**Ervin Samsonov** – interviewer

**Christine Skounic** – participant

*Rijksstudio is open*

**Ervin** – Let’s go. Are you familiar with the aim of this research?

**Christine –** Yes

**Ervin** – Ok. Then, now you have a task: for 5 minutes to explore this website and try to understand what this website is about.

**Christine** – Ok.

**Ervin** – You can start exploring it

*Scrolls down and explores artworks*

**Christine** – As I can see there are a lot of paintings and statues… What is it all about?

**Ervin** – It is your task to understand what it is all about. So 5 minutes you are exploring this website and trying to understand what this website is about, what you can do on this website. I can’t answer to your question, it is the idea of our research.

**Christine** – Okay.

*Opens photo of statue*

**Ervin** – Do you like it?

**Christine** – Pretty statue.. I don’t know why it’s.. I don’t know what kind of metal is it, but it is beautiful…

*Press arrow button at the top and sees inscription “Plan your visit”*

**Christine** – I can plan my visit, interesting. Where can I go?

*Explores main page*

**Ervin** – Try to find more fewtures.. maybe

**Christine** – Features

**Ervin** – Oh, sorry. You know I am just for some month in the Netherlands so my English is a bit lacking. Sorry for that.

**Christine** – I understand you so it’s fine.

*Press button “Create your own collection”*

**Christine** – Oh, it is the account stuff. Maybe..

*Reads description about artwork*

**Ervin** – It is two minutes left

*Opens general terms and conditions, then goes back and sees filter from A to Z*

**Christine** – Then I’ll not read it. General terms and conditions doesn’t interest me quite enough. Artists.. from A to Z. Paintings and artists, ok.

*Opens page of Rijksmuseum*

**Christine** – Oh.. it was Rijksstudio.. and Rijksmuseum.

**Ervin** – Yeah, ok. I’ll help you. As you understood it is studio which is connected to museum.

**Christine** – Oh, ok. Then it make sense why there are a lot of paintings.

**Ervin** – Didn’t you been in this museum, no?

**Christine** – No, where it is?

**Ervin** – Somewhere in Amsterdam. I don’t know correctly where it is.

**Christine** – Maybe I heard about it. Yeah..

**Ervin** – Sorry, what do you said?

**Christine** – It is like the biggest museum in Amsterdam or something like that?

**Ervin** – Sorry, I really don’t know.

**Christine** – Ok.

*Goes back to page of Rijksstudio*

**Ervin** – 5 seconds. 3 seconds. 1 second. Ok, we will stop here. And now you have a question: Do you able to understand what this website is about?

**Christine** – It is part of website of Rijksmuseum and it is for paintings and you can look at them. Oh, and create your own studio.

**Ervin** – Ok, continue.

**Christine** – Oh, I can make those collages

**Ervin** – Collages? Sorry?

**Christine** – Compilations of paintings.

*Opens a painting and shows how to like and share them*

**Ervin** – Ah.. yes, you are right.

**Christine** – And I can share them and like them… *(sees count of likes)* seven thousand, huh

**Ervin** – Maybe something more?

**Christine** – Mm.. I saw information about artists, so it is about artist also. And I think statues and some kind of furniture.

**Ervin** – Ok. So.. You.. I think you get it. It is really studio containing paintings from the Rijksmuseum. It is the museum in Amsterdam. Rijksstudio allow user to see pictures, select artworks, search them, create your own collections and so… now you will be assigned with new task. You will have 15 minutes to create an account and create art collection of 3 artworks you like. Do you get it?

**Christine** – Yes

**Ervin** – What you need to do first. Create an account in Rijksstudio, find 3 artworks – paintings or statues which you like, and create your own collection with these 3 artworks.

**Christine** – Ok.

**Ervin** – And you have 15 minutes for this, but if you will do this faster then I will stop time and we will continue the interview.

**Christine** – Ok

**Ervin** – So.. 15 minutes: start.

*Press button “log in”*

**Ervin** – Do you remember your Facebook account?

**Christine** – No I don’t. Can I create account without it?

**Ervin** – Yeah, it is up for you. But it’s better to use your own name. Do you remember your email account? If no you can use mine. Sorry, I forget to tell you to do notes with your account details, but it’s fine. *(I enter my email)* Hm.. this is it. And enter your password. Your own password.

**Christine** *(cough)* – It can be whichever I want.

**Ervin** – Yeah. And repeat it.

*Creates an account*

**Ervin** *(stand up)* – So ok, if you want a water…

**Christine** – Oh, yes I got something in my throat.

**Ervin** – Please

*Observes artworks*

**Christine** – Thank you. It helped much. So.. whenever I like?

**Ervin** – Emm.. yes, but it is better to choose the first 3 you like. Don’t need to observe too much paintings because our research aim is to observe usefulness of Rijksstudio so if you will do this task faster - it is only better. Do you get it?

**Christine** – Yes, I will try.

**Ervin** – Ok

*Opens painting of tucan*

**Christine** – I like this toucan.

*Press a like button two times, and then clicks on button “Create your own collection”*

**Christine** – Should I name it somehow?

**Ervin** – If you want then you can. If no, just use “my first collection”

**Christine** – Ok.

*Adds painting to collection “my first collection”*

*Goes back to paintings*

**Christine** – Hm.. what there is more interesting

*Doesn’t know what to choose, click on painting, but it doesn’t open. Wants to close the website*

**Ervin** – *(laughing)* Don’t close it. We need to finish our research

**Christine** *(Joyfully)* – Ok, ok.

*Opens painting and goes to selection menu. Thinks what part of paintings should she save. Saves the whole*

**Christine** – I like it whole. I’ll just do the same. It was only three, right?

*Adds the third painting to collection*

**Ervin** – Yes, are you ready?

**Christine** – Mm, I think so

**Ervin** – Ok, fine. 4 minutes 45 seconds it is pretty well.

**Christine** – Record?

**Ervin** – I don’t know. Maybe. So when you completed the task I will ask you a few questions. Try to answer honestly. How was your experience surfing this website? Did you like viewing the artworks? Why? If not – why not?

**Christine** – I like this site because I like paintings and the art in general. Maybe I don’t quite understand why would I want to create my.. how was it called?

**Ervin** – Collections.

**Christine** – Yes, collections. But I think maybe you can do something fun with it. And it is quite interesting and this site itself is pretty smooth.

**Ervin** – Smooth? Really?

**Christine** – Maybe. Something strange with it?

**Ervin** – No, no, no. Ok, it’s fine. Then you like it?

**Christine** – Yeah, in general yes.

**Ervin** – Because it is smooth, you like paintings and it is interesting for you to create a collection.

**Christine** – Yes

**Ervin** – Good, then question number two. What did you like about the website while exploring it for the first time?

**Christine** – Hm… As I understand it must be something in Dutch, but you can change the language. And I can understand it that way.

**Ervin** – So you like the possibility of changing language.

**Christine** – Yeah.

**Ervin** – Maybe something else? Something more?

**Christine** – I like that I can share the picture and crop it if I need only a part of the picture. Also I can zoom in and zoom out, and I can see information about paintings that’s also nice.

**Ervin** – Okay. Then question three. What did you not like about it?

**Christine** – When I just open a part of the site there is too much information, I can get lost a little bit. There are paintings, some kind of words that I don’t know what do they mean and why they are under that paintings. And… I think that’s all.

**Ervin** – Great. The next question: Can you describe the steps what you did while completing the first task?

**Christine** – Oh, I clicked on the collection…

**Ervin** – No, firstly you registered an account.

**Christine** – Oh, yes. Firstly, I registered my account. Then I went back and decided to choose one picture, then I.. then I saw there is a heart and put a heart on “This whole work”. And I clicked “My first collection”. Because I didn’t want to choose any other kind of collections. And then I repeated it two more times. And I could see my collection in my profile.

**Ervin** – Ok, you described it quite well, you did it quite well. So we are going to the next question: What problems did you have while completing the task?

**Christine** *(laughing)* – There were too many paintings to choose from, but it is not a problem I think. Hm, I didn’t… it didn’t say that if you put a like on something that you created a collection.

**Ervin** – Yeah, you liked one of works you added for two times.

**Christine** – I just see a like… I don’t assume that it means I want to add it somewhere, I just liked this picture.

**Ervin** – Ok, that’s all about the problems?

**Christine** – Yes.

**Ervin** – Then the next question is: Which part or parts in the process do you think can be improved? I don’t ask you how, but I ask you which parts can be improved.

**Christine** – As a whole site or just a task?

**Ervin** – Oh, we are talking about the whole site Rijksstudio.

**Christine** – Maybe some kind of better.. hm, names of compilations and pictures…

**Ervin** – Sorry, what do you mean by “names of compilations and pictures”?

**Christine** – Well, when you scroll down you see text “Now in Rijksstudio” and you don’t know what are those paintings and what should I do with them. And to somehow let a user of this site to know that if you liked something you also save it and create a collection.

**Ervin** – Ok, that is all?

**Christine** – Yeah

**Ervin** – Ok, and the final question. Sorry… *(search question)* How was your experience navigating the website? I mean what obstacles did you face when going to different pages?

**Christine** – Well, I… once I just clicked “home” and thought I’m already at home page, but there is no arrow to navigate you to the Rijksstudio back. Like the part of the site I was in *(talking about Rijksmuseum)* I just clicked at top of site and find a way to Rijksstudio back

**Ervin** – If you want to know – the first time when I used it I didn’t get it at all.

**Christine** – Ok

**Ervin** – So you did it quite well. You found way back quite well.

**Christine** – What does it mean “Search in Rijksstudio”? Okay, I don’t think I need to ask questions now…

**Ervin** – No, it’s fine. I’ll explain you it after the interview. Ok?

**Christine** – Ok

**Ervin** – Fine, thank you much for finding a time and would you be so kind to come again after three days and I will ask three more questions about Rijksstudio after three days?

**Christine** *(smiling)* – Okay, I think I’ll find a way to come.

**Ervin** – So we will get back to you in three days. Thank you very much and I’m ending interview.

**After 3 days:**

**Ervin** – Hello! Nice to meet you again

**Christine** – Hi

**Ervin** – It’s the second part of our research and I’ll ask you three questions and after that you can be free. So the first question: Do you still remember how to use the website?

**Christine** – I feel that I remember, but maybe I should check it after 3 days, but I don’t really want to browse it now.

**Ervin** – Ok. The next question: Can you remember the steps to complete the tasks that were undertaken in user trialing? It’s about tasks of creating your own collection and adding pictures there.

**Christine** – Oh, yeah kind of. Do I need to list them now?

**Ervin** – Let’s go.

**Christine** – What was the task again?

**Ervin** – To add a three artworks to your collection and create your collection, and register your account.

**Christine** – First of all, you go to where you register your account to register your account, then you find a picture that you like, press a heart on it. It asks you something… I don’t really remember what, but you should decide what you want to out of those things and after that you added picture to the collection.

**Ervin** – Great, ok. It was pretty close.

**Christine** – Nice.

**Ervin** – The next one: Are you willing and interested to go back to the website to explore more artwork?

**Christine** – Not now, but maybe yes.

**Ervin** – In future?

**Christine** – In future.

**Ervin** – Ok, great. So thank you again for participating in our research and goodbye.

**Christine** – You are welcome. Bye.