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How users' expectations challenge our metadata practices?

Heli Kautonen, National Library of Finland
30.9.2014

Uittoharjoittelu 14.5. - 8.6.68. Uitto on mä Kusta Kustelinjoki. Uiton
edetessä...
Kemppainen, Juho

Seminar on Usability
by Finna's Usability Working Group

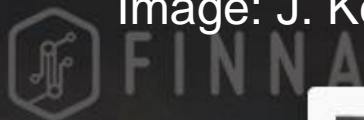
Authors: Kemppainen, Juho (valokuvaaja)

Organisation: Lusto - Suomen Metsämuseo

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Image: J. Kemppainen / Lusto – Suomen metsämuseo, found from Finna



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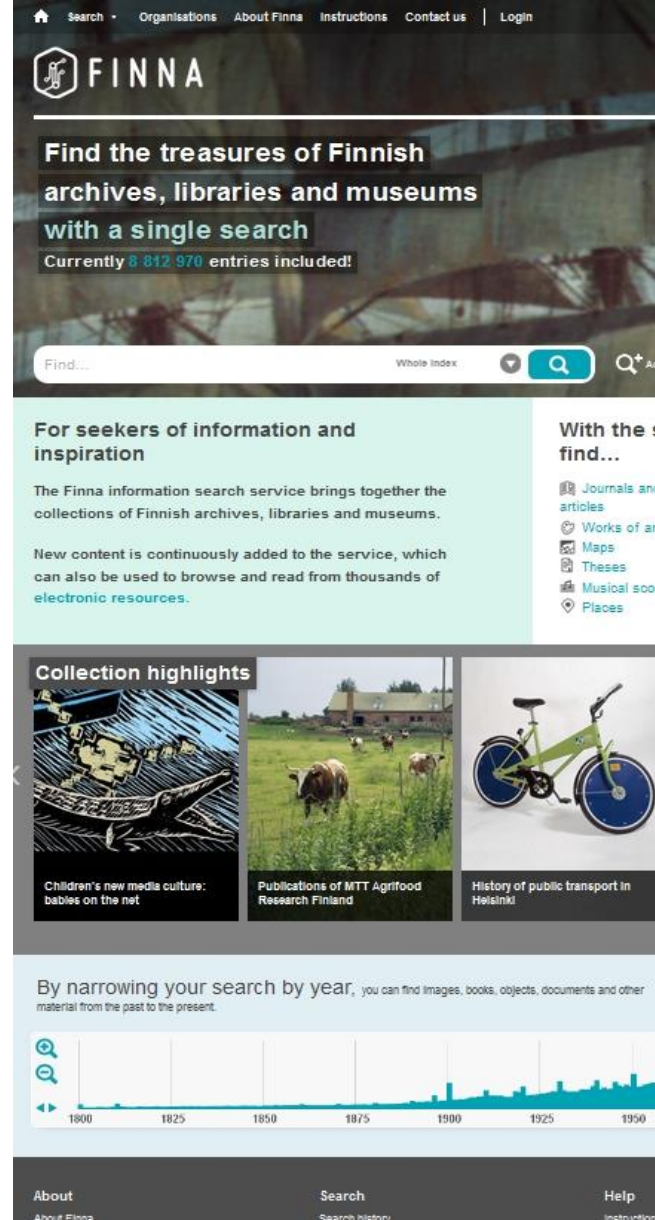
Kemppainen, Juho

Authors: Kemppainen, Juho (valokuvaaja)

Organisation: Lusto - Suomen Metsämuseo

Finna – The Public Interface of the Finnish Digital Library

- National infrastructure for LAMs' (Libraries', Archives', Museums') resource retrieval services
- Access to all Finnish LAM resources via single user interface
- Development phase 2008–2016
- Based on OSS VuFind
- Test version launched 20.12.2013
- V 1.0 published 21.10.2014



Finna and Usability

- **Usability Working Group**

- Est. 2009
- Representatives from organizations taking part in Finna
- Steers the usability work for Finna: usability activities following the Usability Plan
- Goal: User-centered views in the development
- Shares views on usability: meetings, workshops, seminars, etc.

- **Usability of Finna**

- Design – Implementation – Evaluation
- Collaboration between national and international experts and stakeholders



**Find the treasures of Finnish
archives, libraries and museums
with a single search**

Currently **9 156 761** entries included!

Find...

Whole index



Advanced search

For seekers of information and inspiration

The Finna information search service brings together the collections of Finnish archives, libraries and museums.

New content is continuously added to the service, which can also be used to browse and read from thousands of **electronic resources**.

With the search you can find...

Journals and articles

Works of art

Maps

Theses

Musical scores

Places

Books

Images

Physical objects

Documents

Sound recordings

Videos



Challenges from the viewpoint of HCI

- Design and implementation of user experience for a **heterogeneous target population**
- Design and implementation of a service that **merges divergent information structures and conventions of use** of libraries, archives, and museums



Usability evaluations – Insight into users' expectations

”What is bibliografic information?”

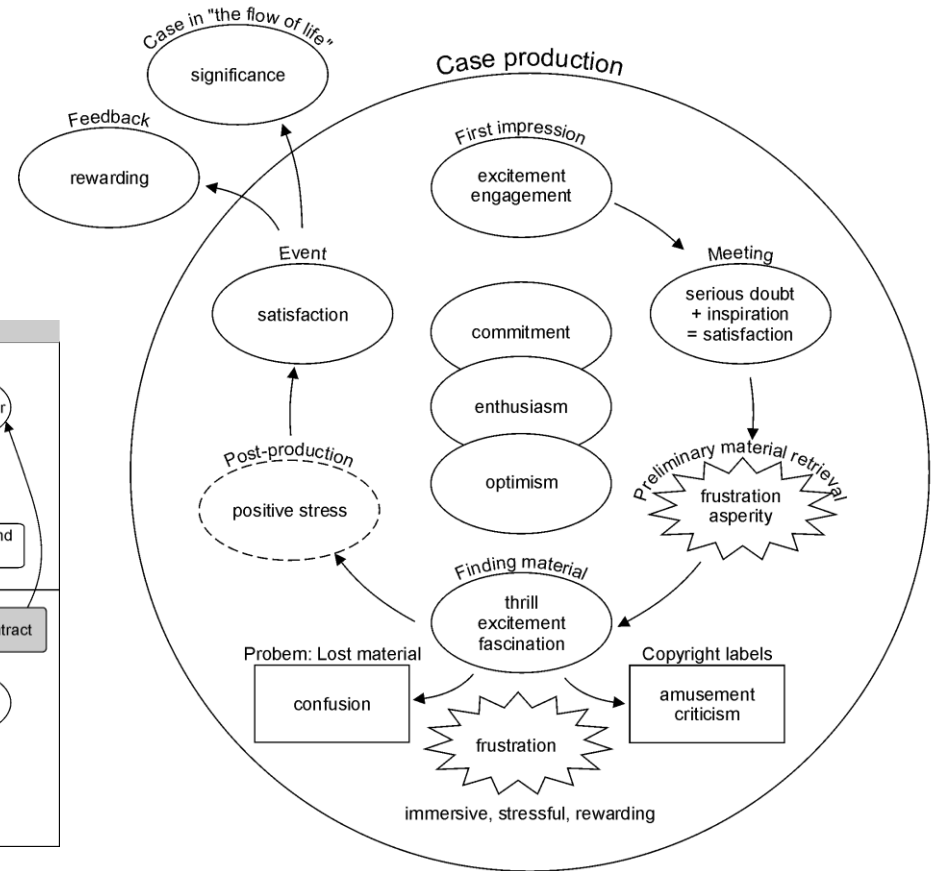
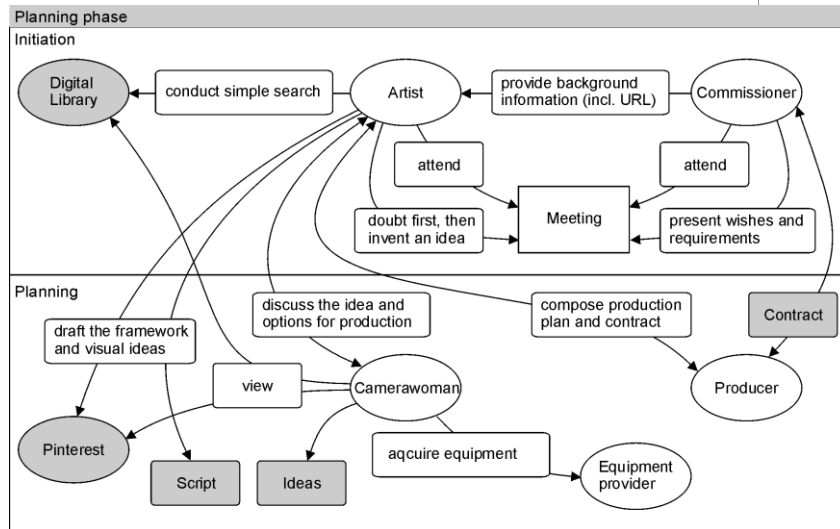
Evaluating Service Concept and Implementation (incl. UX)

- Collaboration partners
 - Adage Oy
 - University of Tampere
 - Aalto University
- Recruitment of test users
 - Celia Library
 - Jyväskylä University Library

<https://www.kiwi.fi/pages/viewpage.action?pagelId=14812662>



Evaluating Users' Information Processes and Context of Use (incl. UX)



***”I’ve always had problems with
keywords!”***

"The title is not important, but the fact that someone has written about something is."

"I've noticed that if I search for some particular [topic] and I can't find the right word in which it has been categorized, I become annoyed."

(The quantity [of certain types of search results] is relevant, too?)

”Yes, absolutely!”

(Did you use Advanced Search?)

”When I’m in the time pressure [...] I just don’t notice the tools with which to help my work, they become blocked out.”

How users' expectations challenge our metadata practices? – Seminar Program

13.15

- **Through the looking glass: does our metadata make sense?**
Alison Spence, Archivist (ICT), Cornwall Record Office
- **Focus on the user: perception, expectations and needs**
Aapo Puskala, Usability Expert, User Point Oy
- **Task-based information interaction**
Sanna Kumpulainen, University Teacher, University of Tampere
- **User-generated experiences: how automated platforms for content creation and sharing has transformed information access**
Molly Schwartz, Fulbright Scholar, Aalto University
- Discussion

15.45 Closing words



Please, give feed-back!

Feed-back questionnaire

heli.kautonen@helsinki.fi

www.finna.fi