

User experience of an institutional repository: A study of OpenUCT with a focus on postgraduate students

Presented by Hanoria Kalimashe

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Presentation outline

1. Introduction

2. Study objectives & research questions

3. Literature

4. Methodology

5. Findings

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Introduction

▶ Institutional repositories

- In support of open access (OA)
- To store, preserve and disseminate scholarly outputs of academic institutions.
- Usually developed and overseen by the library

▶ OpenUCT

- Provides access to theses and dissertations, journal articles, teaching resources, book chapters, working papers research reports and other scholarly outputs
- Previous studies focused on the establishment of OpenUCT and on OA publishing in the IR (Macha, 2012; Jackson, 2017).

▶ IR, OpenUCT and UX studies

- Little effort to find out: “how well [library services] meet users’ needs; whether user experience is good, bad, or average; and what values these touchpoints” encourage our users to use libraries” (Priestener & Borg, 2016).
- UX is defined as a momentary evaluative feeling which can be good or bad while the user is interacting with a product or service (Hassenzahl, 2008)
- For it to fit its purpose successfully, the library needs to be improved continuously and informed by the experiences of users (Walton, 2015).

Study objectives & research questions



Study objectives



To ascertain the awareness of, expectations of, and attitudes to OpenUCT by Graduate School of Business master's students.



To investigate the utilisation of OpenUCT by these students.



To identify the challenges, if any, encountered by these students in relation to the use of OpenUCT

Research questions

1. To what extent are GSB master's students aware of OpenUCT and what are their expectations of and their attitudes towards OpenUCT as an information resource?
2. How do these students utilise OpenUCT for their information needs?
3. What challenges are encountered by these students when using OpenUCT?

Literature review

- ▶ UX has become a “useful valued framework for examining library technologies from the end-user’s perspective” (Luca & Narayan, 2016: 3).
- ▶ Application of UX to evaluate library services has resulted in service developments and improvements which have positively impacted on student experience (Appleton: 2016).
- ▶ “Every service, every resource, every interface, every space of the library” should provide good UX (Schmidt & Etches, 2014).
- ▶ Important elements of UX (Morville, 2004; Schmidt & Etches, 2014).



User Experience Honeycomb
(Morville, 2004)

Research methodology

- ▶ Interpretive paradigm
- ▶ Qualitative approach
- ▶ Ethnographic design



- ▶ Population
 - Master's students of the Graduate School of Business in the Faculty of Commerce at UCT
 - Purposive sampling
 - A key informant
- ▶ Research methods
 - Interviews with 6 students
 - Observations with 6 students
 - Interview with key informant



All of OpenUCT ▾

Communities

Select a community to browse its collections

Research Output



Clinical and Experimental Determination of Protection Afforded by BCG Vaccination against Infection with Non-Tuberculous Mycobacteria: A Role in Cystic Fibrosis?

Warner, Sherridan; Blaxland, Anneliese; Counoupas, Claudio; Verstraete, Janine; Zampoli, Marco; Marais, Ben J.; Fitzgerald, Dominic A.; Robinson, Paul D.; Triccas, James A.

[View more](#)

Theses / Dissertations



Geological and structural analysis of the Hwange area-Northwest Zimbabwe: using remotely sensed data and geographic information systems (GIS)

Chivasa, Mufaro

[View more](#)

Open Educational Resources



Medicine and the Arts Week 3 - Art and play

Other Publications



Student co creation of open textbooks to address sense

Browse

All of OpenUCT

[Communities & Collections](#)[By Date](#)[Authors](#)[Titles](#)[Subjects](#)[Department](#)[Faculty](#)

Discover

Author

[Butterworth, Doug S \(764\)](#)[Brandão, Anabela \(161\)](#)[Johnston, Susan J \(155\)](#)[Rademeyer, Rebecca A \(112\)](#)[Czerniewicz, Laura \(95\)](#)[Nattrass, Nicoli \(92\)](#)[Wood, Robin \(79\)](#)[Buchholtz, Kim \(77\)](#)[Burgess, Theresa \(76\)](#)[Seekings, Jeremy \(76\)](#)[... View More](#)

Subject

[South Africa \(951\)](#)[Electrical Engineering \(709\)](#)[Botany \(607\)](#)[Chemistry \(484\)](#)[Chemical Engineering \(456\)](#)[Economics \(411\)](#)[Medicine \(401\)](#)[Civil Engineering \(394\)](#)[Zoology \(386\)](#)[Mechanical Engineering \(379\)](#)[View More](#)

Findings from the study

Awareness of the OpenUCT

Expectations of the IR

Attitudes towards the IR

Utilisation of the IR

Usability challenges

Awareness of OpenUCT

- ▶ Awareness of the existence of OpenUCT
- ▶ Awareness of scholarly outputs stored in the IR
- ▶ Awareness of how to navigate the IR interface using various search strategies

Expectations of the IR

- ▶ To access IR easily
- ▶ To navigate the IR interface easily
- ▶ To find theses and dissertations
- ▶ Description of the resource
- ▶ Visible outputs for each community

Attitudes towards the IR

▶ Positive attitudes

- Adding value in the research community
- Useful for relevant content
- Trustworthy content
- Will recommend IR to others

▶ Negative attitudes

- Prefer peer-reviewed content
- Usability challenges

Utilisation of the IR

▶ The IR is utilised

- Utilise to meet information needs
- Access points
- Use various search options

▶ Not utilised

- Information needs are met somewhere else
- Lack of knowledge about the existence of the IR

Usability challenges

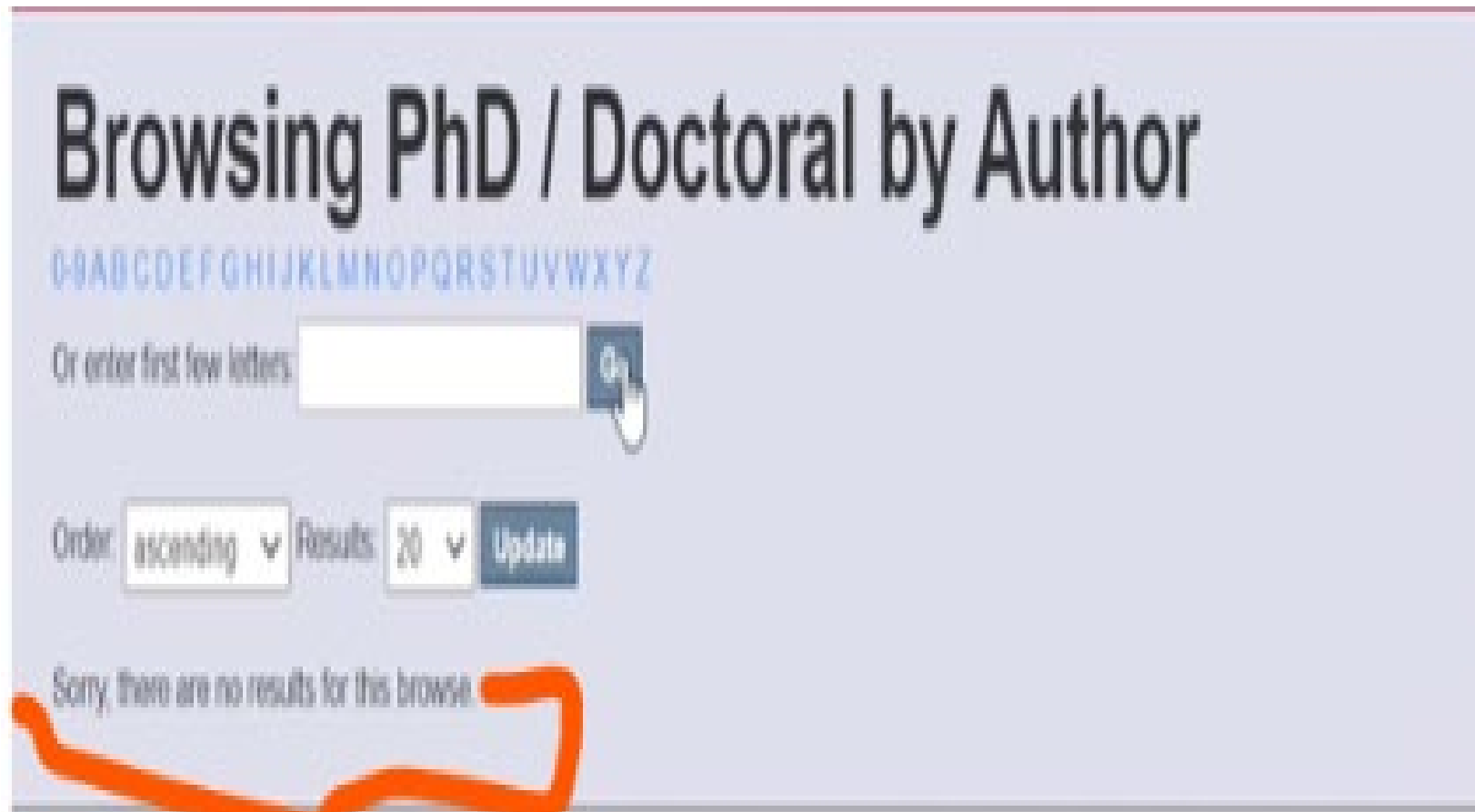
► Search field not working

The screenshot shows a library search interface with the following elements:

- Page Title:** Browsing PhD / Doctoral by Author
- Navigation:** 0-9ABCDEFGHIJKLMNOPQRSTUVWXYZ
- Search Field:** "Or enter first few letters: ". A red 'x' is visible in the search input field, indicating a search error.
- Order and Results:** Order: ascending | Results: 20 |
- Item Count:** Now showing items 1-20 of 6620 | [Next Page](#)
- Authors List:**
 - Authors Name
 - [Aaboe, Julie](#) [1]
 - [Abba, Omar Sabina](#) [1]
 - [Abbott, John](#) [1]
 - [Abdalla, Kamal O](#) [1]
 - [Abdelwahab, Mohamed Eishazli Sirelakhatim](#) [1]
 - [Abdulgader, Shima Mohammed Ahmed Algalaa](#) [1]
 - [Abdullah, Somaya](#) [1]
- Right Sidebar:**
 - All of OpenUCT**
 - [Communities & Collections](#)
 - [By Date](#)
 - [Authors](#)
 - [Titles](#)
 - [Subjects](#)
 - [Department](#)
 - [Faculty](#)
 - This Collection**
 - [By Date](#)
 - [Authors](#)
 - [Titles](#)
 - [Subjects](#)
 - [Department](#)
 - [Faculty](#)
 - [Back to top](#)

Usability challenges

- ▶ No retrieved search results



Browsing PhD / Doctoral by Author

0-9ABCDEFGHIJKLMN OPQRSTUVWXYZ

Or enter first few letters:

Order: ascending ▾ Results: 20 ▾

Sorry, there are no results for this browse.

The screenshot shows a search interface with a search bar, a 'Go' button, and sorting options. A red hand-drawn arrow points to the 'Sorry, there are no results for this browse.' message, which is highlighted in orange.

Usability challenges

► Lack of some search fields/filters

The screenshot displays a web interface for browsing theses. At the top, a breadcrumb trail reads: "OpenUCT Home → Theses / Dissertations → Browsing Theses / Dissertations by Department". The main heading is "Browsing Theses / Dissertations by Department 'Graduate School of Business (GSB)'". Below this, there are search filters: "Jump to a point in the index:" with dropdowns for "(Choose month)" and "(Choose year)"; "Or type in a year:" with a text input and a "Go" button; and "Sort by:" with a dropdown set to "issue date", "Order:" with a dropdown set to "descending", and "Results:" with a dropdown set to "20" and an "Update" button. A status bar indicates "Now showing items 1-20 of 139" with a "Next Page" link. The first thesis entry is titled "When identities collide: becoming founders in pastoralist Kenya" by Jody Delichte, dated 2020. The second entry is titled "Financial Development Channels and Remittances in the SADC" by Irene Juliet Namutebi. On the right side, there are two navigation menus: "My Account" with links for "Logout", "Profile", and "Submissions"; and "Browse" with links for "All of OpenUCT", "Communities & Collections", "By Date", "Authors", "Titles", "Subjects", "Department", and "Faculty". A "This Community" section also lists "By Date", "Authors", "Titles", "Subjects", "Department", and "Faculty". A "Back to top" link is located at the bottom of the right sidebar. The page number "15" is visible in the bottom right corner.

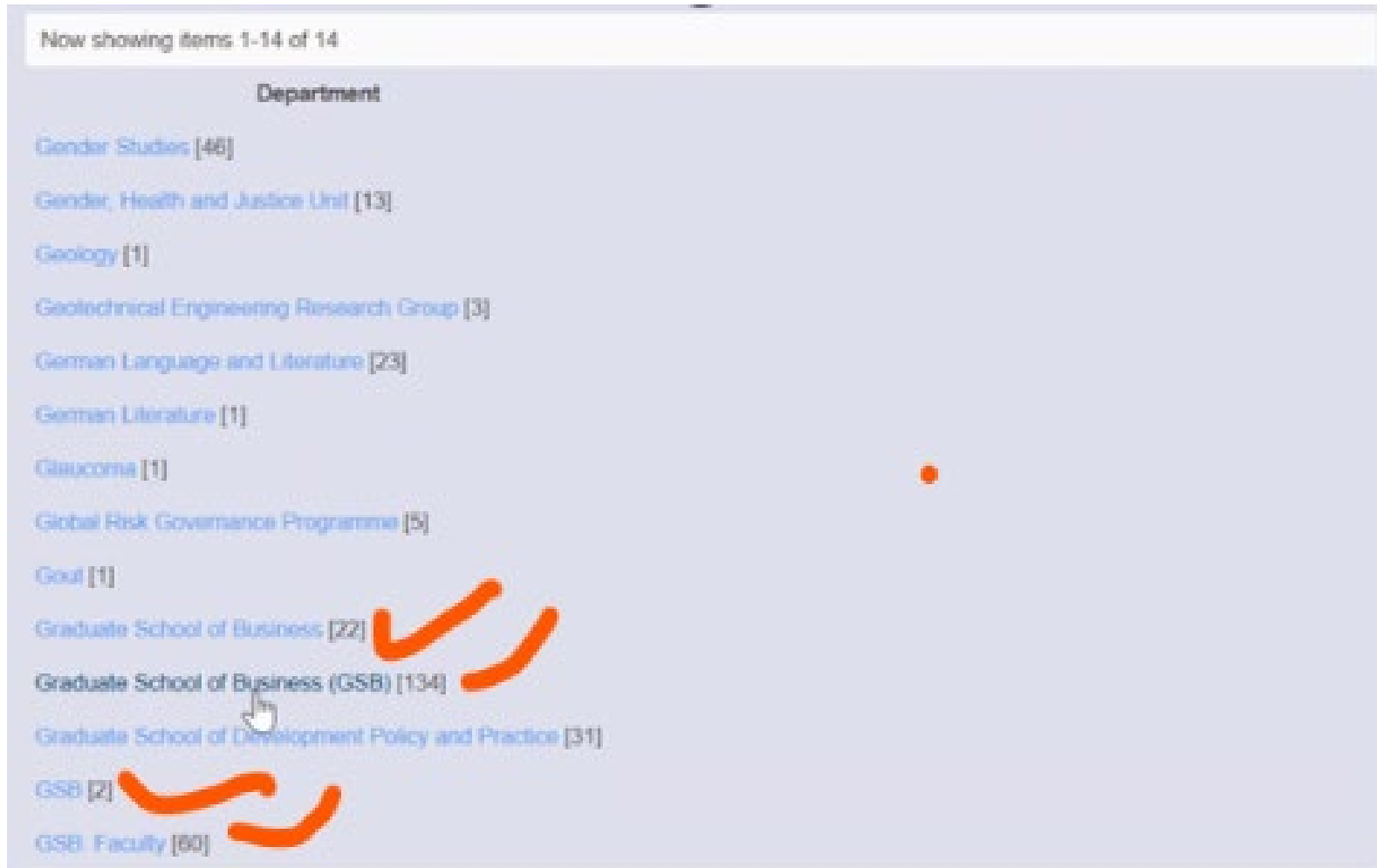
Usability challenges

► Duplication of records

Now showing items 1-14 of 14

Department

- Gender Studies [46]
- Gender, Health and Justice Unit [13]
- Geology [1]
- Geotechnical Engineering Research Group [3]
- German Language and Literature [23]
- German Literature [1]
- Glaucoma [1]
- Global Risk Governance Programme [5]
- Gout [1]
- Graduate School of Business [22]
- Graduate School of Business (GSB) [134]
- Graduate School of Development Policy and Practice [31]
- GSB [2]
- GSB Faculty [60]

A screenshot of a web interface showing a list of departments. The list includes: Gender Studies [46], Gender, Health and Justice Unit [13], Geology [1], Geotechnical Engineering Research Group [3], German Language and Literature [23], German Literature [1], Glaucoma [1], Global Risk Governance Programme [5], Gout [1], Graduate School of Business [22], Graduate School of Business (GSB) [134], Graduate School of Development Policy and Practice [31], GSB [2], and GSB Faculty [60]. Several items have orange checkmarks next to them: 'Graduate School of Business [22]', 'Graduate School of Business (GSB) [134]', 'GSB [2]', and 'GSB Faculty [60]'. A mouse cursor is hovering over the 'Graduate School of Business (GSB) [134]' entry. A small orange dot is visible in the middle of the list.

Usability challenges

- ▶ No logical order to filtered results

OpenUCT Home → Filter by: Subject

Filter by: Subject

Results Per Page: 10

Now showing items 71-80 of 29824 [Previous Page](#) [Next Page](#)

- Taxation (69)
- monitoring (68)
- Surgery (68)
- Applied Marine Science (66)
- Children (66)
- Library and Information Studies (66)
- Applied Mathematics (65)
- Public Law (65)
- Palliative Medicine (64)
- African Studies (61)

Recommendations



Improving
awareness of
the IR



Meeting the
expectations of
students



Improving
utilisation of the
IR



Improving the
usability of the
IR

Conclusion

- ▶ **Postgraduates as a user group**
 - Students have a use for IR content
 - They are seeking better experiences
 - We need to pay attention to the user experience of this group
- ▶ **Future research**
 - Larger sample size from different departments

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Thank you