

# Revisioning Archival Discovery: User-Centered Collaboration

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Oswald/Fauxsmith  
Harvard Libraries  
July 12, 2023





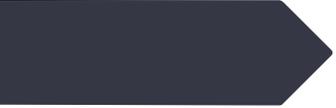
# User Testing - Feedback (2017-2021)

*I like to see the big picture and it's very difficult to get any sense of that.*

*Visually, the layout isn't helpful.*

*I don't know the distinction between collection and item.*

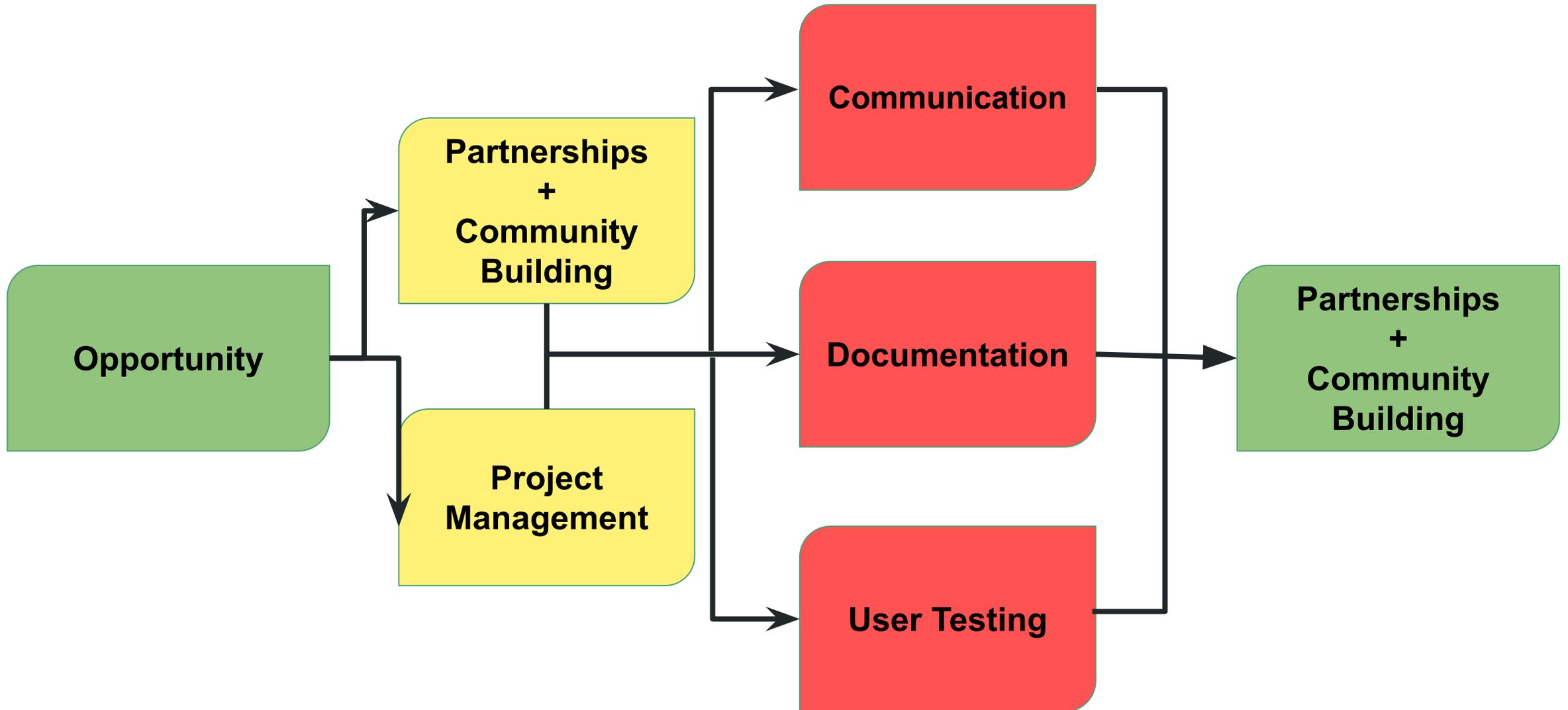
*It's hard get a sense of the whole when it's split like this. That's what I keep looking for..*



# UX Evidence

- Users are struggling
  - the interface and jargon make users feel like they must be “insiders” to understand
  - users want to find everything (not just digital)
  - when they cannot, they seek help or give up
- Finding aids need to be restructured
  - simplify the layout and navigation
  - remove “dead end” links and tabbed navigation

# ArcLight Project Process





# User Testing - Feedback (2022)

*That is great. You can feel yourself tabbing through the folders... You thought you just wanted HOLOS, but it gives you context about what else is going on in Pauli's world or framework. It connects you with some discovery you might not have anticipated.*

*The lists are so long... I want to be able to search the entire finding aid at once. It is very hard to do that.*

*... and since every archive does it differently... you have to just learn a new system every time...*

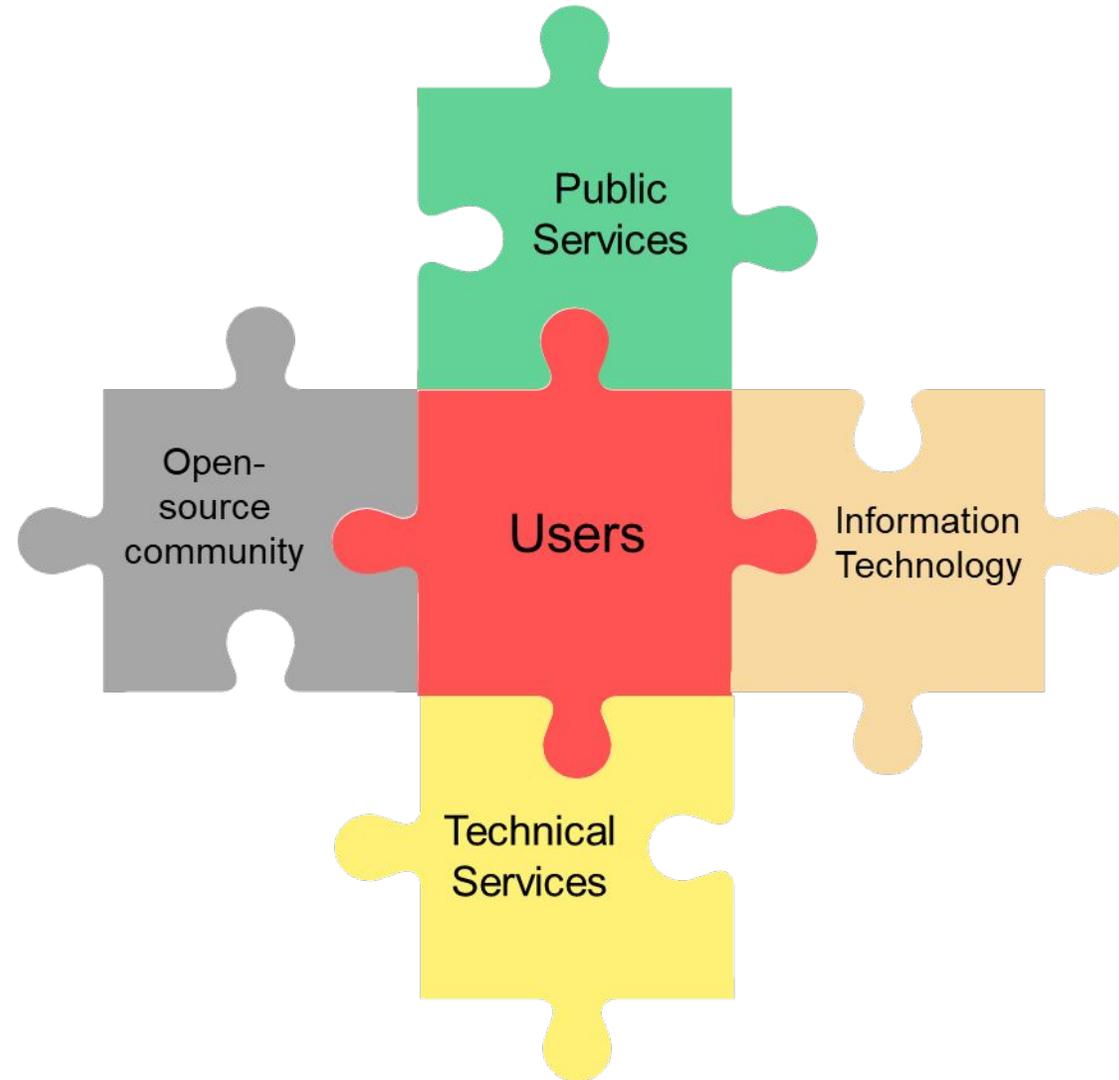
*The content inventory view gives you context about what else is going on in the collection. It connects you with some discovery you might not have anticipated. You are there to discover - having the full folder list is really a gift.*



# What We Learned/What Comes Next

- User testing is never complete
- Building relationships matters
- Advocacy is key
  
- ArcLight community
- Systems AND people

# Interconnected Model





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