Copper Country Historical Images
HZH Usability

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CALUMET, MICH.

HZH Usability

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Introduction

Photo courtesy of Michigan Tech Archives · 2017

Copper Country Historical Images

Digital Archive for the Copper Country

- 13,000 images

- Michigan Tech Archives

- Van Pelt and Opie Library

Publications

Presentations

Papers

Podcasts

Ect.

Caters to a wide user
base with many needs!

Can researchers easily find images on their area of interest, collect them, order them, and receive them in a reasonable amount of time?

Key issue to address

- Obstacles in search to order workflow

- Ways the search function breaks

- Ways to embed on-site guidance

Also asked to address:

- Conducting basic research

- Comment workflow

- Understanding permitted use

- Downloading images for various use

User Profiles

- An interest in history

- High school to senior citizen

- At least high school level education

Methods

User Group

Large range of users and a limited number of participants

Who is the best group to test?

College Students?

Copper Country Residents?

Faculty?

Experienced Users?

User Group

- Older and senior adults

- Four Participants

- 50-80 years old

- At least high school educated

- No prior experience with website

Background Questionnaire

- Age
- Level of education
- Computer use
  - What for?
  - How often?
  - On what?
- Relationship with technology
- Experience with CCHI

Scenarios Chosen

1. Testing the search function and duplication ordering

Scenarios Chosen

2. Leaving a comment

3. Finding citation information

4. Downloading an image

Title: Buildings - Barns
Photographer: Unknown
Subject Headings: Buildings - Farm Buildings - Barns, Persons, Seasons - Winter
Condition: Good
Description: Bakers with horses in front of Bracco's Barn [Two men and three boys pose with the horses near the barn.]
Source of Description: Back of Photo [Cataloger]
Institution: Michigan Technological University Archives and Copper Country Historical Collections
Donor: Russell Magnaghi
Date of Photo: undated
Medium: still image
Color: black and white
Size: 10 cm x 12.5 cm
Polarity: Negative
Image No: MTU Neg 03222
Collection Name: Copper Country Photograph Vertical File
Terms of Use: Rights to reproduce and distribute this image may be restricted. Contact the Michigan Technological University Archives and Copper Country Historical Collections for further information.

Task times and Error benchmarks

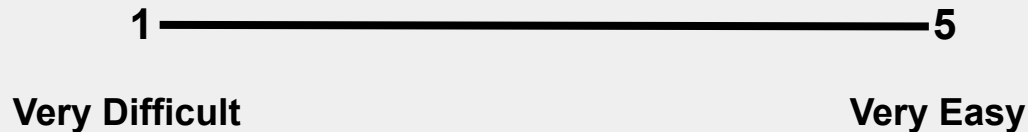- 100% of participants would experience critical errors

Scenario 1	5 minutes
Scenario 2	30 seconds
Scenario 3	30 seconds
Scenario 4	30 seconds

Post Task Questions

Did you find anything frustrating about the task? Or anything you didn't expect?

Anything that was helpful?

On a scale of 1-5, how difficult was was the task?

1 ——————————— **5**

Very Difficult   **Very Easy**

Debriefing Questions

1. Did your first impression of the site change over the course of testing the site?

2. What was the best part of the experience using the site? What was the most frustrating part of the site experience?

3. Is there anything you would change on the site?

4. How easy was the site for you to use overall, on a scale of 1-5

Product Reaction Card

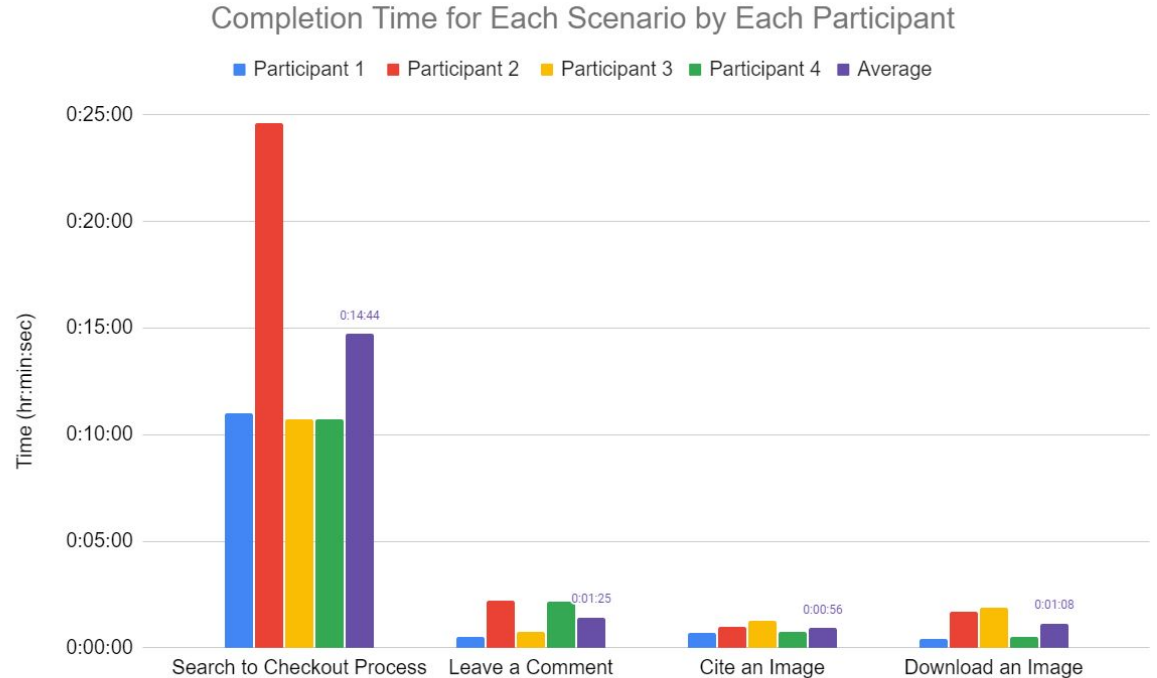|			
Ordinary	Distracting	Low maintenance	Innovative
Convenient	Impersonal	Accessible	Unapproachable
Gets in the way	Connected	Sophisticated	Not secure
Comprehensive	Unrefined	Disconnected	Clear
Confident	Old	Secure	Collaborative
Undesirable	Annoying	Inconsistent	Irrelevant
Cutting edge	Poor quality	Uncontrollable	Anxious
Valuable	Confusing	Stimulating	Slow
Busy	Calm	Boring	Complicated

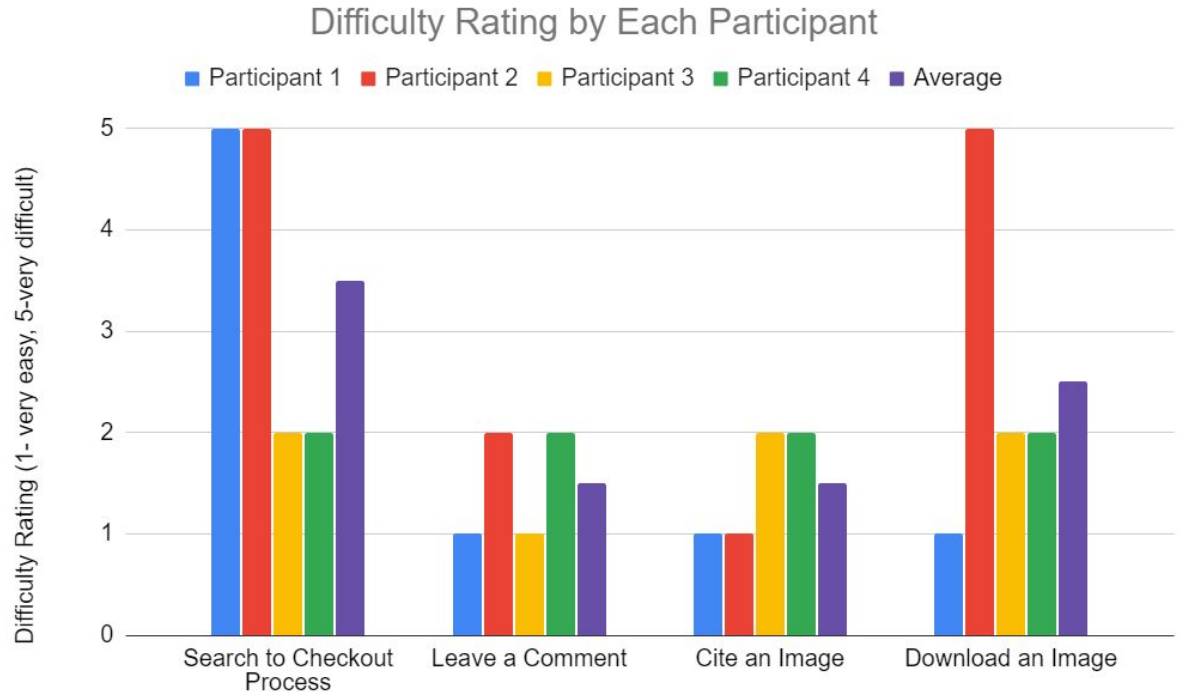Results and Discussion

"FRUSTRATION!"

Scenario Completion Times

- Predicted 30s–5mins

- Scenario 1 went over double predictions

- Other scenarios were as predicted

Completion Time for Each Scenario by Each Participant

■ Participant 1   ■ Participant 2   ■ Participant 3   ■ Participant 4   ■ Average

"Why do I have to go through two or three pages to find a barn in winter. I should be able to put it into the search bar and find a barn in winter."

Post-Task Ratings

- Ratings skewed toward "easy"
  - Scenario 1
  - Scenario 4
- Ratings give accurate reflections
  - Scenario 2
  - Scenario 3

Difficulty Rating by Each Participant

Legend: ■ Participant 1 ■ Participant 2 ■ Participant 3 ■ Participant 4 ■ Average

Y-axis: Difficulty Rating (1- very easy, 5-very difficult)

X-axis categories: Search to Checkout Process, Leave a Comment, Cite an Image, Download an Image

Debriefing Interview

- Average overall difficulty rating: 2.75

- 50% would use Google instead

- First impressions: generally unimpressed

- Common frustration and enjoyments

"I was hopeful that it was going to get better. If I used it more often, maybe it would get better, but **the initial frustration stuck with me** throughout all the tasks."

Product Reaction Cards

- 10/19 words were negative

- Most common word was "valuable"

- Reflected participants frustration with the CCHI

Recommendations

Search Bar

- Allow database search terms

- Allow multiple words at once

- Allow non-exact matches

- Offer spellcheck/autocorrect

- Imbed instructions

"barn" AND "winter"

Enter your search word or p

barn, winter

Enter your search word or

barn in winter

Enter your search word or

Current

barn in winter | Search

Enter your search word or phrase. You may use a wildcard "*" to expand the results of the search.

No results returned.

Potential

barn in winter | Search

Our search feature favors exact matches. If you aren't getting any results, try simplifying your search to a one or two word phrase. Eliminate any extra spaces or punctuation marks and check your spelling for the best results.

No results returned.

Shoebox

- Allow for internal organization

- Allow selection of photos for checkout

- Add a brief description within the Shoebox

- Make the removal button like the add button

Shoebox
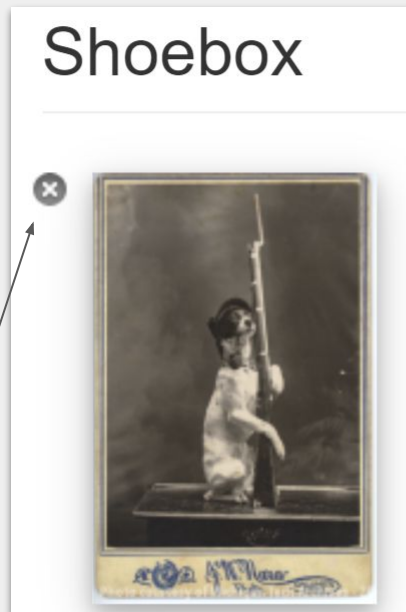
Thumbnail	Subject(s)	Description	Add to Shoebox
Strikers Parade?	Persons, Manners and Customs	[Strikers parade. One of the marchers carries a sign "Calumet & Hecla Headquarters Boston"] *Scanned: February 4, 2010*	Add

Current

Shoebox

Dog With Rifle (Nara No Neg 2010-02-05-01)

Unused Space

Hard to see

Strikers Parade? (Nara No Neg 2010-02-04-04)

View the duplication services available and their various costs

Checkout

Mistaken for end of process

Leads away from site

Potential

Shoebox

Welcome to your Shoebox! Save images here while you search and return to them later!

| Barn Project   x | Cute Dogs! x | + |

Dog With Rifle
Remove

Man's Best Friend
Remove

Advertising - Bosch Beer
Remove

Family Pet
Remove

Select the images you'd like to order and click the "Next" button to begin the checkout process.

Next

Checkout

- Indicate from the Shoebox to use the checkout

- Change checkout button on Shoebox to "Next"

- Put pricing options inside the checkout

- Explain what the checkout process does

- Explain or remove the order status option

Why can users change this?

Order Status

- N/A
- created
- ◉ in process
- on hold
- completed
- canceled

✔ Submit order

"The checkout process is **non-intuitive.**"

No longer on CCHI website

No instructions

Campus Health and Safety Level: Level Three

Michigan Tech

Students Faculty

Services | Borrowing | Instruction | Research | Archives

J. Robert Van Pelt and John and Ruanne Opie Library

Van Pelt and Opie Library > Archives > Programs and Services > Duplication Services

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Duplication Services

Materials from the University Archives' physical collections may be duplicated for use in research and publication. The Archives maintains a Digital Archives Collection, from which patrons may freely download low-resolution images to their computer. Patrons may also order high resolution duplications from their Digital Archives account.

Fees for Duplication Services

Paper Duplication

Black and White Photocopies - 8.5" x 11" and 8.5" x 14"	$0.25 each
Black and White Photocopies - 11" x 17"	$0.50 each
Color Photocopies - 8.5" x 11" and 8.5" x 14"	$0.50 each
Color Photocopies - 11" x 17"	$1.00 each
Microfilm copies	$0.30 each

Note: Requests for larger amounts of paper duplications (50 pages or more) will include a minimum fee of $10.00, with an additional $10.00/hour service charge

Michigan Tech

Students Faculty/Staff Alumni Parents

Copper Country Historical Images

Michigan Technological University Archives and Copper Country Historical Collections
Van Pelt and Opie Library

The Digital Archives | Browse Subjects | Shoebox | Frequently Asked Questions | Copyright | About

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Create Order

Item to order: Dog With Rifle - Image: Nara No Neg 2010-02-05-01

Name *

Email *

Phone
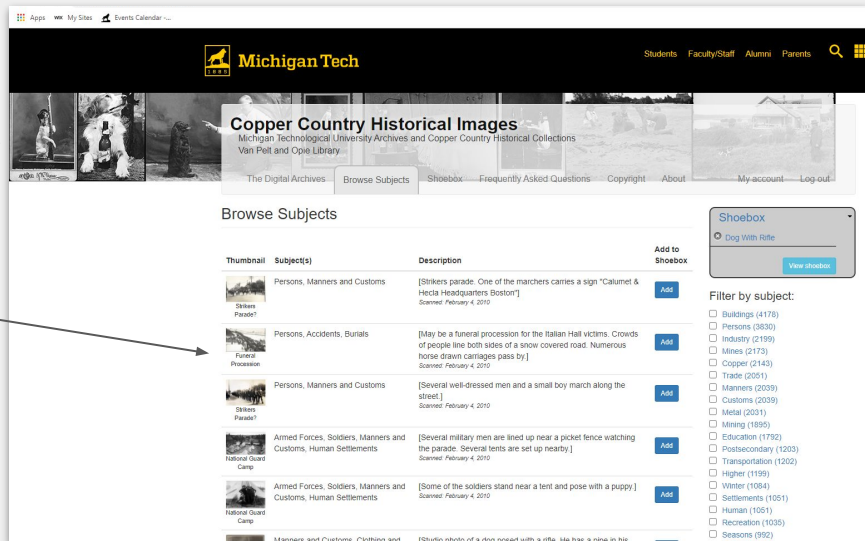
Address *

"How does it know what I want?"

Potential

Shoebox → Pricing Info → Order Creation

"**Checkout seems a little weird.** It would be more beneficial to checkout at the place that offers prices and sizes."

General Site Design

- Make the banner more visible

- Make thumbnails bigger

- Bold keywords in the FAQ

- Name the tabs more obviously

Search	Browse	Shoebox	FAQ	About Us

The Digital Archives   Browse Subjects   Shoebox   Frequently Asked Questions   Copyright   About

Questions?