



ALIADA



Project title:

Automatic publication under Linked Data paradigm of
library and museum data

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ALIADA Intermediate Workshop Usability Monitoring and Performance Results

Work Package 3

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1 INTRODUCTION

1.1 Purpose of the document

This is a deliverable report of the intermediate workshop on usability and performance test to be performed over the deployment of the first release (WP3). This deliverable also contains the updates to the elements to be measured along with the evaluation criteria.

The main objectives of this work package are generating impact around ALIADA's outcomes and the dissemination of results to create an ALIADA extended community of project partners and external committed stakeholders.

ALIADA will be delivered as open source software. In order to have success in the developer and cultural institution community, the impact and dissemination work gains high relevance. Taking this into account, the foreseen tasks work with these common aims in mind:

- ALIADA website: this website will contain all the information related to ALIADA in order to act as a repository of dissemination assets and impact results.
- Social media diffusion: this task is devoted to promote ALIADA in the social media as a way of disseminating ALIADA outcomes and to improve its final scope.
- Dissemination through relevant fairs and meetings: in an effort to disseminate the advances in technology and to validate the new exploitation plans to be delivered in the open source and open data worlds, scientific forums, public administration and commercial and industrial events will be attended.
- Impact generation and assessment: generating impact around ALIADA releases and targets is crucial in order for it to be adopted by a growing community (developers, library software management vendors, cultural and public institutions) that extends and applies it to different use cases. The final aim is that a European-funded project be the seed of a bigger development massively adapted by SMEs that want to increase their portfolio with a new tool that allows getting closer to new markets. These activities will include:
 - Identifying and assessing ALIADA's impact on public data reuse. Allowing ALIADA to easily publish data from libraries and museums will result in an exponential increase of the public availability of these data. This will implement new business ideas and services. Just to give an example in the library field, the availability of these data will address a completely new scenario for derived cataloguing (in RDF) with the subsequent money saving. Data from

libraries could be used by other business sector applications as e-Learning, knowledge management, health, finances, environment, etc.

- Estimating the future applications that SMEs can develop along with new business models: in the library and museum sector, one possible example of these applications could be a RDF-native cataloguing module. In a wider meaning, it could be the estimation of the work needed to use the ALIADA tool in a publishing process of open data for another sector (e.g. Government). In simple terms: the estimation of how to promote ALIADA to be a general open data publishing tool.
- Exploitation: the design of the exploitation plans will be different from the classical license sale, and it will take the impact generated in the community to be created around ALIADA into account. The assessment of the impact actions, as well as the outcome of the concertation actions, will be used to improve the business case for ALIADA and to create an exploitation plan.
- Concertation actions: clustering activities with other projects of the same call, as well as contacts and interactions with ongoing projects and initiatives such as LOD2, LATC and Europeana, is foretelling.

1.2 Structure of the document

This document is structured into the following sections:

- Introduction: the purpose and audience of the document are described in this section.
- Intermediate Workshop Usability Monitoring Report: describes the main aspects by which usability is measured. Monitoring indicators and data collection: defines the measured items and the measure degrees' meaning.
- Evaluation results assessment: defines the goals and results for the first release of the usability monitoring.
- Conclusions: this chapter should report the 2nd workshop's conclusions and describe the fields that reportedly need improvement for the next ALIADA prototype.

1.3 Audience

The intended recipients of this document are all the stakeholders of the ALIADA project who are interested in the usability aspects of ALIADA in particular. Within this deliverable, the following target groups are distinguished:

1. ALIADA project members/partners (technical readers in particular).
2. The European Commission, who supports, and partially funds, the ALIADA project.

3. External stakeholders who want to understand the ALIADA approach to the automation of the whole life cycle of open data publications on the Linked Data Cloud.

2 Intermediate workshop usability monitoring report

2.1 Introduction

The usability has been measured considering three key aspects:

- Effectiveness in usability is defined as the degree to which an interface facilitates users the accomplishment of their tasks and goals.
- Efficiency is measured by the length of time required to complete a task.
- Satisfaction consists on a set of subjective measures regarding a user's perception of usability and evaluation.

The methodology for this evaluation is based on three workshops, each of them covering the users' perception using internal and external people as evaluators:

The Intermediate workshop (M16) will be devoted to internal evaluation and will be carried out by staff coming from the companies and institutions of the consortium: In total 15 people will be involved in the evaluations:

- The users' perception from the point of view of final users will be measured by workshops with staff, from the cultural institutions involved in the consortium, in charge of documentation tasks. ART will involve at least 5 people and SZE will involve at least 4 people. This evaluation will be qualitative.
- The users' perception from the point of view of technical personnel will be measured by staff, from the IT SMEs involved in the consortium, in charge of documentation and library management consultancy. Each of them will involve 3 people.

Reports the outcomes of the intermediate workshop on usability and performance test to be performed over the deployment of the first release (WP3). This deliverable also contains the updates to the elements to be measured along with the evaluation criteria.

2.2 Name of the testers

MFA	Laura Fazekas
MFA	Katalin Papp
MFA	Zsuzsanna Szilágyi
MFA	Géza Székely

atCU	Annalisa Di Sabato
atCU	Sandra Malfagia
atCU	Adriano Vincenti
ART	Ainhoa Axpe
ART	Silvia Carretero
ART	Daniel Eguskiza
ART	Ixone Ezponda
ART	Charo Garaigorta
SCA	Xabier Molero
SCA	Josu Moreno
SCA	Raul Ruiz

2.3 Test dates

The workshops have been performed on February and March 2015:

MFA	Laura Fazekas	February 26th, 10:00
MFA	Katalin Papp	February 26th, 10:00
MFA	Géza Székely	March 2nd, 15:52
MFA	Zsuzsanna Szilágyi	February 26th, 10:00
atCU	Annalisa Di Sabato	Unknown
atCU	Sandra Malfagia	February 25th, 12:00
atCU	Adriano Vincenti	February 26th, from 12:00 to 15:00



ART	Ainhoa Axpe	From February 26th to March 2nd
ART	Silvia Carretero	February 27th
ART	Daniel Eguskiza	March 2nd
ART	Ixone Ezponda	From February 26th to March 2nd
ART	Charo Garaigorta	March 4th
SCA	Xabier Molero	February 26th
SCA	Josu Moreno	February 26th
SCA	Raul Ruiz	February 26th, 16:00

3 Monitoring indicators and data evaluation

3.1 Goals for the first release

The usability and performance goals for the first release of ALIADA are:

- The usability from the user's point of view should reach 50% (average) of the maximum punctuation adding up these different aspects: effectiveness (task completion by the user, goals achieved with the product), efficiency (how much effort users require to carry out a certain task, response time) and satisfaction (what users think about the product's ease of use).
- The technical tests should pass 60% of each of the selected items identified in this task (100% meaning total satisfaction with the requested item and 0% meaning no satisfaction with the required item). For example, the integration aspects between ALIADA and the different ILSs (in this case, total satisfaction will mean a complete integration without any additional tasks) and consequences of such integration with the different ILSs and response time will be measured.

3.2 Effectiveness

Effectiveness in usability is defined as the degree to which an interface facilitates the accomplishment of the user's tasks and goals.

LOG IN

MODULE: User

PERCENTAGE ERROR: 0 %

CHANGE LANGUAGE OF THE INTERFACE

MODULE: User

PERCENTAGE ERROR: 20%

ERRORS:

- I can't change the language (ARTIUM-3).
- It is not clear how to do it (SCANBIT-1).
- The language within the application doesn't change, it is not possible or I don't find it (SCANBIT-2).

NOTES:

- It would be good if there would be a possibility to change the language after logging in (MFA-3).

UPLOAD A LOGO FOR YOUR INSTITUTION

MODULE: User

PERCENTAGE ERROR: 40%

ERRORS:

- I have tried to upload a jpg file (200K) and it doesn't accept it, it says "format not valid" (ARTIUM-4).
- I uploaded the new logo but do not see it (ATCULT-1).
- The breadcrumb does not work for moving between pages. The logo is never saved (ATCULT-2).
- It is not possible to save the logo. I have always the message "INVALID FORMAT" (ATCULT-3).
- I can't see the logo. What format is required? (MFA-3).
- When I upload an incorrect file, the screen components dislocate (SCANBIT-3).

NOTES:

- The image is uploaded but I can't see it (ARTIUM-1).
- It is not obvious whether the photo has been uploaded or not. No feedback (MFA-2).
- I can upload it but it is indicated neither in the user interface nor in the user manual where the logo will appear, and which size is needed. There is no feedback if the logo size is ok or not (MFA-4).

CHANGE THE CATALOGUE URL OF YOUR INSTITUTION

MODULE: User

PERCENTAGE ERROR: 7%

ERRORS:

- The breadcrumb does not work for moving between pages. I can't return to the HOME (ATCULT-2).

NOTES:

- I can't change the institution's name (MFA-3).
- I can write a text into the text field, it is saved, but it is not indicated neither in the user interface nor in the user manual what is the purpose of this URL. Will it be used by the program logic, and if so for what purpose, so I don't know what URL should be written here: the base URL of the OPAC home page, or the e.g. the base URL of the full view of an item, or what? (MFA-4).

GO TO USER LIST

MODULE: User

PERCENTAGE ERROR: 13%

ERRORS:

- The table where users are shown could be clearer (SCANBIT-3).

CREATE NEW USER

MODULE: User

PERCENTAGE ERROR: 7%

ERRORS:

- User's roles should be detailed somewhere i.e. manual (MFA-3)

NOTES:

- If I create a new user and introduce an incorrect email it appears a message but it doesn't appear information of the user that I have created (SCANBIT-1).
- The user manual says: "complete it with the correct values". But it does not specify what the meaning of the base, administrator and advanced values in fields are: Role and Type, and it does not specify what the meaning of Role and Type are? So I gave admin and advanced to give full privileges. There is no check for a misspelled email, and password (MFA-4).

EDIT A USER

MODULE: User

PERCENTAGE ERROR: 7%

ERRORS:

- The password entered is much broader than what is written. I don't think being stored properly (ATCULT-2).

NOTES:

- I can't edit the user name (ARTIUM-5).

DELETE A USER

MODULE: User

PERCENTAGE ERROR: 7%

ERRORS:

- It should ask confirmation before deleting (SCANBIT-1).

NOTES:

- There is no confirmation question if I would really like to delete the user (MFA-4).

GO TO THE MANAGE/IMPORT FILE PAGE

MODULE: MANAGE

PERCENTAGE ERROR: 7%

ERRORS:

- When I am at "Users" I cannot see the "Start" (SCANBIT-1).

NOTES:

- Instead of 'next', it would be useful if 'start uploading' or 'import file' read on the button on the right so that the user know where they are. Or/and if 'Home' in the left top corner navigated to the opening page (MFA-2).
- The UI reads: "Process as (select processing settings)" So I might have to choose something from the list. But what about the Profile button. Do I have to push it also? The UI does not say anything about it. So I'm puzzled what to do exactly. The text on the button should be Manage profiles (MFA-4).

BROWSE, UPLOAD AND VALIDATE THE INPUT FILE

MODULE: MANAGE

PERCENTAGE ERROR: 7%

ERRORS:

- I can upload a jpg file as xml and it does not notify me on the first screen. Then when I import the file it doesn't work (SCANBIT-1).

NOTES:

- It is not clear what type of file you have loaded (ATCULT-1).
- The select a file button is a standard windows button, so it reads in the language of the computer and not the language of the interface. I'm currently using ALIADA interface in English but the button is in Hungarian: Fájl kiválasztása (Select a file). It is not nice to have some text in English and some in the language of the operating system (MFA-4).

GO TO PROFILE LIST

MODULE: MANAGE

PERCENTAGE ERROR: 7%

ERRORS:

- In order to access to “Profiles” button you have to go back to the previous step “Add files to publication”. It's not intuitive at all (ARTIUM-1).

SHOW THE PROFILE

MODULE: MANAGE

PERCENTAGE ERROR: 0%

EDIT AN EXISTING PROFILE

MODULE: MANAGE

PERCENTAGE ERROR: 13%

ERRORS:

- I can't change the profile name (reported by two users) (ARTIUM-3).
- I can't edit on the display screen (SCANBIT-1).

NOTES:

- I can't edit the profile name (ARTIUM-5).

ADD A NEW PROFILE

MODULE: MANAGE

PERCENTAGE ERROR: 0%

NOTES:

- “Profile types” is a list: ILS, TMS, Drupal. It is confusing. ILS is a common name, TMS is a concrete name of one of the Collection Management Systems, Drupal also a concrete name one the Content Management Systems. So these words are not on the same level of meaning. Character set is a list: Marc standard, Amicus, Latin1. This list is not clear: there is no marc standard character set, there is no Amicus character set. Latin 2 and others, mainly UTF-8 is missing (MFA-4).

DELETE THE PROFILE

MODULE: Manage

PERCENTAGE ERROR: 7%

ERRORS:

- It should ask confirmation before deleting (SCANBIT-1).

SELECT A PROFILE TO MANAGE THE INPUT DATA (VALIDATION)

MODULE: Manage

PERCENTAGE ERROR: 0%

NOTES:

- It is not indicated in the user interface, that the drop down list lists profiles (and not formats). The user interface does not force me to choose one. If I forget to choose the right one I have to reselect the file also. So the workflow is confusing. As an end-user not being an information specialist how can I decide which profile I should choose?. It might help me if the characteristics of the chosen profile would be displayed. The UI does not force me to choose a profile. I often forget to choose one (MFA-4).

IMPORT SELECTED FILE TO ALIADA SERVER

MODULE: Manage

PERCENTAGE ERROR: 0%

NOTES:

- The error message from the previous step should disappear when a new import is launched (MFA-2).

CHECK THE RESULT OF THE INPUT VALIDATION

MODULE: Manage

PERCENTAGE ERROR: 7%

ERRORS:

- I have imported the same file twice by mistake; they appear below with different filenames, how can I distinguish? (MFA-2).

BROWSE AND UPLOAD A WRONG FILE TO SEE THE ERROR LOG

MODULE: Manage

PERCENTAGE ERROR: 33%

ERRORS:

- The "error log" button is not activated (ATCULT-1).
- It appears a file type error when I have processed it, not when I upload it (SCANBIT-1).
- I can't see the error log when upload an incorrect xml (SCANBIT-2).
- The information on the screen is a bit confusing (SCANBIT-3).
- I selected a LIDO profile and uploaded a marc file. There was an error message, but the error log button

remained inactive. Then I selected LIDO profile and uploaded an invalid lido. There was an error message but the error log button remained inactive (MFA-4).

NOTES:

- Indicate what is wrong with the file if not the format is (MFA3).

SELECT AN INPUT FILE TO CONTINUE

MODULE: Manage

PERCENTAGE ERROR: 7 %

ERRORS:

- Select file automatically (SCANBIT-3).

NOTES:

- The user manual reads: "he imported files will be displaying in a list, where it can see the status of the file at start it will have a clock icon but when the file has been already imported the state will show a tick icon", which is misleading. The tick icon appears when the file already RDFized (MFA-4).

GO TO THE RDF PAGE

MODULE: RDF

PERCENTAGE ERROR: 7 %

ERRORS:

- It doesn't work with Internet Explorer. I have changed the browser to Mozilla Firefox and it works (ARTIUM-4).

NOTES:

- In this page there is a Next button that never becomes active, because the end-user can go to the next page through the check button. The "location" indicator on the page Prepare files to RDF-ize (just one file can be prepared at time so the prular is not ok) reads: Home Import file Conversion to RDF Add links to external datasets. But this page is not the linking page. It is confusing for me (MFA-4).

GO TO THE MAPPING TEMPLATE

MODULE: RDF

PERCENTAGE ERROR: 0 %

NOTES:

- The button name should be Manage mapping or Manage templates. The templates are shown in the last created first base. An alphabetical list would be more appropriate (MFA-4).

SHOW THE TEMPLATE

MODULE: RDF

PERCENTAGE ERROR: 20 %

ERRORS:

- It is unfriendly for user. Many tags, the user needs particular knowledge (SCANBIT-3).
- I showed the LIDO template and marc field numbers were displayed. Really confusing. I also showed a marc template. The marc field numbers are listed in a random order. Very confusing. In case of LIDO mapping no fields are ticked. Does this mean that no LIDO fields will be converted? In case of MARC bib, just 4 fields are ticked. Does this mean that only four marc fields will be converted? Is this the default setting of ALIADA? I can't believe that (MFA-4).

NOTES:

In LIDO template MARC's mapping fields show up (MFA-3).

EDIT AN EXISTING TEMPLATE

MODULE: RDF

PERCENTAGE ERROR: 13%

ERRORS:

- I couldn't finish due to an internal server error (ARTIUM-2).
- In my opinion it has to be clearer for user (SCANBIT-3).

NOTES:

- Select all and select none buttons are missing (MFA-4).

ADD A NEW TEMPLATE

MODULE: RDF

PERCENTAGE ERROR: 20%

ERRORS:

- I couldn't finish due to an internal server error (ARTIUM-2).
- Tags and minimum knowledge (SCANBIT-3).
- In case of LIDO the template is not understandable, because it lists marc field numbers and subfield codes (MFA-4).

NOTES:

- When no fields selected, error message should appear (MFA-3).

DELETE THE TEMPLATE

MODULE: RDF

PERCENTAGE ERROR: 7%

ERRORS:

- I couldn't finish due to an internal server error (ARTIUM-2).

SELECT A TEMPLATE TO DO THE MAPPING TO RDF

MODULE: RDF

PERCENTAGE ERROR: 40%

ERRORS:

- It doesn't work (ARTIUM-5).
- From where? (ATCULT-3).
- I have deleted the 'LIDO' template by mistake, tried to create one, but couldn't. Nothing appears since then (MFA-1).
- Only one option appears (created by a colleague), cannot change it or add another one. After the colleague has deleted her template, nothing appears, no option can be chosen (MFA-2).
- I can't select a template (MFA-3).
- The list is empty. Although I did not choose a template, the RDFizer worked (MFA-4).

SELECT A GRAPH TO DO THE MAPPING TO RDF

MODULE: RDF

PERCENTAGE ERROR: 13%

ERRORS:

- It doesn't work (ARTIUM-5).
- No graph (nothing) appears in the drop-down list (MFA-2).

NOTES:

- What is a graph? What is the purpose of it? Why do I have to choose one? And which one do I have to choose? (MFA-4).

SELECT A GRAPH TO CLEAN IT AND RUN

MODULE: RDF

PERCENTAGE ERROR: 20%

ERRORS:

- It doesn't work (ARTIUM-5).
- I do not understand what is going on, do you clean the mask and then reappears with no message (ATCULT-1).
- No graph (nothing) appears in the drop-down list but when I choose 'clean' a window pops up saying: 'Are you sure? The previous data will be deleted' (MFA-2).

NOTES:

- Include in the manual why we should clean the graph (MFA-3).
- There is no feedback if the clean went well or not. And I do not know anything about the current contents of the graph: what file were already uploaded? What records were already uploaded? So a file list and a record_id list would be useful about the current content of the graph (MFA-4).

RUN THE RDF-IZER

MODULE: RDF

PERCENTAGE ERROR: 33%

ERRORS:

- It doesn't work (ARTIUM-3).
- I've tried up to 10 times and it does not work. I've left the program, tried again and it works. After that, tried again and it doesn't (again)... It just doesn't do anything, just stays (ARTIUM-4).
- It doesn't work (ARTIUM-5).
- After a logout and repeating the import, a graph appeared and I could run the RDF-izer. But there were still no templates to choose from. After clicking on 'RDF-ize' button, no feedback on what is going on or whether anything is happening (MFA-2).
- The output is zero. It seems that it doesn't work, because it throws zero results (SCANBIT-1).

NOTES:

- There should be an option to stop the process (MFA-3).
- If I select an already RDFized file (green tick icon), and try to RDFize again, nothing happens. An error message would be nice to understand why nothing is happening. And ALIADA allows me to RDF-ize the same file again if I RFD-ize it in a new session (MFA-4).

MONITOR THE CONVERSION PROCESS (CHECK BUTTON)

MODULE: RDF

PERCENTAGE ERROR: 7%

ERRORS:

- It doesn't work (ARTIUM-3).

NOTES:

- It sometimes goes very slow, it seems as if it has no memory, why the output is 0 and triples 1? (SCANBIT-2).
- I do not understand what Record processing throughput is: 0.0010518968942197372 records/sec and Triples production throughput: 0.18007719213125445 triples/sec. What is the meaning of these figures? What is good for me? What shall I do if the figures are not good for me? Sometimes the record processing throughput was bigger than the triples production throughput: Record processing throughput: 8.007153393820599E-4 records/sec Triples production throughput: 0.1491818558409279 triples/sec. How can it happen? It is confusing for me (MFA-4).

VIEW CONVERSION RESULTS WHEN STATUS BECOME COMPLETED

MODULE: RDF

PERCENTAGE ERROR: 13%

- It doesn't work (ARTIUM-3).
- Information about records efficiency and triples is quite confusing (SCANBIT-3).

GO TO THE RDF QUERIES PAGE

MODULE: RDF/Linking

PERCENTAGE ERROR: 27%

ERRORS:

- It doesn't work (ARTIUM-3).
- In this screen, nothing happens if you activate the link – Missing the title (ATCULT-1).
- I can't see anything at any link (SCANBIT-2).
- I don't know what query has carried out, it could be clearer (SCANBIT-3).

CHECK GENERATED TRIPLES USING PRE-SAVED SPARQL QUERIES

MODULE: QUERY DATASET

PERCENTAGE ERROR: 47%

ERRORS:

- It doesn't work (ARTIUM-3).
- From where? (ATCULT-1).
- ATCULT-2 (no comments).
- From where? We have no queries (ATCULT-3).
- It doesn't work (SCANBIT-1).
- I can't see anything at any link (SCANBIT-2).
- It doesn't work (SCANBIT-3).
- None of the SPARQL queries works. There is no message. So I don't know what is wrong. An error message is missing in this case. ALIADA should check if Virtuoso up and running before allowing the user the RDFise anything (MFA-4).

GO TO THE LINK DISCOVERY PAGE

MODULE: LINKING

PERCENTAGE ERROR: 20%

ERRORS:

- It doesn't work (ARTIUM-3).
- Nothing happens (ATCULT-1).
- What is link discovery page? (MFA-2).

NOTES:

- Box not filled in (MFA-4).

VIEW THE EXTERNAL DATASETS AVAILABLE TO BE LINKED

MODULE: LINKING

PERCENTAGE ERROR: 20%

ERRORS:

- It doesn't work (ARTIUM-3).
- The links are not active (ATCULT-2).
- From where? (ATCULT-3).

NOTES:

- It would be nice to choose which datasets do I want to link to (MFA-4).

RUN THE LINKING AND THE CREATION OF URIS

MODULE: LINKING

PERCENTAGE ERROR: 20%

ERRORS:

- It doesn't work (ARTIUM-3).
- It is not visual. It has to inform (SCANBIT-1)
- It is unclear, is it linked to the same process? (SCANBIT-3).

NOTES:

- It says nothing (SCANBIT-2).

MONITOR THE LINKING PROCESS AND UIRS CREATION PROCESS (CHECK BUTTON)

MODULE: LINKING

PERCENTAGE ERROR: 20%

- It doesn't work (ARTIUM-3).
- It doesn't work (ARTIUM-5).
- Why two buttons, link and check? (SCANBIT-3).

VIEW LINKING RESULTS WHEN STATUS BECOMES COMPLETED

MODULE: LINKING

PERCENTAGE ERROR: 40%

ERRORS:

- It doesn't work (ARTIUM-3).
- In this screen, nothing happens if you activate the link – Missing the title (ATCULT-1).
- The links are not active (ATCULT-2).

- ATCULT-3 (no comments).
- It is not at all clear (SCANBIT-1).
- The outcome is 0. It is confusing, because besides that it appears the mark showing that the process has been successfully carried out (SCANBIT-3).

NOTES:

- No results (ARTIUM-5).

VIEW URIS CREATION RESULTS WHEN STATUS BECOME COMPLETED

MODULE: LINKING

PERCENTAGE ERROR: 27%

ERRORS:

- It doesn't work (ARTIUM-3).
- The links are not active (ATCULT-2).
- ATCULT-3 (no comments).
- I don't see it (SCANBIT-1).

NOTES:

- In this screen, nothing happens if you activate the link – Missing the title (ATCULT-1).
- What is the URI creation? (MFA-4).

CHECK GENERATED TRIPLES (SAME AS) USING PRE-SAVED SPARQL QUERIES

MODULE: QUERY DATASET

PERCENTAGE ERROR: 53%

ERRORS:

- It doesn't work (ARTIUM-3).
- From where? (ATCULT-1).
- The links are not active (ATCULT-2).
- ATCULT-3 (no comments).
- I don't see it (SCANBIT-1).
- I can't see anything at any link (SCANBIT-2).
- It doesn't work (SCANBIT-3).
- MFA-4 (no comments).

LOG OUT

MODULE: User

PERCENTAGE ERROR: 7%

ERRORS:

- It doesn't work (ARTIUM-3).

SUCCESSFULLY CARRIED OUT TASKS

TESTERS	NUMBER OF TASKS	PERCENTAGE
ARTIUM-1	41	98%
ARTIUM-2	38	90%
ARTIUM-3	27	64%
ARTIUM-4	39	93%
ARTIUM-5	35	83%
ATCULT-1	34	81%
ATCULT-1	34	81%
ATCULT-3	35	83%
MFA-1	41	98%
MFA-2	37	88%
MFA-3	40	95%
MFA-4	35	83%
SCANBIT-1	28	67%
SCANBIT-2	37	88%
SCANBIT-3	28	67%

ERRORS AND TASKS NOT BEEN ABLE TO PERFORM

TESTERS	NUMBER OF TASKS	PERCENTAGE
ARTIUM-1	1	2%
ARTIUM-2	4	10%
ARTIUM-3	15	36%
ARTIUM-4	3	7%
ARTIUM-5	7	17%
ATCULT-1	8	19%
ATCULT-1	8	19%

ATCULT-3	7	17%
MFA-1	1	2%
MFA-2	5	12%
MFA-3	2	5%
MFA-4	7	17%
SCANBIT-1	14	33%
SCANBIT-2	5	12%
SCANBIT-3	14	33%

3.3 Efficiency

Efficiency is measured by the length of time required to complete a task.

LOG IN AND CHANGE USER PREFERENCES

MODULE: USER

AVERAGE: 1,3 min.

CONFIGURE INSTITUTION

MODULE: USER

AVERAGE: 1,9 min.

SET USER CONFIGURATION

MODULE: USER

AVERAGE: 2,26 min.

SET PROFILE CONFIGURATION

MODULE: MANAGE

AVERAGE: 2,06 min.

SELECT PROFILE AND IMPORT METADATA FILE

MODULE: MANAGE

AVERAGE: 2,2 min.

CHECK INPUT VALIDATION RESULTS

MODULE: MANAGE

AVERAGE: 1,93 min.

SELECT A TEMPLATE, A GRAPH AND RUN THE RDFIZER TO DO THE MAPPING

MODULE: RDF

AVERAGE: 20,32 min.

NOTES:

Impossible perform this task because the system didn't work (ARTIUM-5). Very slow, there were many records in the file (ATCULT-1). Actually a the task has never ended: after approx 2 hours at record 747 ALIADA stopped working: File to RDF-ize: xport_1_8038record1425372906574.xml, Format: lido. Total number of records: 8038. Number of records processed: 747. Number of statements emitted: 121880 Record processing throughput: 7.619929737515352E-4 records/sec. Triples production throughput: 0.12432624316042451 triples/sec (MFA-4).

SET TEMPLATE CONFIGURATION

MODULE: RDF

AVERAGE: 1,92 min.

NOTES:

Impossible perform this task because the system didn't work (ARTIUM-5)

CHECK RDF-IZATION RESULTS

Module: RDF

AVERAGE: 5 min.

NOTES:

It doesn't work, a lot of time waiting (ARTIUM-5). It sometimes takes a long time; it needs a restart to work faster (SCANBIT-2).

CLEAN A SELECT GRAPH

MODULE: RDF

AVERAGE: 1,65 min.

NOTES:

Impossible perform this task because the system didn't work (ARTIUM-3). Impossible perform this task because the system didn't work (ARTIUM-5).

QUERY THE TRIPLES WITH THE PREDEFINED QUERIES

MODULE: RDF/LINKING

AVERAGE: 1,91 min.

NOTES:

Impossible perform this task because the system didn't work (ARTIUM-3). Impossible perform this task because the system didn't work (ARTIUM-5). I don't understand (ATCULT-1). It doesn't work (SCANBIT-2). It doesn't work (SCANBIT-3).

LINK THE TRIPLES TO THE EXTERNAL DATASETS AND CREATE THE URIS

MODULE: LINKING

AVERAGE: 2,33 min.

NOTES:

Impossible perform this task because the system didn't work (ARTIUM-3). Impossible perform this task because the system didn't work (ARTIUM-5). It doesn't work (ATCULT-1)

CHECK THE LINKING RESULTS

MODULE: LINKING

AVERAGE: 2,33 min.

NOTES:

Impossible perform this task because the system didn't work (ARTIUM-3). Impossible perform this task because the system didn't work (ARTIUM-5). It doesn't work (ATCULT-2).

CHECK THE URI CREATION RESULTS

MODULE: LINKING

AVERAGE: 2 min.

NOTES:

Impossible perform this task because the system didn't work (ARTIUM-3). Impossible perform this task because the system didn't work (ARTIUM-5). It doesn't work (ATCULT-2).

LOGOUT

MODULE: LINKING

AVERAGE: 1,05 min.

NOTES:

Impossible perform this task because the system didn't work (ARTIUM-3). Impossible perform this task because the system didn't work (ARTIUM-5).

TOTAL TIME:AVERAGE: **46, 64** min.

NOTES:

I have had to repeat several times some step (ARTIUM-1). 55 minutes the hole thing from the beginning after 2 days trying to do and doing just part of each each day (ARTIUM-4). In general it takes few seconds (20-30) to do all listed functions, of course except for to run the RDFizer: if the file imported is too big, the applications take too time. When the application goes wrong, it will take many time to reload the page or to login again. In fact it was not possible to continue the test on <http://aliada.szepmuveszeti.hu/aliada-user-interface-1.0/> and I continue on aliada-artium.scanbit.net (ATCULT-3). The deviation can't be measured (FMA-4)

DESVIATION (EXPECTED 60MINS)

AVERAGE: 13,35 min.	22,2 % of expected time
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NOTES:

ALIADA is not suitable to publish the Museum of Fine Arts records into the lod CLOUD (FMA-4).

3.4 Satisfaction

Satisfaction consists of a set of subjective measures regarding user's perception of usability and evaluation.

0 (totally disagree) to 5 (totally agree).

I UNDERSTOOD THE USER MANUAL

AVERAGE: 2,73

NOTES:

I haven't read it (ARTIUM-4). More steps are needed to explain by illustrations: screenshots (MFA-3)
I miss the examples, and use cases, and explanations of fields (MFA-4)

I FOUND THE SYSTEM USEFUL

AVERAGE: 3

NOTES:

Just very few records (around 300) can be published (MFA-4)

I FOUND THE SYSTEM EASY TO USE

AVERAGE: 2,33

NOTES:

It is not intuitive (ATCULT-1)
The work flow is not straightforward (MFA-4)

I FOUND THE SYSTEM FRIENDLY

AVERAGE: 2,2

NOTES:

Lack of feedback on what is happening (MFA-2)

I FELT VERY CONFIDENT USING THE SYSTEM

AVERAGE: 2,06

I THINK THAT I WOULD NEED THE SUPPORT OF A TECHNICAL PERSON

AVERAGE: 3,6

I NEEDED TO LEARN A LOT OF THINGS BEFORE USING THE SYSTEM

AVERAGE: 3,6

NOTES:

The UI itself does not give enough information (MFA-4)

I FOUND THE SYSTEM STABLE

AVERAGE: 1,66

NOTES:

If it refers to the times that the system crashes I give it a "2" (ARTIUM-1). I don't understand the question (ARTIUM-2). I haven't the knowledge to judge it (ARTIUM-4). It crashed several times (MFA-2). It crashes very often (SCANBIT-2). It has crashed when we have carried out the RDF-izer process (SCANBIT-3).

I FOUND THE WORKFLOW PERSISTENT

AVERAGE: 2,13

NOTES:

The steps and instructions are not clear enough (MFA-2). When the server crashes the tool gets out of service (SCANBIT-3)

I FOUND THE SYSTEM IN A LANGUAGE I UNDERSTAND

AVERAGE: 3,6

I THINK THAT SYSTEM IS ACCESSIBLE

AVERAGE: 2,8

NOTES:

The predefined queries did not work when I tried using ALIADA from another museum (MFA-4)

SYSTEM MEETS LOCAL NEEDS

AVERAGE: 2,46

NOTES:

I haven't the knowledge to judge it (ARTIUM-4)

Unable to publish all of our records, there is no UTF-8 character set to choose, there is no possibility for LIDO mapping (MFA-4).

I FELT LOST USING THE SYSTEM

AVERAGE: 3,6

NOTES:

Although the system is easy to use I felt lost because I don't know its purpose (ARTIUM-3).

CONFIGURATION TASKS IN ALIADA ARE CLEAR AND LOGICAL

AVERAGE: 2,46

NOTES:

I do not know the meaning of some fields of the users, and the profile (MFA-4).

I UNDERSTAND THE GOAL OF EACH PROCESS

AVERAGE: 2,2

NOTES:

More explanation would be useful (MFA-2)

They are indicated neither in the UI nor in the User Guide (MFA-4).

I THINK THAT SYSTEM WOULD PERFORM ITS INTENDED FUNCTION UNDER UNEXPECTED CONDITIONS

AVERAGE: 1,8

PREDEFINED QUERIES ARE USEFUL TO VIEW WHAT IS HAPPENING AFTER EACH PROCESS

AVERAGE: 1,13

NOTES:

I don't understand what it means (ARTIUM-1).

It doesn't work (ATCULT-1).

Queries don't work (SCANBIT-2).

TOTAL:**AVERAGE: 21,8**

3.5 Improvement

WHAT WOULD YOU CHANGE?

- Language should be more accessible to non initiated.

- Visualization is very confusing. It should be much more intuitive. The use of colors and order of the buttons is very confusing.
- The system is not user-friendly.
- The application is not friendly and the workflow it's not enough clear.
- The 3 default templates (MARC BIB, Authorities, LIDO) should not be deletable.
- The manual should give more explanation. In the software more information on the steps being taken and to come would be very useful. The navigation in the software should be clearer.
- The workflow is not as straightforward as it should be.
- I can't go back when I am at the page "Add files for publishing". I miss breadcrumbs. It is an unfriendly system. I don't like seeing zero results when the process finishes, it seems that nothing has been done.
- More than once the buttons "Next" and "Go back" appear although they are not needed because they don't work. It would be practical that buttons change its colour when passing the mouse over them to indicate that are operational. I don't understand what the efficiency means when you pass the main process. When the main process has been launched for the first time the system has stopped and I have had to restart it to launch the process. I have not been able to see the error log when I have upload an incorrect xml; if it doesn't process properly is not showed? In the selection window of xml file I have been able to upload a html file, it should not be allowed. It sometimes appears, strangely, the text "incorrect xml" or "template is correctly saved" on the administration screen, before pressing "Add template" button. RDF-Fizer and link seem to do anything; at least I would include a text saying that it has been carried out or I would remove that button in order not to mistake users.
- The users list could be clearer. I would change the templates screen in order to be more user friendly.
- To be able to handle many records. To have many character set support. More explanation both in the UI and in the User Manual, more feedback, more strict.

WHAT WOULD YOU ADD TO THE TOOL?

- I should include in the "Tools" icon (at the top right) everything related to users, profiles, templates, etc.
- More intuition for beginner users.
- Links for user navigation (example: link to home-page etc) and more notification messages
- More instructions.
- Breadcrumbs. More confirmations. More friendly interface.
- I would add on the profile screen a preview with the institution logo already uploaded; it seems that there is nothing; you can't see, so if it is not necessary I would remove it. I would also add a confirmation when templates are deleted because you can make a mistake and delete one accidentally.
- I would add the files retrieval for having them in future sessions.
- To be able to check the current contents of a graph: which files and record numbers are in it. The possibility to select LIDO fields for mapping. More feedbacks.

WHAT WOULD YOU REMOVE FROM THE TOOL?

- Indications such as "0 results". It should clearly show what the process has generated in terms of linked information.

- I would delete unnecessary buttons when it is not possible to use them. The process efficiency does not make sense to me, because as a user I am not interested in it, in my opinion a fulfillment percentage would be enough.
- The URIs and links creation process it is carried out by the click on two buttons, why two buttons? It is necessary the use of two buttons for carrying out those two process?

IS IT NECESSARY TO INCLUDE MORE INDICATIONS IN THE MANUAL OR IN THE TOOL?

- I should recommend including in the user manual some screenshot with information about how to locate what you are looking for. Example: in the section "AddUser" it is shown a screenshot where you can see the existing users. I should include a screenshot from previous step, that is, where is located "Users" button.
- It would be better.
- In the tool: When the cursor is over the option icons the name of them should be displayed (manual, config, log out).
- I would include explanatory text on the screen because I have been a bit lost not knowing what to do or what button I had to click.
- The manual is clear but user required knowledge about the context is needed, so as for the tool.
- Four other testers answer in the affirmative.

4 Conclusions

In this second report, tests for the usability monitoring and improvement have been performed during February and March 2015. These tests measure the impact of the tool from fifteen user's point of view.

According to them there are a few tasks which have been successfully performed such as "Log in", "Show the profile", "Add a new one", "Select a profile to manage the input data (validation)", "Import selected file to ALIADA server", and "Go to the mapping template"

For the rest, the percentage of errors ranges between 7 % and 53%. The most problematic tasks have been "Upload a logo for the institution", "Select a template to do the mapping to RDF", "Run the RDF-izer", "Check generated triples using pre-saved SPARQL queries", "View linking results when status become completed" and "Check generated triples (same as) using pre-saved SPARQL queries".

As a whole, the results do not seem to be highly satisfactory. Testers complain repeatedly about some questions, and some of them have had serious problems to fulfill the entrusted tasks because the system often does not work. They also claim that they do not have the necessary knowledge to comment on the task. The interface has been frequently reported as unfriendly, and more instructions in the manual are required.

On the positive side, it seems that the majority of tasks have been completed within a short period of time by the testers. With some minor exceptions it has not been a time-consuming process. There are, on the other hand, some interesting suggestions gathered in notes, such as the need of notification and confirmation messages or trail breadcrumbs among other proposals. Moreover, the user's manual is useful to a great extent and it deserves to be completed and improved, as testers' request.

In conclusion, although the tool has improved in design and navigation, there is already much to be done in terms of tool clarification and correct system operation.



5 Attached material

Document with the results of Usability Monitoring and Performance test.