible, it will help us if you can try to think out loud as you go along.

\*\*Read the first task.

\*\*Allow the user to proceed until you don’t feel like it’s producing any value or the user becomes very frustrated.

\*\*Repeat for each task or until time runs out.

Thanks, that was very helpful.

Do you have any questions for me, now that we’re done?

\*\*Thank them very much!

## ****The tasks****

**Task 1:**

Choose one of the following specific research questions to research. Identify one collection and box and folder number if available) related to the research question chosen:

1. Patron is looking for documents on the ships and shipping in the Adams papers.

Answer: Adams family papers (661838-1864A211), Box 2-6

1. Patron is looking for botanical illustrations by George Russell Shaw.

Answer: George Russell Shaw papers, (II A-1) Series IX Box 5-6

User runs the searches in the designated ASpace system:

 Allow the user to take their own path to searching. Do not interfere. Record, and then ask why they made choices that seem odd to us (without indicating that those choices seemed odd).

User prepares a response (however they see most fit) to the question.

* Do not direct them to prepare that response in any particular way. Watch how they do it, and ask why they made the choices they did.
* Ask if they would have preferred another approach to preparing the response.

**Task 2:**

User searches for the unique identifier number for the Wyoming. Cheyenne newsletter of National Organization of Women:

Answer: National Organization for Women. Chapter newsletter collection, (Pr-1, Carton 26)

Based on results received, ask user what they would do next with this information.

**Task 3:**

User is about to teach a lesson on discrimination against women in the workplace. Ask the user to find relevant materials to support this lesson.

Answer: Records of the National Association of Women Lawyers, MC 740 (11.6.)

\*User collates that information into one place for reference. Watch how user chooses to do this. Ask what they would like to have done.\*

**Task 4:**

User searches for a very specific item:

1. The user is searching for the letter, dated1815 Oct. 29 from Hester Piozzi to James Fellowes.

Answer:

Sir James Fellowes letters from Hester Lynch Piozzi, MS Hyde 70, (1)

1. The user is searching for the Parsonage Book of Brattle Street Church.

Answer:

Church in Brattle Square (Boston, Mass.) Records, bMS 1\_1 (1)

\*Do not assist tester with this test. Ask about actions that seem odd, and observe.\*

**Task5:**

User searches for a very specific image in the ASpace system:  **Madonna and Child**

User locates the item.

Ask the User: where do they go and/or who do they contact to access this item?

Answer: Margarito d'Arezzo (Flor 3), Madonna with Child10008\_1

http://nrs.harvard.edu/urn-3:VIT.BB:4454693

End of Test:

Do you have any additional comments about the site?