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BlogForever: D5.3 User Questionnaires and Reports

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Abstract: This report presents the feedback gathered from third party users during the BlogForever Case Studies. Therefore, the research framework is defined and the case studies results are presented, followed by a summary of conclusions and remarks.

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Table of Contents

TABLE OF CONTENTS	4
LIST OF TABLES	5
EXECUTIVE SUMMARY	8
1 INTRODUCTION	9
1.1 BACKGROUND	9
1.2 WORK PACKAGE 5 TASKS	9
1.3 OBJECTIVES OF THIS DELIVERABLE	10
1.4 CONNECTIONS WITH PREVIOUS AND PENDING WORK	10
2 METHOD	12
2.1 INTENDED USERS OF USER QUESTIONNAIRES.....	12
2.2 RESEARCH QUESTIONS AND THEMES.....	12
3 RESULTS FOR CASE STUDIES	16
3.1 CASE STUDY 1	16
3.1.1 <i>Participants</i>	16
3.1.2 <i>Questionnaire</i>	16
3.1.3 <i>Results</i>	18
3.1.4 <i>Summary of Results</i>	37
3.2 CASE STUDY 2	43
3.2.1 <i>Participants</i>	43
3.2.2 <i>Questionnaire</i>	43
3.2.3 <i>Results</i>	45
3.2.4 <i>Results Summary</i>	57
3.3 CASE STUDY 3	60
3.3.1 <i>Participants</i>	60
3.3.2 <i>Questionnaire</i>	60
3.3.3 <i>Results</i>	62
3.3.4 <i>Summary of Results</i>	68
3.4 CASE STUDY 4	69
3.4.1 <i>Participants</i>	70
3.4.2 <i>Questionnaire</i>	70
3.4.3 <i>Results</i>	72
3.4.4 <i>Summary of Results</i>	86
3.5 CASE STUDIES 5 AND 6	91
3.5.1 <i>Participants</i>	91
3.5.2 <i>Questionnaire</i>	91
3.5.3 <i>Results</i>	95
3.5.4 <i>Summary of Results</i>	105
4 CONCLUSIONS	109
5 REFERENCES	110
A. APPENDIX A – USABILITY TEST SESSION DOCUMENT	111

List of Tables

Table 1, Research Questions, D5.1 Design of Specific Case Studies [10].....	12
Table 2, Themes and Research Questions Links.....	14
Table 3, CS1 User Questionnaire Part A.....	16
Table 4, CS1 User Questionnaire Part B.....	17
Table 5, CS1 User Questionnaire Part C.....	17
Table 6, Association between CS1 User Questionnaire questions and Themes.....	18
Table 7, UL - LSE Test 1, Part A.....	19
Table 8, UL - LSE Test 1, Part B.....	20
Table 9, UL - LSE Test 1, Part C.....	21
Table 10, UL - LSE Test 2, Part A.....	21
Table 11, UL - LSE Test 2, Part B.....	22
Table 12, UL - LSE Test 2, Part C.....	23
Table 13, UL - LSE Test 3, Part A.....	23
Table 14, UL - LSE Test 3, Part B.....	24
Table 15, UL - LSE Test 3, Part C.....	25
Table 16, UL - IHR Test 4, Part A.....	25
Table 17, UL - IHR Test 4, Part B.....	27
Table 18, UL - IHR Test 4, Part C.....	28
Table 19, UL - IHR Test 5, Part A.....	28
Table 20, UL- IHR Test 5, Part B.....	30
Table 21, UL - IHR Test 5, Part C.....	31
Table 22, UL - King's College Test 6, Part A.....	31
Table 23, UL - Kings College Test 6, Part B.....	33
Table 24, UL - King's College Test 6, Part C.....	34
Table 25, UL Test 7, Part A.....	34
Table 26, UL Test 7, Part B.....	36
Table 27, UL Test 7, Part C.....	37
Table 28, Case Study 1 scores summary.....	43
Table 29, CS2 User Questionnaire Part A.....	44
Table 30, CS2 User Questionnaire Part B.....	44
Table 31, User Questionnaire Part C.....	44
Table 32, Association between CS2 User Questionnaire questions and Themes.....	45
Table 33, UW Test 1, Part A.....	46
Table 34, UW Test 1, Part B.....	47
Table 35, UW Test 1, Part C.....	47
Table 36, UW Test 2, Part A.....	47
Table 37, UW Test 2, Part B.....	48
Table 38, UW Test 2, Part C.....	49
Table 39, UW Test 3, Part A.....	49
Table 40, UW Test 3, Part B.....	50
Table 41, UW Test 3, Part C.....	51
Table 42, UW Test 4, Part A.....	51
Table 43, UW Test 4, Part B.....	52
Table 44, UW Test 4, Part C.....	53
Table 45, UW Test 5, Part A.....	53
Table 46, UW Test 5, Part B.....	54
Table 47, UW Test 5, Part C.....	55
Table 48, UW Test 6, Part A.....	55
Table 49, UW Test 6, Part B.....	56
Table 50, UW Test 6, Part C.....	57
Table 51, CS2 scores summary.....	60
Table 52, CS1 User Questionnaire Part A.....	60
Table 53, User Questionnaire Part B.....	61

Table 54, User Questionnaire Part C.....	61
Table 55, Association between CS3 User Questionnaire questions and Themes.....	62
Table 56, CW Test 1, Part A.....	62
Table 57, CW Test 1, Part B.....	63
Table 58, CW Test 1, Part C.....	63
Table 59, CW Test 2, Part A.....	63
Table 60, CW Test 2, Part B.....	64
Table 61, CW Test 2, Part C.....	64
Table 62, CW Test 3, Part A.....	64
Table 63, CW Test 3, Part B.....	65
Table 64, CW Test 3, Part C.....	66
Table 65, CW Test 4, Part A.....	66
Table 66, CW Test 4, Part B.....	66
Table 67, CW Test 4, Part C.....	66
Table 68, CW Test 5, Part A.....	67
Table 69, CW Test 5, Part B.....	67
Table 70, CW Test 5, Part C.....	68
Table 71, CS3 scores summary.....	69
Table 72, CS4 User Questionnaire Part A.....	70
Table 73, CS4 User Questionnaire Part B.....	70
Table 74, CS4 User Questionnaire Part C.....	71
Table 75, Association between CS4 User Questionnaire questions and Themes.....	72
Table 76, Phaistos Test 1, Part A.....	72
Table 77, Phaistos Test 1, Part B.....	73
Table 78, Phaistos Test 1, Part C.....	74
Table 79, Phaistos Test 2, Part A.....	74
Table 80, Phaistos Test 2, Part B.....	75
Table 81, Phaistos Test 2, Part C.....	76
Table 82, Phaistos Test 3, Part A.....	76
Table 83, Phaistos Test 3, Part B.....	77
Table 84, Phaistos Test 3, Part C.....	78
Table 85, Phaistos Test 4, Part A.....	78
Table 86, Phaistos Test 4, Part B.....	79
Table 87, Phaistos Test 4, Part C.....	80
Table 88, Phaistos Test 5, Part A.....	80
Table 89, Phaistos Test 5, Part B.....	82
Table 90, Phaistos Test 5, Part C.....	83
Table 91, Phaistos Test 6, Part A.....	84
Table 92, Phaistos Test 6, Part B.....	85
Table 93, Phaistos Test 6, Part C.....	86
Table 94, CS4 Scores Summary.....	91
Table 95, CS5 & CS6 User Questionnaire Part A.....	92
Table 96, CS5 & CS6 User Questionnaire Part B.....	92
Table 97, CS5 & CS6 User Questionnaire Part C.....	93
Table 98, Association between CS5-CS6 User Questionnaire questions and Themes.....	94
Table 99, Mokono Test 1, Part A.....	95
Table 100, Mokono Test 1, Part B.....	96
Table 101, Mokono Test 1, Part C.....	96
Table 102, Mokono Test 1, Part D.....	96
Table 103, Mokono Test 2, Part A.....	97
Table 104, Mokono Test 2, Part B.....	97
Table 105, Mokono Test 2, Part C.....	98
Table 106, Mokono Test 2, Part D.....	98
Table 107, Mokono Test 3, Part A.....	98
Table 108, Mokono Test 3, Part B.....	99

Table 109, Mokono Test 3, Part C	99
Table 110, Mokono Test 3, Part D	100
Table 111, Mokono Test 4, Part A	100
Table 112, Mokono Test 4, Part B	100
Table 113, Mokono Test 4, Part C	101
Table 114, Mokono Test 4, Part D	101
Table 115, Mokono Test 5, Part A	101
Table 116, Mokono Test 5, Part B	103
Table 117, Mokono Test 5, Part C	104
Table 118, Mokono Test 5, Part D for user AS.....	104
Table 119, Mokono Test 5, Part D for user JV.....	104
Table 120, Mokono Test 5, Part D for user CK	105
Table 121, CS5 & CS6 scores summary	107
Table 122, CS5 & CS6 Usability Scores Summary	108
Table 123, User Questionnaire average scoring.....	109

Executive Summary

This report presents one of the main components of the BlogForever platform evaluation, the user questionnaires answered by external users involved in the BlogForever Case Studies. The goal is to present the rationale and methods used for user questionnaires, as well as record the provided feedback and compile a set of conclusions.

We begin outlining the existing BlogForever work with a special focus on Work Package 5, Case Studies and Validation and more specifically on the tasks related with the case studies validation. Following, we present the methodology used for the external testing, namely, the Research Questions and Themes we are using to evaluate the User Questionnaires.

Following, we present the results the conducted case studies. For each case study, we present the users involved, the questionnaire and its relation to Research Questions and Themes, the actual results and their scoring, as well as some conclusions.

1 Introduction

The BlogForever project aims to create robust aggregation, preservation, management and dissemination facilities for blogs. An integral part of the development process is the implementation of specific case studies in order to evaluate and test the created infrastructure on extensive and diverse sets of weblogs.

This report outlines the external evaluation of the BlogForever Case Studies. It includes the outcomes of the evaluation and presents the concrete conclusions.

In this section, we present some background information on the BlogForever project as well as more details on Work Package 5 (WP5) Case Studies and Validation. Furthermore, we elaborate on the objectives of this deliverables and the connection with previous and pending work.

1.1 Background

The BlogForever platform that is being developed as a result of this project can be used by memory institutions, researchers and universities, as well as communities of bloggers to build simple weblog archives for a variety of purposes. The entire BlogForever system comprises two discrete elements:

- the weblog spider which is responsible for monitoring, harvesting and analysing weblogs, and,
- the weblog repository component which is responsible for weblog data preservation, ensuring weblog proliferation, safeguarding blog integrity, authenticity and long-term accessibility over time, and allowing for better sharing and re-using of contained knowledge.

The current status of the BlogForever work grouped by Work Package can be summarised as follows:

- **Work Package 2 (WP2)** aim was to study weblog structure and semantics. To achieve this goal, WP2 analysed a large number of blogs [1], developed a generic data model for blog structure and archiving and studied inter-blog relationships [2]. Moreover, WP2 studied weblog ontologies [3] and weblog data extraction [4].
- **Work Package 3 (WP3)** aim is to study weblog preservation policies. To achieve this goal, WP3 studied blog preservation strategies [5], interoperability prospects [6] and is currently studying DRM strategies.
- **Work Package 4 (WP4)** aim is to develop the BlogForever software platform. Towards this goal, WP4 compiled the user requirements and platform specifications [7], designed the weblog spider and repository [8] [9] and is currently in the process of implementation.

In the following subsection, we present WP5 in detail.

1.2 Work Package 5 Tasks

Work Package 5 aims to design and implement specific case studies in order to apply and test the created infrastructure on extensive and diverse sets of weblogs. The case studies will be both generic (collecting weblogs from a wide array of topics) and domain specific (for example a case study in University bloggers community). Thus the case studies will provide the required breadth and depth to validate the developed tools, and guarantee that the project's results could be successfully and widely replicated after the project ends. The impact of the digital repository will be evaluated by monitoring system usage and gathering user feedback. WP5 consists of the following tasks:

1. **Task 5.1 Specification of the case studies:** Design a quantitative software testing approach in conjunction with qualitative criteria to evaluate the BlogForever platform.

2. **Task 5.2 Implementation of the case studies:** Manual and automated collection of data from questionnaires, direct observation, interviews of users and system log files.
3. **Task 5.3 User feedback and evaluation:** Comparative analysis and conclusions.

T5.1 was completed in June 2012. T5.2 and T5.3 are going to be finished in May 2013. This report is the final step of T5.3 User feedback and evaluation. Its objectives are presented in the following subsection.

1.3 Objectives of this deliverable

Deliverable 5.3 (D5.3) belongs to the Task 5.3: User feedback and evaluation. The main aspects of Task 5.3 are:

1. Gather user feedback and perform evaluation.
2. Perform statistical analysis on the system logs on a weekly basis in order to closely monitor the application and identify problems early in the process.
3. Feedback will be given to Task 4.6 (Integration and Standardization), which will be performed in parallel with the current task.
4. Questionnaires, structured interviews and direct observations will be utilized twice during the task, once during its early stages and once at its end. These methods will help the project evaluate the system from the users' point of view, providing valuable feedback, which cannot be conveyed from system logs.
5. Documentation held for case logs and other project evaluation feedbacks will result into deliverables D5.3 and D5.4.
6. Finally, case study reports are going to be collectively analysed in order to demonstrate the course of actions as well as current and expected impact on blogging community. This will result into the final D5.5 deliverable.

The main objectives of this deliverable are:

- Present the rationale and method of user questionnaires,
- Present third party user feedback gathered from the questionnaires.

The connections of D5.3 with previous and pending work are explained in the following subsection.

1.4 Connections with previous and pending work

In short, the Case Studies comparative analysis and conclusions is based on the following deliverables:

- **Weblog spider implementation deliverables** (D4.3 Initial Weblog Spider Component [9] & D4.6 Final Weblog Spider Component [11] present the development activities and the features of the weblog spider. Additionally, these reports explain the usage and management of the spider. This information is essential for the execution of the case studies and their analysis.
- **Weblog repository implementation deliverables** (D4.5 Initial Weblog Digital Repository Prototype [12] & D4.7 Final Weblog Digital Repository Prototype [13] present the development activities and features of the weblog repository. Additionally, these reports explain the usage and management of the repository. This information is essential for the execution of the case studies and their analysis.
- **D5.1 Design of Specific Case Studies** [10] presents the design and specifications of the six case studies under analysis in this deliverable.
- **D5.4 System logs** [14] present the case studies system weblogs gathered throughout the implementation. This information is under analysis in this deliverable.
- **D5.5 Comparative Analysis and Conclusions** evaluates the case studies outcomes and draws some conclusions.

The remaining content of this report presents the Research Questions and Themes used to evaluate the user questionnaires, as well as the results grouped by case studies.

2 Method

In this section, we present the definitions of the Research Questions and Themes we are using to evaluate the User Questionnaires.

2.1 Intended Users of User Questionnaires

The intended users of the outputs of User Questionnaires and Reports are:

- **Developers:** to get a better understanding of the users' interaction with the system, in order to debug and improve the software.
- **Administrators:** to profile users' behaviour when using the BlogForever platform at operational level (such as the case studies) and identify issues that need to be addressed.

The measurement results are intended to drive improvement/modification in the implementation of the addressed services. The evaluation also provides help in prioritizing services to be further implemented.

2.2 Research Questions and Themes

The research design of the BlogForever Case Studies defined an initial set of general Research Questions, presented in Table 1. Their role is to guide the WP5 research team members and keep them focused on the evidence and data needed to validate the BlogForever features impact [10].

ID	Research Question
RQ1	What are the particular problems the implementation is facing? Or are the BlogForever software implementation processes an overall success ?
RQ2	Are complex BlogForever platform search strategies working efficiently when high levels of content are available within the BlogForever platform?
RQ3	How useful is the BlogForever platform as a whole?
RQ4	Does the use of the BlogForever repository lead to successful results for the different users?
RQ5	How user friendly are the BlogForever platform functions for the different designated blog communities?

Table 1, Research Questions, D5.1 Design of Specific Case Studies [10]

In order to elaborate the Research Questions, a set of ten Themes were defined to help rationalising the outputs of all evaluation and connect them with the Research Questions. The terms used do not relate to any technical or development terms previously used within the project (e.g. when building the platform), and are intended to be as clear and simple as possible, in order to promote the point of view of a user. The Themes and their connections with the Research Questions are presented in Table 2.

Theme	Related Research Questions	Expected results of RQ	Rationale linking Theme to RQ
1: Using blog records	RQ5: How user friendly are the BlogForever platform	Expected results in RQ5: User satisfaction ,	The theme "Using blog records" refers to the

	functions for the different designated blog communities?	Usability, Strengths, Weaknesses	user experience, satisfaction and usefulness of the archived blogs collections tested within the different versions of the BlogForever repository.
2: System integrity	RQ3: How useful is the BlogForever platform as a whole?	Expected results in RQ3: Platform is sustainable and it meets the users' needs	The theme “System Integrity” covers whether the system is logical and secure. The tests are dependent on the software integrity level or risk level.
3: Sharing and interaction	RQ5: How user friendly are the BlogForever platform functions for the different designated blog communities?	Expected results in RQ5: User satisfaction, Usability , Strengths, Weaknesses	The theme “Sharing and interaction” refers to the ability of BF users to share content and metadata with others, including other users of the platform, and any external use via social software.
4: Searching	RQ4: Does the use of the BlogForever repository lead to successful results for the different users?	Expected results in RQ4: Searched content is found fast and in an organised manner.	In the “Searching” theme, the tests focused on how the platform performs searches , and how users can use and interpret the results of searches.
5: Access	RQ4: Does the use of the BlogForever repository lead to successful results for the different users?	Expected results in RQ4: Searched content is found fast and in an organised manner.	The theme “Access” represents how the platform allows access to the blog records, and how it presents dissemination copies of the content.
6: Data integrity	RQ3: How useful is the BlogForever platform as a whole?	Expected results in RQ3: Platform is sustainable and it meets the users' needs	The “Data integrity” theme assesses if the blog datasets are properly captured, well-maintained and consistent

7: Preservation	RQ3: How useful is the BlogForever platform as a whole?	Expected results in RQ3: Platform is sustainable and it meets the users' needs	The theme "Preservation" provides tests to establish if it is possible to preserve blogs .
8: Functionality	RQ3: How useful is the BlogForever platform as a whole?	Expected results in RQ3: Platform is sustainable and it meets the users' needs	The "Functionality" theme assesses tests related to the functions available to users and administrators .
9: System navigation	RQ5: How user friendly are the BlogForever platform functions for the different designated blog communities?	Expected results in RQ5: User satisfaction, Usability , Strengths, Weaknesses	The "System functionality" theme refers to general navigation aspects of the system.
10: System terminology	RQ5: How user friendly are the BlogForever platform functions for the different designated blog communities?	Expected results in RQ5: User satisfaction for platform usability (strengths and weaknesses)	The "System terminology" theme includes instructions, help pages, and other aspects of terminology in the platform.

Table 2, Themes and Research Questions Links

The following points must be also taken into consideration regarding the connection between Research Questions and Themes:

- RQ1 (Are the BlogForever software implementation processes an **overall success**?) relates to specific features from D4.1; since the Case Studies were designed to address these features, RQ1 implicitly applies to all the themes. For this reason RQ1 is not explicitly included in the following table.
- RQ2 (Are complex BlogForever platform search strategies **working efficiently** when high levels of content are available within the BlogForever platform?) relates to the scalability of the system when high volumes of content are searched. This stress testing feature is the subject of case study 6, so as of May 2013 case study 6 features have not been implemented or tested to yet link RQ2 to a theme. For this reason RQ2 is not yet explicitly included in the following table, but we expect to include it in a late iteration of the D5.2.
- In the Rationale column, the explicit linkage between a Theme and the expected results from a RQ is further explained and demonstrated by highlighting common terminology between the two in bold type.

The aim of the BlogForever User Questionnaires is to measure the effectiveness of the implementation of the BlogForever platform based on third party users' feedback. The observation is based on users performing a set of pre-defined activities and answering questions.

Users participating in the evaluation were presented with a short questionnaire to complete. The questionnaire was adapted from the Questionnaire for User Interface Satisfaction (QUIS) [15] and Computer System Usability Questionnaire (CSUQ) [16]. For each case study, the questions asked were customised to evaluate different parts of the BlogForever platform. In addition, each question was linked to one or more Themes. Thus, for each case study, we are able to calculate the performance of the BlogForever platform on each Theme. The analysis of the results of the external user questionnaires is part of D5.5 Case Studies Comparative Analysis and Conclusions.

In the following section, we present for each case study the participants, questionnaire and user responses, as well as scoring and some conclusions.

3 Results for Case Studies

In this section, we describe all case studies results. We present an outline of each case study, the current status of the BlogForever platform at that time, users and finally, their feedback.

3.1 Case Study 1

Case study 1 (CS1) was led by the University of London. CS1 was implemented during the initial phase of development and the main objective was to test the information retrieval functions.

58 academic blogs were selected for CS1, hosted by Wordpress, BlogSpot and jiscinvolve.ac.uk (which were also using Wordpress).

3.1.1 Participants

People from the following institutes participated in the external testing:

- Institute of Historical Research (IHR) (2 tests)
- King's College (1 test)
- University of London Records Management Team (1 test)
- London School of Economics (LSE) (3 tests)

3.1.2 Questionnaire

The following questionnaire was used for CS1.

Question
First, we would like to understand your background. This will help us to understand the context of your answers. A1. Could you please tell us about your position in your organization?
A2. What are the main services or products that your organization offers to whom and how are they represented in your blogs?
A3. Could you please tell us about your experiences with blogs (professional or private)?

Table 3, CS1 User Questionnaire Part A

Question
B1. Complete the registration process at https://bf1.csd.auth.gr/
B2. Submit a blog URL [Home page + Register/Login page + Submit page + Blog submission interface page + Submit new record link + Confirmation that a blog is submitted (goal) page] [The body will be available when the spider crawls that submitted URL] [Does the user get to submit a blog that will be crawled by the spider and he/she receives an email explaining the situation about this submit record?]
B3. Using saving favourites/add to basket function [Can the user manage to store their favourite blogs in their basket in their dashboard?]
B4. Get to the detail record of a blog Can the users differentiate between blogs and their posts? Is the content in a blog organised well? Are the latest posts easy to access within a blog?
B5. Show citation description within a blog or post

[The goal is to see the citation information link]
--

Table 4, CS1 User Questionnaire Part B

Questions about the use of the repository
C1. Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?
C2. What aspects of the system supported you to perform the exercises or solve the tasks set for you today?
C3. What aspects of the system made it difficult for you to perform the exercises or solve the tasks?
C4. How could the system be improved?

Table 5, CS1 User Questionnaire Part C

To assist rationalising of the external user survey outputs, the questions from parts B and C have been associated with the research themes. This association is presented in Table 6. In addition to this, each user answer has been assigned with a score (range 1 - 5) for each associated Theme. This score is calculated by the authors of this report based on the evaluation of the user's answers.

Furthermore, the answers of the users are evaluated to extract meaningful content which may be relevant to the project to define barriers, opportunities and future work. The outcomes of this analysis are presented in D5.5 Case Studies Comparative Analysis and Conclusions.

	T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Searching	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology
Part B										
B1: Complete the registration process									X	X
URL								X	X	X
B3: Using the saving favourites/add to basket function			X					X	X	X
B4: Go to the detailed record of a blog	X			X	X	X		X	X	X
B5: Show citation description within a blog	X					X			X	X
Part C										
C1: Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?		X								X
C2: What aspects of the system supported you to perform the exercises or solve the tasks set for you today?		X								X
C3: What aspects of the system made it difficult for you to perform the exercises or solve the tasks?		X								X
C4: How could the system be improved?		X						X		

Table 6, Association between CS1 User Questionnaire questions and Themes

3.1.3 Results

The users feedback is recorded in the following questionnaires.

UL - LSE Test 1

Question	Supervisor's Notes
A1	Chris is journal editor and post it onto websites/blogs. Research online manages PDFs. Convert blog articles to PDF and sent to library. Track who reads blog articles and read blog. Research online is main hub. Citations using short links. Very impressive. Citation is very important to them. Trying to get researchers to improve how they cite blogs.
A2	Blogs of research for LSE.

A3	Technical administrator. Content admin is his main role. Registered user.
----	---

Table 7, UL - LSE Test 1, Part A

Tasks	Supervisor's Notes	Score
B1	Provide the tester with the link: https://bf1.csd.auth.gr/?ln=en NOTES: Logged in. No problem. Success.	T9: 4 T10: 4
B2	https://bf1.csd.auth.gr/?ln=en Check latest additions few minutes later or at the end of the session: https://bf1.csd.auth.gr/collection/Initial%20Blogs?ln=en NOTES: Submitted blog easily. Found everything. Follow up for this test?	T8: 4 T9: 4 T10: 4
B3	https://bf1.csd.auth.gr/?ln=en Search using keyword JISC In the results page with JISC blogs, select any blog that looks interesting and try to use the 'Add to personal basket' option. Fill 'add to basket page' options Display baskets page using 'proceed to the basket' option NOTES: Found it easily. 'really cool!' cool! User added note about his basketed item. Very good at navigating system. How to read this? have to go back...no detailed record...cannot access detailed record from note section of basket, have to go back to basket to access detailed record.	T3: 4 T8: 4 T9: 4 T10: 4

B4	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Ask the Tester to find one of the following blogs:</p> <p>‘Alumni Engagement’ (title) ‘JISC Innovation Forum 2008’ (title) ‘Welsh Repository Network’</p> <p>Can the user differentiate between the blog and its posts?</p> <p>‘hmmmmm’ likes citation , needs title of blog post in it..it's there. Citation different to LSE. A researcher needs to cite a post and not a blog in its entirety. May not need to cite blog(don't agree).</p> <p>Is the content in this blog organised well? Yes</p> <p>Are the latest posts easy to access within this blog? Yes</p> <p><u>NOTES:</u></p>	<p>T1: 3</p> <p>T4: 4</p> <p>T5: 4</p> <p>T6: 3</p> <p>T8: 3</p> <p>T9: 4</p> <p>T10: 3</p>
B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Of the blogs listed in previous exercise, please search one of them and view its detailed information page</p> <p>Find and discover the citation information link within that detailed record</p> <p><u>NOTES:</u> No problem.</p>	<p>T1: 4</p> <p>T6: 4</p> <p>T9: 4</p> <p>T10: 4</p>

Table 8, UL - LSE Test 1, Part B

Questions about the repository	Supervisor's Notes	Score
C1	Fairly intuitive. Blog submission interface seems odd. Should be more user friendly. 'please submit a blog?' expand...this can be quite intimidating, likes search function, 'very cool!'	T2: 3 T10: 2
C2	<p>Thinks...login/registration really not intuitive. Have a big button saying 'register here'. People who don't use technology can get quite scared and don't need much of an excuse to say bye bye.</p> <p>Tabs and breadcrumb trail way too small font. UN user friendly imagine anyone with disability. Likes basket....</p>	T2: 3 T10: 3
C3	How will it look on different devices?	T2: 4 T10: 4

C4	Link it to Google scholar? This would be amazing.	T2: 3
	Anyway could batch load blogs to system...wants to upload articles posted on blog to archive. I stress importance of maintaining context of blog.	T8: 3
	Personal basket should be called 'your account'.	
	Export functions...interesting but no PDF function.	
	Add 'your notifications' add to tab to avoid email glut of notifications. Question is does system notify people once blog crawled by spider?Would have citation in top right hand corner stating 'jump to reference'. And sharing buttons. Likes twitter function a lot for sharing. Would have 'welcome to Blogforever repository as opposed to the original.. Hide as many tabs ffor people landing from twitter etc. many features for many menus from users.	

Table 9, UL - LSE Test 1, Part C

UL - LSE Test 2

Question	Supervisor's Notes
A1	Runs India blog at LSE ¹
A2	Yes, she does, see above. Commissions content and edits reviews content. Three posts published a week.
A3	Content administrator

Table 10, UL - LSE Test 2, Part A

Tasks	Supervisor's Notes	Score
B1	Provide the tester with the link: http://bf1.csd.auth.gr/?ln=en	T9: 3
	<u>NOTES:</u> Takes time to find it as usual. Not intuitive. Reads 'submit guide' Takes a while to find it...longest...2 mins.	T10: 3

¹ <http://blogs.lse.ac.uk/indiaatlse/>

B2	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Check latest additions few minutes later or at the end of the session: https://bf1.csd.auth.gr/collection/Initial%20Blogs?ln=en</p> <p><u>NOTES:</u> Takes a while to find tab...finds 'submit'. Uploads her blog successfully. Submitted indiaatlse</p>	<p>T8: 4</p> <p>T9: 4</p> <p>T10: 3</p>
B3	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Search using keyword JISC</p> <p>In the results page with JISC blogs, select any blog that looks interesting and try to use the 'Add to personal basket' option.</p> <p>Fill 'add to basket page' options</p> <p>Display baskets page using 'proceed to the basket' option</p> <p><u>NOTES:</u> Conducted search easily. Added to basket. Basket location not clear to her.</p>	<p>T3: 4</p> <p>T8: 4</p> <p>T9: 3</p> <p>T10: 3</p>
B4	<p>http://bf1.csd.auth.gr/?ln=en</p> <p>Ask the Tester to find one of the following blogs:</p> <p>'Alumni Engagement' (title) 'JISC Innovation Forum 2008' (title) 'Welsh Repository Network'</p> <p>Can the user differentiate between the blog and its posts? Searched jisc. Not visible enough. Not enough differentiation. Took her a while to find detailed record. Not at all clear who author is. Made no sense to her. Indicate blog title, blog author. 'Show all'? What does this mean? Not clear where she was. Fixing logic order of title and sub title.</p> <p>Likes 'add comments' feature. Tabs seem fine.</p>	<p>T1: 3</p> <p>T4: 2</p> <p>T5: 3</p> <p>T6: 3</p> <p>T8: 4</p> <p>T9: 2</p> <p>T10: 2</p>
B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Of the blogs listed in previous exercise, please search one of them and view its detailed information page</p> <p>Find and discover the citation information link within that detailed record</p> <p><u>NOTES:</u> What is the date? Academics like to use date blog was accessed? Whatever must be made clearer!! Easy to find.</p>	<p>T1: 3</p> <p>T6: 2</p> <p>T9: 4</p> <p>T10: 3</p>

Table 11, UL - LSE Test 2, Part B

Questions about the repository	Supervisor's Notes	Score
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C1	OK..most sites need playing around with, quite intuitive. Personalise tab gave too many options and threw her off a bit.	T2: 4 T10: 3
C2	Tabs intuitive.	T2: 4 T10: 4
C3	Personalised options too many. Annoying that original doesn't open as sep tab. Each email opened a different tabs..confusing as she was worried about loosing track of what she was doing. Found arrangement of blogs and posts unintuitive, need more explanations.	T2: 4 T10: 3
C4	Make terminology clear to lay person. Some understanding about how a blog is put together would be useful. MAny researchers will not know about a blog structure.	T2: 4 T10: 2

Table 12, UL - LSE Test 2, Part C

UL - LSE Test 3

Question	Supervisor's Notes
A1	Blog content provider AfricaatLSE ² . Commissions writes and edits content. Majority contribution from LSE academics students some guest.
A2	Yes.
A3	Content Registered user

Table 13, UL - LSE Test 3, Part A

Tasks	Supervisor's Notes	Score
B1	Provide the tester with the link: http://bf1.csd.auth.gr/?ln=en NOTES: Found it but again doubted it was at login. Proceeded well. Delay in receipt of email.1 minute to arrive.	T9: 4 T10: 4

² <http://blogs.lse.ac.uk/africaatlse/>

B2	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Check latest additions few minutes later or at the end of the session: https://bf1.csd.auth.gr/collection/Initial%20Blogs?ln=en</p> <p>NOTES:</p> <p>Went to dashboard/my account first, took her time to find it....intuitively it seems the dashboard is where she wanted to find it. Got email in 2 minutes.</p>	<p>T8: 4</p> <p>T9: 4</p> <p>T10: 4</p>
B3	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Search using keyword JISC</p> <p>In the results page with JISC blogs, select any blog that looks interesting and try to use the 'Add to personal basket' option.</p> <p>Fill 'add to basket page' options</p> <p>Display baskets page using 'proceed to the basket' option</p> <p>NOTES:</p> <p>Searched easily. No bother at all. Found it hard to find basket....and add it to her basket. not intuitive.</p>	<p>T3: 4</p> <p>T8: 4</p> <p>T9: 3</p> <p>T10: 3</p>
B4	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Ask the Tester to find one of the following blogs:</p> <p>'Alumni Engagement' (title) 'JISC Innovation Forum 2008' (title) 'Welsh Repository Network'</p> <p>Can the user differentiate between the blog and its posts?</p> <p>This wasn't clear immediately, she thought it was technical info. posts should be bold, headings of content type should be in bold.</p> <p>Assumes it is the top one. Not sure...as there are no dates!!!</p>	<p>T1: 3</p> <p>T4: 2</p> <p>T5: 3</p> <p>T6: 4</p> <p>T8: 3</p> <p>T9: 2</p> <p>T10: 2</p>
B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Of the blogs listed in previous exercise, please search one of them and view its detailed information page</p> <p>Find and discover the citation information link within that detailed record</p> <p>NOTES:</p> <p>Citation</p> <p>Basket too far away. Citation is in good place...same as twitter etc, shouldn't be too far away.</p>	<p>T1: 4</p> <p>T6: 4</p> <p>T9: 3</p> <p>T10: 4</p>

Table 14, UL - LSE Test 3, Part B

Questions about the repository	Supervisor's Notes	Score
C1	Fine	T2: 4 T10: 4
C2	It would it be good to have submit a blog tab on dashboard.	T2: 4 T10: 4
C3	More info about dashboard flexibility.	T2: 4 T10: 4
C4	See above	T2: 4 T10: 4

Table 15, UL - LSE Test 3, Part C

IHR Test 4

Question	Supervisor's Notes
A1	Uses School of Advance Studies (SAS) ³ Space at times as 'user'. He manages History Spot podcasts ⁴ and his own research eventually. History spot is repository for training and podcasts. He is administrator and manager.
A2	Yes. edits podcast, uploads them and twitter and blogs about them.
A3	Content admin Registered user

Table 16, UL - IHR Test 4, Part A

Tasks	Supervisor's Notes	Score
B1	Provide the tester with the link: http://bf1.csd.auth.gr/?ln=en NOTES: Done easily, found link intuitively with no problem. Success fully carried out. Login/register would be better than just 'login'. Make it clear that registration is free and clearly indicated.	T9: 4 T10: 3

³ <http://www.sas.ac.uk/>⁴ <http://historyspot.org.uk/>

B2	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Check latest additions few minutes later or at the end of the session: https://bf1.csd.auth.gr/collection/Initial%20Blogs?ln=en</p> <p>NOTES: Done easily, without problem. Should tabs be called 'submit your blog' (ps comment). 11.18am submitted. Received at 11.19. Navigation within the site is not easy.</p>	<p>T8: 4</p> <p>T9: 2</p> <p>T10: 4</p>
B3	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Search using keyword JISC</p> <p>In the results page with JISC blogs, select any blog that looks interesting and try to use the 'Add to personal basket' option.</p> <p>Fill 'add to basket page' options</p> <p>Display baskets page using 'proceed to the basket' option</p> <p>NOTES: Dashboard...call it 'personalised dashboard'. Matt was not clear about how to get to the basket or dashboard. Need more clarity. Dashboard, what happens when you shut down one of the boxes on dashboard? How can you bring it back?..figured it out.</p> <p>Found basket but took a while to locate as it is in the wrong place!!!</p> <p>Not easy to find! Place either at base of page into the main box but closer or at top. Too low down as usually most stuff at base of webpage is footer info.</p> <p>Too hidden. Possibly run it all alongside top right hand.</p>	<p>T3: 3</p> <p>T8: 4</p> <p>T9: 3</p> <p>T10: 3</p>

B4	<p>https://bf1.csd.auth.gr/?ln=en Ask the Tester to find one of the following blogs:</p> <p>‘Alumni Engagement’ (title) ‘JISC Innovation Forum 2008’ (title) ‘Welsh Repository Network’</p> <p>Can the user differentiate between the blog and its posts? Yes. Quite clear.</p> <p>Is the content in this blog organised well? Makes sense. If there are lots of posts what happens? Finds option for display after a minute. Handy to have a break between items and perhaps display date of each post?</p> <p>Are the latest posts easy to access within this blog? Can't tell they are the latest. Having dates would help. Could have options for display, by date, by topic , category...name...etcetera</p> <p>It would be nice to have name of source blog of posts displayed in connection with posts displayed.</p>	<p>T1: 3 T4: 4 T5: 4 T6: 4 T8: 4 T9: 4 T10: 4</p>
B5	<p>https://bf1.csd.auth.gr/?ln=en Of the blogs listed in previous exercise, please search one of them and view its detailed information page Find and discover the citation information link within that detailed record</p> <p><u>NOTES:</u> Goal achieved!! Why not have a 'copy' version alongside the citation window. Similar to YouTube function which allows one to copy and share.</p>	<p>T1: 4 T6: 4 T9: 4 T10: 4</p>

Table 17, UL - IHR Test 4, Part B

Questions about the repository	Supervisor's Notes	Score
C1	Felt confident. Biggest problem was clarity login/registration and location of basket.	T2: 4 T10: 3
C2	Recognisable layout. Few elements which are not like this e.g. Dashboard and how to get there. 'submit blog' instead of 'submit'.	T2: 4 T10: 4
C3	See above but unintuitive layout of basket and login/registration	T2: 4 T10: 4

C4	<p>Email depositor to notify blog submission is live. Drop download from personalise some are not relevant, e.g. 'loans', groups? Please explain or have some help section to expand.</p> <p>Recognisable layout is important.</p> <p>Would be good to be able to upload a screen shot of how it looked. As over time the look and feel will change and it will give a good overview of what it looked like when active.</p>	<p>T2: 4</p> <p>T8: 4</p>
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Table 18, UL - IHR Test 4, Part C

UL - IHR Test 5

Question	Supervisor's Notes
A1	<p>Involved with School of Advanced Studies repository (SAS Space) as manager, chair of the working group of this repository. She has not direct hands on the repository but involved in provision and strategic development.</p> <p>Project leader on project to encourage researchers' archive engagement with BL UK Web Archive (Analytical Access to the Domain Dark Archive Project - http://domaindarkarchive.blogspot.co.uk/)</p>
A2	<p>Yes as she deposits and uses other people's material.</p>
A3	<p>Registered user and content manager in a strategic planning sense.</p>

Table 19, UL - IHR Test 5, Part A

Tasks	Supervisor's Notes	Score
B1	<p>Provide the tester with the link:</p> <p>http://bf1.csd.auth.gr/?ln=en</p> <p>NOTES:</p> <p><i>At ease and confident with process. No problems.</i></p> <p><i>Email registration came through as expected. Working well.</i></p> <p><i>Security certificates issues arise: http://screencast.com/t/6SXF0BUjBi4 meant we changed from Chrome to IE as user was in her laptop and that was the best way to continue the test. We checked using the http connection instead of https and the browser will end up using https links once we started the exercise.</i></p>	<p>T9: 4</p> <p>T10: 4</p>

B2	<p>http://bf1.csd.auth.gr/?ln=en</p> <p>Check latest additions few minutes later or at the end of the session: https://bf1.csd.auth.gr/collection/Initial%20Blogs?ln=en</p> <p>NOTES:</p> <p><i>Topic list undefined...license list undefined. User performed a random selection of topic and license.</i></p> <p><i>Submission completed successfully. Used the current process of submission smoothly.</i></p> <p><i>Email arrived at 11.13 letting user know details of the new blog record. Testing of submission started 11.10. Clicked on link and went through to the new blog record. The restricted red logo was displayed upside down in IE. Not like in the left hand side corner of this example in Firefox (http://screencast.com/t/MWhtsHBFpJW)</i></p>	<p>T8: 4</p> <p>T9: 4</p> <p>T10: 4</p>
B3	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Search using keyword JISC</p> <p>In the results page with JISC blogs, select any blog that looks interesting and try to use the 'Add to personal basket' option.</p> <p>Fill 'add to basket page' options</p> <p>Display baskets page using 'proceed to the basket' option</p> <p>NOTES:</p> <p><i>Conducted search without any problem. User unclicked all the collections apart from the blog collection before started the requested search.</i></p> <p><i>Didn't scroll down to the base so there was a need of help on how to find the basket option. Happy with process once the option was found at the bottom right hand side corner after scrolling further.</i></p>	<p>T3: 3</p> <p>T8: 4</p> <p>T9: 3</p> <p>T10: 4</p>

B4	<p>Ask the Tester to find one of the following blogs: ‘Alumni Engagement’ (title) ‘JISC Innovation Forum 2008’ (title) ‘Welsh Repository Network’</p> <p>Can the user differentiate between the blog and its posts? OK</p> <p><i>Went straight to home page. At arrival at detailed full record, She felt it is clear but authoring is odd as just having ‘Ian’ for example beside a post without any reference that this is the original authors name was not intuitive.</i></p> <p><i>Clear formatting and intuitive. She explained the role of header blog title bigger size for blog title in connection with the posts titles. Structure differentiates well between blog and its posts and it makes sense. Not entirely clear what you would get if you click on author’s name. Generally pretty clear structure.</i></p> <p>Is the content in this blog organised well? OK</p> <p><i>Yes pretty good. If you click on author's name it takes you to all posts under that author. User tested that option out of her curiosity.</i></p> <p>Are the latest posts easy to access within this blog? OK</p> <p><i>Assumes the one at top is most recent much in same way a blog works. Chose latest post and opened it without a problem. Is the default setup to show only three posts? User said: Should state '1st three posts displayed'</i></p> <p><i>Gif not working in IE: http://screencast.com/t/PnlR3VkFmh</i></p>	<p>T1: 4</p> <p>T4: 4</p> <p>T5: 4</p> <p>T6: 4</p> <p>T8: 4</p> <p>T9: 4</p> <p>T10: 4</p>
B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Of the blogs listed in previous exercise, please search one of them and view its detailed information page</p> <p>Find and discover the citation information link within that detailed record</p> <p>NOTES:</p> <p><i>User noticed this citation option straight away and she really liked it. Citation doesn't have date you accessed it. It needs this.</i></p>	<p>T1: 4</p> <p>T6: 3</p> <p>T9: 4</p> <p>T10: 4</p>

Table 20, UL- IHR Test 5, Part B

Questions about the repository	Supervisor’s Notes	Score
C1	<p><i>Export features within detailed record of a blog (Add to the basket as well) very nice and good but design wise they are too low; they seem like footers and not important information. Adding to personal basket was challenging. She rather were available in the screen of the detailed record and there was a need to scroll to find them as a footer option outside the record box.</i></p>	<p>T6: 4</p> <p>T9: 4</p> <p>T10: 4</p>
C2	<p><i>Labelling all very clear; as a user you can get to everything you want. Hierarchy of information is very good. The home page is not cluttered. Don't need to spend a lot of time familiarising yourself with it.</i></p>	<p>T2: 4</p> <p>T10: 4</p>

C3	<p><i>Information which appears at base of page is not intuitive or easy to find and feels outside the record.</i></p> <p>http://screencast.com/t/y4b7reTeFpL</p> <p><i>She is very used to shopping sites where baskets etc are on top of page.</i></p> <p><i>The export functions are too low down.</i></p>	T2: 4 T10: 4
C4	<p><i>Restrictions: Chrome browser didn't give the option to bypass security on laptop but IE did. Chrome worked on her pc.</i></p> <p>http://screencast.com/t/6SXF0BUjBi4</p> <p><i>Generally seems very well structured.</i></p> <p><i>Search options...narrowing it down, she knew to do this. Perhaps we need an option to narrow it once you get search results. Yes you can narrow it down by collection user viewed that option.</i></p> <p><i>It seems special characters can cause problems in the title at the moment depending on the type of apostrophe (curly or non curly ')</i></p> <p><i>Slowness may be an issue if connection is not fast like in her laptop but the search results came very fast.</i></p>	T2: 4 T8: 3

Table 21, UL - IHR Test 5, Part C

UL - King's College Test 6

Question	Supervisor's Notes
A1	Works on digital archives, technical aspects.
A2	Yes, she does, see above.
A3	Technical. We think she is also content.

Table 22, UL - King's College Test 6, Part A

Tasks	Supervisor's Notes	Score
B1	<p>Provide the tester with the link:</p> <p>http://bf1.csd.auth.gr/?ln=en</p> <p>NOTES:</p> <p>Takes time to find it as usual. Not intuitive. Reads 'submit guide'</p> <p>Takes a while to find it...longest...2 mins.</p>	T9: 3 T10: 4

B2	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Check latest additions few minutes later or at the end of the session: https://bf1.csd.auth.gr/collection/Initial%20Blogs?ln=en</p> <p>NOTES: Takes a while to find tab...finds 'submit'. Uploads her jisc project blog. Notes topics and ounces incomplete. Email confirmation immediately received but authorization failure message on clicking on email. So email came on time but record of blog not ready.</p>	<p>T8: 4</p> <p>T9: 3</p> <p>T10: 3</p>
B3	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Search using keyword JISC</p> <p>In the results page with JISC blogs, select any blog that looks interesting and try to use the 'Add to personal basket' option.</p> <p>Fill 'add to basket page' options</p> <p>Display baskets page using 'proceed to the basket' option</p> <p>NOTES: Conducted search easily. Added to basket straight away. No problem.</p>	<p>T3: 4</p> <p>T8: 5</p> <p>T9: 4</p> <p>T10: 4</p>

B4	<p>http://bf1.csd.auth.gr/?ln=en</p> <p>Ask the Tester to find one of the following blogs:</p> <p>‘Alumni Engagement’ (title) ‘JISC Innovation Forum 2008’ (title) ‘Welsh Repository Network’</p> <p>Can the user differentiate between the blog and its posts?</p> <p>Not sure about this. She felt it is not clear. Indentation might help indicate that the posts are coming from blog searched. Posts May be coming from different blogs...so we need the title of each blog with the post.</p> <p>QUESTION: search engine clear enough and can be specified enough? Presuming the 'single list' brings up all blogs and posts related to topic searched.</p> <p>A lot of refining provided for search.</p> <p>War blogs...how would a user understand how the blog has been created. Does it capture threads as well?</p> <p>Is the content in this blog organised well?</p> <p>Confusing about inter- connectedness of blogs and posts. Are posts searched for from same blog or others.</p> <p>More information needed about the content. How much do you spoon feed researchers. Basic understanding/explanation of terms and how to search and what they will find on searching.</p> <p>Are the latest posts easy to access within this blog?</p> <p>NOTES:</p>	<p>T1: 3</p> <p>T4: 4</p> <p>T5: 4</p> <p>T6: 4</p> <p>T8: 4</p> <p>T9: 4</p> <p>T10: 4</p>
B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Of the blogs listed in previous exercise, please search one of them and view its detailed information page</p> <p>Find and discover the citation information link within that detailed record</p> <p>NOTES:</p> <p>Citation found easily and quickly. Missing context about date used? Should have date that it was visited in repository by user?</p>	<p>T1: 4</p> <p>T6: 3</p> <p>T9: 4</p> <p>T10: 4</p>

Table 23, UL - Kings College Test 6, Part B

Questions about the repository	Supervisor's Notes	Score
C1	<p>Pretty good. Might need to provide people with a list of options. 2 functions, submission and store and search, user interface. May need to provide list of options. Nothing really fell over. Recommend use of particular browser.</p>	<p>T2: 5</p> <p>T10: 5</p>

C2	Search is quite good, well set up, nice and simple. Good to see the narrow by collection option so you can see how many posts are there.	T2: 5 T10: 5
C3	Not intuitive how to find her dashboard, she found it a bit confusing. Should have alert to changes, new posts etc. Unfamiliarity with some terminology... What does 'similar records' mean?	T2: 5 T10: 4
C4	Make terminology clear to lay person. Some understanding about how a blog is put together would be useful. MAny researchers will not know about a blog structure. How would system cope with a blog which is complete and will no longer be added to?	T2: 5 T8: 5

Table 24, UL - King's College Test 6, Part C

UL Test 7

Question	Supervisor's Notes
A1	<p>Kit Good (KG) provides advice to the UL in terms of records management and long term access of those records. Traditionally Records management about storing and accessing business records. Often in past didn't consider digital preservation enough in enterprise document management fields.</p> <p>He has worked with OAIS Model, preservable objects, DROID and different archival open source tools for managing information. He is interested and offers advice on legal data protection (If information cannot be accessed as it is in an out of date format then there are legal implications). He uses blogs professionally and personally in particular Wordpress and Blogspot. He uses project blogs as a tool to promote and have easy access to the project information, for ex. For the XENA project (working with solutions towards 'Born Digital' records - http://11kitbid.jiscinvolve.org/wp/files/2012/03/ULCC_FutureProofing_final_report_2012_V2.pdf) as well as SharePoint open source records management system as a corporate system (digital preservation is not a driver for SharePoint).</p> <p>KG believes preservation is very important. He is concerned about the erratic nature of preservation.</p>
A2	He engages with IHR Review online, records management journals and different online library catalogues. He engages with a lot of material.
A3	KG selected Content administrator/manager as records manager role in the past and when using the different library collections as a registered user.

Table 25, UL Test 7, Part A

Tasks	Supervisor's Notes	Score
B1	<p>Provide the tester with the link:</p> <p>http://bf1.csd.auth.gr/?ln=en</p> <p>NOTES: KG could not easily find the 'login' option. He confronted the security stamp related to http into https several times. Overall the registration process was successful.</p> <p>Asks 'login?' not totally clear.</p> <p>Registers.</p> <p>Receives email.</p> <p>Clicks on link and is taken to dashboard successfully.</p>	<p>T9: 2</p> <p>T10: 3</p>
B2	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Check latest additions few minutes later or at the end of the session:</p> <p>https://bf1.csd.auth.gr/collection/Initial%20Blogs?ln=en</p> <p>NOTES: Navigates easily to submission. Submits future proofing blog. Receives email... slight delay.</p> <p>Expectations that they will receive an email, delay 3 mins</p>	<p>T8: 4</p> <p>T9: 4</p> <p>T10: 4</p>
B3	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Search using keyword JISC</p> <p>In the results page with JISC blogs, select any blog that looks interesting and try to use the 'Add to personal basket' option.</p> <p>NOTES: Searches for JISC blogs easily. No problem. Found basket.</p> <p>Likes the basket management features.</p> <p>Display baskets page using 'proceed to the basket' option without getting into the detailed record option and he applies 'the basket' option from the search output ticking the corresponding items.</p> <p>Fills 'add to basket page' options without any problems from the search output page.</p>	<p>T3: 4</p> <p>T8: 4</p> <p>T9: 4</p> <p>T10: 4</p>

B4	<p>https://bf1.csd.auth.gr/?ln=en Ask the Tester to find one of the following blogs:</p> <p>‘Alumni Engagement’ (title) ‘JISC Innovation Forum 2008’ (title) ‘Welsh Repository Network’</p> <p>Can the user differentiate between the blog and its posts?</p> <p>He checked all the taps (he discussed the taps options – he felt he was using a library catalogue)) first and went back to the detailed description of the selected blog.</p> <p>Yes to detailed record of the searched blog. Not clear who the names are beside title of the blog, are they authors or uploaders. Role isn't clear (curator, author...)</p> <p>'similar records' role is not so clear about its meaning. 'Detailed record' is clear regarding what it means.</p> <p>He went straight to view the external link of the blog and then dedicated time for each blog post under Alumni Engagement blog.</p> <p>Is the content in this blog organised well?</p> <p>Very library catalogue in look and feel. Got a social media aspect which is nice (discussion tab).</p> <p>Are the latest posts easy to access within this blog?</p> <p>Assumes top post is latest post but he thought the dates of the posts were missing and they were needed.</p> <p>NOTES: Alumni engagement option chosen.</p>	<p>T1: 4 T4: 4 T5: 4 T6: 3 T8: 4 T9: 4 T10: 4</p>
B5	<p>https://bf1.csd.auth.gr/?ln=en Of the blogs listed in previous exercise, please search one of them and view its detailed information page Find and discover the citation information link within that detailed record</p> <p>NOTES: Found without any problems</p>	<p>T1: 4 T6: 4 T9: 4 T10: 4</p>

Table 26, UL Test 7, Part B

Questions about the repository	Supervisor's Notes	Score

C1	Ok. Quite clear if you are used to navigating simple backend of blogs or library catalogues. Simple and intuitive for the actions asked to used (login/registration, search, baskets...) Search and categorisation are all quite intuitive. Interesting to see how the personalisation builds up (personalize tab). Sharing option would be interesting to know how it works.	T2: 4 T10: 4
C2	Likes tab system, searching good and simple. Easy filters. More explanation of headings is needed (detailed record/similar record should have a hovering option to explain their roles) and a glossary of the options would have been helpful. Perhaps a hover over revealing expanded text explaining meaning. Useful metadata. Likes profile and flexibility of dashboard...can be moved around.	T2: 4 T10: 4
C3	Certificate stamp errors kept appearing and distracting him when using IE. Functionality seems to work. Most problems due to fact that it is a beta site.	T2: 4 T10: 4
C4	Help is quite good, especially with examples. Perhaps watch a demo (tour example) to see how it works will help to use the system efficiently. Watch the jargon:.e.g. Repository. What word would he suggest? 'collection' instead of repository: http://screencast.com/t/NY0pkhAouEgs 'Blog collection' Basket is quite a good consumer tool e.g Amazon. Basket is a bit hidden away. It would be better to make it more visible (top right corner like Amazon)	T2: 4 T8: 4

Table 27, UL Test 7, Part C

3.1.4 Summary of Results

This section is a summary of all the answers in user questionnaires.

Direct quotes from users are formatted in italics with inverted commas. Summary evaluations and brief comments from the project team are in standard formatting.

1. **Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?**
 - *'Pretty good'*
 - *'OK'*
 - *'Fine'*
 - *'Cool!'*
 - *'Good'*

2. **What aspects of the system supported you to perform the exercises or solve the tasks set for you today?**
 - *"Labelling where clear is very useful. It means that as a user you can get to everything you want."*
 - *"Hierarchy of information is very useful. The home page is not cluttered. You don't need to spend a lot of time familiarizing yourself with it."*
 - *"Well structured fairly intuitive."*

- *"Searching facilities are quite good, well set up, nice and simple. Good to see the narrow by collection option so you can see how many posts are there"*
- *"Navigation reasonably intuitive, recognisable/familiar layout is extremely important."*

3. What aspects of the system made it difficult for you to perform the exercises or solve the tasks?

Registration process noted by all as unintuitive.

Suggested label it as 'login/register'.

"Navigation within the site is not easy. Lack of clarity about how to get to the basket or dashboard. Need more clarity, as some options are not clear, need more labeling and explanations. "

"Unintuitive location of important information (basket, export features) which appears at base of page is not intuitive or easy to find and feels outside the record."
<http://screencast.com/t/y4b7reTeFpL>

People are very used to shopping sites where baskets etc are on top of page e.g. the export functions are too low down.

Not enough **differentiation**. Took some users a while to find detailed record. Not at all clear who **author** is. Need to indicate blog title, blog author. *'Show all'? What does this mean?* Not clear where she was. Fixing logic order of title and sub title.

Confusion about inter- connectedness of blogs and posts. of blogs and posts. Are posts searched for from same blog or other blogs. Source blog must always be mentioned in association with post.

Personalise tab gave too many options and confused users, some clearly not relevant such as 'users' and 'loans'.

It seems **special characters** can cause problems in the title at the moment depending on the type of apostrophe (curly or non curly).

Search function, *'very cool!'*

4. How can the system be improved?

All testers reported that finding where to **register** was unclear and most spent one minute locating it at 'login'. Suggest 'login/register' title to this function. Keep in same place. Also indicate that registration is free.

One tester noted *"People who don't use technology can get quite scared and don't need much of an excuse to say bye bye."*

Tabs and breadcrumb trail font is far too small. *"Think about people with visual disabilities. Add 'your notifications' to tab to avoid email glut of notifications"*

Dashboard features lauded but lack of instruction of functionality e.g. *"what happens when you shut down one of the boxes on dashboard? How can you bring it back?..figured it out but guidance needed"*. Finding the **dashboard is not intuitive**, most found it a bit confusing.

Droplist of options from **Personalize tab**, it is clear that some are not relevant, e.g. *"'loans', groups? Please explain or have some help section to expand"*.

Export and basket features very nice and good but location-wise they are too low; they seem like footers and not important information. Adding to personal basket was challenging. Make available at top right hand of the screen, or run alongside from top right hand side of screen. Perhaps call it 'my account' as opposed to 'basket'. Why not allow export to PDF?

Restrictions: Chrome browser didn't give the option to bypass security on laptop but IE did. Chrome worked on her pc. <http://screencast.com/t/6SXF0BUjBi4>. *"Please estate clearly browser requirements"*.

Terminology is unclear to the layperson, i.e. a non developer i.e. *"What does 'similar records' mean?"* Basic understanding/explanation of terms and how to search and what they will find on searching.

"Believe it or not Many researchers/civilians may not understand what a blog is so there should be a simple visual and textual overview of structure of blogs."

Submit tab would be more intuitive if it was labeled 'submit your blog' or words to this effect. Email depositor to notify blog submission is live please.

Search functions and search output: Indentations might help indicate that the posts are coming from blog searched as this is unclear. *"Posts may be coming from different blogs...so we need the title of each blog with the post."*

It is **assumed** the blog/post on top is most recent much in same way a blog works, however this is not stated and it needs to be indicated, so insert date of post as well as source blog of each post in association with each post.

Author should be labeled as such as it is unclear if the name associated with the blog/post/comment is the author. More and improved labeling needed.

Display of search results is unclear, is the default setup to show only three posts? Should state '1st three posts displayed'

Not enough differentiation. Took some users a while to find detailed record. *"Not at all clear who author is. Made no sense to her. Indicate blog title, blog author. 'Show all'? What does this mean?"* Not clear where she was. Fixing logic order of title and sub title.

Citation found easily and quickly, however it lacks context about date used, *"what is this date?"* **Must be made clear.** Should have date that it was visited in repository by user? Link up with Google scholar?

"Why not have a 'copy/share this' version alongside the citation window. Similar to YouTube function which allows one to copy link and allow sharing."

Sharing feature: It would be good to have a welcome message to repository if people land on site from twitter/facebook etc. Also limit the tabs displayed to people who access the site this way.

It would be good to **grab a screen shot and upload of the original source blog** to preserve look and feel of original as whatever preservation strategy is used, the blog will change in appearance.

The summary of all CS1 scores is presented in

		T1: Using blog records	T2: System integr ity	T3: Sharing and interact ion	T4: Search ing	T5: Acce ss	T6: Data integr ity	T7: Preserva tion	T8: Function ality	T9: System navigat ion	T10: System terminol ogy
UL Test 1	B1									4	4
	B2								4	4	4
	B3			4					4	4	4
	B4	3			4	4	3		3	4	3
	B5	4					4			4	4
	C1		3								2
	C2		3								3
	C3		4								4
	C4		3						3		
UL Test 2	B1									3	3
	B2								4	4	3
	B3			4					4	3	3
	B4	3			2	3	3		4	2	2
	B5	3					2			4	3
	C1		4								3
	C2		4								4
	C3		4								3
	C4		4								2
UL Test 3	B1									4	4
	B2								4	4	4
	B3			4					4	3	3
	B4	3			2	3	4		3	2	2
	B5	4					4			3	4
	C1		4								4
	C2		4								4
	C3		4								4
	C4		4						4		
UL Test 4	B1									4	3
	B2								4	2	4
	B3			3					4	3	3
	B4	3			4	4	4		4	4	4
	B5	4					4			4	4
	C1		4								3
	C2		4								4
	C3		4								4
	C4		4						4		
UL Test 5	B1									4	3
	B2								4	4	4
	B3			3					4	3	4
	B4	4			4	4	4		4	4	4

	B5	4					3		4	4
	C1		4							4
	C2		4							4
	C3		4							4
	C4		4					3		
UL Test 6	B1								3	4
	B2							4	3	3
	B3			4				5	4	4
	B4	3			4	4	4	4	4	3
	B5	4					3		4	4
	C1		4							4
	C2		4							4
	C3		4							3
UL Test 7	B1								2	3
	B2							4	4	4
	B3			4				4	4	4
	B4	4			4	4	3	4	4	4
	B5	4					4		4	4
	C1		4							4
	C2		4							4
	C3		4							4
		4						4		
	T1: Usin g blog recor ds	T2: Syste m integr ity	T3: Sharing and interact ion	T4: Search ing	T5: Acce ss	T6: Data integr ity	T7: Preserva tion	T8: Function ality	T9: System navigat ion	T10: System terminol ogy
AVERAGES	3.57	3.89	3.71	3.43	3.71	3.50		3.89	3.54	3.56
MIN	3	3	3	2	3	2		3	2	2
MAX	4	4	4	4	4	4		5	4	4

Table 28.

		T1: Usin g blog recor ds	T2: Syste m integr ity	T3: Sharing and interact ion	T4: Search ing	T5: Acce ss	T6: Data integr ity	T7: Preserva tion	T8: Function ality	T9: System navigat ion	T10: System terminol ogy
UL Test 1	B1									4	4
	B2							4	4	4	4
	B3			4				4	4	4	4
	B4	3			4	4	3		3	4	3
	B5	4					4			4	4
	C1		3								2
	C2		3								3

	C3		4							4
	C4		3					3		
UL Test 2	B1								3	3
	B2							4	4	3
	B3			4				4	3	3
	B4	3			2	3	3	4	2	2
	B5	3					2		4	3
	C1		4							3
	C2		4							4
	C3		4							3
	C4		4							2
UL Test 3	B1								4	4
	B2							4	4	4
	B3			4				4	3	3
	B4	3			2	3	4	3	2	2
	B5	4					4		3	4
	C1		4							4
	C2		4							4
	C3		4							4
	C4		4					4		
UL Test 4	B1								4	3
	B2							4	2	4
	B3			3				4	3	3
	B4	3			4	4	4	4	4	4
	B5	4					4		4	4
	C1		4							3
	C2		4							4
	C3		4							4
	C4		4					4		
UL Test 5	B1								4	3
	B2							4	4	4
	B3			3				4	3	4
	B4	4			4	4	4	4	4	4
	B5	4					3		4	4
	C1		4							4
	C2		4							4
	C3		4							4
	C4		4					3		
UL Test 6	B1								3	4
	B2							4	3	3
	B3			4				5	4	4
	B4	3			4	4	4	4	4	3
	B5	4					3		4	4
	C1		4							4
	C2		4							4

	C3		4								3
	C4		4						4		
UL Test 7	B1									2	3
	B2								4	4	4
	B3			4					4	4	4
	B4	4			4	4	3		4	4	4
	B5	4					4			4	4
	C1		4								4
	C2		4								4
	C3		4								4
	C4		4							4	
		T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Searching	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology
AVERAGES	3.57	3.89	3.71	3.43	3.71	3.50		3.89	3.54	3.56	
MIN	3	3	3	2	3	2		3	2	2	
MAX	4	4	4	4	4	4		5	4	4	

Table 28, Case Study 1 scores summary

3.2 Case Study 2

Case study 2 (CS2) was led by the University of Warwick. CS2 was implemented during the initial phase of development and the main objective was to test the information retrieval functions.

70 academic blogs were selected for CS2, hosted by Warwick Blogs platform.

3.2.1 Participants

Six people from the University of Warwick participated in the external testing

- Yvonne Budden, E-Repositories Manager (library),
- Rob Talbot, Digital development manager (library),
- Maria Liakata, Assistant Professor (CS),
- Russell Boyatt, Research Fellow (CS),
- Jonathan Foss, Research Fellow (IAS, CS),
- Lei Shi (Ph.D. Student (CS).

3.2.2 Questionnaire

Question
First, we would like to understand your background. This will help us to understand the context of your answers. A1. Could you please tell us about your position in your organization?
A2. What are the main services or products that your organization offers to whom and how are they represented in your blogs?
A3. Could you please tell us about your experiences with blogs (professional or private)?

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Table 29, CS2 User Questionnaire Part A

Question
B1. Complete the registration process.
B2. Randomly select a blog.
B3. Visit the blog itself
B4. Try to find it in BF repository on their own
B5. Get to the detailed record of a blog.
B6. Show citation description within a blog or post.

Table 30, CS2 User Questionnaire Part B

Questions about the use of the repository
C1. Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?
C2. What aspects of the system supported you to perform the exercises or solve the tasks set for you today?
C3. What aspects of the system made it difficult for you to perform the exercises or solve the tasks?
C4. How could the system be improved?

Table 31, User Questionnaire Part C

To assist rationalising of the external user survey outputs, the questions from parts B and C have been associated with the research themes. This association is presented in Table 32. In addition to this, each user answer has been assigned with a score (range 1 - 5) for each associated Theme. This score is calculated by the authors of this report based on the evaluation of the user's answers.

Furthermore, the answers of the users are evaluated to extract meaningful content which may be relevant to the project to define barriers, opportunities and future work. The outcomes of this analysis are presented in D5.5 Case Studies Comparative Analysis and Conclusions.

User Questionnaire / Themes		T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Searching	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology
Part B	B1: Complete the registration process									X	X
	B2: Randomly select a blog				X					X	X
	B3: Visit the blog itself								X	X	X
	B4: Try to find it in BF repository on their own				X	X				X	
	B5: Get to the detailed record of a blog	X				X	X			X	X
	B6: Show citation description within a blog	X					X			X	X
Part C	C1: Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?		X								X
	C2: What aspects of the system supported you to perform the exercises or solve the tasks set for you today?		X								X
	C3: What aspects of the system made it difficult for you to perform the exercises or solve the tasks?		X								X
	C4: How could the system be improved?		X						X		

Table 32, Association between CS2 User Questionnaire questions and Themes

3.2.3 Results

The users feedback for CS2 is recorded in the following questionnaires.

UW Test 1

Question	Supervisor's Notes
A1	Neither use nor manage currently. Have used in the past EPrints, CADAIR and JISC.

A2	See answer above.
A3	Registered user and guest.

Table 33, UW Test 1, Part A

Tasks	Supervisor's Notes	Score
B1	Clicked at the top right screen. Followed links and filled in form. Confirmation email received and attached link was followed. User is now logged in.	T9: 4 T10: 4
B2	NOTES: Selected by searching for "warwick". Picked record entry #673. Clicked on "HTML" and not "Detailed record".	T4: 4 T9: 4 T10: 4
B3	NOTES: Done	T8: 4 T9: 3 T10: 3
B4	NOTES: Adding "warwick+term" returned no results. Searching for "term" returned no results. Free text date returns no results. This unexpected behavior happened because the user was searching under "Blogs" collection.	T4: 3 T5: 4 T9: 4
B5	https://bf1.csd.auth.gr/?ln=en Can the user differentiate between the blog and its posts? Yes. Posts are part of blogs. Is the content in this blog organised well? When viewing the blog entry, listing of all posts would have been impossible. Also, not easy to spot the "homepage" or link for the blog entry when viewing a post. Are the latest posts easy to access within this blog? NOTES: The most recent post should be on the top of the list (i.e. reverse the order)	T1: 4 T5: 3 T6: 4 T9: 3 T10: 4
B6	https://bf3.csd.auth.gr/?ln=en Of the blogs listed in previous exercise, please search one of them and view its detailed information page Find and discover the citation information link within that detailed record NOTES: The entry that was viewed earlier has disappeared. It was not possible to find the original post. When the entry id was typed in the URL, an error popped (screenshot attached). The user could spot the "citation information" link. Update: the post entry is now found (#752)	T1: 2 T6: 2 T9: 1 T10: 2

Table 34, UW Test 1, Part B

Questions about the repository	Supervisor's Notes	Score
C1	Could have been more efficient. Didn't spot some things immediately (e.g. link to blog entry when viewing a post entry).	T2: 3 T10: 3
C2	Searching, tabs, top navigation.	T2: 3 T10: 3
C3	Some links not prominent. Confusion of missing entries (e.g. a comment was found for a non-existent post, #2206) The log-in process makes you think you are logged in as a guest	T2: 3 T10: 3
C4	<ul style="list-style-type: none"> - Rename "posts" to "blog posts" under collections (having exactly one option "blogs" might be misleading) - Explain some terms like "pages", "comments" etc. - Make sure referential integrity is maintained (e.g. see comment #2206, which links to a non-existent post). - Search across blogs vs. posts was not very effective. "external services" text wasn't intuitive. - If no permission is granted, do not give the option to the user (e.g. rejected blogs). - Show the activity of a blog in a timeline. - Searching by date/time. - Make clean the formats in search results. HTML and "detailed record" are not intuitive. 	T2: 3 T8: 3

Table 35, UW Test 1, Part C**UW Test 2**

Question	Supervisor's Notes
A1	<ul style="list-style-type: none"> - Manage the Computer Science department's digital library of research papers - Use Digital Libraries as part of job - Involved in developing University's research repository.
A2	<ul style="list-style-type: none"> - Open Education Resources: <ul style="list-style-type: none"> o JORUM o Connections o MELOT
A3	<ul style="list-style-type: none"> - Registered user in Open Educational Resources mentioned above. - Technical and content administrator for the Department's Eprint - Technical administrator for the University's research repository under development

Table 36, UW Test 2, Part A

Tasks	Supervisor's Notes	Score
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B1	<p>Clicked on the top right link. Followed link to register. Filled in Form. Registration email arrived 10-15 minutes later. Link was followed. Registration was successful.</p>	<p>T9: 4 T10: 4</p>
B2	<p>NOTES: Record #87 was selected by using the search term “Warwick”.</p>	<p>T4: 4 T9: 4 T10: 4</p>
B3	<p>NOTES: User visited the blog itself. It is a blog he regularly visits.</p>	<p>T8: 4 T9: 4 T10: 4</p>
B4	<p>NOTES: #915 record was found. The record was found by searching for the title using partial match.</p>	<p>T4: 4 T5: 4 T9: 4</p>
B5	<p>https://bf1.csd.auth.gr/?ln=en Can the user differentiate between the blog and its posts? Yes, the blog link provided in every post record was spotted. Is the content in this blog organised well? Yes, the content (created by the blogger) is well organized, i.e. appropriate title, the metadata is correct (e.g. date, author etc). Are the latest posts easy to access within this blog? NOTES: Not obvious that the posts are ordered by date. Not possible to sort them in different criteria. <i>Small typo:</i> “Show less posts” should be “show fewer posts”.</p>	<p>T1: 3 T6: 4 T9: 3 T10: 3</p>
B6	<p>https://bf3.csd.auth.gr/?ln=en Of the blogs listed in previous exercise, please search one of them and view its detailed information page Find and discover the citation information link within that detailed record NOTES: Clicked on “how to cite this” link. The use of JavaScript can be a bit problematic in terms of accessibility. The export links at the bottom of the page have different behaviour. For example, BibTex provides information, whereas JPG provides the actual content.</p>	<p>T2: 3 T8: 3</p>

Table 37, UW Test 2, Part B

Questions about the repository	Supervisor's Notes	Score

C1	Managed to complete them. Options for organizing the content were not clear. If he had to visit a blog with 1000 entries, it would have been a lot harder.	T2: 3 T10: 3
C2	Searching services. User was also tempted to use the browsing services, which were not very helpful.	T2: 3 T10: 3
C3	<ul style="list-style-type: none"> - Sorting, organizing, browsing the information do not facilitate the navigation. - Search by URL was not possible. 	T2: 3 T10: 3
C4	<p>In addition to the above notes, the user recommended the following:</p> <ul style="list-style-type: none"> - Search by URL (in general, provide more fields)s - Browse through faceted search is almost a required feature nowadays - Search provides too much information. Suggestion to provide a progressive disclosure approach that would separate the following actions: 1)Search 2)find 3)choose file format - Process HTML escaped characters - A feature that provides a preview/visual representation of the blog (e.g. through a mouse hover action) would exploit the visual memory and processing capabilities. 	T2: 3 T8: 3

Table 38, UW Test 2, Part C

UW Test 3

Question	Supervisor's Notes
A1	Yvonne Budden is responsible for University of Warwick's archives, which are based on EPrints. She is also familiar with DSpace, Fedora and Hydra.
A2	Active engagement with repositories is part of her daily job. She used products like SSRN, the Internet Archive, arXiv, NASA's repository and RePEc Economics repository.
A3	Yvonne is a registered user at SSRN. For University of Warwick's repository, she is both technical and content administrator.

Table 39, UW Test 3, Part A

Tasks	Supervisor's Notes	Score
B1	<p>Provide the tester with the link:</p> <p>http://bf3.itc.auth.gr/</p> <p>NOTES:</p> <ul style="list-style-type: none"> -Registration form submitted. -Email arrived at inbox -Activation link followed 	T9: 4 T10: 4

B2	<p>NOTES: Search using warwick</p> <p>Used term “warwick” for journal attribute initially. No result returned. Then used any term, many results returned.</p> <p>Blog “Charlotte Research blog” was selected</p>	<p>T4: 3</p> <p>T9: 4</p> <p>T10: 4</p>
B3	<p>NOTES: The user visited the blog externally.</p>	<p>T8: 4</p> <p>T9: 4</p> <p>T10: 4</p>
B4	<p>NOTES:</p> <p>A post was selected randomly from the blog. The user copied its title and searched for it in the repository.</p> <p>Record was retrieved successfully (#915).</p>	<p>T4: 4</p> <p>T5: 4</p> <p>T9: 4</p>
B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Can the user differentiate between the blog and its posts?</p> <p>YES</p> <p>Is the content in this blog organised well?</p> <p>YES</p> <p>Are the latest posts easy to access within this blog?</p> <p>NOTES: The user could see them. The title was not very explanatory. Counter intuitively, the order was chronological (not reverse chronological, which is a common practice in blogs’ archives)</p>	<p>T1: 3</p> <p>T5: 3</p> <p>T6: 3</p> <p>T9: 3</p> <p>T10: 3</p>
B6	<p>https://bf3.csd.auth.gr/?ln=en</p> <p>Of the blogs listed in previous exercise, please search one of them and view its detailed information page</p> <p>Find and discover the citation information link within that detailed record</p> <p>NOTES: YES (clicked on how to cite this) The author found the feature to be useful</p>	<p>T1: 4</p> <p>T6: 4</p> <p>T9: 4</p> <p>T10: 4</p>

Table 40, UW Test 3, Part B

Questions about the repository	Supervisor’s Notes	Score
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C1	Very easy to navigate. The user especially liked the provision of external links found in a post on the right sidebar. The interface was intuitive with some suggestions/comments as follows: -The title and the order of the latest posts when visiting a blog -Advanced search provided many metadata, some of which were from publications terminology.	T2: 4 T10: 4
C2	See comment above	T2: 4 T10: 4
C3	See comment above	T2: 4 T10: 4
C4	Work more on the searching interface	T2: 4 T8: 4

Table 41, UW Test 3, Part C

UW Test 4

Question	Supervisor's Notes
A1	<ul style="list-style-type: none"> - As a reader, browsing scholar websites and repositories. - Submitted papers to EPrints department's repository - Have been using Wiley, Springer, Taylor & Francis repositories etc. for research
A2	See services and products mentioned above.
A3	For the EPrints, a content administrator. For the rest of the services, user has been a registered user, using the university logon services.

Table 42, UW Test 4, Part A

Tasks	Supervisor's Notes	Score
B1	<ul style="list-style-type: none"> - Found link at the top right - Clicked register link - Filled in the registration form - Email received, account activated. 	T9: 4 T10: 4
B2	<p>NOTES:</p> <p>User initially clicked on "Search" link top left, then "blogs" and started browsing the archive. This didn't seem to work (i.e. find a Warwick blog fast).</p> <p>He then searched using the keyword "warwick".</p> <p>User selected the entry #87.</p>	T4: 4 T9: 4 T10: 4
B3	<p>NOTES:</p> <p>User found the URL and visited the blog.</p>	T8: 4 T9: 4 T10: 4

B4	<p>NOTES: Picked a random blog post. Used part of the post title as a search keyword.</p> <p>The first attempt to find it failed. The reason for failing is presumably the existence of punctuation characters within the original post title.</p> <p>After several attempts of removing some punctuation characters, removing them all, worked.</p> <p>The record was #914.</p>	<p>T4: 2</p> <p>T5: 3</p> <p>T8: 2</p> <p>T9: 3</p> <p>T10: 3</p>
B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Can the user differentiate between the blog and its posts? User pointed to a post in the repository and discussed about its differences to a blog (i.e. blog contains posts).</p> <p>Is the content in this blog organised well?</p> <ul style="list-style-type: none"> - The original blog content is well organized, it follows the University of Warwick’s blog style applied by the blog engine. - Concerning the content provided in the repository, the text matches the original, but the images are not displayed inline. Moreover, the image links appear to be broken. <p>Are the latest posts easy to access within this blog?</p> <p>NOTES: User visited the blog record page and recognized the list, which is in chronological order, instead of reverse chronological order. He also questioned whether this list contains the total collection of posts (“appears to have the 10 most recent”).</p>	<p>T1: 4</p> <p>T5: 3</p> <p>T6: 3</p> <p>T9: 3</p> <p>T10: 4</p>
B6	<p>https://bf3.csd.auth.gr/?ln=en</p> <p>Of the blogs listed in previous exercise, please search one of them and view its detailed information page Find and discover the citation information link within that detailed record</p> <p>NOTES: The link “how to cite this” was spotted and clicked.</p> <p>User was a bit concerned about the date field provided: it currently reports the last access date. This is confusing because it is not annotated.</p> <p>Also, the data provided in the export section are poor.</p>	<p>T1: 3</p> <p>T6: 4</p> <p>T9: 4</p> <p>T10: 4</p>

Table 43, UW Test 4, Part B

Questions about the repository	Supervisor’s Notes	Score
C1	User found the tasks basically easy. He believes he did everything the way it was designed to be used.	T2: 4 T10: 4

C2	<ul style="list-style-type: none"> - Search - Record index of the blog - Detailed record of the post entries - Registration 	T2: 4 T10: 4
C3	<ul style="list-style-type: none"> - Search and use of punctuation - Citation easy to use, not all information is provided in a clear way. Similar comment with the exports. 	T2: 3 T10: 3
C4	<ul style="list-style-type: none"> - More citation styles (e.g. Harvard, APA etc) - Export: user doesn't see the point in providing the PDF and JPG option. - Pictures are a bit of a problem - Section "reference links" has the anchored text; for the images, it prints the URL. This is strange. User proposes to have a separate section for images. - Some metadata (tags, date etc) are processed as if they were links. 	T2: 3 T8: 3

Table 44, UW Test 4, Part C

UW Test 5

Question	Supervisor's Notes
A1	<ul style="list-style-type: none"> • WRAP (system developed on top of EPrints) • Has personally built a learning repository and maintained it for 9 years. The system has been deployed on 27 universities and libraries.
A2	<ul style="list-style-type: none"> • WRAP (see above) • DSpace: trying to built 2 repositories. One for undergraduates, similar to WRAP. Second is to take CORE and use it on DSpace. • JORUM
A3	Technical and content administrator for the above systems. A guest user for JORUM.

Table 45, UW Test 5, Part A

Tasks	Supervisor's Notes	Score
B1	<ul style="list-style-type: none"> • User clicked on top right screen ("login") • Followed "register" link • Filled in form • Email checked and received • User successfully logged in 	T9: 4 T10: 4
B2	<p>NOTES: User initially tried to browse. He noticed that the volume is high and changed his strategy. User searches using the term "warwick".</p> <p>No hyperlink on the title of the blog. Initially clicked on "HTML" link. He has advised to pick "detailed record".</p>	T2: 4 T9: 3 T10: 3

B3	<p>NOTES: After visiting the blog record, the user spotted the URL and visited the blog itself. Blog record is #87.</p>	T8: 4 T9: 4 T10: 4
B4	<p>NOTES: User picked a blog post. He used part of the title of the post entry, no result was returned. Tried another entry, the result was not successful. User was advised to change the search criteria from blogs to blog posts. User repeated the search and successfully found the entry (#913).</p>	T4: 3 T5: 3 T9: 3
B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Can the user differentiate between the blog and its posts? Yes: a blog contains a fixed title, whereas post entries are diverse, depending on what the author would put in.</p> <p>Is the content in this blog organised well? It is well organized. He would expect that the content is presented chronologically. However, the extracts are mixed up and repeated across the first couple of lines (i.e. the blog entry contains a list of posts, the main body of the post contains the post title, which makes this rather redundant). User would have preferred a cleaner indication of what the blog content should be.</p> <p>Are the latest posts easy to access within this blog? The user is assuming that the top is the most recent. The date is not prominent (user makes a general comment about how important the dates in repositories are). User finds out that the order is not reversed chronologically, as someone would have expected.</p> <p>NOTES:</p>	T1: 3 T5: 4 T6: 4 T9: 3 T10: 4
B6	<p>https://bf3.csd.auth.gr/?ln=en</p> <p>Of the blogs listed in previous exercise, please search one of them and view its detailed information page Find and discover the citation information link within that detailed record</p> <p>NOTES: User found the link “how to cite this” and clicked it.</p>	T1: 4 T6: 4 T9: 4 T10: 4

Table 46, UW Test 5, Part B

Questions about the repository	Supervisor's Notes	Score
C1	User says he did fine. He is familiar with these types of platforms and pretty much knew what to look for.	T2: 4 T10: 4
C2	<ul style="list-style-type: none"> Some of the links were obvious and helped him carry out the tasks. The homepage with the search box was helpful. Detailed record quite easy to scan; cleanly presented. 	T2: 4 T10: 4

C3	Not obvious whether you search blogs or posts.	T2: 4 T10: 3
C4	<ul style="list-style-type: none"> • Use facets • Language filtering of content (e.g. German, English, French etc.) • Analyse the content either through automated mechanisms like frequency of words or any other post processing way. 	T2: 3 T8: 4

Table 47, UW Test 5, Part C

UW Test 6

Question	Supervisor's Notes
A1	User has been a blogger since 2006. Has used his blog as an archive for his studies.
A2	Used the blog provider blog.hexun.com
A3	Content administrator

Table 48, UW Test 6, Part A

Tasks	Supervisor's Notes	Score
B1	<ul style="list-style-type: none"> - Clicked top right part of the screen - Followed registration link - Filled in form - E-mail arrived, link followed - User is now logged in 	T9: 4 T10: 4
B2	<p>NOTES:</p> <p>Search using "warwick".</p> <p>Entry #70 was selected.</p>	T4: 4 T9: 4 T10: 4
B3	<p>NOTES:</p> <p>Found the url provided in the entry page. Visited the blog.</p>	T8: 4 T9: 4 T10: 4
B4	<p>NOTES:</p> <p>User can't find the entry, cause he doesn't know "how to look for it".</p>	T4: 2 T5: 3 T8: 3 T9: 3 T10: 3

B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Can the user differentiate between the blog and its posts? A blog has a lot of posts. Posts are organized in a certain way; tools are provided to look for the posts</p> <p>Is the content in this blog organised well? Yes. Dates are prominent, tags are provided.</p> <p>Are the latest posts easy to access within this blog?</p> <p>NOTES: No information about the creation date of the post. User said that “he can imagine that the top is the most recent, but he cannot verify it”.</p>	T1: 3 T5: 3 T6: 3 T9: 3 T10: 4
B6	<p>https://bf3.csd.auth.gr/?ln=en</p> <p>Of the blogs listed in previous exercise, please search one of them and view its detailed information page Find and discover the citation information link within that detailed record</p> <p>NOTES: User selected the blog and post selected in previous task. He cannot find the citation. He also commented that if there would be a citation information, it should be near the bottom of the page. After 1-2 minutes, he found the link, but he never clicked it. When asked why, he said that he doesn’t want to click, because it might lead him outside the repository. He recommended to provide a hint/tooltip to avoid this confusion.</p>	T1: 2 T6: 3 T9: 2 T10: 3

Table 49, UW Test 6, Part B

Questions about the repository	Supervisor’s Notes	Score
C1	No strong feelings about being correct or wrong. His expectations are aligned to the overall experience.	T2: 4 T10: 4
C2	<ul style="list-style-type: none"> - Hyperlinks/navigational mechanism. - Searching mechanism - Content categorization 	T2: 4 T10: 4
C3	Registration task was not very easy to complete (link is hidden). His experience in computer systems helped him carry out the task assigned. He expects that this task will be much harder for a novel user.	T2: 3 T10: 3

C4	<ul style="list-style-type: none"> - The citation information contains very short text: why hide it and not provide it from the beginning using smaller font size and grey font color? - The creation time of content is not provided. This is a crucial missing feature. - Provide recommendations for related posts (while viewing the post itself) - Make better use of the white space, reduce scrolling. 	T2: 3 T8: 3
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Table 50, UW Test 6, Part C

3.2.4 Results Summary

CS2 results can be summarised as follows:

1. Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?

'Pretty good'

'OK'

'Fine'

'Cool!'

'Good'

2. What aspects of the system supported you to perform the exercises or solve the tasks set for you today?

- *"Blog content was well organised."*
- *"Detailed record quite easy to scan, cleanly represented."*
- *"Metadata extracted are accurate (author, date, etc)"*
- *"Good idea to provide citation information."*

3. What aspects of the system made it difficult for you to perform the exercises or solve the tasks?

- Technical issues, bugs submitted
- **Time:** *"Date in the citation information is not clearly defined (is it access date, publication date?)"*
- **Visualisation/Presentation**
 - Images not properly included in the post content
 - Provide more navigation mechanisms
 - *"Browsing the archive is not easy"*
 - List of posts not in reverse chronological order
 - HTML characters not properly processed
 - A lot of vertical scrolling, reduce white space where possible
 - When visiting the blog record, viewing of all posts is not possible
 - Some confusion with terminology
 - Blog repository versus "Blog collection" and "post collection".
- **Content**
 - "Reference links" are not always external (e.g. "jump to comments", links to inline images etc.) or proper (e.g. images should contain link)
 - Export function does not provide adequate metadata
 - Consider more citation styles (APA, Harvard etc.)
 - No point in providing PDF and JPG export
 - Different behaviour for different export links
 - BibTex provides information, JPG the actual content
 - One case where referential integrity was lost (comment->post)

4. How can the system be improved?

- *"Faceted search is a must!"*
- **Search results:**
 - *"records should be hyperlinked (users clicked randomly either on "HTML" or "detailed record")"*
 - *"Search by URL"*
 - *"Search by date "*
 - *"Some search fields not relevant"*
 - *"Advanced Search form is overloaded with fields."*
 - *"Registration process requires a "veteran" (login page->register form)"*
 - *"Instead of using a JS toggle for citation, provide it as plain text"*
 - *"Related posts" provided when visiting the post record (not only in search results)."*
- **Date** is crucial metadata. Should be prominent throughout the repository
 - Use timeline for visualising the activity of the blog
- Provide a summary about the blog content (instead of having to actually visit the record)
- Analyse the content (e.g. TagCloud)
- Language filtering (German, French etc.)
- Visual hint about the blog content (e.g. thumbnail)

Explain some terms (e.g. pages, comments, "collection of" etc.)

The summary of all CS2 scores is presented in Table 51.

		T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Searching	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology
UW Test 1	B1									4	4
	B2				4					4	4
	B3								4	3	3
	B4				3	4				4	
	B5	4				3	4			3	4
	B6	3					2			1	2
	C1		3								3
	C2		3								3
	C3		3								3
	C4		3						3		
UW Test 2	B1									4	4
	B2				4					4	4
	B3								4	4	4
	B4				4	4				4	
	B5	3					4			3	3
	B6		3						3		
	C1		3								3
	C2		3								3
	C3		3								3
	C4		3						3		

UW Test 3	B1								4	4
	B2				3				4	4
	B3							4	4	4
	B4					4	4		4	
	B5	3				3	3		3	3
	B6	4					4		4	4
	C1		4							4
	C2		4							4
	C3		4							4
	C4		4						4	
UW Test 4	B1								4	4
	B2				4				4	4
	B3							4	4	4
	B4				2	3			2	3
	B5	4				3	3		3	4
	B6	3					4		4	4
	C1		4							4
	C2		4							4
	C3		3							3
	C4		3						3	
UW Test 5	B1								4	4
	B2				4				3	3
	B3							4	4	4
	B4				3	3			3	
	B5	3				4	4		3	4
	B6	4					4		4	4
	C1		4							4
	C2		4							4
	C3		4							3
	C4		3						4	
UW Test 6	B1								4	4
	B2				4				4	4
	B3							4	4	4
	B4				2	3			3	3
	B5	3				3	3		3	4
	B6	2					3		2	3
	C1		4							4
	C2		4							4
	C3		3							3
	C4		3						3	
	T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Searching	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology

AVERAGES	3.27	3.44		3.36	3.36	3.50		3.47	3.54	3.63
MIN	2	3		2	3	2		2	1	2
MAX	4	4		4	4	4		4	4	4

Table 51, CS2 scores summary

3.3 Case Study 3

Case study 3 (CS3) was led by CyberWatcher. CS3 was implemented during the initial phase of development. CS3 is the first multilingual case study, having *333 weblogs in four different languages*. This case study tested the information **retrieval algorithms** using more diverse content and topics. The size of the content has been considerably larger than **Case Studies I-II** for testing the **scalability** of the system.

The test corpus for case study III has consisted of *333 various weblogs* in four different languages: English, Swedish, Norwegian and Finnish. The 333 source blogs were identified at the beginning of the Blogforever project, early 2011. The blogs was defined as expert blogs covering specific topics where the author has a professional or dedicated expertise (eg. research blogs hosted by Universities and blogs of Swedish parliament members). The list of the source blog group URLs are available at **D5_2 Appendix F - CyberWatcher Blog Data – Case Study III**.

The formats of the blogs vary quite a bit from:

- Single author blogs
- Editorial blogs – made by multiple authors
- Blog collection and directory

Some of the blogs are editorially structured; managed by an institution or corporation. Such blogs normally have several authors and each post is qualified by a group of editors, before posting. Some of these blogs are highly active, while others are not updated very often. For the Swedish blogs containing each parliament member, for example, some members have a blog without using it, while others update it almost daily.

The selected test corpus of “expert blogs” covers the following topics and industries: Pharmacy, Fashion, Energy and Politics.

3.3.1 Participants

CyberWatcher personnel participated in the external testing:

- **Tonje Asak**, spider expert, and support manager in CyberWatcher, Norway
- **Christiane Rynning**, source and spider editor, freelancer, CybeWatcher, Norway
- **Julya Medved**, source and spider specialist, Updatum, UK
- **Sonja Harris**, monitoring expert, manager Updatum, UK
- **Karolina Zacharek**, source and spider specialist, Nettecture, Poland

3.3.2 Questionnaire

Question
First, we would like to understand your background. This will help us to understand the context of your answers.
A1. Could you please tell us about your position in your organization?

Table 52, CS1 User Questionnaire Part A

Question
B1. Log into the spider using the link http://bf.cyberwatcher.com/System3 and the given log in.
B2. Insert 10 blog URLs from the blog list, in the URL-field, and report number of captured:

Blog sources, blog posts/comments, all blog entities after 20 minutes.
B3. View the output from the spider, and control examples of output from the 10 inserted blogs – viewed in “Details”, “All entities”. Use each of them to control if the spider has captured according to the listed requirements of the spider (below). Fill in “found” in the report. If not found, email support morten@cyberwatcher.com – and request for assistance to control.
B4. Insert rest of the blog sources using CSV. Control if this is working.
B5. Find sources not working. Control if they exist clicking on the source list in spider web interface – section blog sources.

Table 53, User Questionnaire Part B

Question
C1. Comment a few line about usability and suggestions to improvements of the spider web interface – concerning: Usability of interface, user guide, demo video. And conclude your impression of the service as a spider tool.

Table 54, User Questionnaire Part C

To assist rationalising of the external user survey outputs, the questions from parts B and C have been associated with the research themes. This association is presented in Table 55. In addition to this, each user answer has been assigned with a score (range 1 - 5) for each associated Theme. This score is calculated by the authors of this report based on the evaluation of the user's answer (free text).

Furthermore, the answers of the users are evaluated to extract meaningful content which may be relevant to the project to define barriers, opportunities and future work. The outcomes of this analysis are presented in D5.5 Case Studies Comparative Analysis and Conclusions.

User Questionnaire / Themes		T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Searching	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology
Part B	Log into the spider using the link http://bf.cyberwatcher.com/System3 and the given log in.					X				X	
	Insert 10 blog URLs from the blog list, in the URL-field, and report number of captured: Blog sources, blog posts/comments, all blog entities after 20 minutes.		X				X	X	X		
	View the output from the spider, and control examples of output from the 10 inserted blogs – viewed in “Details”, “All entities”. Use each of them to control if the spider has captured according to the listed requirements of the spider (below). Fill in “found” in the report. If not found, email support morten@cyberwatcher.com – and request for assistance to control.			X					X		
	Insert rest of the blog sources using CSV. Control if this is working. Find sources not working. Control if they exist clicking on the source list in spider web interface – section blog sources.			X				X	X	X	X
Part C	Comment a few line about usability and suggestions to improvements of the spider web interface – concerning: Usability of interface, user guide, demo video. And conclude your impression of the service as a spider tool		X							X	X

Table 55, Association between CS3 User Questionnaire questions and Themes

3.3.3 Results

The users feedback is recorded in the following questionnaires.

CW Test 1

Question	Supervisor's Notes
A1	Tonje Asak , spider expert, and support manager in CyberWatcher, Norway

Table 56, CW Test 1, Part A

Tasks	Supervisor's Notes	Score
B1	OK	T5: 4 T9: 4

B2	<p>Number of captured Blog sources 10 blog posts/comments 190/30 all blog entities 220 (?)</p> <p>Mistakes in using the quick guide to find these numbers: 1. Unclear if the number is represented somewhere – or if I have to count them. I counted manually in the list of entities. 2. More than one person has been adding sources to the index, so it was difficult to find the correct numbers.</p>	<p>T2: 4 T6: 4 T7: 4 T8: 4</p>
B3	All found	<p>T2: 4 T8: 4</p>
B4	<p>Yes (added 7, see comment) No</p> <p>Comments/difficulties: The numbers in the document are not supported and needed to be removed before making a .csv document. This is not explained anywhere. I have therefore only added 7 sources. This worked fine.</p>	<p>T2: 4 T6: 3 T7: 3 T8: 4 T9: 4</p>

Table 57, CW Test 1, Part B

Tasks	Supervisor's Notes	Score
C1	<p>Improvements: The different sections are very similar in look. Can cause confusion. We were two working on the same server, which made it difficult and time consuming to find the numbers. It should also be mentioned that one need to remember which sources you have added for further investigation.</p> <p>Impression about potential and benefits of this compared to other spiders: Seemed to work very fast.</p> <p>User guide – comments: I did not read the guide from cover to cover – only for references. Did end up reading most of it though.</p>	<p>T2: 4 T9: 3 T10: 2</p>

Table 58, CW Test 1, Part C

CW Test 2

Question	Supervisor's Notes
A1	Christiane Rynning , source and spider editor, freelancer, CybeWatcher, Norway

Table 59, CW Test 2, Part A

Tasks	Supervisor's Notes	Score
B1	OK	<p>T5: 4 T9: 4</p>

B2	<p>Initial inserting 10 blogs -Status after 20 minutes:</p> <p>Number of captured Blog sources 8 of 10 blog posts/comments 136/10 all blog entities 146</p> <p>Mistakes in using the quick guide to find these numbers: 1. It was difficult to understand which numbers you wanted, and how to find them. 2. I had to count every entity, I could not just find a number for all entities.</p>	<p>T2: 3</p> <p>T6: 3</p> <p>T7: 3</p> <p>T8: 3</p>
B3	<p>SF16 - Crawling the author Capture the blog author of each post or the source, and relating info about the author, such as email</p> <p>Only first name of author, and no email captured</p>	<p>T2: 2</p> <p>T7: 2</p>
B4	<p>Not working of the 10: www.techdirt.com www.theoil drum.com Exists: URLs/Names</p> <p>NA – coordinated with Tonje... Comments/difficulties: NA</p>	<p>T2: 3</p> <p>T6: 3</p> <p>T7: 3</p> <p>T8: 3</p> <p>T9: 3</p>

Table 60, CW Test 2, Part B

Tasks	Supervisor's Notes	Score
C1	<p>Improvements: The sources I have added are in the same list as the rests of the sources, which makes it a bit difficult to control and check the sources I want to check, when they always changes place in the list, as new sources are added.</p> <p>Impression about potential and benefits of this compared to other spiders: User guide – comments: I didn't understand how to check if it was only blog, no spam/irrelevant content in the post list.</p>	<p>T2: 4</p> <p>T9: 3</p> <p>T10: 3</p>

Table 61, CW Test 2, Part C

CW Test 3

Question	Supervisor's Notes
A1	Julya Medved , source and spider specialist, Updatum, UK

Table 62, CW Test 3, Part A

Tasks	Supervisor's Notes	Score
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B1	OK	T5: 4 T9: 4
B2	Number of captured Blog sources 313 of 313 blog posts/comments ?? all blog entities ? Mistakes in using the quick guide to find these numbers: 1. There is nothing explaining on how to actually fill this report out 2. I can't see anywhere what "blog posts/comments" xx/xx is and how to fill it in...	T2: 4 T6: 4 T7: 4 T8: 4
B3	Not capture the HTML of each blog post (Output section) and a thumbnail (Source section -first captured post – entities)	T2: 3 T7: 2
B4	Not working of the 10: http://www.ducttapemarketing.com/blog/ http://www.tarkkamarkka.com/blog/ Comments/difficulties: 1) I tried inputting all 10 blogs at the same time, but I kept getting an error message. It happened for about 20 minutes and then I decided to email Tonje. She suggested adding them one by one and it worked with the first one. But as soon as I tried adding the second blog http://www.ducttapemarketing.com/blog/ , the same error message occurred. I have noticed that, in my case anyway, blogs that have .../blog after the main name don't seem to work in Blog Forever 2) After I added all blogs, I clicked on the OUTPUT button. In the video, you could see a lot of different urls but in my case, there was only one usable url and the rest were either blog.rddirections.com or feedproxy.google.com . 3) After 3 hours, I went back to the output page, with the same urls used previously and there were a lot more urls, so it was either very slow or not working at the beginning.	T2: 1 T6: 2 T7: 2 T8: 1 T9: 3

Table 63, CW Test 3, Part B

Tasks	Supervisor's Notes	Score
C1	Comments: It doesn't work all the time and can't spot a mistake. When adding the urls, I had error messages but there was nothing to indicate what was actually causing the message. I had to find out myself the problem was with one of the blogs. In my case, leaving it be for 20 minutes wasn't enough – so it might be a bit slow. Improvements: Something needs to be done about highlighting problems instead of just an error message.	T2: 2 T9: 2 T10: 2

Table 64, CW Test 3, Part C**CW Test 4**

Question	Supervisor's Notes
A1	Sonja Harris , monitoring expert, manager Updatum, UK

Table 65, CW Test 4, Part A

Tasks	Supervisor's Notes	Score
B1	No problem	T5: 4 T9: 4
B2	Number of captured Blog sources 9 of 10 blog posts/comments 190/190 all blog entities	T6: 4 T7: 4 T8: 4
B3	SF15 - UTF8 as the default character encoding Handling global format of text encoding, UTF8 (in Source detail) NA SF16 - Crawling the author Capture the blog author of each post or the source, and relating info about the author, such as email NA	T2: 4 T7: 4
B4	It wouldn't allow me to upload the CSV file?? Comments/difficulties I'm not entirely sure what I'm supposed to be doing here as I don't have any technical ability as I've never been involved in adding/maintaining sources?!	T2: 1 T6: 1 T7: 4 T8: 4 T9: 4

Table 66, CW Test 4, Part B

Tasks	Supervisor's Notes	Score
C1	The portal itself is user friendly, however, the Add button on top of the page doesn't work? I used the ADD button just underneath the box. Impression about potential and benefits of this compared to other spiders: NA User guide – comments: The User Guide is OK, however the video takes a very long time to upload and doesn't have any sound so it's difficult to follow and not very informative.	T2: 4 T9: 3 T10: 4

Table 67, CW Test 4, Part C**CW Test 5**

Question	Supervisor's Notes
A1	Karolina Zacharek , source and spider specialist, Nettecture, Poland

Table 68, CW Test 5, Part A

Tasks	Supervisor's Notes	Score
B1	OK	T5: 4 T9: 4
B2	Number of captured Blog sources 7 of 10 blog posts/comments 185/35 all blog entities 3 not found and 1 has status 'MissingRule'	T2: 2 T6: 3 T7: 3 T8: 4
B3	All OK	T2: 4 T7: 4
B4	Yes, works. Comments/difficulties: I have some long URLs like http://hedgefundmgr.blogspot.com/feeds/posts/default?alt=rss and it's not written in a one line.	T2: 4 T6: 4 T7: 4 T8: 4 T9: 4

Table 69, CW Test 5, Part B

Tasks	Supervisor's Notes	Score
C1	<p>- To be honest, I haven't used any other Social Media Monitorig Tool. Relating to the spider web interface, I think it would be a good idea to have progress bar in Add-section;</p> <p>- Blogforever is user-friendly and easy for searching relevant information</p> <p>- I like the whole interface, it looks nice and clear</p> <p>Improvements:</p> <p>- Spider does not work in Firefox browser</p> <p>- I think the good point would be to have other Social Medias like Twitter, Facebook, Youtube in the same tool</p> <p>- displaying statistics in charts might be very useful</p> <p>Impression about potential and benefits of this compared to other spiders: To be honest, I haven't used any other Social Media Monitorig Tool but as I wrote above, it would be a good idea to have other types of social monitoring in the one tool</p> <p>User guide – comments: User guide is written in a clear language but I couldn't find information about some words, like what is 'Watchpoint' or explanation about errors, for example, what means status 'MissingRule' and information if this blog source might work in the future. Or what is the difference between State – ready (6) and Status Code ok (7). It would be great if instruction video could have some narration or at least text captions explaining what's going on.</p>	T2: 4 T9: 4 T10: 4

Table 70, CW Test 5, Part C

3.3.4 Summary of Results

All users were given one hour only for the actual testing. Some minor delays was reported from one tester while the rest fulfilled the test in approximately 60 minutes.

Comments:

- Managing a spider without any training is challenging. However, out of the 5 user only one failed in managing the spider based upon the quick guide and a 2min 35sec video with no sound.
- Inserting 10 blogs each, proved close to 90% success rate excluding non-existing blog sites. This is according to the internal, technical and scaled test as well.
- In 20 minutes 180-190 blogs and 10-35 comments was captured – which indicates in average 6 seconds per captured post/comment.
- There is a CSV issue with automated numbering of the inserted blog URL into the default CSV file. This feedback is put on the bug list.
- Feature testing. Most features was found and accepted by all testers. Also some testers had difficulties finding the features in the spider portal. No documented missing features.

Overall impression:

- **Strength:** Speed and user friendly. State of the art especially as it required no training and efficient and not needing manual work load.
- **Weakness:**
 - Hard to manage multiple lists of sources on the same spider.
 - Difficult finding all output asked for in the portal – most had hard to find number of blogs and comments captured.
 - Some lack of explanation “missing rule”, “watchpoint”.
- **Improvements:**
 - Add a progress bar – for the processing of inserted blog
 - Add sound on the instruction video
 - Extended status report on the front page
 - Graphical of the statistics
 - Differentiate the pages in the portal – eg with several colours
- **Bugs:**
 - CSV added numbers onto the URLs
 - Didn't work for Firefox

The summary of all CS4 scores is presented in Table 71

		T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Searching	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology
CW Test 1	B1					4				4	
	B2		4				4	4	4		
	B3		4					4			
	B4		4				3	3	4	4	
	C1		4							3	2
C	B					4				4	

W Te st 2	1										
	B 2		3				3	3	3		
	B 3		2					2			
	B 4		3				3	3	3	3	
	C1		4							3	3
C W Te st 3	B 1					4				4	
	B 2		4				4	4	4		
	B 3		3					2			
	B 4		1				2	2	1	3	
	C1		2							2	2
C W Te st 4	B 1					4				4	
	B 2		4				4	4	4		
	B 3		4					4			
	B 4		1				1	4	4	4	
	C1		4							3	4
C W Te st 5	B 1					4				4	
	B 2		2				3	3	4		
	B 3		4					4			
	B 4		4				4	4	4	4	
	C1		4							4	4
	T1: Usin g blog reco rds	T2: Syste m integr ity	T3: Sharing and interact ion	T4: Search ing	T5: Acce ss	T6: Data integr ity	T7: Preserva tion	T8: Function ality	T9: System navigat ion	T10: System terminol ogy	
AVERAGES		3.25			4.00	3.10	3.33	3.50	3.53	3.00	
MIN		1			4	1	2	1	2	2	
MAX		4			4	4	4	4	4	4	

Table 71, CS3 scores summary

3.4 Case Study 4

Case study 4 (CS4) was led by the Phaistos. CS4 was implemented during the initial phase of development and the main objective was to test the information retrieval functions.

1000 personal blogs were selected for CS4, hosted by Phaistos blogging platform.

3.4.1 Participants

Phaistos employees not involved with the project as well as and 3rd parties participated in the external testing:

- A***** P***** , Web Developer, Phaistos,
- S***** V***** is a librarian at Library of Foundation for Research and Technology of Hellas (FORTH).
- C***** T***** is a Senior Systems Administrator at Phaistos Networks,
- Y***** M***** is a Computer Scientist and researcher involved in digital preservation projects,
- R***** K***** is a System Administrator at Phaistos Networks. Robert is also a blogger,
- Y***** T***** is a Computer Scientist and researcher involved in digital preservation projects.

The names of the participants cannot be used as according to the consent script:

“Identification of user: We would like to refer to your institution and role in the final report for implementation of external testing of the BlogForever platform. Your name will not be revealed but we would appreciate if we can use your job title and/or your designated user profile and the name of your institution.”

3.4.2 Questionnaire

Question
A1. First, we would like to understand your background with digital archives or repositories. Do you use or manage any digital repositories or digital archives? [Please details if only access] If Yes go to following question. If No go to part B) Tasks
A2. Do you actively engage with these digital collections? If yes, which services or products you use or manage?
A3. Which of the following roles best matches your connection with the discussed digital collections? Are you a: Technical Administrator Content Administrator Registered User Guest User

Table 72, CS4 User Questionnaire Part A

Question
B1. Complete the registration process.
B2. Get to a detailed record of a blog post
B3. Show version history of a blog post
B4. View statistics of a post
B5. Export a post as one of the available formats

Table 73, CS4 User Questionnaire Part B

Questions about the use of the repository
C1. Please elaborate on how well or badly you feel you performed the exercises/solve the

tasks set for you?
C2. What aspects of the system supported you to perform the exercises or solve the tasks set for you today?
C3. What aspects of the system made it difficult for you to perform the exercises or solve the tasks?
C4. How could the system be improved?

Table 74, CS4 User Questionnaire Part C

To assist rationalising of the external user survey outputs, the questions from parts B and C have been associated with the research themes. This association is presented in Table 75. In addition to this, each user answer has been assigned with a score (range 1 - 5) for each associated Theme. This score is calculated by the authors of this report based on the evaluation of the user's answers.

Furthermore, the answers of the users are evaluated to extract meaningful content which may be relevant to the project to define barriers, opportunities and future work. The outcomes of this analysis are presented in D5.5 Case Studies Comparative Analysis and Conclusions.

User Questionnaire / Themes		T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Searching	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology
Part B	B1: Complete the registration process									X	X
	B2: Get to a detailed record of a blog post	X			X					X	X
	B3: history of a blog post						X		X	X	X
	B4: View statistics of a post		X			X				X	
	B5: Export a post as one of the available formats	X		X		X	X	X		X	X
Part C	C1: Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?		X								X
	C2: What aspects of the system supported you to perform the exercises or solve the tasks set for you today?		X								X
	C3: What aspects of the system made it difficult for you to perform the exercises or solve the tasks?		X								X
	C4: How could the system be improved?		X						X		

Table 75, Association between CS4 User Questionnaire questions and Themes**3.4.3 Results**

The users feedback is recorded in the following questionnaires.

Phaistos Test 1

Question	Supervisor's Notes
A1	Neither use nor manage. Have used Google Scholar search engine.
A2	
A3	Guest User

Table 76, Phaistos Test 1, Part A

Tasks	Supervisor's Notes	Score
B1	Provide the tester with the link: http://bf3.itc.auth.gr/?ln=el NOTES: a. Home page b. Login page c. Register page d. Click register button <i>Time: ~1min</i>	T9: 4 T10: 4

B2	<p>https://bf3.csd.auth.gr/?ln=el</p> <p>Search using a keyword for anything you are interested in. In the results page, select any blog that looks interesting</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page url Register/Login page Search a query click on a post's link: Detailed record of 1 blog post <p><i>Time: ~1min</i></p>	T1: 4 T4: 4 T9: 4 T10: 4
B3	<p>http://bf3.itc.auth.gr/?ln=el</p> <p>View the "Files" tab of the blog post opened in the previous task.</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page URL Register/Login page Search a query click on a post's link: Detailed record of 1 blog post click on Files Tab <p><i>The user couldn't find it immediately because of the tab's name.</i></p>	T6: 4 T8: 4 T9: 3 T10: 3
B4	<p>http://bf3.itc.auth.gr/?ln=el</p> <p>View the "Usage statistics" tab of the blog post opened in the previous task.</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page URL Register/Login page Search a query click on a post's link: Detailed record of 1 blog post click on Usage statistics Tab <p><i>Time: <1min</i></p>	T2: 4 T5: 4 T9: 4
B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Search using a keyword for anything you are interested in. In the results page, select any post that looks interesting</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page url Register/Login page Search a query click on a post's link: Detailed record of 1 blog post click on Export as options <p><i>Time: <1min</i></p> <p><i>The user found it immediately because he had seen it in a previous task.</i></p>	T1: 4 T3: 4 T5: 4 T6: 4 T7: 4 T9: 4 T10: 4

Table 77, Phaistos Test 1, Part B

Questions about the repository	Supervisor's Notes	Score
C1	Pretty good.	T2: 5 T10: 5
C2	-Tabs help in navigation. -Pretty simple and straightforward interface.	T2: 4 T10: 4
C3	-Strings/locales: "Files" tab can have a different name that includes the word history. -"Register" option could be more visible and distinct.	T2: 4 T10: 3
C4	-Bigger tabs and bigger font-size. -Links (from Files and Export as) to open in a new tab. -The search keywords could be marked in the results' titles and snippets. -Change "Files" tab name. -Graph is not clear, when 2 different colors are in the same y-axes value one color should be transparent. Better presentation of the graph, maybe 3D and bigger font-size. -"Export as" could be in a more visible position, it could be above its current position.	T2: 3 T8: 4

Table 78, Phaistos Test 1, Part C

Phaistos Test 2

Question	Supervisor's Notes
A1	Yes. Manage Aleph 500 (books, magazines). Manage E-Locus: repository for the preservation of doctoral dissertations
A2	Manage book and magazines for Aleph 500. Manage dissertations for E—Locus.
A3	Content Administrator

Table 79, Phaistos Test 2, Part A

Tasks	Supervisor's Notes	Score
B1	Provide the tester with the link: http://bf3.itc.auth.gr/?ln=el NOTES: a. Home page b. Login page c. Register page d. Click register button <i>Time: <1min</i>	T9: 4 T10: 4

B2	<p>https://bf3.csd.auth.gr/?ln=el Search using a keyword for anything you are interested in. In the results page, select any blog that looks interesting</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page url Register/Login page Search a query click on a post's link: Detailed record of 1 blog post <p><i>The user looked first in the sidebar.</i></p>	T1: 4 T4: 4 T9: 4 T10: 4
B3	<p>http://bf3.itc.auth.gr/?ln=el View the "Files" tab of the blog post opened in the previous task.</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page URL Register/Login page Search a query click on a post's link: Detailed record of 1 blog post click on Files Tab 	T6: 4 T8: 4 T9: 4 T10: 4
B4	<p>http://bf3.itc.auth.gr/?ln=el View the "Usage statistics" tab of the blog post opened in the previous task.</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page URL Register/Login page Search a query click on a post's link: Detailed record of 1 blog post click on Usage statistics Tab 	T2: 4 T5: 4 T9: 4
B5	<p>https://bf1.csd.auth.gr/?ln=en Search using a keyword for anything you are interested in. In the results page, select any post that looks interesting</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page url Register/Login page Search a query click on a post's link: Detailed record of 1 blog post click on Export as options 	T1: 4 T3: 4 T5: 4 T6: 4 T7: 4 T9: 4 T10: 4

Table 80, Phaistos Test 2, Part B

Questions about the repository	Supervisor's Notes	
C1	so and so	T2: 3 T10: 3
C2	-Advanced search. -Registration was an easy task.	T2: 4 T10: 4

C3	-Search/Home page: --small font-size --green color of the fonts make them unreadable in combination with the green background in the top of the page --drop-down menu (any field) show more options in case of the Greek language than in English --in a phrase search with 2 words done that there were no results, there was not a clear message that there were no results but only the suggestion of results with each of the words -English and Greek translations are mixed -Title of a result/post was not linkable	T2: 3 T10: 3
C4	-Search/Home page: --fonts are not easy to read, maybe a background color should exists instead of the white background -Title of a result/post should be link to the post	T2: 3 T8: 3

Table 81, Phaistos Test 2, Part C

Phaistos Test 3

Question	Supervisor's Notes
A1	Have used Wayback Machine (web.archive.org). Google cache?
A2	
A3	Guest User

Table 82, Phaistos Test 3, Part A

Tasks	Supervisor's Notes	Score
B1	Provide the tester with the link: http://bf3.itc.auth.gr/?ln=el NOTES: a. Home page b. Login page c. Register page d. Click register button	T9: 4 T10: 4

B2	<p>https://bf3.csd.auth.gr/?ln=el</p> <p>Search using a keyword for anything you are interested in. In the results page, select any blog that looks interesting</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page url Register/Login page Search a query click on a post's link: Detailed record of 1 blog post <p><i>The title of the result doesn't match with what I searched for.</i></p>	<p>T1: 4</p> <p>T4: 3</p> <p>T9: 3</p> <p>T10: 3</p>
B3	<p>http://bf3.itc.auth.gr/?ln=el</p> <p>View the "Files" tab of the blog post opened in the previous task.</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page URL Register/Login page Search a query click on a post's link: Detailed record of 1 blog post click on Files Tab 	<p>T6: 4</p> <p>T8: 4</p> <p>T9: 4</p> <p>T10: 4</p>
B4	<p>http://bf3.itc.auth.gr/?ln=el</p> <p>View the "Usage statistics" tab of the blog post opened in the previous task.</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page URL Register/Login page Search a query click on a post's link: Detailed record of 1 blog post click on Usage statistics Tab 	<p>T2: 4</p> <p>T5: 4</p> <p>T9: 4</p>
B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Search using a keyword for anything you are interested in. In the results page, select any post that looks interesting</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page url Register/Login page Search a query click on a post's link: Detailed record of 1 blog post click on Export as options 	<p>T1: 4</p> <p>T3: 4</p> <p>T5: 4</p> <p>T6: 4</p> <p>T7: 4</p> <p>T9: 4</p> <p>T10: 4</p>

Table 83, Phaistos Test 3, Part B

Questions about the repository	Supervisor's Notes	Score
C1	Pretty good.	T2: 4 T10: 4
C2	-Straightforward way to perform most of the tasks. -Green color is nice.	T2: 4 T10: 4

C3	-Usable but with little content. -Search/Home page: --it is not clear what the words “collection”, “CS3”, “CS4” refer to. --options under the search input are incomprehensible. -Search results titles aren’t related with what I searched. -Statistics tab graph: --strings are not readable --there is no legend --what the colors represent? (purple, blue, grey dotted line)	T2: 4 T10: 4
C4	-Bigger font-size in the footer. -Add border-radius to tabs. -Logo antialias. -Available languages text is too small. -Statistics graph is incomprehensible. -I was expected post content to have the same form with the original. -Exported pdf didn’t include the images. -Exported jpeg includes html code and didn’t include images.	T2: 3 T8: 2

Table 84, Phaistos Test 3, Part C

Phaistos Test 4

Question	Supervisor’s Notes
A1	Yes. PRONOM archives.
A2	Info about file formats & extensions of software. Export data to be used in preservation digital objects. Harmonize: periodical export for updates.
A3	Guest User.

Table 85, Phaistos Test 4, Part A

Tasks	Supervisor’s Notes	Score
B1	Provide the tester with the link: http://bf3.itc.auth.gr/?ln=el NOTES: a. Home page b. Login page c. Register page d. Click register button	T9: 4 T10: 4

B2	<p>https://bf3.csd.auth.gr/?ln=el</p> <p>Search using a keyword for anything you are interested in. In the results page, select any blog that looks interesting</p> <p>NOTES:</p> <p>a. Home page url b. Register/Login page c. Search a query d. click on a post's link: Detailed record of 1 blog post</p>	T1: 4 T4: 4 T9: 4 T10: 4
B3	<p>http://bf3.itc.auth.gr/?ln=el</p> <p>View the "Files" tab of the blog post opened in the previous task.</p> <p>NOTES:</p> <p>a. Home page URL b. Register/Login page c. Search a query d. click on a post's link: Detailed record of 1 blog post e. click on Files Tab</p>	T6: 4 T8: 4 T9: 4 T10: 4
B4	<p>http://bf3.itc.auth.gr/?ln=el</p> <p>View the "Usage statistics" tab of the blog post opened in the previous task.</p> <p>NOTES:</p> <p>a. Home page URL b. Register/Login page c. Search a query d. click on a post's link: Detailed record of 1 blog post e. click on Usage statistics Tab</p>	T2: 4 T5: 4 T9: 4
B5	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Search using a keyword for anything you are interested in. In the results page, select any post that looks interesting</p> <p>NOTES:</p> <p>a. Home page url b. Register/Login page c. Search a query d. click on a post's link: Detailed record of 1 blog post e. click on Export as options</p>	T1: 4 T3: 4 T5: 4 T6: 4 T7: 4 T9: 4 T10: 4

Table 86, Phaistos Test 4, Part B

Questions about the repository	Supervisor's Notes	Score
C1	Good.	T2: 4 T10: 4
C2	-Everything except the messages /strings. -Search because of the fields, the advanced search options like the filters. I would use them if I had seen them from the beginning.	T2: 4 T10: 4

C3	<p>-Tab “Files” is not obvious they present the Version History of a post.</p> <p>-Search: I would click on “Search” button but I don’t know what “Browse” button does. The results seem different.</p> <p>-“Basket” (Καλάθι) in Greek is a strange term; here it is like a shared repository.</p>	<p>T2: 4</p> <p>T10: 3</p>
C4	<p>-Search results are not clear if they are ranked and how they are ranked: keywords should be marked in results titles and snippets.</p> <p>-Snippets:</p> <ul style="list-style-type: none"> --should be representative (the part of the text I am interested in). --should have the same size (to present uniform results). <p>-Search results titles could be links to the record.</p> <p>-Link to the original post should be more visible, e.g. the title of the post in the post page could be link to the original post.</p> <p>-Maybe I should have seen first the help tips for search.</p> <p>-Greek translations like “Δεν έχετε δανειστεί βιβλίο ή ...” need improvement.</p> <p>-Register link appears again after you fill the registration form in the explanation message. The message gives the impression that you can login immediately. The message should be clearer that you should see the email in order to proceed.</p> <p>-GUI consistency: blog post search results should have the same format with the blog search results (blog results shows the available files (.jpeg, .txt, xml_mets,) but post results do not contain them).</p> <p>-Exported pdf of a post didn’t include the images.</p>	<p>T2: 3</p> <p>T8: 3</p>

Table 87, Phaistos Test 4, Part C

Phaistos Test 5

Question	Supervisor’s Notes
A1	No. Have searched in online digital archives.
A2	
A3	Guest User

Table 88, Phaistos Test 5, Part A

Tasks	Supervisor’s Notes	Score
Complete the registration process [at http://bf3.itc.auth.gr] There will be an email in their inbox	<p>Provide the tester with the link:</p> <p>http://bf3.itc.auth.gr/?ln=el</p> <p>NOTES:</p> <ol style="list-style-type: none"> a. Home page b. Login page c. Register page d. Click register button 	<p>T9: 4</p> <p>T10: 4</p>

<p>Get to a detailed record of a blog post [(Home page + Register/Login page)? + Search a query + Select (click on) a blog post]</p>	<p>https://bf3.csd.auth.gr/?ln=el</p> <p>Search using a keyword for anything you are interested in. In the results page, select any blog that looks interesting</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page url Register/Login page Search a query click on a post's link: Detailed record of 1 blog post 	<p>T1: 4</p> <p>T4: 4</p> <p>T9: 4</p> <p>T10: 4</p>
<p>Show version history of a blog post [(Home page + Register/Login page + Search a query + Select (click on) a blog post)? + click on the Files tab]</p>	<p>http://bf3.itc.auth.gr/?ln=el</p> <p>View the "Files" tab of the blog post opened in the previous task.</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page URL Register/Login page Search a query click on a post's link: Detailed record of 1 blog post click on Files Tab <p><i>The user found it incidental.</i></p>	<p>T6: 4</p> <p>T8: 4</p> <p>T9: 3</p> <p>T10: 3</p>
<p>View statistics of a post [(Home page + Register/Login page + Search a query + Select (click on) a blog post)? + click on the Usage statistics tab]</p>	<p>http://bf3.itc.auth.gr/?ln=el</p> <p>View the "Usage statistics" tab of the blog post opened in the previous task.</p> <p>NOTES:</p> <ol style="list-style-type: none"> Home page URL Register/Login page Search a query click on a post's link: Detailed record of 1 blog post click on Usage statistics Tab <p><i>There was no graph in the post the user saw. Maybe a text should appear when there are no statistics.</i></p>	<p>T2: 3</p> <p>T5: 3</p> <p>T9: 2</p>

<p>Export a post as one of the available formats</p> <p>[(Home page + Register/Login page)? + Search a query + Select (click on) a blog post + export as]</p>	<p>https://bf1.csd.auth.gr/?ln=en</p> <p>Search using a keyword for anything you are interested in.</p> <p>In the results page, select any post that looks interesting</p> <p>NOTES:</p> <p>a. Home page url</p> <p>b. Register/Login page</p> <p>c. Search a query</p> <p>d. click on a post's link: Detailed record of 1 blog post</p> <p>e. click on Export as options</p> <p><i>The user immediately looked for it at the bottom of the post.</i></p>	<p>T1: 4</p> <p>T3: 5</p> <p>T5: 4</p> <p>T6: 4</p> <p>T7: 4</p> <p>T9: 4</p> <p>T10: 4</p>
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Table 89, Phaistos Test 5, Part B

Questions about the repository	Supervisor's Notes	Score
Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?	Excellent.	T2: 5 T10: 5
What aspects of the system supported you to perform the exercises or solve the tasks set for you today?	-Search interface. -Links.	T2: 5 T10: 5
What aspects of the system made it difficult for you to perform the exercises or solve the tasks?	-Small font-size. -Organization is confusing. -Words/locales and descriptions. -Wrong positions of the components I am looking for. -It's not clear to me what I see.	T2: 4 T10: 3

How could the system be improved?	<ul style="list-style-type: none"> -Interface is not user friendly. -Records don't look like the original posts. -Colors (green, blue) in my account page (http://bf3.itc.auth.gr/youraccount/display) don't match. -Register/login url is not https. -In the register process: <ul style="list-style-type: none"> --after the message that the user received an email with a link to verify his account, there is a link to register again --"about 3 days" is not strict, may "about" should be removed. -In search results: blog/post title should be a link. -Encoding problem in the .htm pages of Greek posts. -Words suggestion after search (see screenshot): <ul style="list-style-type: none"> --words with hyphen in front of them is not clear what they represent --html tags should not appear in the suggested words -Rename "Files" to "Versions". -Move link to the original post from the bottom of the page to the top of it. -Post exported as pdf but didn't contain all the post data. -Rename "Detailed records" to "show blog"/"show post". 	<p>T2: 3</p> <p>T8: 3</p>
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Table 90, Phaistos Test 5, Part C

Phaistos Test 6

Question	Supervisor's Notes
<p>First, we would like to understand your background with digital archives or repositories. Do you use or manage any digital repositories or digital archives? [Please details if only access] If Yes go to following question. If No go to part B) Tasks</p>	No.
<p>Do you actively engage with these digital collections? If yes, which services or products you use or manage?</p>	
<p>Which of the following roles best matches your connection with the discussed digital collections? Are you a: Technical Administrator Content Administrator Registered User Guest User</p>	

Table 91, Phaistos Test 6, Part A

Tasks	Supervisor's Notes	Score
Complete the registration process [at http://bf3.itc.auth.gr] There will be an email in their inbox	Provide the tester with the link: http://bf3.itc.auth.gr/?ln=el NOTES: a. Home page b. Login page c. Register page d. Click register button <i>“Registration is not necessary to see the posts.”</i> <i>The user registered in a later stage because he wanted to make a comment.</i>	T9: 4 T10: 4
Get to a detailed record of a blog post [(Home page + Register/Login page)? + Search a query + Select (click on) a blog post]	https://bf3.csd.auth.gr/?ln=el Search using a keyword for anything you are interested in. In the results page, select any blog that looks interesting NOTES: a. Home page url b. Register/Login page c. Search a query d. click on a post's link: Detailed record of 1 blog post	T1: 4 T4: 4 T9: 4 T10: 4
Show version history of a blog post [(Home page + Register/Login page + Search a query + Select (click on) a blog post)? + click on the Files tab]	http://bf3.itc.auth.gr/?ln=el View the “Files” tab of the blog post opened in the previous task. NOTES: f. Home page URL b. Register/Login page c. Search a query d. click on a post's link: Detailed record of 1 blog post e. click on Files Tab	T6: 4 T8: 4 T9: 4 T10: 4

View statistics of a post [(Home page + Register/Login page + Search a query + Select (click on) a blog post)? + click on the Usage statistics tab]	http://bf3.itc.auth.gr/?ln=el View the “Usage statistics” tab of the blog post opened in the previous task. NOTES: a. Home page URL b. Register/Login page c. Search a query d. click on a post’s link: Detailed record of 1 blog post e. click on Usage statistics Tab	T2: 4 T5: 4 T9: 4
Export a post as one of the available formats [(Home page + Register/Login page)? + Search a query + Select (click on) a blog post + export as]	https://bf1.csd.auth.gr/?ln=en Search using a keyword for anything you are interested in. In the results page, select any post that looks interesting NOTES: a. Home page url b. Register/Login page c. Search a query d. click on a post’s link: Detailed record of 1 blog post e. click on Export as options	T1: 4 T3: 4 T5: 4 T6: 4 T7: 4 T9: 4 T10: 4

Table 92, Phaistos Test 6, Part B

Questions about the repository	Supervisor’s Notes	Score
Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?	Excellent.	T2: 5 T10: 5
What aspects of the system supported you to perform the exercises or solve the tasks set for you today?	-Tabs: you can see where you are and the adjacent options. -Search: --only one text box, so directly I saw the results, each record and the similar records --interaction was helpful in order to understand what are the elements of the system	T2: 5 T10: 5
What aspects of the system made it difficult for you to perform the exercises or solve the tasks?	-Loss of language: it changes from Greek to English in different times; loss session info. -Statistics tab: --graph was difficult to understand -Files Tab: regarding the files and the version it is not clear what you see -Export different elements and not the same element in a different format	T2: 4 T10: 4

<p>How could the system be improved?</p>	<ul style="list-style-type: none"> -Information consistency in the exported formats: <ul style="list-style-type: none"> --visually there should not be difference -Export as: <ul style="list-style-type: none"> --clearer phrases (e.g. Export metadata records, Export the reference as BibText) --or minimal (as it is) with a popup to open on hover with an explanation text --it is not visible in its position; it can be in another Tab because it is important in the preservation concept. --exported pdf does not include basic information; link to original post, author, if BlogForever generated it then give info about what was the context of the data e.g. when it was crawled -Registration process: check if username is the same with the password, inform the user if the password is weak/safe -Wrong encoding to the Greek notification letter for the account verification. -Reference links (right sidebar) overlap with the content of the post. -“Files” tab: <ul style="list-style-type: none"> --Rename it to “Files & Versions”. --only version one --all the file names have the same date/time. There is repetition of information so grouping can be applied. <ul style="list-style-type: none"> --versions refer to the versions of the post content or to versions of the preservation actions performed? --an explanation text should exist to inform the user what he sees. -Keywords and references usually was zero. If they are zero then the tab to be inactive. -“Statistics” tab: <ul style="list-style-type: none"> --other posts that other users have seen: there were not enough data in order to see how the list will appear if there were more links (ranking?, more?). --graph: captions are not readable --there is not graph for all the posts, maybe a text “Recorded Downloads: 0” should exist. -Some texts are not translated in the Greek language (e.g. texts inside References, Keywords). 	<p>T2: 3</p> <p>T8: 3</p>
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Table 93, Phaistos Test 6, Part C

3.4.4 Summary of Results

CS4 results can be summarised as follows:

1. **Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?**
 - *"Pretty good".*
 - *"Excellent"*
 - *"So and so"*
 - *"Good"*

2. **What aspects of the system supported you to perform the exercises or solve the tasks set for you today?**
 - **Tabs** help in navigation: you can see where you are and the adjacent options.
 - **Search interface:**
 - *"only one text box so directly I saw the results, each record and the similar records"*
 - *"interaction was helpful in order to understand what the elements of the system are because of fields search"*
 - **Advanced search**, options like the filters. Some of the users noted that if they had seen the advanced search options from the beginning they would use them.
 - **Links.**
 - **Registration** was an easy task.
 - **Straightforward** way to perform most of the tasks.
 - Pretty **simple** and **straightforward** interface.
 - Green color is nice.

3. **What aspects of the system made it difficult for you to perform the exercises or solve the tasks?**
 - **"Files" tab:** *"Regarding the files and the versions it is not clear what you see. "Files" tab can have a different name that includes the word history or versions."*
 - *"Register" option could be more visible and distinct."*
 - *"Small font-size."*
 - *"Organization is confusing."*
 - *"Words/locales and descriptions."*
 - *"Wrong positions of the components I am looking for."*
 - **Search/Home page:**
 - *"Options under the search input are incomprehensible."*
 - *"It is not clear what the words "collection", "CS3", "CS4" refers to."*
 - *"Small font-size."*
 - *"Green color of the fonts makes them unreadable in combination with the green background in the top of the page."*
 - *"Drop-down menu (any field) show more options in case of the Greek language than in English."*
 - *"in a phrase search with 2 words done that there were no results, there was not a clear message that there were no results and the suggestion of results with each of the words confused the user because there was no explanation text."*
 - *"I would click on "Search" button but I don't know what "Browse" button does. The results seem different."*
 - *"Search results titles aren't related with what I searched."*
 - *"Title of a result/post was not linkable."*
 - **"Statistics" tab graph:**
 - *"strings are not readable"*
 - *"there is no legend"*
 - *"What the colors represent (purple, blue, grey dotted line)"*
 - *"graph was difficult to understand"*

- **Loss of language:**
 - *"it changes from Greek to English in different times; loss session info. "*
- **"Export as"** *"options export different elements and not the same element in a different format."*
- *"English and Greek translations are mixed."*
- *"**"Basket"** (Καλάθι) in Greek is a strange term; it is like a shared repository."*
- *"Usable but with little content."*

4. How can the system be improved?

- *"Bigger tabs and bigger font-size."*
- *"Add border-radius to tabs."*
- *"Links (from Files and Export as) to open in a new tab."*
- **"Export as":**
 - **clearer phrases** (e.g. Export metadata records, Export the reference as BibText) or minimal (as it is) with a **popup** to open on hover with an **explanation** text
 - Could be in a more visible **position**;
 - *"It can be in another Tab because "Export" is important in the preservation concept.:"*
 - *"Maybe move the element above its current position."*
- *"exported pdf does not include basic information; link to original post, author, if BlogForever generated it then give info about what was the context of the data e.g. when it was crawled"*
- *"Post exported as pdf but didn't contain all the post's data."*
- *"Exported pdf didn't include the images."*
- *"Exported jpeg should not contain html code and should include the post's images."*
- *"Interface can be more user friendly."*
- *"Records don't look like the original posts."*
- *"Colors (green, blue) in my account page (<http://bf3.itc.auth.gr/youraccount/display>) don't match."*
- **In the registration process:**
 - *"Register/login url is not **https**."*
 - *"after the message that the user received an email with a link to verify his account, a link to register appears again"*
 - *"The message gives the impression that you can login immediately. The message should be clearer that you should see the email in order to proceed."*
 - *"email text: "about 3 days" is not strict, may "about" should be removed."*
 - *"check if username is the same with the password, inform the user is the password is weak/safe"*
 - *"Wrong encoding to the **Greek** notification letter for the account verification."*
- **Search/Home page:**
 - **GUI consistency:** *"blog post search results should have the same format with the blog search results (blog results shows the available files (.jpeg, .txt, xml_mets,) but post results do not contain them)."*
 - *"Search results are not clear if they are **ranked** and how they are ranked"*
 - *"**Search keywords** could be marked in the results' titles and snippets."*
 - *"fonts are not easy to read, maybe a **background** color should exists instead of the white background "*
 - **In search results:** *"**blog/post title** should be link to the record."*
 - Snippets should:
 - be representative (the part of the text I am interested in).
 - have the same size (uniform results).
- Encoding problem in the **.htm** pages of **Greek** posts.
- **Words suggestion** after search:

- words with hyphen in front of them is not clear what they represent
 - html tags should not appear in the suggested words
 - Rename “**Detailed records**” to “**show blog**”/”**show post**”.
 - **Logo** antialias.
 - Bigger font-size in the **footer**.
 - *"Available languages text is too small."*
 - Information **consistency** in the exported formats:
 - *"visually there should not be difference"*
 - **"Reference links** (right sidebar) overlap with the content of the post."
 - **"Files" tab**:
 - *"Rename it to "Files & Versions" or "Versions" or something that includes the word history."*
 - *"only version one"*
 - *"All the file names have the same date/time. There is **repetition of information** so grouping can be applied."*
 - **"Versions** refer to the versions of the post content or to versions of the preservation actions performed:"
 - An explanation text should exist to inform the user what he sees.
 - **Keywords** and **references** usually was zero.
 - *"If they are **zero** then the tab to be **inactive**."*
 - **"Statistics" tab**:
 - **other posts that other users have seen**:
 - *"there were not enough data in order to see how the list will appear if there were more links (ranking, "see more" option)."*
 - **graph**:
 - *"is incomprehensible"*
 - *"captions are not readable"*
 - *"there is not graph for all the posts, maybe a text "Recorded Downloads: 0" should exist."*
 - *"When 2 different colors are in the same y-axes value, one of the colors should be transparent."*
 - *"Better presentation of the **graph**, maybe 3D and bigger font-size."*
 - **Link to the original post** should be more visible:
 - The title of the post in the post page could be link to the original post.
 - Or the link to the **original post** from the bottom of the page can move to the top of it.
 - Some texts/strings are not translated in the **Greek** language (e.g. texts inside References, Keywords).
- Greek** translations like “Δεν έχετε δανειστεί βιβλίο ή δανεισμό” (“You don't have any book on loan.”) need improvement.

The summary of all CS4 scores is presented in Table 94.

		T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Searching	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology
Phai	B1									4	4

stos Test 1	B2	4			4				4	4
	B3					4		4	3	3
	B4		4			4			4	
	B5	4		4		4	4	4	4	4
	C1		5							5
	C2		4							4
	C3		4							3
	C4		3					4		
Phai stos Test 2	B1								4	4
	B2	4			4				4	4
	B3					4		4	4	4
	B4		4			4			4	
	B5	4		4		4	4	4	4	4
	C1		3							3
	C2		4							4
	C3		3							3
C4		3					3			
Phai stos Test 3	B1								5	5
	B2	4			3				3	3
	B3					4		4	4	4
	B4		4			4			4	
	B5	4		4		4	4	4	4	4
	C1		4							4
	C2		4							4
	C3		4							4
C4		3					2			
Phai stos Test 4	B1								4	4
	B2	4			4				4	4
	B3					4		4	4	4
	B4		4			4			4	
	B5	4		4		4	4	4	4	4
	C1		4							4
	C2		4							4
	C3		4							3
C4		3					3			
Phai stos Test 5	B1								4	4
	B2	4			4				4	4
	B3					4		4	3	3
	B4		3			3			2	
	B5	4		5		4	4	4	4	4
	C1		5							5
	C2		5							5
	C3		4							3
C4		3					3			
Phai	B1								4	4

stos Test 6	B2	4			4				4	4
	B3					4		4	4	4
	B4		4			4			4	
	B5	4		4		4	4	4	4	4
	C1		5							5
	C2		5							5
	C3		4							4
	C4		3						3	
	T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Search ing	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology
AVERAGES	4.00	3.87	4.17	3.83	3.92	4.00	4.00	3.50	3.87	3.95
MIN	4	3	4	3	3	4	4	2	2	3
MAX	4	5	5	4	4	4	4	4	5	5

Table 94, CS4 Scores Summary

3.5 Case Studies 5 and 6

Case Studies 5 and 6 (CS5 & CS6) were led by Populis (former partner name: Mokono). They were implemented during the second phase of development using the latest and most advanced version of the BlogForever platform, hosted at <http://bf6.csd.auth.gr/>. They included 240.000+ records from international blogs, selected by Populis. The aim of CS5 & CS6 was to evaluate the success of the fully implemented system, highlight border cases and prove the scalability of the platform.

3.5.1 Participants

Seven people from Germany, four independent and three as a focus group, participated in CS5 & CS6. Participants had various experiences with digital repositories.

- Technical administrator of the German National Library preservation system,
- User of digital library systems,
- Academic researcher,
- Digital repository manager at the Bavarian State Library. Focus group members were:
- Focus group participants were software engineers and testers.

3.5.2 Questionnaire

Part A (Approx. 5 min)

Question

<p>A1. First, we would like to understand your background with digital archives or repositories. Do you use or manage any digital repositories or digital archives? [Please details if only access] If Yes go to following question. If No go to part B) Tasks</p>
<p>A2. Do you actively engage with these digital collections? If yes, which services or products you use or manage?</p>
<p>A3. Which of the following roles best matches your connection with the discussed digital collections? Are you a: Technical Administrator, Content Administrator, Registered User, Guest User?</p>

Table 95, CS5 & CS6 User Questionnaire Part A

Part B (Approx. 5 min)

Question
<p>B1. Please open the link below and complete the registration process. http://bf6.csd.auth.gr/ There will be an email in your inbox. (note: the registration process is not currently available on the Chrome browser. Please use another browser to complete the test) <i>(Time: ~2min)</i></p>
<p>B2. Navigate to the dashboard. Spend a few moments to customize the dashboard widgets to your liking. <i>(Time: ~1 min)</i></p>
<p>B3. Perform a brief number of searches based on your interest and return to the dashboard to locate your recommended blogposts. <i>(Time: ~ 3 min)</i></p>
<p>B4. From the dashboard send a message to the user “Tracie Farrell”. <i>(Time: 2 min)</i></p>
<p>B5. Navigate to the blog “GoldTeams”. Use the “timeline slider” visible on the Blog page, navigate “backwards” in time. Locate a post called “Got an extra 135 million?” and click the link to navigate to the post. <i>(Time: < 2 min)</i></p>
<p>B6. View the blogpost and highlight a section of text with the annotator pen and share the annotation with the user “Tracie Farrell”. <i>(Time: < 2 min)</i></p>
<p>B7. Using the following list of blog URLs, choose one record, navigate to the record and locate the license information: <i>http://www.jonnythakkar.com</i> <i>http://www.hilltoptechnologies.wordpress.com</i> <i>http://westerntrips.blogspot.gr/2013/07/the-hopperstad-stave-church-replica.html</i> <i>(Time:<2min)</i></p>
<p>B8. Purchase a restricted collection using the BlogForever payment option. (For this task you may use any of the following information: For payment with Credit Card Card number: 4089560717531007 Expiry: 07/2018 Security Code: any 3 digit number For payment with PayPal email: bf1@blogforever.eu password: blogforever1</p>
<p>B9. Submit a new blog of your choice to the repository. <i>(Time:<2min)</i></p>

Table 96, CS5 & CS6 User Questionnaire Part B

Part C (Approx. 5 min)

Question

C1. Please elaborate on how easy or difficult the tasks have been?
C2. What aspects of the system supported you to perform the exercises or solve the tasks set for you today?
C3. What aspects of the system made it difficult for you to perform the exercises or solve the tasks?
C4. How could the system be improved?

Table 97, CS5 & CS6 User Questionnaire Part C

Part D (optional)

Question		1	2	3	4	5	6	7		N/A
1. The repository was simple to use	DISAGREE								AGREE	
2. It was easy to find the blog information I needed	DISAGREE								AGREE	
3. The information in the repository was clearly organized	DISAGREE								AGREE	
4. The repository had an efficient search interface engine	DISAGREE								AGREE	
5. The repository had all the functions and capabilities I expect it to	DISAGREE								AGREE	
6. Overall, I am satisfied with this repository	DISAGREE								AGREE	

To assist rationalising of the external user survey outputs, the questions from parts B and C have been associated with the research themes. This association is presented in XXX. In addition to this, each user answer has been assigned with a score (range 1 - 5) for each associated Theme. This score is calculated by the authors of this report based on the evaluation of the user's answer (free text).

Furthermore, the answers of the users are evaluated to extract meaningful content which may be relevant to the project to define barriers, opportunities and future work. The outcomes of this analysis are presented in D5.5 Case Studies Comparative Analysis and Conclusions.

User Questionnaire / Themes		T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Searching	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology	
Part B	B1. Please open the link below and complete the registration process. http://bf6.csd.auth.gr/ There will be an email in your inbox.									X	X	
	B2. Navigate to the dashboard. Spend a few moments to customize the dashboard widgets to your liking.					X			X	X	X	
	B3. Perform a brief number of searches based on your interest and return to the dashboard to locate your recommended blogposts.			X	X					X		
	B4. From the dashboard send a message to the user "Tracie Farrell".			X					X			
	B5. Navigate to the blog "GoldTeams". Use the "timeline slider" visible on the Blog page, navigate "backwards" in time. Locate a post called "Got an extra 135 million?" and click the link to navigate to the post.	X					X	X			X	X
	B6. View the blogpost and highlight a section of text with the annotator pen and share the annotation with the user "Tracie Farrell".	X		X			X					
	B7. Using the following list of blog URLs, choose one record, navigate to the record and locate the license information: http://www.jonnythakkar.com http://www.hilltoptechnologies.wordpress.com http://westerntrips.blogspot.gr/2013/07/the-hopperstad-stave-church-replica.html		X					X	X			
	B8. Purchase a restricted collection using the BlogForever payment option.								X	X	X	
	B9. Submit a new blog of your choice to the repository.								X	X	X	
Part C	C1. Please elaborate on how easy or difficult the tasks have been?		X							X	X	
	C2. What aspects of the system supported you to perform the exercises or solve the tasks set for you today?											
	C3. What aspects of the system made it difficult for you to perform the exercises or solve the tasks?											
	C4. How could the system be improved?		X							X	X	

Table 98, Association between CS5-CS6 User Questionnaire questions and Themes

3.5.3 Results

The users feedback is recorded in the following questionnaires.

Mokono Test 1

Question	Supervisor's Notes
A1	Yes. We manage a digital repository at the Bavarian State Library wich contains at the moment almost 500 TB of digital data (mostly digitized books, electronic publications and websites). For more information see: www.babs-muenchen.de
A2	We use different services and produces to manage our digital collections. Our websites are crawled with heritrix, managed with the web curator tool, displayed via the waybackMachine and stored with Rosetta.
A3	My roles are manifold: referring to our website collection I am content administrator and technical administrator.

Table 99, Mokono Test 1, Part A

Tasks	Supervisor's Notes	Score
B1	It took more than 10 minutes until I received the email. When I clicked on the link an empty page opened	T9: 1 T10: 2
B2	OK	T5: 4 T8: 4 T9: 4 T10: 4
B3	<ul style="list-style-type: none"> - When I tried to view a blog I got the message that I need to be authorized (see error_1.jpg) - When I searched for the Bavarian state Library I got a list of nearest terms, but when I clicked on "Bavaria-film" I got an error (see error_2.jpg) - How can I get back to my search results if I opened an archived blog? - I think the search results are often not clear? - Searching by topics doesn't work yet? 	T3: 2 T4: 2 T9: 2
B4	OK Can I see my sent messages somewhere?	T3: 4 T8: 4
B5	Yes, worked.	T1: 4 T5: 4 T6: 4 T9: 4 T10: 4
B6	?	T1: 1 T3: 1 T5: 1
B7	Yes, worked.	T2: 4 T6: 4 T7: 4

B8	It took me a while to understand that I can click on the search button and purchase this collection although a message said that access is only restricted? In the purchase form no field is marked as obligatory When I finished purchasing I didn't understand the overview: I just purchased the premium package and at the same time I can purchase it again? (see purchase.jpg)	T8: 3 T9: 3 T10: 3
B9	I submitted http://vifamusik.wordpress.com/	T8: 4 T9: 4 T10: 4

Table 100, Mokono Test 1, Part B

Questions about the repository	Supervisor's Notes	Score
C1	Not all tasks were easy, quickly to solve.	T2: 3 T9: 3 T10: 3
C2	OK	T2: 4 T10: 4
C3	The help central needs to be extended.	T2: 4 T10: 3
C4	The search functionality needs to be improved.	T2: 3 T8: 3

Table 101, Mokono Test 1, Part C

		1	2	3	4	5	6	7		N/A
1. The repository was simple to use	DISAGREE						x		AGREE	
2. It was easy to find the blog information I needed	DISAGREE						x		AGREE	
3. The information in the repository was clearly organized	DISAGREE							x	AGREE	
4. The repository had an efficient search interface engine	DISAGREE		x						AGREE	
5. The repository had all the functions and capabilities I expect it to	DISAGREE			x					AGREE	
6. Overall, I am satisfied with this repository	DISAGREE		x						AGREE	

Table 102, Mokono Test 1, Part D

Mokono Test 2

Question	Supervisor's Notes
A1	So far, in my research I have not extensively used digital repositories, with the exception of the University online libraries to access articles.

A2	
A3	

Table 103, Mokono Test 2, Part A

Tasks	Supervisor's Notes	Score
B1	The email confirming my registration took quite some time to arrive, so I signed in early with the name and password I gave.	T9: 1 T10: 2
B2	OK	T5: 4 T8: 4 T9: 4 T10: 4
B3	OK	T3: 4 T4: 4 T9: 4
B4	OK	T3: 4 T8: 4
B5	OK	T1: 4 T5: 4 T6: 4 T9: 4 T10: 4
B6	I wasn't able to view the text in full, so couldn't complete the task.	T1: 2 T3: 1 T5: 2
B7	OK	T2: 4 T6: 4 T7: 4
B8	This was simple to do.	T8: 4 T9: 5 T10: 4
B9	Enjoy!	T8: 5 T9: 5 T10: 5

Table 104, Mokono Test 2, Part B

Questions about the repository	Supervisor's Notes	Score
C1	It took me a few attempts to navigate my around the website. Some tasks were easier than others (easier: submitting a blog; purchasing the restricted collection; more difficult: navigating to a specific blog and highlighting/annotating a section of text; figuring out the digits that appeared once a search for a blog had been performed)	T2: 3 T9: 3 T10: 3
C2	The "Topic" section; tags beneath blog posts	T2: 3 T10: 3

C3	I had a few difficulties returning to the dashboard once I began my searches.	T2: 4 T10: 3
C4	Some instructions on the “Home” section on how to use the website, apart from having them hidden in the Help section would be beneficial for first-time users.	T2: 4 T8: 3

Table 105, Mokono Test 2, Part C

Questions		1	2	3	4	5	6	7		N/A
1. The repository was simple to use	DISAGREE				X				AGREE	
2. It was easy to find the blog information I needed	DISAGREE			X					AGREE	
3. The information in the repository was clearly organized	DISAGREE					X			AGREE	
4. The repository had an efficient search interface engine	DISAGREE						X		AGREE	
5. The repository had all the functions and capabilities I expect it to	DISAGREE						X		AGREE	
6. Overall, I am satisfied with this repository	DISAGREE			X					AGREE	

Table 106, Mokono Test 2, Part D

Mokono Test 3

Question	Supervisor’s Notes
A1	I have used digital repositories in the past to research for various topics.
A2	I have mostly engaged with online libraries of various types.
A3	

Table 107, Mokono Test 3, Part A

Tasks	Supervisor’s Notes	Score
B1	My first registration didn’t work. I don’t know why, perhaps the e-mail address was incorrect? Anyway, I would be grateful if you deleted “christine” from your records, as it didn’t come back in the e-mail. I used Firefox throughout.	T9: 3 T10: 3
B2	Don’t quite get the widgets.	T5: 4 T8: 4 T9: 4 T10: 3
B3	I did a few searches and looked at a few blogs but didn’t get any recommended blog posts out of it.	T3: 3 T4: 3 T9: 3
B4	That worked. It took a while to suss that the envelope icon was the message sender. I kept looking for a message widget, but the message widget only gave me received messages (which are of course 0).	T3: 4 T8: 4

B5	This worked, but I was a bit confused as there was basically nothing in the blog.	T1: 4 T5: 4 T6: 3 T9: 4 T10: 3
B6	This worked.	T1: 4 T3: 4 T5: 4
B7	This worked.	T2: 4 T6: 4 T7: 4
B8	This eventually worked, but I tried first to do the credit card, and I didn't have any name or address information, so I used the PayPal account instead.	T8: 4 T9: 4 T10: 4
B9	This worked.	T8: 4 T9: 4 T10: 4

Table 108, Mokono Test 3, Part B

Questions about the repository	Supervisor's Notes	Score
C1	It all seemed straightforward enough once I was able to suss it. I'm still not sure about the widgets, though. I deleted one by mistake, had to search for it, and then it reappeared. Maybe there should be a user's guide on the site. The other thing that was a bit annoying was that, when searching, I couldn't use the return button. I had to click the "search" tab. I am very used to just hitting return, and that didn't work at all (doing it added all kinds of extra information in the search field, and that threw it off, it seems).	T2: 4 T9: 4 T10: 3
C2	Not sure I understand the question. The most helpful thing was this information sheet.	T2: 4 T10: 4
C3	I think things generally need to be a bit clearer. But then, perhaps that comes with use. One thing that is not helpful is that the activities widget doesn't contain its information – it all hangs down far below the rectangle that is supposed to be the widget, obscuring everything beneath it. It would be better if it were all within the widget and you could scroll through it, or click on it and get a mini window. Also, the search function as described above. It should be possible just to hit the return button on your screen to use it.	T2: 3 T10: 3
C4	See suggestions above. I also noticed that sections of the blogs overlapped other sections. Perhaps they need to be resized or reformatted.	T2: 4 T8: 3

Table 109, Mokono Test 3, Part C

Questions		1	2	3	4	5	6	7	AGREE	N/A
1. The repository was simple to use	DISAGREE			X					AGREE	
2. It was easy to find the blog information I needed	DISAGREE				X				AGREE	
3. The information in the repository was clearly organized	DISAGREE		X						AGREE	
4. The repository had an efficient search interface engine	DISAGREE		X						AGREE	

5. The repository had all the functions and capabilities I expect it to	DISAGREE									AGREE	X
6. Overall, I am satisfied with this repository	DISAGREE			X						AGREE	

Table 110, Mokono Test 3, Part D

Mokono Test 4

Question	Supervisor's Notes
A1	Yes.
A2	Yes. Long-term preservation system of the German National Library
A3	Technical Administrator (actually my activities are conceptual and not administrating)

Table 111, Mokono Test 4, Part A

Tasks	Supervisor's Notes	Score
B1	OK	T9: 4 T10: 4
B2	OK	T5: 4 T8: 4 T9: 4 T10: 4
B3	OK	T3: 4 T4: 4 T9: 4
B4	OK	T3: 4 T8: 4
B5	OK	T1: 4 T5: 4 T6: 4 T9: 4 T10: 4
B6	OK	T1: 4 T3: 4 T5: 4
B7	OK	T2: 4 T6: 4 T7: 4
B8	OK	T8: 4 T9: 4 T10: 4
B9	OK	T8: 4 T9: 4 T10: 4

Table 112, Mokono Test 4, Part B

Questions about the repository	Supervisor's Notes	Score
C1	It depends. Most of it was easy, but the functionality of the timeline was confusing. It was also irritating that there is no dedicated search field for URLs. The purchase of the restricted collection via the "search" button was not intuitive.	T2: 4 T9: 3 T10: 3
C2	The navigation bar.	T2: 4 T10: 4
C3	Sometimes the confusing interfaces (see above). Short help hints e. g. in the submit section would help.	T2: 3 T10: 3
C4	Maybe a clearer separation of the action related to searching and to add/change something. It is not obvious that some of the entries in the navigation bar are just filters for global search.	T2: 4 T8: 4

Table 113, Mokono Test 4, Part C

Questions		1	2	3	4	5	6	7		N/A
1. The repository was simple to use	DISAGREE				X				AGREE	
2. It was easy to find the blog information I needed	DISAGREE					X			AGREE	
3. The information in the repository was clearly organized	DISAGREE					X			AGREE	
4. The repository had an efficient search interface engine	DISAGREE					X			AGREE	
5. The repository had all the functions and capabilities I expect it to	DISAGREE					X			AGREE	
6. Overall, I am satisfied with this repository	DISAGREE					X			AGREE	

Table 114, Mokono Test 4, Part D

Mokono Test 5

Question	Supervisor's Notes
A1	JV: Using some repositories and managing them, but not digital archives as such. CK: Using repositories but not managing. AS: Neither using nor managing repositories.
A2	N/A
A3	

Table 115, Mokono Test 5, Part A

Tasks	Supervisor's Notes	Score
B1	Participants are not immediately sure if the "sign up" button is what we mean with "registration process" but other than this there was no problem. One user (JV) liked the option not have to register to use the software.	T9: 3 T10: 3

B2	<p>The word “dashboard” was not immediately clear to participants, in terms of what we meant. Also not that clicking on the user name brought you to the dashboard.</p> <p>One user was not able to figure out how to add widgets, but he was able to figure it out on his own.</p> <p>Additional Comments: AS: “funny behaviour, not predictable which widget will jump where”</p>	<p>T5: 4 T8: 4 T9: 3 T10: 3</p>
B3	<p>At first, because the participants were using Firefox, they received a strange response to pressing “enter” after inputting a search term. A long string of information appeared in the search bar and brought the participant away from the search bar page (see screenshot below).</p> <p>Participants remarked that the recommended blogposts were not very meaningful in consideration of their search.</p> <p>Comments: CK: “I searched for journalism and I got some things on islam and self-help stuff?” AS: “The search results are not very connected to the search term.” CK: “Maybe being able to rate the recommendations, or being able to erase some parts of my recent activity would lead to more meaningful results?” JV: “I seem to have gotten some kind of recommendation that is not a blog post but a website for Alicia Keys?”</p>	<p>T3: 3 T4: 3 T9: 4</p>
B4	<p>All participants were able to perform this task successfully. However there were some comments: AS: “It's not clear what "later" means. Also groups is not intuitively understandable at this point.”</p>	<p>T3: 4 T8: 4</p>
B5	<p>Participants received an error message (see attached screenshot) when trying to access any blog page. We decided to move this task to the end of the test, so that Ali would have time to devise a solution. Ali opened the newest instance of bf6, located at CERN servers so that we could conduct the test later.</p> <p>Upon conducting the test, participant were unable to use the timeline slider to open a blog post. Either the link (accessed by hovering over the bullet point in the timeline slider) was not “alive”, or the participant could not access the actual post through the link that appeared when hovering over the bullet point in the timeline slider. This was true for several other blog pages that we attempted to access.</p> <p>Comments: JV “Some of them are working and some are not.” CK “I am seeing titles, but I cannot click or anything. It doesn't lead me to the post.”</p>	<p>T1: 2 T5: 3 T6: 2 T9: 3 T10: 4</p>
B6	<p>Participants had no difficulty locating the annotator pen and making a notation to their highlighted portion of text.</p> <p>Two participants did not immediately see their notation after leaving the page and returning to it.</p> <p>One participant noted that it was not visible in her activities either. After a few moments, she checked it again and it worked. However, she noted that only when she went back into the page from her recent activities, could she see her annotation.</p>	<p>T1: 4 T3: 4 T5: 4</p>
B7	<p>All participants could view the license information without difficulty. However, it was not clear to any of the participants what is meant by license information: “What is the license information? What does it have to do with anything?”</p> <p>One participant was confused about finding a privacy policy in the last of the blog records licensing information. “For the last entry there is some license information, but this is a privacy policy, not a license.”</p> <p>A note unrelated to this task: One participant noted that it was difficult to search for a given blog by it's name: “this is harder than I expected to find these blogs.”</p> <p>Additional Comments: AS: “Clicking on "Search" "Collections" and "Topics" leads to the same search mask?!”</p>	<p>T2: 4 T6: 4 T7: 4</p>

<p>B8</p>	<p>The PayPal option was not working when one participant attempted to access the collection. The credit card option did allow the participant to gain access to the collection. However, it was not immediately clear to the participants if they now had access to the collection. Comments: JV: "It looks like I am in. I am still getting a message that it is restricted, but when I click on search, I am in." AS: "It's still unclear, what a restricted collection is and why I have to know if I am authorised. The system should know and ask me kindly to go for payment data if not. It's very unlikely to press search button to get to the payment process."</p>	<p>T8: 2 T9: 3 T10: 3</p>
<p>B9</p>	<p>All participants completed this task successfully, but there was still some confusion in the interface. Comments: CK: "It's not in alphabetical order, the topics list." CK: "The license? What is that? What do I put there?" AS: "What's the difference between referred and not referred? Why do I get to another screen which does nothing else but to ask me to press another button. The Topic List is not very intuitive and does not cover everything. The license type is not intuitive. I think you have to explain, why it's important to have restricted or private access."</p>	<p>T8: 4 T9: 4 T10: 3</p>

Table 116, Mokono Test 5, Part B

<p>Questions about the repository</p>	<p>Supervisor's Notes</p>	<p>Score</p>
<p>C1</p>	<p>JV: "Easy, I would say." CK: "Very, how do you say, common things that you are always doing on the internet" CK: "Despite the search, the missing enter function" AS: "I was missing simple and clear explanations about ... everything. If I do not know what it is, it does not really tell you and it does not really help you to find out. You already have to know why you need it. I was missing hints and helps, for example, what is "later" in the message field, why it's important to have private and restricted and so on. It's not clear, what a group is."</p>	<p>T2: 4 T9: 3 T10: 3</p>
<p>C2</p>	<p>AS: "I think none. That is part of the problem." JV: "Almost every time I used the search. The search was very helpful" JV: "The dashboard was also very helpful, but I have to confess, I would not have found it" CK: "Yeah, to just click on the user name, yeah someone would find it, but you would tend to click on the little arrow next to the user name, to see what sort of options you would have. So maybe it would need a certain flag or tab saying my place or dashboard. When you get used to it it's obvious" CK: (to JV) "You found ways to add widgets?" The other user explains how he was able to remove them, and then add them again from clicking on them in the header. CK: "Ah, so the default setting is to have everything displayed on the dashboard. Ok."</p>	<p>T2: 4 T10: 3</p>

C3	<p>CK: "The topics are not sorted by alphabetical order. I didn't know where to add my blog. Maybe, if you don't want to expand the topic scope, then maybe some hints? Maybe allow it to be added to more than one topic?"</p> <p>JV: "I had difficulty to understand the collections. I was not aware that collections means blogs or posts. I would maybe not put it to this place to the left, it's such a top level thing. Like google does it, like little bar right under the search thing." (Another user agrees)</p> <p>CK: "I didn't find it too bad. I think it's okay."</p> <p>AS: "That error Message while getting to GoldTeams. That could be very problematic. I was also, as I said, missing hints in the system. I did, what I was asked for, but I did not fully understand what I did."</p>	T2: 3 T10: 3
C4	<p>JV: "I'm not sure."</p> <p>CK: "It's the first time I am using such a thing and the longer I use it, the more interesting I find it. I think to make any, I think I would need to use it longer. It's not fancy, in a way, but I think that people that would use such a blog repository don't demand a fancy front end. It's plain and simple and basic, which I do like."</p> <p>JV: "Some graphical things would help to focus. On the left I have many meta data options and stuff and it is difficult to tell what I am looking for. It attracts my attention away from the blogpost"</p> <p>CK: " Maybe you could hide it?"</p> <p>AS: "I think more and simple help. Explain more."</p>	T2: 4 T8: 4

Table 117, Mokono Test 5, Part C

Questions		1	2	3	4	5	6	7		N/A
1. The repository was simple to use	DISAGREE				X				AGREE	
2. It was easy to find the blog information I needed	DISAGREE			X					AGREE	
3. The information in the repository was clearly organized	DISAGREE				X				AGREE	
4. The repository had an efficient search interface engine	DISAGREE				X				AGREE	
5. The repository had all the functions and capabilities I expect it to	DISAGREE			X					AGREE	
6. Overall, I am satisfied with this repository	DISAGREE			X					AGREE	

Table 118, Mokono Test 5, Part D for user AS

Questions		1	2	3	4	5	6	7		N/A
1. The repository was simple to use	DISAGREE					X			AGREE	
2. It was easy to find the blog information I needed	DISAGREE					X			AGREE	
3. The information in the repository was clearly organized	DISAGREE					X			AGREE	
4. The repository had an efficient search interface engine	DISAGREE						X		AGREE	
5. The repository had all the functions and capabilities I expect it to	DISAGREE						X		AGREE	
6. Overall, I am satisfied with this repository	DISAGREE						X		AGREE	

Table 119, Mokono Test 5, Part D for user JV

Questions		1	2	3	4	5	6	7		N/A
1. The repository was simple to use	DISAGREE						X		AGREE	
2. It was easy to find the blog information I needed	DISAGREE					X			AGREE	
3. The information in the repository was clearly organized	DISAGREE				X				AGREE	

4. The repository had an efficient search interface engine	DISAGREE						X		AGREE	
5. The repository had all the functions and capabilities I expect it to	DISAGREE						X		AGREE	
6. Overall, I am satisfied with this repository	DISAGREE						X		AGREE	

Table 120, Mokono Test 5, Part D for user CK

3.5.4 Summary of Results

CS5 & CS6 results can be summarised as follows:

1. Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?

- *"It took me a few attempts to navigate my around the website. Some tasks were easier than others (easier: submitting a blog; purchasing the restricted collection; more difficult: navigating to a specific blog and highlighting/annotating a section of text; figuring out the digits that appeared once a search for a blog had been performed)"*
- *"It all seems straightforward enough".*
- *"Most of it was easy, but the functionality of the timeline was confusing. It was also irritating that there is no dedicated search field for URLs. The purchase of the restricted collection via the "search" button was not intuitive."*

2. What aspects of the system supported you to perform the exercises or solve the tasks set for you today?

- *"The "Topic" section; tags beneath blog posts".*
- *"The most helpful things was this information sheet".*
- *"The navigation bar".*
- *"Almost every time I used the search. The search was very helpful".*

3. What aspects of the system made it difficult for you to perform the exercises or solve the tasks?

- *"The help central needs to be extended".*
- *"I had a few difficulties returning to the dashboard once I began my searches".*
- *"I think things generally need to be a bit clearer. But then, perhaps that comes with use".*
- *"Sometimes the confusing interfaces (see above). Short help hints e. g. in the submit section would help".*

4. How can the system be improved?

- *"The search functionality needs to be improved".*
- *"Some instructions on the "Home" section on how to use the website, apart from having them hidden in the Help section would be beneficial for first-time users".*
- *"I also noticed that sections of the blogs overlapped other sections. Perhaps they need to be resized or reformatted".*
- *"Maybe a clearer separation of the action related to searching and to add/change something. It is not obvious that some of the entries in the navigation bar are just filters for global search".*
- *"Some graphical things would help to focus. On the left I have many meta data options and stuff and it is difficult to tell what I am looking for. It attracts my attention away from the blogpost".*

		T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Search ing	T5: Acc ess	T6: Data integr ity	T7: Preserva tion	T8: Function ality	T9: System navigat ion	T10: System termino logy
Moko no Test 1	B1									1	2
	B2					4			4	4	4
	B3			2	2					2	
	B4			4					4		
	B5	4				4	4			4	4
	B6	1		1		1					
	B7		4				4	4			
	B8								3	3	3
	B9								4	4	4
	C1		3							3	3
	C2		4								4
	C3		4								3
	C4		3						3		
Moko no Test 2	B1									1	2
	B2					4			4	4	4
	B3		4		4					4	
	B4			4					4		
	B5	4				4	4			4	4
	B6	2		1		2					
	B7		4				4	4			
	B8								4	5	4
	B9								5	5	5
	C1		3							3	3
	C2		3								3
	C3		4								3
	C4		4						3		
Moko no Test 3	B1									3	3
	B2					4			4	4	3
	B3			3	3					3	
	B4			4					4		
	B5	4				4	3			4	3
	B6	4		4		4					
	B7		4				4	4			
	B8								4	4	4
	B9								4	4	4
	C1		4							4	3
	C2		4								4
	C3		3								3

	C4		4						3		
Moko no Test 4	B1									4	4
	B2					4			4	4	4
	B3		4		4					4	
	B4				4				4		
	B5	4				4	4			4	4
	B6	4			4		4				
	B7		4				4	4			
	B8								4	4	4
	B9								4	4	4
	C1		4							3	3
	C2		4								4
	C3		3								3
	C4		4						4		
Moko no Test 5	B1									3	3
	B2					4			4	3	3
	B3			3	3					4	
	B4			4					4		
	B5	2				3	2			3	4
	B6	4		4		4					
	B7		4				4	4			
	B8								2	3	3
	B9								4	4	3
	C1		2							3	3
	C2		4								3
	C3		3								3
	C4		4						4		
	T1: Using blog records	T2: System integrity	T3: Sharing and interaction	T4: Searching	T5: Access	T6: Data integrity	T7: Preservation	T8: Functionality	T9: System navigation	T10: System terminology	
AVERAGES	3.30	3.67	3.23	3.20	3.60	3.70	4.00	3.80	3.51	3.43	
MIN	1.00	2.00	1.00	2.00	1.00	2.00	4.00	2.00	1.00	2.00	
MAX	4.00	4.00	4.00	4.00	4.00	4.00	4.00	5.00	5.00	5.00	

Table 121, CS5 & CS6 scores summary

	1. The repository was simple to use	2. It was easy to find the blog information I needed	3. The information in the repository was clearly organized	4. The repository had an efficient search interface engine	5. The repository had all the functions and capabilities I expect it to	6. Overall, I am satisfied with this repository
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Mokono Test 1	6	6	7	2	3	2
Mokono Test 2	4	3	5	6	6	3
Mokono Test 3	3	4	2	2		3
Mokono Test 4	4	5	5	5	5	5
Mokono Test 5A	4	3	4	4	3	3
Mokono Test 5B	5	5	5	6	6	6
Mokono Test 5C	6	5	4	5	5	5
AVERAGES	4.57	4.43	4.57	4.29	4.67	3.86
MIN	3.00	3.00	2.00	2.00	3.00	2.00
MAX	6.00	6.00	7.00	6.00	6.00	6.00

Table 122, CS5 & CS6 Usability Scores Summary

4 Conclusions

This report presented the external testing conducted during the BlogForever Case Studies. Therefore, Section 1 presented the context of the BlogForever project and the rationale of the external evaluation. Section 2 presented the Research Questions and Themes used to guide the WP5 research team in the evaluation of the case studies.

Section 3 presented the case studies, outlining for each one the BlogForever platform status, users and questionnaires. A score with a range of 1 to 5 was assigned by the authors of the report for each question answered and the final outcomes have been summarised in Table 123. On average, the scores of all case studies are consistent and they are considered very positive. The minimum score is 3.39 and the maximum is 3.91, a small variation considering that the case studies were performed in totally different environments by different partners and users.

Themes	CS1	CS2	CS3	CS4	CS5 & CS6	Average
T1: Using blog records	3.57143	3.2727		4	3.30	3.54
T2: System integrity	3.89286	3.44	3.25	3.8667	3.67	3.62
T3: Sharing and interaction	3.71429			4.1667	3.23	3.70
T4: Searching	3.42857	3.3636		3.8333	3.20	3.46
T5: Access	3.71429	3.3636	4	3.9167	3.60	3.72
T6: Data integrity	3.5	3.5	3.1	4	3.70	3.56
T7: Preservation			3.3333	4	4.00	3.78
T8: Functionality	3.88889	3.4667	3.5	3.5	3.80	3.63
T9: System navigation	3.54286	3.5429	3.5333	3.8667	3.51	3.60
T10: System terminology	3.5614	3.6327	3	3.9524	3.43	3.51
Average	3.65	3.45	3.39	3.91	3.54	

Table 123, User Questionnaire average scoring

The results of this report inform on the one hand the development of the BlogForever platform and on the other hand the final deliverable of WP5, D5.5 Case Studies Comparative Analysis and Conclusions which contains an analysis and conclusions of all BlogForever Case Studies evaluation, namely internal evaluation, external evaluation and system logs.

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A. Appendix A – Usability Test Session Document

1. Pre-Usability Test Instructions for Supervisors (Observers)

Conduct at least one pre-test interview to ensure that:

- Supervisor/Observer is able to introduce the objectives of the BF repository usability test
- The test supervisors have fully understood the test and can explain the questions and exercises to the tester.
- The test supervisor is familiar with the schedule of the interview, and
- There are not any technical problems with the recordings if you go ahead with using a camera to record the test.

The preparation can be done with a colleague, friend or any other person but the circumstances of the test should be as realistic as possible. Take notes for any problem that occur!

1. Pages 5-8 of this document provide the consent script details, the test schedule with exercises and questions to the tester. Please get familiar with the information before those pages before the test and then focus on the information requested from pages 5-8. Many thanks for collaborating within T5.2!

2. Test Instructions and Assistance

In the following section, we give some instructions and assistance to conduct a proper usability test. Read it carefully BEFORE the interview!

How should you lead the test?

‘Treat your test subjects like hedgehogs. Depending on your target audience they probably feel a little nervous and perhaps even scared of you. So make them a little nest out of straw, stroke their prickles and give them some cat food.’

Alternatively, reassure them that you are testing the system and that they can’t give a wrong answer. Hence the first thing you should make clear is that they are testing the BF repository. They can make as many mistakes as needed. You could mention If they have any questions as they go along, they could just ask them. Observers/supervisors may not be able to answer them right away; since we are interested in how people do when they don’t have extra help; but it would be important to clarify that the questions will be dealt with after the exercises have been performed. Present the idea of a break so if tester could let observer know they need to have a pause at any stage of the testing.

Before you start

- Read the consent script to the tester to inform her/him about the test and to get her/his consent for recording the test if you need to perform any recordings!

Running the test

- Start the recording! (And do a test of the equipment. This relaxes both parties and ensures that you get a good recording.)
- Introduce the task to be tested.
- Once task is completed ask the follow-up questions
- Before ending, be sure to thank the tester for her/his participation! Let them know you appreciate them taking time out of their day to do the test and that you value their contributions to the research study.

After the test

- Store the recording in a safe place!
- File the test!

Writing it up

- Summarise the key issues that emerged during testing: your notes won’t make much sense to you a week or so after the test.

- If you are writing for other people, include a summary no longer than two pages; this can consist of a list or table of the issues including recommendations and their priorities.
- Remember to anonymise the users in the report.
- In team situations, you may be surprised at how many people are interested in the results of the usability test even if it doesn't relate directly to something that they can fix.

Test environment and conditions

- Try to ensure the test environment is relaxed and quiet, but also as close as possible to the situation where they would actually use the system.
- Have your subjects talk out loud is very important as you can't read their minds, but it is a very unnatural process.
- To loosen up your subjects and get them talking in the way you want them to, try the Stapler Trick. Give them a stapler or similar item and ask them to open it, take the staples out, replace them, shut the stapler and staple some paper – talking all the time about what they see, what they expect to happen, what actually happens and how that matches up. Make them laugh at you.
- Say how long the test will take up front, and tell your subject why you are doing it.
- After the test has been completed, conclude by thanking them for their time and assuring them that they were very useful. Then give them the sugary treat.
- The tester should do the most of the talking. Therefore, interrupt only if you feel that the test goes into a topic that is not relevant!
- Respect the tester's pace and do not be afraid of pauses or silences!
- Keep the tester focused on the function being tested!
- Keep an eye on the time limits!
- Remember your objectives throughout the test.
- Test in a comfortable, private place and one where you will be free from distractions and interruptions. If conducting the test from a workplace, consider hanging a sign on the door, "testing in progress" so people don't knock or pop their heads in your office.
- Be respectful, appreciative and kind.

3. What to look for

Look out for incidents where the user stops concentrating on their tasks and starts thinking about the tool and how they are going to use it.

For example, when you are hammering in a nail you don't think about how to use a hammer; good software should be the same. Words like 'it' and 'the system' and are good indications that the test subject has stopped thinking about the task in hand.

Note questioning words, especially where testers question their own judgement, "why can't I find ...", "I expected to see ..." etc. as this indicates that the work flow for the task may have broken down.

Also keep an eye on occasions where the user completely fails to do a task.

They may need some prompting to unstuck them, but you should be careful not to bias the test. **These should be the highest priority issues for you to fix.** If users recover from getting stuck, make a note of how they recovered. Prolonged periods of silence from the test subject may also require prompting as they should be talking all the time. Ask them what they are thinking or looking for but avoid words like 'try' (e.g. 'what are you trying to do?') as this implies that they are currently failing.

Be wary of users' opinions on aesthetics and be prepared to bring them back to the script if they get side-tracked.

2. Consent Script

Each tester has to be informed about the testing conditions and has to declare her/his consent.

- Before we begin, I first wanted to thank you for agreeing to participate in this important usability test. Also, I have a prepared consent script as I will need to get your consent to go forward with the interview. May I read you the consent script now? (**Wait for reply**).
- Thank you. As you may already know, we are members of the EU-funded project BlogForever. In the project, we aim on the development of an archiving and preservation system for weblogs. We would like to test the system regarding certain functions.
- This test will last approximately 30 minutes. Your participation in this test is completely voluntary. This means that you do not have to participate in this test unless you want to.
- There are no other expected risks to you for helping us with this testing. There is no financial benefit for your participation. The cost to participate is your time, and for that I am very appreciative.
- For partners recording the test - We would like to record this test. The digital recording will be maintained by us, with only access by BlogForever project members who are involved in the analysis of the testing. The recording will be permanently deleted after completion of our analysis. Further, if a transcript is made, in no way will your name be associated with the transcript. Any identifying personal information received in the course of this interview will be de-identified. If a transcript of our interview is produced, only BlogForever project members who are involved in the analysis of the tests will have access to the transcript.
- Lastly, you may contact as well the management of the BlogForever project, anonymously if you wish, with any questions or concerns.
- Thank you. At this point, do you have any questions for us? [**Respond to any inquiries**].
- Do I have your permission to begin recording and begin testing? (**If yes, continue**)

If No: We can still complete the test even if I cannot record you. Do you give me permission to take notes during our interview? These notes may include direct quotes from you. Again, in no way will these notes be associated with you in any way when reporting findings from this testing. (**If yes, continue**)

3. Test Schedule

Part A) (approx. 5 min)

1. Give a brief description of BlogForever and clearly state to the interviewee the purpose of the testing

Question	Hints for the test supervisor
First, we would like to understand your background. This will help us to understand the context of your answers. C5. Could you please tell us about your position in your organization?	
C6. What are the main services or products that your organization offers to whom and how are they represented in your blogs?	
C7. Could you please tell us about your experiences with blogs (professional or private)?	It should be covered at least: <ul style="list-style-type: none"> • how many years • how often • are they only using them for their company

Part B) (approx. 20 min)

Tasks	Hints for the supervisor
B6. Complete the registration process at	https://bf1.csd.auth.gr/youraccount/login?ln=en

https://bf1.csd.auth.gr/	
B7. Submit a blog URL	Go to https://bf1.csd.auth.gr/submit?ln=en&doctype=BSI Check latest additions few minutes later or at the end of the session: https://bf1.csd.auth.gr/collection/Initial%20Blogs?ln=en Example http://screencast.com/t/r6lCukawf3X The body will be available when the spider crawls that submitted URL
B8. Using saving favourites/add to basket function	https://bf1.csd.auth.gr/record/1329?ln=en See possibilities at the right bottom end corner: http://screencast.com/t/MbgymiiTI8
B9. Get to the detail record of a blog	https://bf1.csd.auth.gr/collection/Blogs?ln=en https://bf1.csd.auth.gr/record/1329?ln=en
B10. Show citation description within a blog or post	http://screencast.com/t/zDSqus4S

Part C) (approx. 5 min)

Questions about the use of the repository	Hints for the Supervisor
C8. Please elaborate on how well or badly you feel you performed the exercises/solve the tasks set for you?	
C9. What aspects of the system supported you to perform the exercises or solve the tasks set for you today?	
C10. What aspects of the system made it difficult for you to perform the exercises or solve the tasks?	
C11. How could the system be improved?	

5. Interview Results

The results of each interview should be

- A recording of the interview (preferable as a mp3 file).
- The notes of the supervisor (preferable in a digital form).

Additionally, each supervisor has to fill in the following usability test debriefing sheet. The information in the sheet will help to manage the outcomes of the session and to improve further tests.

Identification of the Usability Test
Date of Interview:
Start Time:
End Time:
Supervisor/s:
Interview ID (Name of the supervisor+ Unique 3-number ID):
Language of the Interview:
How was the usability test

conducted?

Recording

Was there a problem with the recording?	<input type="checkbox"/> Yes
	<input type="checkbox"/> No

If yes, describe:

What, if any, measures will be taken to correct problem:
--

Is the recording still viable?	<input type="checkbox"/> Yes
	<input type="checkbox"/> No

Was the recording saved digitally and labeled accordingly (mmddy_interview ID_rec)?	<input type="checkbox"/> Yes
	<input type="checkbox"/> No

Note-taking

Were <u>brief notes</u> taken during usability test session?	<input type="checkbox"/> Yes
	<input type="checkbox"/> No

Were <u>brief notes</u> saved digitally and labeled accordingly (mmddy_interview _prel_notes)?	<input type="checkbox"/> Yes
	<input type="checkbox"/> No

Were <u>extensive notes</u> taken immediately following the testing session?	<input type="checkbox"/> Yes
	<input type="checkbox"/> No

Were <u>extensive notes</u> saved digitally and labeled accordingly (mmddy_interview ID_notes)?	<input type="checkbox"/> Yes
	<input type="checkbox"/> No

Usability Test and Schedule

Were any unexpected topics introduced by subject?	<input type="checkbox"/> Yes
	<input type="checkbox"/> No

If yes, which of these topics should be considered in future interviews:

Were there exercises that did not work? Yes
 No

If yes, describe:

How many minutes did it take to complete the session, from start to finish:

Was there sufficient time to complete the usability test as a whole? Yes
 No

If no, please estimate reason why:

Additional Comments

Please list/describe any additional information regarding this particular usability test session, if not covered in previous questions: