



Deployment and Maintenance of Europeana DSI core services - SMART 2016/1019

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C.5 Report on suggestions for improvements received 2

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Revision History

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Executive summary

After reviewing various sources of feedback received Europeana can identify common themes of suggestions for design and functionality improvements. The main themes for suggestions for improvements are:

1. **Information requests about the data:** an issue identified is the misunderstanding of users of the role Europeana has in the display of metadata from institutions. Several of the requests asked to correct our content, to provide additional related content, or even for pricing and purchase information of each item. Based on this we can conclude that it should be displayed clearer in our interfaces that Europeana displays the content on behalf of our providers, rather than being the original source of information.
2. **Data correction/quality issues:** users identified an issue in the data displayed on item level. In many cases, these issues are not resolvable by us because responsibility rests with the data providers. In the upcoming months we will invest the feasibility of a direct feedback mechanism from the user to the data partner.
3. **Bugs and user experience feedback:** related to platform functionality or broken links.

Introduction

The purpose of this document is to report on suggestions for improvements received via the feedback button and from partners for Europeana Collections, our main service for end-users to access cultural heritage data.

The questions addressed in this report are:

- What are the suggestions for improvements received for Europeana Collections?
- Are there any common themes that we can identify from the user feedback that we received?

Based on the received suggestions from users, this document clusters common themes for improvements of Europeana Collections. Each theme is exemplified by users' comments and states actions that Europeana undertook to follow-up on the comments received.

Methodology

The document reports on feedback received in the period between 1 January to 31 May 2018 from two sources¹:

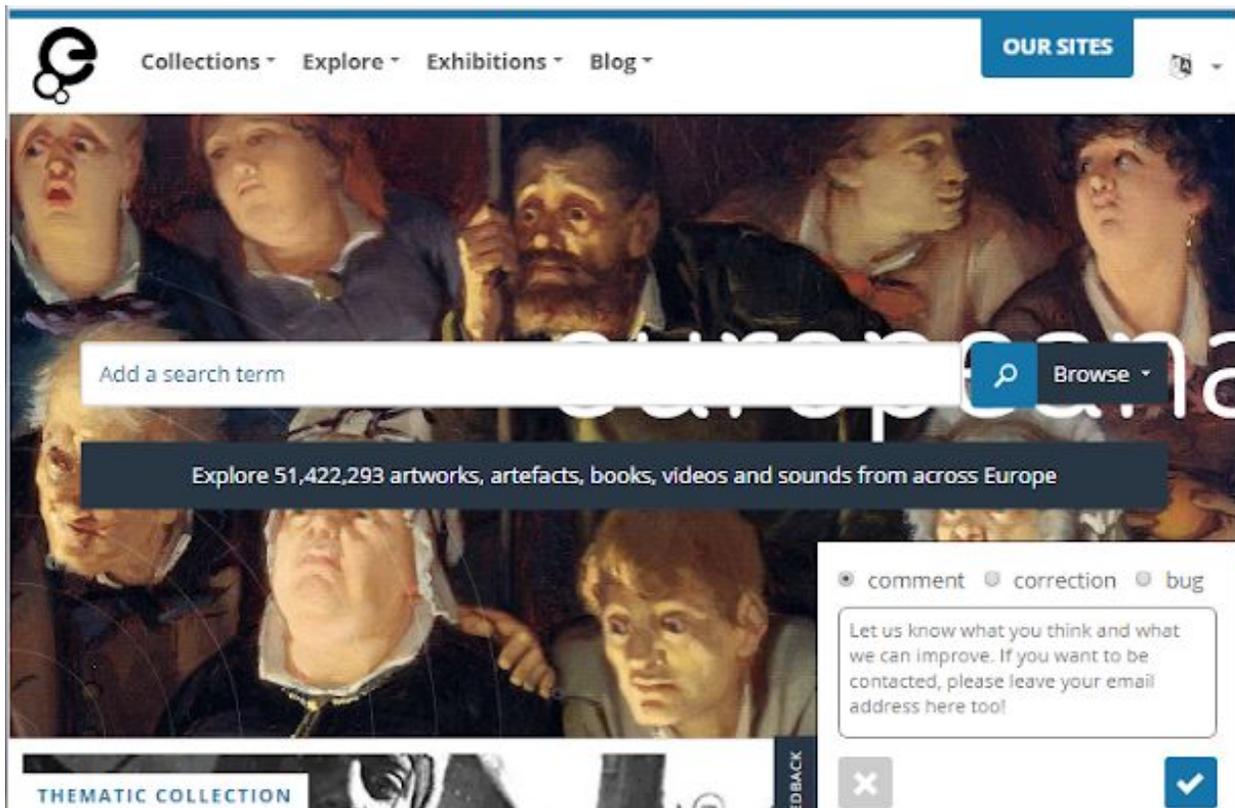
A. **User feedback via the feedback button:**

The main source of user feedback is the feedback button presented on every Europeana Collections page (including search results pages and record pages) (see screenshot below). In this period we received 55 user comments through the feedback button.

B. **Feedback received from partners:**

The report also highlights some suggestions for improvements received from our partners (i.e. Europeana DSI-3 partners). In this period we only received one partner feedback.

After reviewing the sources of feedback we identified common themes for suggestions on how to improve Europeana Collections. The analysis section of this report follows up on the identified themes and states user comments, analysis of the issue as well as actions towards design and functionality improvements over time.



¹ For the moment, Europeana has not received any comments from Commission Services.

Development actions taken based on previous feedback

In this section we highlight actions we took over the past months to solve issues for the improvement of Europeana Collections reported by users in the previous reporting period (C.5 deliverable M5, delivered January 2018)².

Dispersion of results sets

Original user feedback comment: *"When searching anything I get 90% hits on architectural photos and drawings from norway (kulturkvartalet). As this type of documentation is interesting only for a specific crowd can you create a separate tab on architecture in order to differentiate these works from paintings, drawings and other visual arts?"*

Actions taken: in order to disperse result sets, we updated how items are sorted in the results list. The API team modified the sorting logic of the results to provide a more valuable and varied results set to the end user. Previously the results were sorted and presented to the user by dataset ID in a chronological order. Meaning, when browsing items on Europeana Collections users were always confronted with the same list of items on the first pages. After the update, the items are ranked based on timestamp. Newly ingested items appear at the top now giving the user more diversity in the set of results when browsing on Europeana Collections. This should improve the experience for the above user as it should result in less groups of items, such as the architectural images from Norway, which could dominate the first search results.

Creating a valuable newspaper collection

Original user feedback comment: *"I'm a doctoral student in French literature whose research involves reading many 19th century newspapers, and I'm sorry to tell you that your site as designed is, quite frankly, unusable. It is completely unsuitable for any kind of serious research. You boast about a collection of historical newspapers, but how can that collection be searched? Not in any real way. An utterly useless resource as is."*

Actions taken: currently in progress is a significant set of work related to improving the usability of our Newspaper collections. This includes the following:

- The ability to browse all of the available newspaper titles alphabetically
→ this helps the user understand what titles exist in our collection without needing to search for them.

² C.5 Report on suggestions for improvements received M5 is available on the Europeana DSI-3 project page in the project documentation section. View at <https://pro.europeana.eu/project/europeana-dsi-3>

- An improved display of individual newspaper titles
→ This enables users to better traverse issues within a title, enabling deeper exploration of the newspaper collection.
- Full-text search functionality
→ Without full-text search, it's impossible for a user to be able to find content within the IIF newspaper full-text.
- An improved IIF viewer for readability of IIF content
→ We've built on the existing IIF player to improve integration and experience with our new item page, to be launched in the upcoming months.

Filter of dates

Original user feedback comment: *"I would like to be able to search by year. Is that possible?" and "It would be great (though perhaps difficult?) to have a chronological filter--even if only using very broad categories (e.g. 500 years intervals)."*

Actions taken: we improve our collections either through inclusion of better quality data or by normalising the data we ingest into Europeana. We introduce the date filter on thematic collections, if feasible. The migration collection, for example, includes the date filter so that user can filter by year. Further, the newspaper datasets have been normalised so that the records can be filtered by year on the search results page, and advanced users can also filter by month or day through advanced search queries.

New feedback received via the feedback button

We received 55 user feedback comments during this reporting period. Comments are categorised into themes below (note: there may be some crossover between categories).

Data correction/Quality issues

In this period we received 20 requests related to data corrections and quality issues. These are requests where the user has identified an issue in the data. In many cases, these issues are not resolvable by us because responsibility rests with the data provider. In the upcoming months we will invest the feasibility of a direct feedback mechanism from the user to the data partner.

Information Requests

In this period we received 9 information requests. Many of our users contact us for more information on our items, such as pricing information, requests for additional or extended materials to what we offer, or to get more information on the items itself (e.g. about who is shown in the media). We are unable to provide much of this information and the user needs to contact the original provider in order to find out more information. What this could suggest is that it needs to be clearer who the authority of the information we receive is.

User experience feedback

In this period we received 5 feedbacks related to user experience. Two of these feedbacks contained particularly useful points.

"I send you this message because I would like to know if it would be possible to be able to research by type of techniques for works of art? To be able to distinguish paintings, sculptures, embroidery during a search."

This user expressed the need to be able to traverse content by type of content. This issue in part will be solved with the implementation of entities browse. Use cases like this help us to identify the user journeys people have.

"Would it be possible to download all the images of a search (several hundred results) at one time in an easy way?"

This user would like a batch download. We haven't seen a significant demand for this feature so far and implementation of this feature would be resource-intensive. The issue is noted in case demand increases.

Bug reports

In this period we received 4 bug reports where the platform functionality was not working correctly, or links didn't work. The issues, all of which were resolved, related to the following:

- An incorrect link promoted on a thematic collection;
- An unconfirmed problem with the search engine (the user did not respond to the follow-up email);
- Display of content on the item page.

Partner feedback

In this reporting period we had one key feedback from a partner. In the place of a standard rights URL, the partner wanted to include a new licensing URL from rightsstatements.org for No Copyright Other Known Legal Restrictions. This differs from our current URLs as it contains a link back to the provider's own website to clarify what the other known legal restrictions are.

For example: [http://rightsstatements.org/page/NoC-OKLR/1.0/?relatedURL=\[partner license URL here\]](http://rightsstatements.org/page/NoC-OKLR/1.0/?relatedURL=[partner license URL here])



An example of the license link on the item page

Conclusion

Looking at the feedback received in this reporting period we see few differences from the themes of feedback received previously. We will continue to develop the browsing interfaces of Europeana Collections in order to improve discoverability of content.

Another issue identified is the misunderstanding of users of the role Europeana has in the display of metadata from institutions. Several of the requests asked to correct our content, to provide additional related content, or even for pricing and purchase information of each item. Based on this we can conclude that it should be displayed clearer in our interfaces that Europeana displays the content on behalf of our providers, rather than being the original source of information. In the upcoming months we will also invest in the feasibility of a direct feedback mechanism from the user to the data partner.