

USABILITY TESTING OF THE DIGITAL PUBLIC LIBRARY OF AMERICA WEBSITE: A CASE STUDY ON DIGITAL ARCHIVES

¹Maryam Az-Zahra Suharwoto, ²Andreas Rio Adriyanto,

³Maria Josef Retno Budi Wahyuni

¹Telkom University, Indonesia

¹maryamazzahra@student.telkomuniversity.ac.id, ²andreasrio@telkomuniversity.ac.id

Abstract

User experience is part of the most important aspects to consider in developing a website. Measuring user experience would lead to creating better websites, especially websites that specialize in digital archives such as Digital Public Library of America. As one of the leading countries in digital preservation and specializing in manuscripts and historical artifacts, the Digital Public Library of America website is one of the main sources of information that people access to retrieve information regarding that subject. Large amounts of preserved manuscripts are digitalized and open to public access. Users are able to reach a wide category of historical archives through a single medium, thus allowing a larger audience as it can reach people outside of America. Through usability testing, interviews and systematic literature review, several aspects of user experience become the main highlights and key points of the Digital Public Library of America website. This study employs a qualitative methodology by gathering data through interviews, direct observations, and literature review. Its main contribution is offering a strategic framework for developing comparable websites while addressing user requirements.

Keywords: *User experience; usability testing; digital public library of america; manuscripts; digital archives.*

INTRODUCTION

The rapid advancement of digital technology has transformed the way individuals access, store, and preserve information, including cultural heritage and historical archives. In this digital era, traditional libraries and archives are undergoing a major shift toward digitization, enabling broader access without geographical limitations. UNESCO (2015) emphasizes three main principles relevant to the context of this research, namely authenticity, integrated, and accessible. The principle of authenticity is related to the authenticity and credibility of data, where digital cultural heritage must be accountable in terms of the source, context, and integrity of the information (Edmondson, 2017). As defined in the Implementation Guidelines, the definition of authenticity of a cultural heritage is the credibility of the source (Edmondson, 2017, p. 3). Without a guarantee of authenticity, the scientific and historical value of a digital archive will experience a degradation of meaning. These three principles position digital archives as an information service system, not just a