

Expo Contextual Inquiry Summary

First impression

"I'm not sure what this website is about. Looks like a browser. Oh, I read 'library' so it's probably about books"
1.2 Trying to find out what Expo is about

"I am not sure what this website is about and what I should do here."
5.1 Opening website for the first time

"I don't know what this fantasy has to do with it"
4.2 Looking at the 'last 10 uploads window'

"I would navigate away, because it is rubbish."
4.1 Complaining because she doesn't understand the meaning of the website

Users don't know what Expo is about at first impression

"Maybe you can use pictures, this interface is kind of pale"
1.3 Judging the look and feel

"I like a clean interface. It's nice."
2.1 Giving an opinion about the interface

"I think the design looks like a 404 error page or placeholder website where they are selling domain names."
6.2 Opening website for the first time

"I don't like the design. I want to leave this website, it is turning me off."
5.3 Judging the design

"The interface looks ugly. Grey and Purple are not vibrant. They remind me of a church."
1.2.2 Giving an opinion on the design

Users don't feel attracted to the look and feel

"I would like to see some example collections on the home page"
1.4 Giving suggestions about the design

Registration

"I need to register?"
3.1 Confused about the first step to take to collaborate on Expo

"I surrender. I will go through the registration process."
6.5 Annoyed by the required registration

"I'd like to take shortcuts so I'm not happy with confirming registration"
2.9 Explaining she's impatient

"Why is it required to register? I am not in the mood to do that."
5.6 Complaining about the registration process

"I'm looking for the upload page so I don't have to register."
6.3 Finding a way to avoid registration

"The name Expo reminds me of a fair"
2.1 Confused about the name of the website

"It's a digital library but apart from that ... I'm lost."
4.1 Opening website for the first time

"It looks ok but I'm impatient so I would leave."
4.4 Declaring the situation again

"This website is not clear to me. I see art, culture, heritage, history. It has to do something with culture"
6.1 Opening website for the first time

Users don't want to registrate

"It would be nice if there was a message informing me registration is required."
4.8 Still confused about the first action needed

"I can't find where to upload my photo's."
5.4 Trying to find the upload page

"I can't find the upload page. My Expo, that's probably where to look."
6.4 Confused and searching through the website

[Searching for the register function for a long time]
4.3 Viewing the homepage

[Wrong username and password message shown]
1.6 Trying to register via the login function

[Reading tutorial page to find out what to do.]
5.5 Confused about the upload process

Users are lost, they don't know where to start

"I don't feel like reading that registration information"
1.5 Giving an opinion on the introduction text at the registration page

"I have to check my email but it tells me after the process, not in advance"
3.4 Irritated about the unclearness

[Skipped required fields]
2.3 Trying to complete the registration

"I can't use spaces in the username? Oh, I see. I switched the 'full name' and 'username' fields."
6.6 Trying to complete the registration

"What's my username? I'm not sure. Did I make a mistake?"
6.9 Trying to log in several times with different username variations

Uploading

"I can't do a multi upload?"
1.7 Trying to select multiple files in the file browser

"I can't upload multiple files at once"
4.9 Trying to do a multi select action in the file browser

Users expect multi-upload

[Sitting back and looking bored]
4.10 Waiting for the upload to proceed

"There is no timer so it looks like it's frozen"
2.18 Waiting during the uploading

"It should have a progression bar"
3.8 Bored during the upload process

Users want to see progress

"Could I upload other formats than images?"
2.16 Confused about the available formats

"Hmm, there are a few fields I can't fill out. I will leave them empty. I can't add a link because I am uploading an image"
3.7 Confused when using the media upload page

"Why are the link fields there? I am not sure but I don't think I have to use them."
5.9 Viewing the upload page

"My uploaded photo looks stretched. This is not good."
6.10 Looking at the photo after the upload process

Add information process

"Do I really have to do this?"
4.11 Looking at the information adding form

[Clicking submit button to see which fields are required]
1.8 Trying to find out which fields are skippable on the add information page

"I wouldn't finish the process because the form is too long"
3.20 Complaining about the length of the form

"Oh, there is a lot of information to fill out"
3.9 Surprised by the amount of fields on the add information form

"I wouldn't continue with this if you weren't next to me"
4.18 Complaining about the length of the form

"What do you want with this meta data? I will not fill out all this information"
6.11 Complaining about the length of the form

"Who, this form is long. Too many field. I have absolutely no interest in doing this"
5.18 Viewing the add information page

"I just fill out the required field because I don't feel the need to do more than that."
5.12 Trying to complete the add information form

"This is time consuming"
2.9 Complaining about the length of the field

[Skips required field 'Rights']
4.14 Filling out the information adding form

[Trying to submit to form and finding out the 'rights' and 'years' fields are required]
6.13 Trying to finish the add information form

Users are not in the mood to fill out comprehensive forms

"English isn't in this list, so I'm picking United Kingdom, which is actually incorrect"
4.17 Trying to select the correct language

"I can't find 'English' as a language" [Choosing 'United Kingdom' afterwards]
2.13 Trying to pick a language

"Where is English?"
Trying to find English in list of languages and finally decides to pick 'Malta'

"I was looking for Malta but I was thinking more globally"
2.10 Searching for Malta in a pulldown with cities of Malta

"Why are there the Maltese villages and European cities"
2.20 Confused about the location pulldown menu

Users are confused because the pull down lists aren't logical

"New collection? I have just added a new collection"
6.14 Confused about the add new collection function after adding a resource

"Where is the rest of the information that I put in?"
3.19 Looking at resource overview page

"Where did it go?"
1.9 Worried that the added information is lost after photo was uploaded

"Where did my collection go? I can't find it."
5.4 Searching for the added collection

"Did I add my photo? Where did it go? It's there, after he click. I get it."
5.11 Confused after adding a photo

Users are lost after adding a resource

"The rights field is required but I don't know what to enter so I will just enter 'sdjaskdfajskdfasdhfajhaj'"
6.12 Filling out the rights form

"Rights? What are 'rights'? I have no clue what to fill out here." (+ other fields)
5.11 Trying to complete the add information form

[Entering 'copyright' in the Rights field]
2.13 Confused about what exactly to enter

"Rights.' These are important" [typing 'open source']
3.17 Aware of the importance of entering copyright information

Users don't know how to use the 'rights' field

"This doesn't make much sense"
4.13 Reading the tooltip of 'source'

"What does alternative mean?"
3.18 Confused about the labels of the fields

"Subject again? Why???"
3.12 Thinking certain information is requested twice

[Filling out wrong information in various fields]
3.11 Contributed > '06-10-2014', issued > '06-10-2014', Extend > 'JPG', Medium > 'Camera'

"Type? Again?"
3.15 Thinking certain information is requested twice

"I'm not sure what to fill out here"
4.15 "filling out 'N/A' or '?' in the empty field"

"I will enter NA in the unclear fields"
3.14 Convinced every field has to be filled out

The labels and tooltips of the form fields are not clear to the user

"What is this 'new collection' window about?"
1.10 Trying to figure out how the user dashboard works

"Add a resource? Do I have to go here to add the photo?"
3.6 Confused about the link to click on to add a photo

[Entering detailed information about a resource in the CHO]
3.5 Using collection function for resource needs

"What can I write in the description field?" [Entering 'memories of...' followed by the title]
2.1 Entering information in the description field and telling this field is duplicate

"Can you do this?"
3.13 Noticing half way the form tooltips are available

"What can I write in the description field?" [Entering 'memories of...' followed by the title]
2.1 Entering information in the description field and telling this field is duplicate

"I would like to see a bigger title"
1.11 Trying to be sure she's editing the right resource

"After 'delete' it took me back to the overview page"
1.12 Asking for a confirmation of executed actions

"It becomes easier when I do it for the second time"
2.17 Explaining the second entry is already more a routine

Search

"The search results aren't accurate"
1.11 Trying to find content but every time '0 results' appears

"Here is a list of images and texts but I'm not sure what this is about."
5.14 Viewing the result page after the execution of a search

"I get the same feeling as when I was viewing my personal collection page. I feel intimidated by all the images and information."
5.15 Viewing the result page after the execution of a search

"I like this page. It's well organised."
5.15 Viewing the detail page of a resource

Additional

"I never use the Maltese characters, when I send my mother a sms, it's still in English although she's Maltese"
2.19 Talking about the Maltese keyboard

"I would use the English characters because otherwise other people won't understand it."
2.21 Talking about the use of the Maltese keyboard

"I would not use Maltese characters but maybe other people will"
4.19 Talking about the usage of the Maltese keyboard

Maltese citizens don't use Maltese characters

"Where do I log out?"
1.14 Trying to finish the test

"My laptop is slow"
1.1 Waiting for the website to show up

"I don't see the benefits for myself to add information, only for others"
2.12 Complaining about the cons compared to the pros

"What are those symbols? They are not shown correctly."
2.2: Irritated symbols in the location pulldown are not shown

"I'm worried about the copyright, what if I add a wedding photo? Someone could save it."
2.14 Explaining her doubts

"I'm clicking here but nothing happens"
6.10 Trying to click on the '1' in the pagination bar while there is just one page

[Document Expired shows up]
6.10 Trying to use the back button after search