

Project Cover Sheet

Project	<p>Deep Blue Institutional Repository <i>Expert Evaluations</i></p> <p>Deep Blue (http://deepblue.lib.umich.edu/) is the University of Michigan's service for representing UM's rich intellectual environment. The primary goal of Deep Blue is to provide access to the work that makes Michigan a leader in research, teaching, and creativity. It represents UM's scholars-- from faculty through students-- as individuals and as members of communities, and provides a framework for preserving and finding the best scholarly and artistic work done at the University. Deep Blue runs using DSpace technology.</p>
Committee & Members	<p>Usability Working Group</p> <p>Kat Hagedorn (chair), Karen Downing, Suzanne Gray, Jennifer Nardine, Gurpreet Rana, Robert Tolliver</p>
Report Info	<p>Report Author(s): Kat Hagedorn</p> <p>Contact Information: ul-usability@umich.edu</p> <p>Report Date: December 2006; Last Revised: December 2006</p> <p>Date Submitted to PARC: not submitted</p>
Objectives	<p>Several Library colleagues reviewed the Deep Blue environment within their context as reference librarians. The questionnaire was designed to discover how experts in search and retrieval would deposit, search, and browse within Deep Blue.</p>
Methodology	<p>Method – Heuristic Evaluation</p> <p>4 participants</p> <p>Dates of study: January 2005</p>
Results & Analysis	<p>See report.</p>
Recommendations	<p>No specific recommendations. The results gave us ideas for questions for the formal test.</p>

Expert Evaluation / Heuristic Evaluation of Deep Blue Summary

For the entire questionnaire, please see Appendix A. The following is a summary of the answers given by four experts (i.e., librarians at UMichigan) to a questionnaire designed to discover how experts in search and retrieval would deposit, search, and browse within Deep Blue.

Depositing Materials

1. From the front page, how do you start a deposit?

Most experts chose My Deep Blue, although indicated this wasn't obvious, and were looking for something that said "make a deposit."

2. Is it clear what "My Deep Blue" means? How would you label it?

Not clear to experts. Would label "Submit to Deep Blue" or "Login" or "My Account."

3. On the first description page, what do you do if you're uploading a single file?

Answers varied from "don't check more than one box" to "click on Next." Experts thought it would be clearer to have a default checkbox for one file only.

4. Do you understand what to put in each of the fields on the second description page?

Help was very useful in this regard, but would be better linked from each field so could zoom to the appropriate place.. "Sponsors" and "citations" didn't make sense. "Cancel/Save" button was very confusing—does it cancel or save?

5. Can you determine which fields are required?

Yes, as the system indicated in red and stated "required" next to these fields. One expert stated that since Date and Title are required, place these at the top of the page.

6. How would you describe the difference between "abstract" and "description"?

Abstract was recognized as a brief summary of the content. Description was recognized as additional information that is not included with the article. One expert said the abstract would be "as-published."

7. What do the tab labels mean to you? How would you label these tabs?

They were recognized as steps in the process. The "Describe" tabs were universally recognized as not being descriptive enough. The first "Describe" tab might be better labeled as "Start" or "Deposit."

8. How do you back up a step in your submission process?

Answers varied from "use back arrow" to "use the tabs" to "used previous button."

9. How do you find out what Level 2 (Limited) support entails?

Overall, the answer was "not a clue"! One expert thought that clicking on it would describe what the levels are.

10. What is the checksum? Would you want to see this information?

Across the board experts thought that novices would not know what a checksum means, even though they themselves did.

11. Does the verification form (“Verify” tab) accurately summarize your deposit?
The majority of the experts thought the “Verify” tab was fine. One expert was irritated that the tab didn’t allow him to correct his mistakes.

12. Was there enough information on the “non-granted license” page to understand how to proceed?

There was some confusion about this page—one expert accurately described what a “non-granted license” was. Another expert wasn’t sure how to proceed because the only option was to click on text instead of buttons as he had been doing.

13. How would you retrieve an unfinished or unaccepted deposit? Is this clearly described?

At least one expert was confused as to whether the deposit he just finished was actually submitted. The Resume button made it more confusing. A “Finish” button would be advisable.

14. Was there enough information on the “accepted deposit” page to understand how to proceed?

One suggestion was to give some indication of processing time for a deposit.

15. How do you determine what your deposit will look like to others?

Only one expert answered this correctly: using the search box to find the record and then view it.

Retrieving Materials

1. Is the main page intuitive in layout, font, size, color, etc.?

Most experts thought the main page was fine in terms of look and feel.

2. Using the “Search Deep Blue” search box, is it clear what you are searching?

A couple experts assumed the search was a free text search but since that wasn’t clearly indicated, this would be problematic for users.

3. Where would you look for search help? Would you want help with searching?

All the librarians chose to look in “Help.”

4. Are the search results clear and easy to understand? Are there any fields you would add or remove?

Difficult to know what order the results are being presented in. Also, from the results list, it would be good to be able to go directly to the digital object. Not including all the authors on the main page (so, the first author and then a “More...” link) would be beneficial.

5. On a “no results” page, do you require more information?

No, but the number “1” on that page is confusing. A more obvious link to “Help” would be good too.

6. On the search results page, how are your results sorted? Can you re-sort?

There weren’t any re-sort options that they could find.

7. Are browse pages clear and easy to understand?

Overall yes, although the Communities and Collections browse pages didn't contain what was expected.

Additional comments:

- Being able to subscribe to see new updates to a collection by email is nice, but even better would be an XML/RSS feed.
- The Describe Your Item page is really busy plus pretty intimidating since there are so many fields. It might be cleaner to left-justify the fields and put the descriptive text to the right of the fields rather than above them.
- State what Deep Blue is and change the name to reflect that. The name has no relationship to what we want it to be, which adds to the searching confusion.
- It should say Deep Blue is a place for you to put documents, electronic media, etc. that does not fit in journals, books, video, whatever. Rather than communities why not have subject areas?

Appendix A: Questionnaire

Expert Evaluation / Heuristic Evaluation of Deep Blue ([address removed])

The University Library is preparing to launch the Deep Blue product, our institutional repository, to a broader campus audience in the spring. The Usability Working Group is presently conducting user testing to ensure that Deep Blue is a user-friendly resource. In addition to end-user testing, soliciting input/feedback from library staff experienced in utilizing electronic resources and teaching them to others is a significant part of this project. **Thank you for volunteering** to be one of our expert evaluators. Your answers will be invaluable as we work towards pinpointing issues for further testing.

Please provide as much description as possible in answering the questions (i.e., where you found particular problems with the Deep Blue interface and why). We have set each of you up with accounts in the Deep Blue development system. **You may deposit any file in any format** as you go through the evaluation. You should be able to **complete this evaluation in 45 minutes or less**.

If you have any questions about the evaluation or require further information, email the Usability Working Group ([*email address removed*]). Please send completed evaluations to Kat Hagedorn, [address removed] by **Wednesday, December 21st**. Thanks!

Depositing materials

1. From the front page, how do you start a deposit?

2. Is it clear what “My Deep Blue” means? How would you label it?

3. On the first description page, what do you do if you’re uploading a single file?

4. Do you understand what to put in each of the fields on the second description page?

5. Can you determine which fields are required?

6. How would you describe the difference between “abstract” and “description”?
7. What do the tab labels mean to you? How would you label these tabs?
8. How do you back up a step in your deposit process?
9. How do you find out what Level 2 (Limited) support entails (“Upload” page)?
10. What is the checksum? Would you want to see this information?
11. Does the verification form (“Verify” tab) accurately summarize your deposit?
12. Was there enough information on the “non-granted license” page to understand how to proceed? (Click the “I Do Not Grant the License” button to answer this question.)
13. How would you retrieve an unfinished or unaccepted deposit? Is this clearly described?
14. Was there enough information on the “accepted deposit” page to understand how to proceed? (Go back to the License tab and click the “I Grant the License” button to answer this question.)
15. How do you determine what your deposit will look like to others?

Retrieving materials

1. Is the main page intuitive in layout, font, size, color, etc.?
2. Using the “Search Deep Blue” search box, is it clear what you are searching?
3. Where would you look for search help? Would you want help with searching?
4. Are the search results clear and easy to understand? Are there any fields you would add or remove?
5. On a “no results” page, do you require more information?
6. On the search results page, how are your results sorted? Can you re-sort?
7. Are browse pages clear and easy to understand?

Please add any other comments or suggestions you may have --