



Difficult, Neutral, Easy

Assessing Usability at Duke's Rubenstein Library

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Rubenstein Library Staff

- Full-time permanent: 37
- Full-time term: 3
- Part-time term: 1
- Graduate interns: About ten
- Undergraduate staff: About 20

Rubenstein Print Collections (as of Sept 2015)

Total print volumes = **376,458** volumes

Onsite print collections = **47,467** volumes (13% of total volumes)

Offsite print collections = **328,991** volumes (87% of total volumes)

Rubenstein Manuscript Collections (as Sept 2015)

Total linear feet of boxed archives/mss = **55,267.5 lf**

Onsite archives/mss = **11,767.5 lf** (20% of total lf)

Offsite archives/mss = **43,500 lf** (80% of total lf)



Guide to the John Hope Franklin Papers, 1930-2009

Summary

John Hope Franklin was a historian specializing in Southern and African American history. He wrote From Slavery to Freedom, the seminal work on African American history, which was first published in 1947. In the course of his career, Franklin had professorships at St. Augustine College, North Carolina College, Howard University, Brooklyn College, University of Chicago, and Duke University. He served as president of numerous historical and community organizations throughout his career. President Clinton awarded him the Presidential Medal of Freedom in 1995. Franklin also served on President Clinton's Advisory Board for the President's Initiative on Race from 1997 to 1998. The John Hope Franklin Papers span the years 1889-2009, and document Franklin's professional career as a historian, as well as his personal life and political interests. Items in the collection include correspondence, research material assembled by Franklin, writings by and about Franklin, manuscripts, materials relating to family history, printed material, notebooks, information and multimedia packets, clippings, photographs, video and sound recordings, as well as a few artifacts. The earliest materials in the collection relate to Franklin's family history, his writings, and his research, particularly regarding the 19th-century army officer, minister, and historian George Washington Williams. The collection is organized into the following series: Academia; Audiovisual Materials; the Advisory Board for the President's Initiative on Race (ABPIR); Correspondence; Engagements; Honors and Awards; Personal and Family Materials; Research, Biographical, and Subject Files; Service; Writings; and Writings by Others. Collection acquired as part of the John Hope Franklin Center for African and African American History and Culture.

[More About This Collection](#)

Collection Details

Collection Number RL.10029
Title John Hope Franklin papers

Series in This Collection

- 1. Academia (AC), 1931-2006
- 2. Advisory Board for the President's Initiative on Race (AB), 1972-2008
- 3. Audiovisual (AV), 1959-2009

Search this collection guide (Ctrl-F)

REQUEST FOR ONSITE USE

- Ask a Question
- Help Using This Page

- Summary
- Series in This Collection
- Collection Overview
- Using These Materials
- Contents of the Collection
- Historical Note
- Subjects

⚠ Collections must be requested at least 2 full business days in advance for retrieval. Contact Rubenstein Library staff before visiting.

Catalog Record | XML

Get this title

Title: **John Hope Franklin papers, 1898-2009 and undated.**

Author: Franklin, John Hope, 1915-2009.

Summary: The John Hope Franklin Papers span the years 1889-2009, and document Franklin's professional career as a historian, as well as his personal life and political interests. The collection highlights Fran...

Item not available?

[Request from another library](#)

Description	Item status	Sub-library	Collection	Location	Copy Number	Due date	GetIt@Duke
Box X6 (Show Details)	LSC	Rubenstein Library	Library Service Center, Manuscripts	Library Service Center	1	LSC	
Box X5 (Show Details)	LSC	Rubenstein Library	Library Service Center, Manuscripts	Library Service Center	1	LSC	
Box X4 (Show Details)	LSC	Rubenstein Library	Library Service Center, Manuscripts	Library Service Center	1	LSC	
Box X3 (Show Details)	LSC	Rubenstein Library	Library Service Center, Manuscripts	Library Service Center	1	LSC	
Box X2 (Show Details)	LSC	Rubenstein Library	Library Service Center, Manuscripts	Library Service Center	1	LSC	
Box X1 (Show Details)	LSC	Rubenstein Library	Library Service Center, Manuscripts	Library Service Center	1	LSC	
Box WO22 (Show Details)	Reading Room use only	Rubenstein Library	Manuscripts, On-site	RUB Bay 2191	1	On Shelf	Request for onsite use
Box WO21 (Show Details)	Reading Room use only	Rubenstein Library	Manuscripts, On-site	RUB Bay 2191	1	On Shelf	Request for onsite use
Box WO20 (Show Details)	Reading Room use only	Rubenstein Library	Manuscripts, On-site	RUB Bay 2190	1	On Shelf	Request for onsite use



UNC / Duke Special Collections Library Request System

Log in to request manuscripts, archives, and rare books from the Louis Round Wilson Special Collections Library and Special Collections at the Health Sciences Library at UNC-Chapel Hill or the David M. Rubenstein Rare Book & Manuscript Library at Duke University.

Choose Your Affiliation



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

Sign In (onyen)



Sign In (netid)

All Others

If you do not have an Onyen (UNC) or NetID (Duke), use this button to create a new account or to sign in using an existing account.

Sign In

Questions?

Wilson Library (UNC): wilsonlibrary@unc.edu / 919-962-3765
Special Collections at the Health Sciences Library (UNC): hsl-speccoll@listserv.unc.edu / 919-962-0500
Rubenstein Library (Duke): special-collections@duke.edu / 919-660-5822

Three Usability Studies

- Pop-Up Usability Study
- Fully Observed Usability Study
- Survey (Email and Onsite)

- Staff:
 - Joshua Larkin Rowley (RS), Jessica Janecki (TS), Brooke Guthrie (RS), and Sarah Carrier (formerly RS)
 - Joyce Chapman and Emily Daly (AUX)

Pop-up Usability Testing, February 9, 2015

Example questions/tasks:

- Request this book [title given] from the Rubenstein Library.
- What are your thoughts about the Researcher Registration form?
- What worked well about the registration process?
- What would you recommend changing or improving about the registration process?
- Where would you click to access your Rubenstein account?
- What types of materials can you request using your new account?

Fully Observed Usability Test

Observation Room, April 6, 13, 30, 2015

Example questions/tasks:

- Request the Rubenstein copy of a book held by more than one library (title given)
- Request boxes 6 & 7 from a specific archival collection
- Cancel your requests for boxes 6 & 7
- Starting at your user account, how would you request to view an item you viewed two months ago?
- Please describe what these process statuses mean (8 statuses)

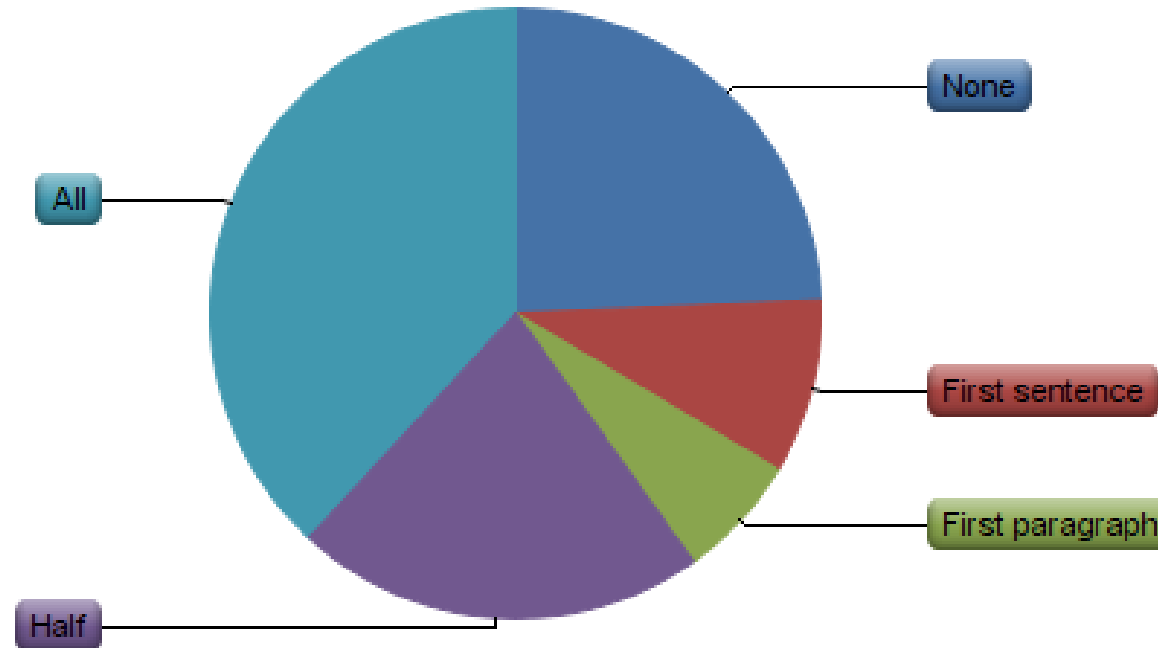
Survey, Emailed and in Person

- Emailed December 16, 2015 to 536 recipients, all of whom had signed into our reading room in the previous 90 days
- Reminder email, January 4, 2016
- Administered via Suma on an iPad in our reading room, February 2016
- Got 151 fully completed responses, mainly through the email survey

1. Which of the following best describes you as a researcher?

#	Answer	Response	%
1	Faculty	31	19%
2	Graduate	31	19%
3	Independent researcher	34	21%
4	Undergraduate	41	25%
5	Other	25	15%
	Total	162	100%

4. When you registered with the Rubenstein Library, you were shown this page. How much of the page did you read before clicking “I Agree”?



4. When you registered with the Rubenstein Library, you were shown this page. How much of the page did you read before clicking “I Agree.”?

#	Answer	Response	%
1	None	37	24%
2	First sentence	14	9%
3	First paragraph	10	7%
4	Half	33	22%
5	All	58	38%
	Total	152	100%

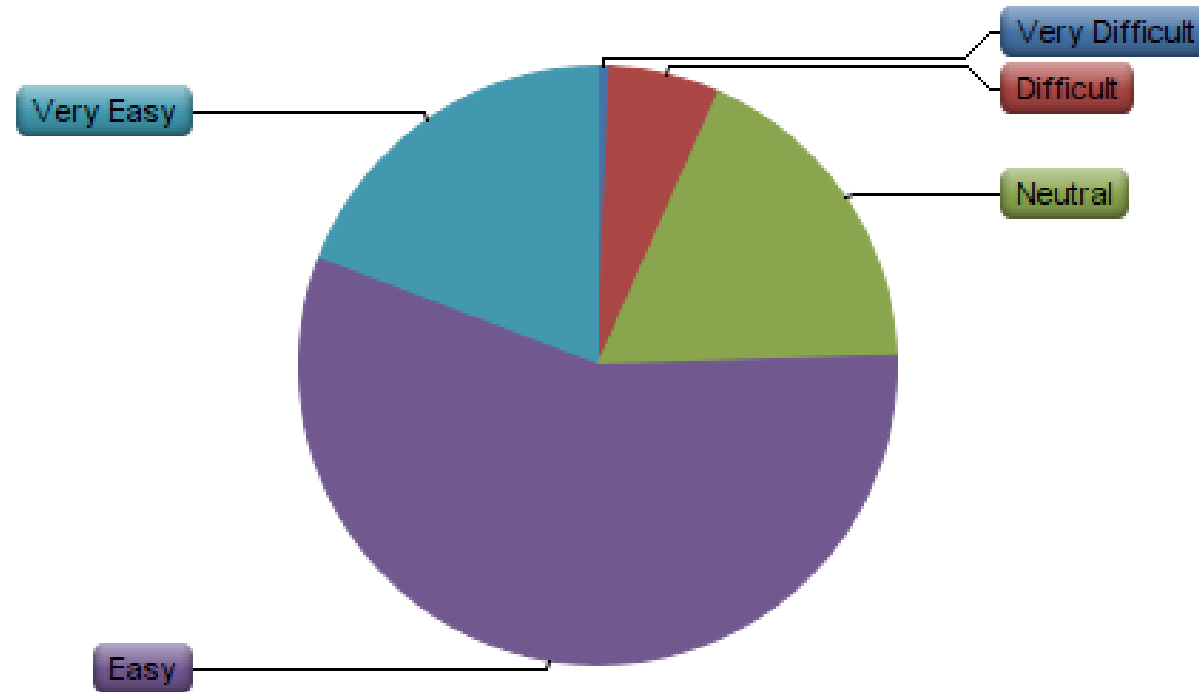
6. Think about the last time you requested materials for use in the Rubenstein Library. Did you receive a notification...?

#	Answer	Response	%
1	Yes	142	94%
2	No	9	6%
	Total	151	100%

7. Think about the last time you requested materials to view in the Rubenstein Library. How much time did you spend on the process?

#	Answer	Min Value	Max Value	Average Value	Standard Deviation	Responses
1	Request	0.00	30.00	11.54	8.31	151

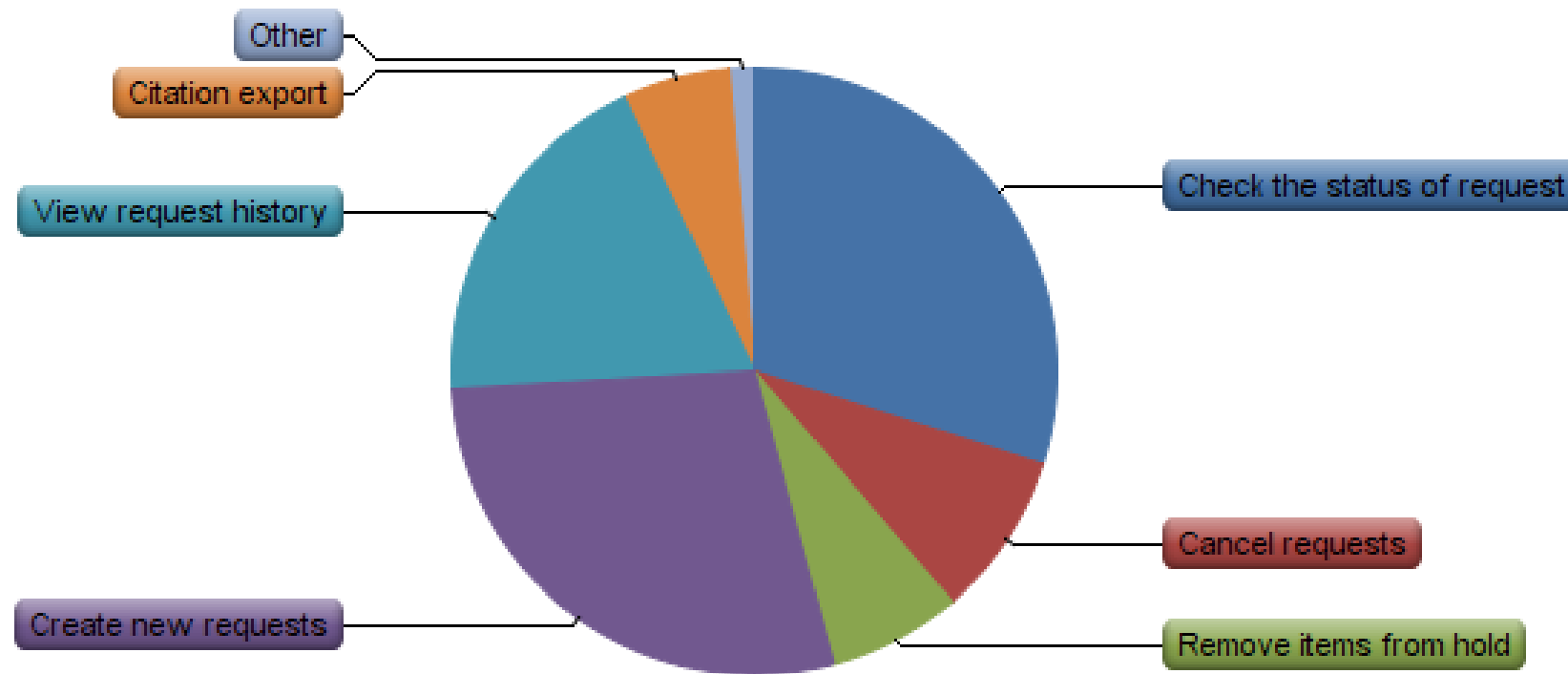
8. Overall, how do you find the online materials request process?



8. Overall, how do you find the online materials request process?

#	Answer	Response	%
25	Very Difficult	1	1%
26	Difficult	9	6%
27	Neutral	27	18%
28	Easy	85	56%
29	Very Easy	29	19%
	Total	151	100%

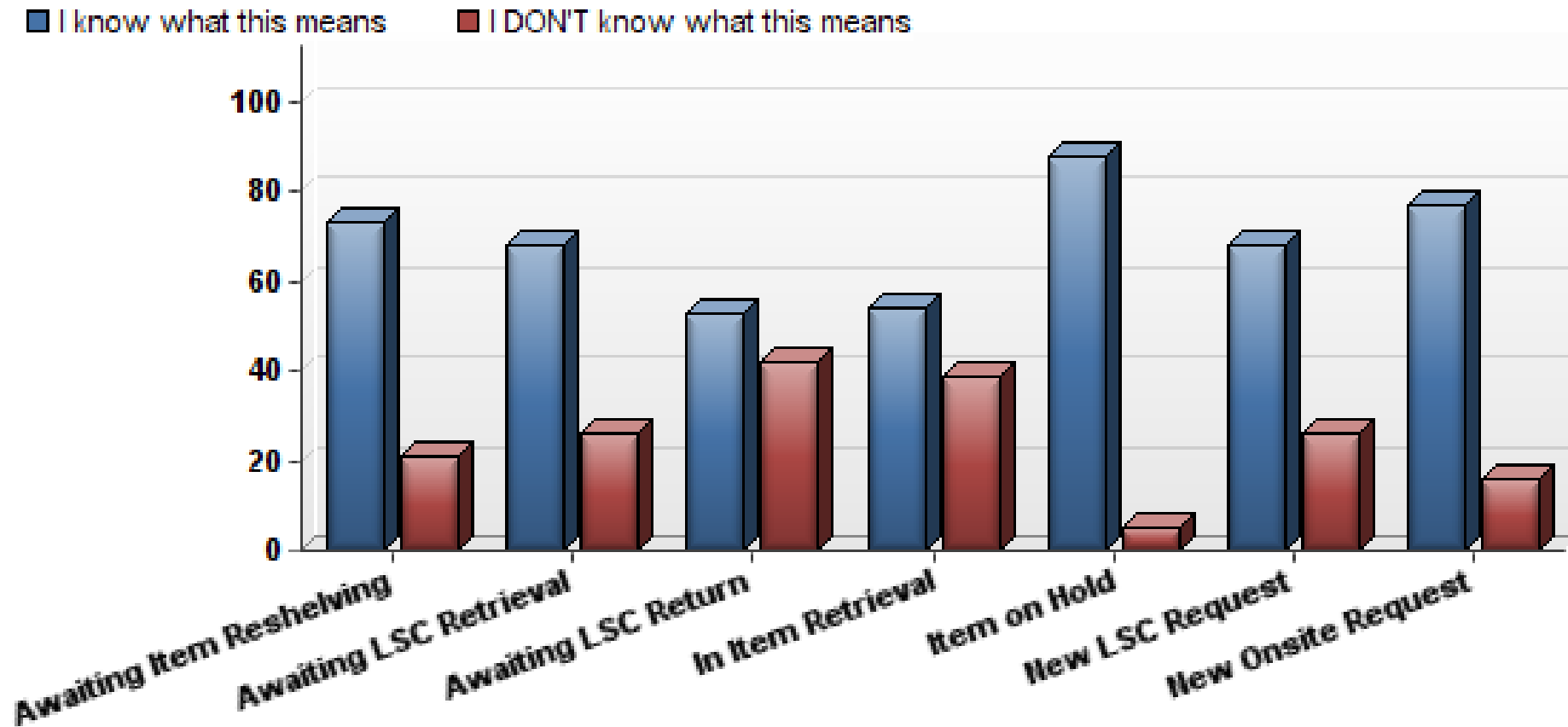
11. What account features do you use? Select all that apply.



11. What account features do you use? Select all that apply.

#	Answer	Response	%
1	Check the status of request	89	85%
2	Cancel requests	26	25%
3	Remove items from hold	21	20%
4	Create new requests	84	80%
5	View request history	56	53%
6	Citation export	17	16%
7	Other	4	4%

12. When you log into your online account, you see a list of all the materials you've requested.



What have we learned/what will we do?

- Finding aid redesign
 - To do: Already done!
- Few researchers (especially undergraduates) read the registration language
 - To do: Work with UNC to redraft and redesign registration page
- Jargon/terminology is unintelligible to many researchers
 - To do: Revise labels like “Awaiting LSC Return;” What about “clone”?
- Communication is good, but clarity can be improved
 - To do: Revise email template
- Researchers expect batch requesting from our catalog
 - To do: This is a big one! New catalog coming to Duke next summer.



Thanks!

Questions?

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