DISCo Digital Gallery Working Group
Summary of User Testing Feedback

Submitted 2017-03-03 by the Digital Gallery Working Group of the University Libraries’ Digital Initiatives and Standards Committee: Steve Ammidown, Stefanie Hunker, Nick Pavlik, Lindy Smith

1. Commonly cited problems:

   - Searching
     o The location of the search bar on some pages seems removed from the rest of the Digital Gallery; it is confusing whether the search bar is searching the Digital Gallery or the BGSU/UL website.
     o When using the search function, is it not clear exactly what you are searching (i.e., whether you are searching the entire site, a particular exhibit/collection, etc.)
     o The search function is inconsistent; sometimes it will only search for items within a particular exhibit or collection, and sometimes it will search items throughout the entire Digital Gallery.
     o If you are searching for a specific collection and enter keywords into the search bar, the collection itself will not come up in the search results. It will only be listed in the “Collection” section of the search refinement menu. If you are searching for a specific exhibit, there is no way to locate that exhibit via the search function; you can only locate it through browsing from the homepage.
     o Within a collection, the full-text search function does not work. You can only search full-text if you do a search from the Digital Gallery homepage.
     o When scrolling through search results, there are no images corresponding with each item, it’s just all text. This makes it difficult to determine exactly what each item is without having to click on it.

   - Communication
     o It is unclear where the original physical items are located in the Library, or if the items in the Digital Gallery only exist digitally.
     o The purpose/function/aim of the site is not clearly stated anywhere that is easy to see.
     o On the homepage, the difference between Exhibits and Collections is not clear. It is also not clear what the relationship of the Items section is to the Exhibits and Collections sections. Are the items part of or separate from the exhibits and collections?
     o The copyright and use guidelines are difficult to locate on the homepage.
     o In the copyright and use guidelines, the section about re-use of collections is confusing. In general, the ways in which images can be used is not entirely clear.
- **Design**
  - Clicking on the BGSU logo along the top banner takes you to the main BGSU homepage, removing you entirely from the Digital Gallery. But the search bar for the Digital Gallery is also located in the same top banner, which is confusing.
  - It is not possible to return to the main Digital Gallery from the Student Digital Gallery.
  - Clicking on certain item records brings up a 404 error message.

2. **Working Group recommendations:**

- **Searching**
  - Have consistent placement of the search bar throughout the Digital Gallery.
  - Provide users with the choice to search exhibits, collections, items, or everything. Make it clear what content is being included each time a user does a search.
  - Enable full-text search of items from any location within the Digital Gallery, not just the homepage.
  - In search results, include file images with each item textual description.

- **Browsing**
  - Enable browsing of exhibits and collections by:
    - ACB department of origin
    - Subject
    - Item Type
  - Remove the “Items” section from the Digital Gallery homepage.
  - Within a collection, when a user selects an item record, provide them with the option to go to the next or previous item in the collection directly from the item record, rather than having to go back to the collection homepage.
  - Provide users the option of browsing items in different layouts, rather than just browsing through lists.

- **Communication**
  - Identify which ACB department each specific collection/exhibit/item comes from, and communicate how users can request to see original items.
  - In each item record, make it very clear what collection or exhibit the item comes from.
  - Standardize all rights statements for each item.
  - Add introductory explanatory text to the homepage providing general information about the purpose and function of the Digital Gallery.
  - Clarify the distinction between Exhibits and Collections.
  - Make the copyright and guidelines much more prominent on the homepage, review the language of this section and make it clearer if necessary.
- Make each item citation more visible so that it is easy for students to see
  - Design
    - Add the respective ACB department logo to each collection/exhibit/item page
      - If user clicks on a department logo, send user to a page containing all exhibits and collections contributed by that department
    - Remove or deactivate the BGSU logo contained in the top banner. Or switch it to the University Libraries logo that takes users to the main UL site.
    - Enable a “back to Digital Gallery homepage” option on every page of the site, and a “back to main Digital Gallery” option within the Student Digital Gallery
    - Add pop-up descriptive captions to featured items in collections (in gallery mode)
    - Add capability to export CSVs from Omeka admin side
    - Enable users to add items to a “shopping cart” they can submit to request high-resolution versions of items
      - There may need to be some kind of form/agreement they would need to complete that addresses copyright, etc.