



# Internal notes

## Neil

0:10s - Confused about the boxes - thinks it is an overlay

0:38s - Search box is small

0:48s - Clicking on image, expected the story to open

1:00s - Ugly, confused about the honeycombs, "seems clunky"

1:25s - Colour of the comment box

1:43s - Thought the sign up procedure was simple and straight forward\*

2:47s - Unable to find how to search Europeana on the interface

4:13s - **(needed me to intervene)**

4:55s - Was unable to find the story he just created

5:05s - No explanation for how to add a Europeana object

6:46s - Unable to save image from the story - clicking on image (did not realise that you could click the honeycombs)

8:15s - New published story in Migration did not show - tried to get back to homepage, but the Europeana logo did nothing - did not know how to go back "to the homepage".

9:10s - impressions of website, "I wouldn't go back", "It took me [half of that time] to learn basic tasks", "It's really ugly", "I don't know where I am in the site", "The two search boxes are confusing", "Adding an object from Europeana is not clear"

10:20s - "DSP" - what does that mean?

10:30s - How are these boxes relevant to telling a story?

10:37s - "I would expect a drag and drop experience" (interestingly, Neil never tried drag and drop in the interface).

10:48s - "The search box is not consistent, it doesn't look like a Europeana search box"

11:11s - "My library is confusing - Files and Stories are not explained", "Whole process is not clear".

\* - side note - can you really post comments without actually having to authorise your account?

# Dimitra

0:58s - "Would you know how to read a story?"...."No"

1:14s - Expected to click an image to open the story

2:00s - Confirmation email - not sure that she has signed up.

2:30s - Not sure how to add a Europeana object.

2:51s - Went to "Add file" to look for Europeana objects.

3:27s - **(needed me to intervene)**

3:50s - Did not see the Europeana search at all.

4:00s - Understood the moving process. Unsure of how to Save.

4:30s - "Is Publish the same as Save?"

4:40s - Spelling corrections would be useful or related items.

5:00s - Not sure how to browse the site.

5:40s - No idea how to add another item to your own story.

6:30s - **(needed me to intervene)**

7:30s - Not sure how to move from your library into the story.

8:15s - Talking about the process - "It makes sense but I had quite some difficulties having to figure it out".

8:38s - "Quite clear with the building blocks", "That said, there are still some difficulties with understanding how to get the blocks into the story", "Didn't know how to get an overview".

# Monique

- 0:10s - Would change language to search for Danish stories.
- 0:40s - Saw the comments immediately.
- 0:55s - Did not know how to create an account
- 2:00s - **(needed me to intervene)**
- 2:05s - Wanted more contextual help.
- 2:40s - Could not find how to add an object from Europeana.
- 3:12s - Did not know where her story was, or what was created.
- 3:26s - Would look in my account to find the story she created.
- 3:40s - **(needed me to intervene)**
- 4:00s - Could still not locate the area to add an object from Europeana.
- 4:20s - "Maybe the library will show the objects on Europeana"
- 4:38s - Found search box for Europeana.
- 5:40s - Tried to drop item into a blank area - and not a number.
- 6:05s- **(needed me to intervene)**
- 6:40s - Assumed that something was in the box already.
- 6:45s - Trying to find an item in a story, searched the story name and not the item name - box is "Search stories".
- 7:00s - Not sure how to add another item from another story in her own story.
- 7:20s - Went to the search box to try and find the story created.
- 7:35s - **(stopped the task at this point)**
- 7:42s - Found the "Video" link at the bottom immediately
- 7:57s - "The only option I have is to add it to my library" (implying she was looking for the stories.
- 8:20s - Went to her username to try and find stories she had created.
- 8:35s - **(needed me to intervene)**
- 8:45s - "I clicked on stories but it doesn't show up"
- 9:15s - Would not have expected to click the block to open up a story.
- 9:30s - Unable to find how to add the item to the story, did not see step 2 for a long time.
- 10:50s - Did not recognise the icon as the video.
- 10:55s - "You have to get used to how it works"

11:10s - "For people who are used to sites like this then it will be okay, but for people who don't you have to have some guidelines on how it works."