

# It's There, But Can You Find It?: Usability Testing the Archive-It User Interface

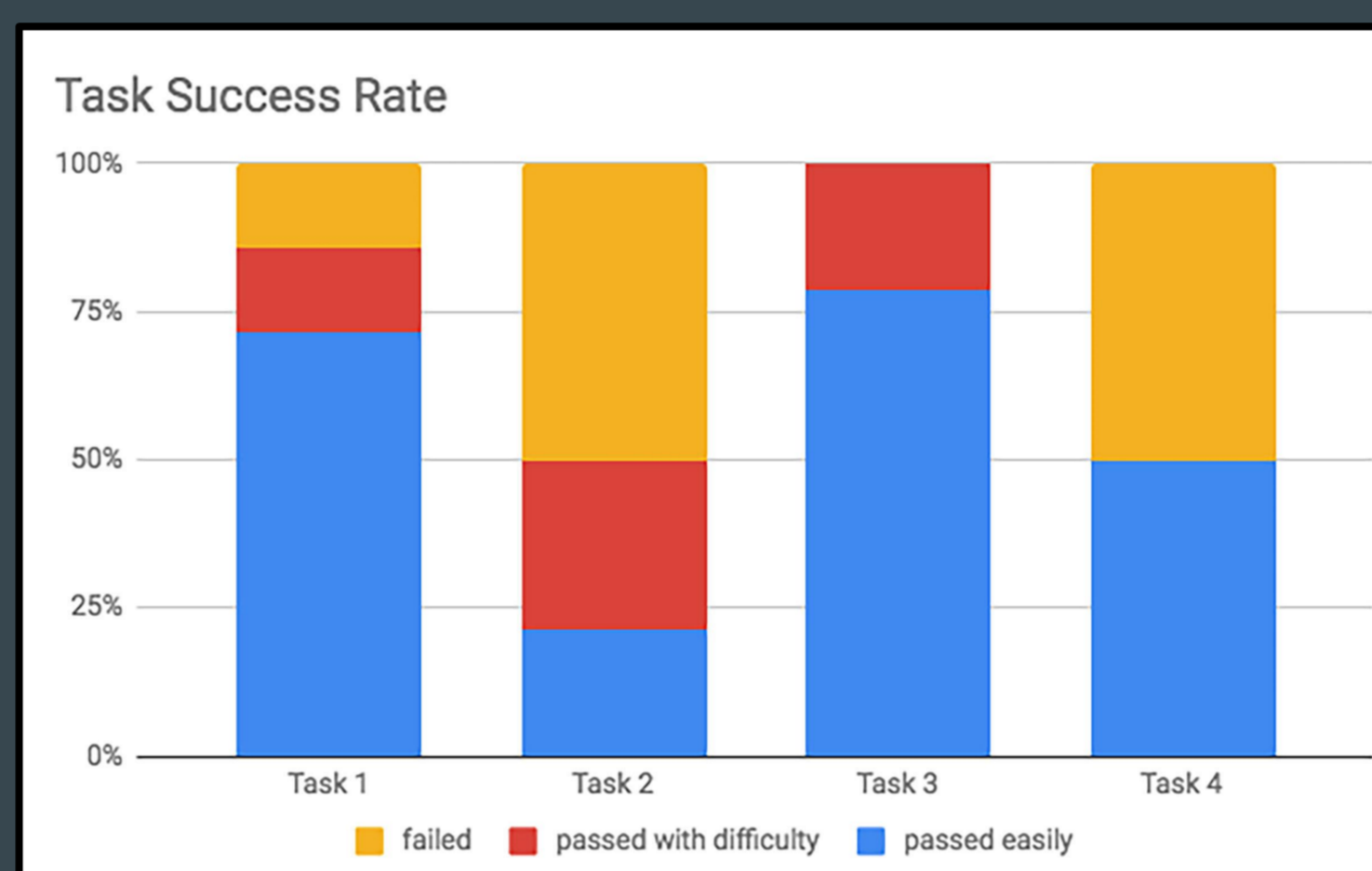


## Background:

- Research team members recruited from Archive-It Mid-Atlantic (AITMA) Users Group in mid-2017 to conduct usability study of the Archive-It public interface.
- Cross-institutional team had no prior experience in conducting usability testing.
- Conducted literature review, tool assessment, and compiled resources.
- Adapted test script shared with us by Princeton University Library Web Steering Group. Script included: background information, tasks, and conclusion.
- Tasks designed to be straightforward, easy to explain, and with pass/fail outcome.
- Participants recruited from key cross-institutional constituencies, including: faculty, students, library staff, other departments, and the general public.

## Methods:

- Completed in-person usability testing sessions with 14 subjects between September and October 2017.
- Participants completed four tasks, as well as rated their overall experience using the Archive-It public interface.



- Quantitative ratings of passed easily, passed with difficulty, and failed.
- Qualitative analysis using codebook to analyze snippets from interviews.

## Additional Research

### Team Members:

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## Findings:

- Interface initially unintuitive and easier to use for those with experience doing archival research.
- Users find the search functionality confusing.
- Metadata terms such as seeds and collections confused users.
- Half of users found video metadata unhelpful.
- Most users were not aware of the general Wayback Machine.
- Average rating of 6.5 out of 10 for interface being user-friendly.

## Recommendations:

- Develop a more comprehensive search box.
- Add metadata for videos.
- Add tool tips or a glossary to explain potentially unfamiliar terms.
- Standardize data formats.
- Hide some metadata fields that are less helpful to users.

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