Jasmin Hügi, Rahel Birri Blezon, René Schneider

Haute Ecole de Gestion – Genève

7, route de Drize,

CH-1227 Carouge, Switzerland

{jasmin.hugi, rahel.birri-blezon, rene.schneider}@hesge.ch

How to evaluate the usefulness of digital libraries and archives?

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Table of contents

- Context

- Usefulness & Evaluation Methods

- Methodology & Case studies

- Future Development

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Research Projects

Haute école de gestion de Genève

(Geneva School of Business Administration)

- ACCEPT
  - Swiss initiative – Creation of Swiss digital libraries
  - User-oriented evaluation of usability and usefulness of sub projects
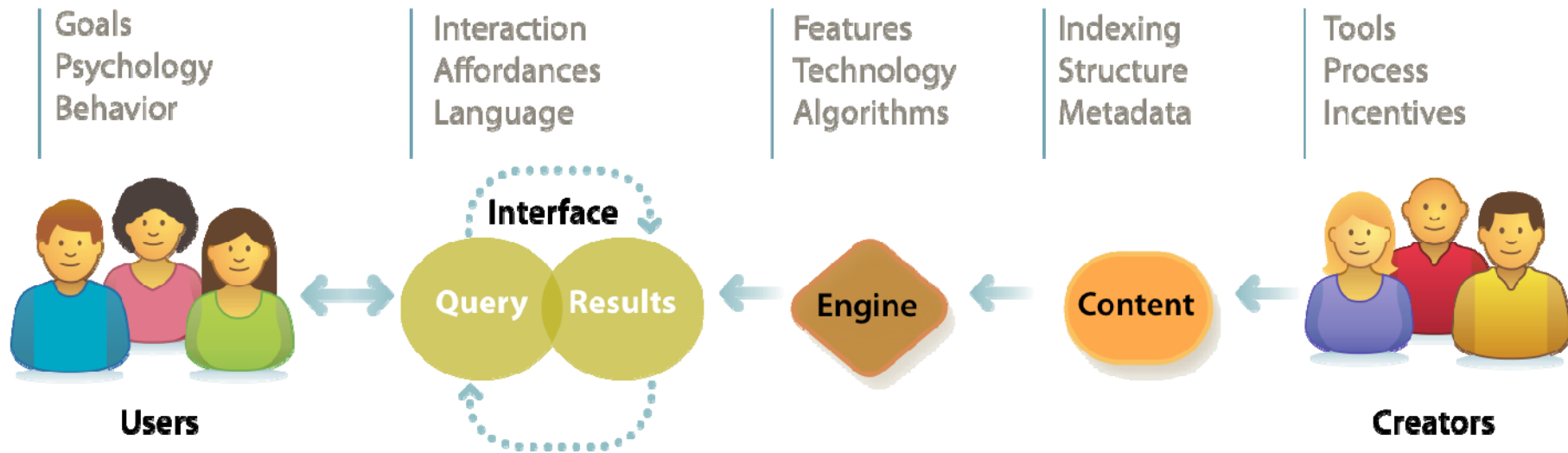
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Research Projects

- ## PECI
  - Methods to evaluate the usefulness of digital libraries and archives → online content and services

- ## Creation of an evaluation platform for usefulness aspects
  - Independent evaluation for online content and services

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Context

- Increased interest in usefulness aspect for digital libraries

- «Build it and they will come» Approach

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Usefulness

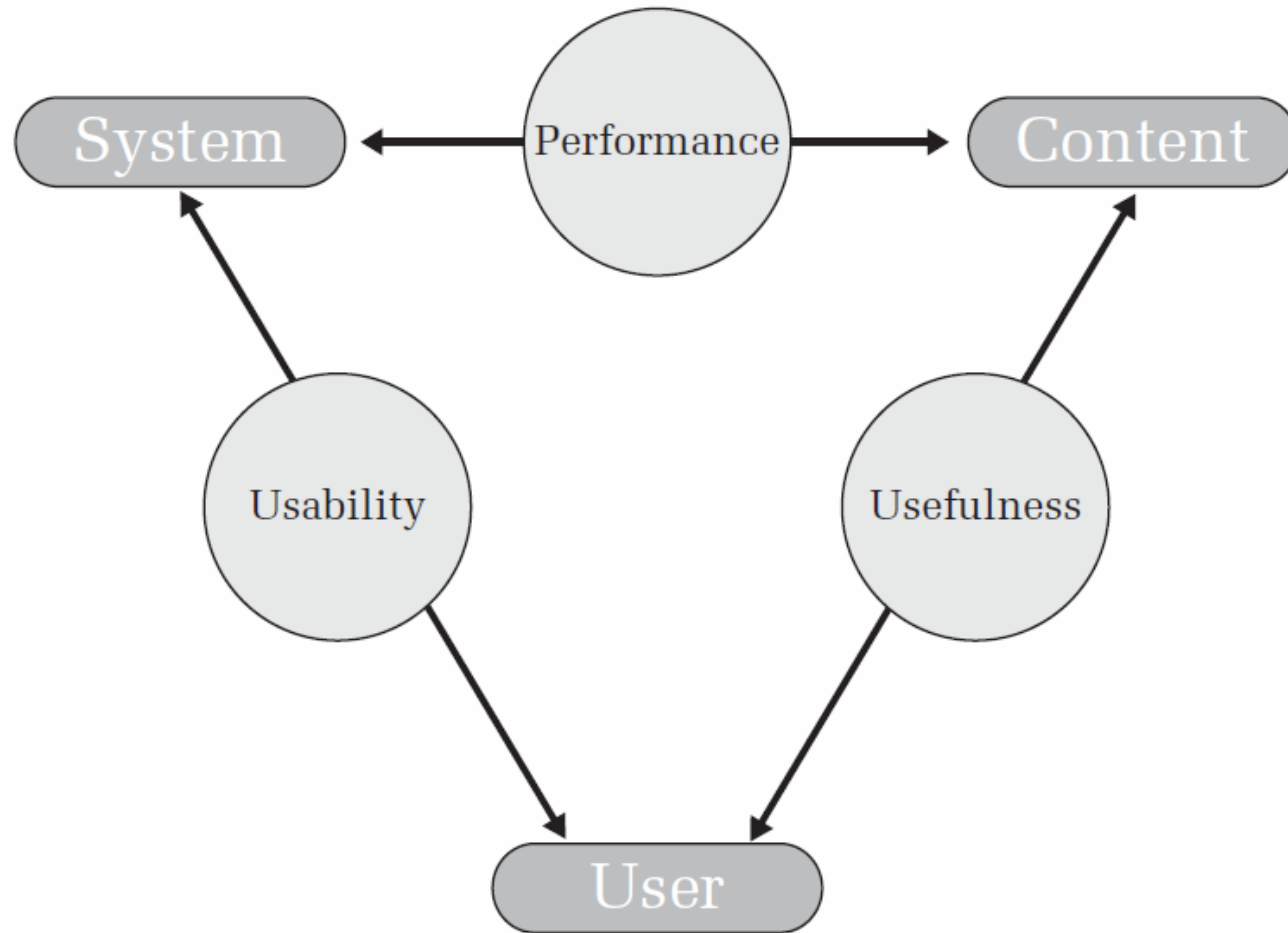| Goals | Interaction | Features | Indexing | Tools |
| Psychology | Affordances | Technology | Structure | Process |
| Behavior | Language | Algorithms | Metadata | Incentives |

Interface

Query — Results

Users — Engine — Content — Creators

Source: Morville, Peter, and Jeffery Callender. Search Patterns. Sebastopol, CA : O'Reilly, 2010.

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Interaction Triptych Framework

Analysing and evaluating usefulness and usability in electronic information services, Tsakonas & Papatheodorou, Journal of Information Science, 2006;32

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Usefulness Attributes

- Relevance

- Format

- Reliability

- Level

- Coverage

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Usefulness Evaluation Methods

- Expert-oriented methods
  - Define standards

- User-oriented methods
  - Comparison of digital libraries
  - Define own standards
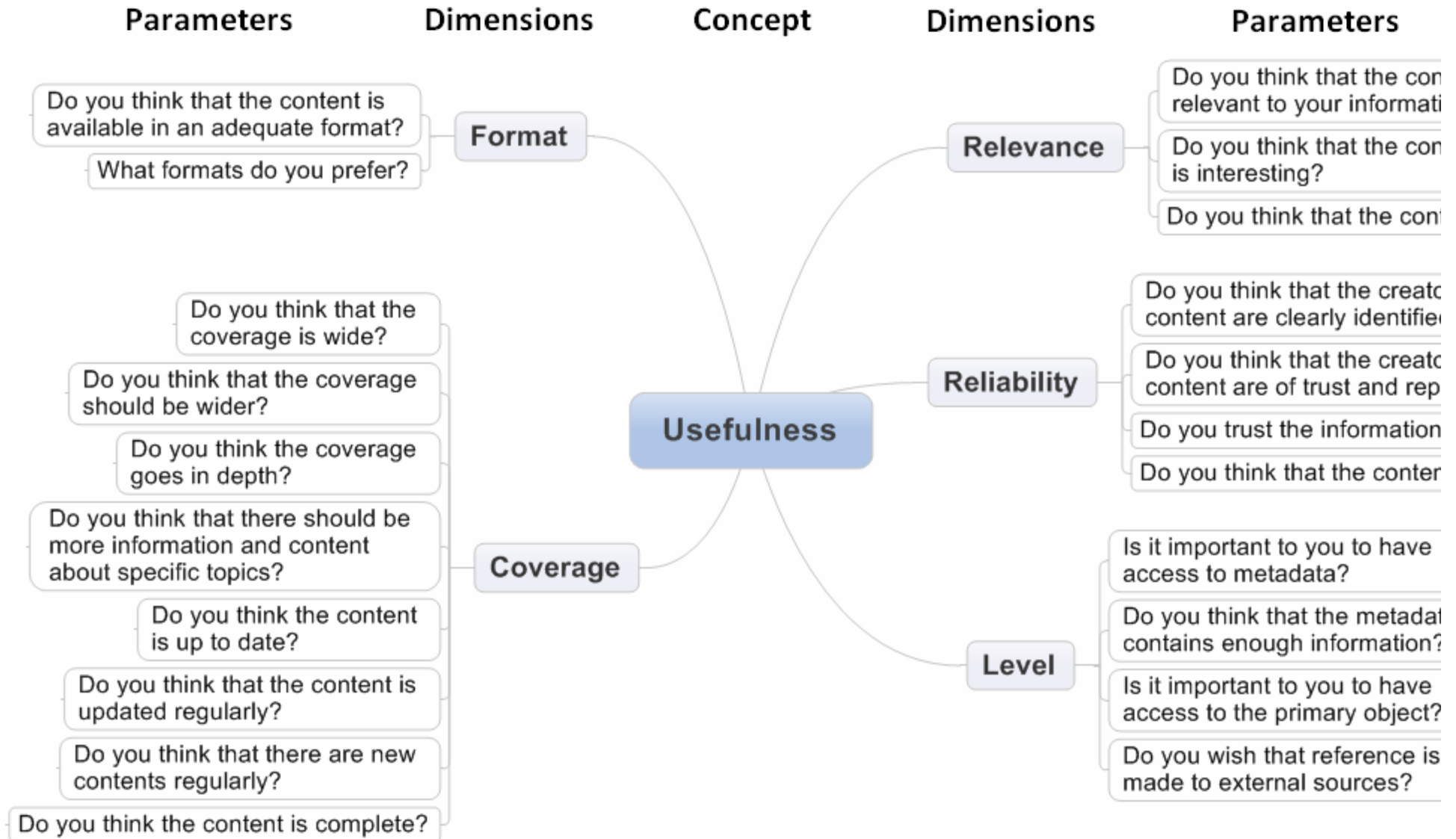 - Questionnaires

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Methodology

- Interviews

- Online questionnaire

- Logfiles analysis
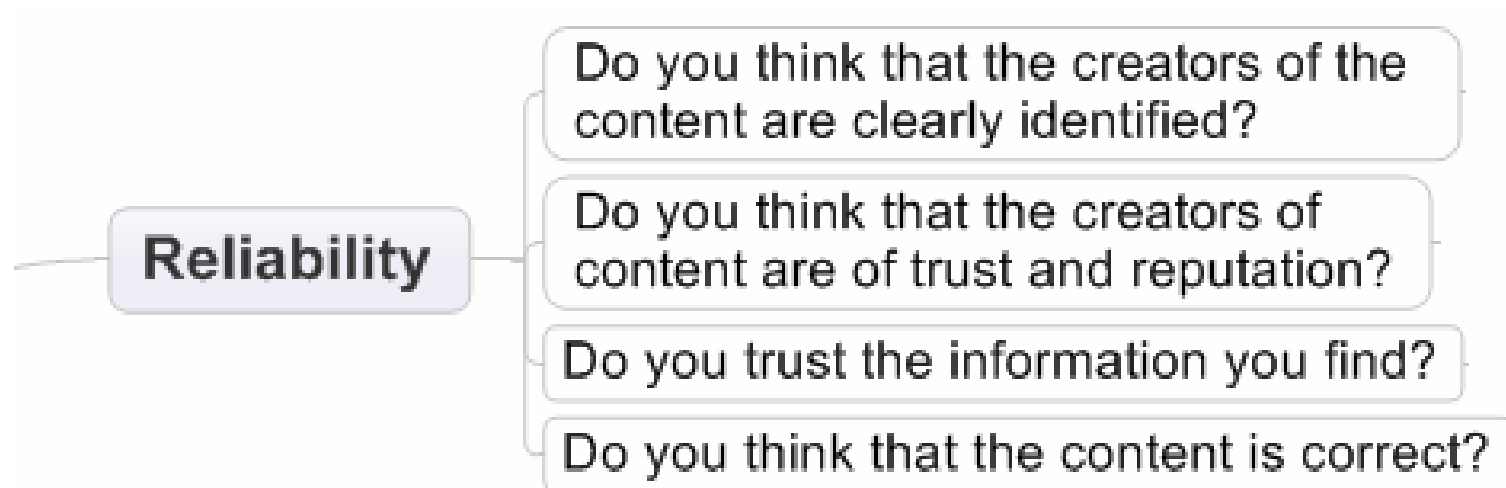
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Online Questionnaire

- Factual questions

- Usage (real vs. hypothetical)

- Attitude

- Satisfaction

- Needs

- User evaluation

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User evaluation questions

Parameters   **Dimensions**   **Concept**   **Dimensions**   **Parameters**

Do you think that the content is available in an adequate format?

What formats do you prefer?

Format

Do you think that the con relevant to your informati

Do you think that the con is interesting?

Relevance

Do you think that the con

Do you think that the coverage is wide?

Do you think that the coverage should be wider?

Do you think the coverage goes in depth?

Do you think that there should be more information and content about specific topics?

Coverage

Do you think the content is up to date?

Do you think that the content is updated regularly?

Do you think that there are new contents regularly?

Do you think the content is complete?

Do you think that the creato content are clearly identifie

Do you think that the creato content are of trust and rep

Do you trust the information

Do you think that the conter

Reliability

Usefulness

Is it important to you to have access to metadata?

Do you think that the metadat contains enough information?

Is it important to you to have access to the primary object?

Do you wish that reference is made to external sources?

Level

User Evaluation

Reliability

- Do you think that the creators of the content are clearly identified?
- Do you think that the creators of content are of trust and reputation?
- Do you trust the information you find?
- Do you think that the content is correct?

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Case Studies

- Professional portal of the historical sciences in Switzerland
  - Mission: facilitate exchange

  - Harvesting databases of third parties

  - Own content provided (news, events)

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Results – Portal historical sciences

- Recommendation:

  Put more information,
  make no selection for the users

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Case studies

- Sound archives in Switzerland
  - Digitizing material because of preservation issues

  - Copyright law obstacles

  - Listening spots

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Results – Sound Archives

- Marketing issues

- Recommendation:
  - Promote institution
  - Promote services
  - Better readability

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Future Development

- Standardization of questionnaire on meso level

- Creation of an online platform

- Further testing with new partners

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Questions?

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