

Digital diary

Thank you for agreeing to help with our user research. By keeping a digital diary you will help us to better understand how you use digital resources in the course of your work and home life. This will help us to design things that work better for you. We are asking you to do this with a view to developing a new EMBL-wide intranet over the coming years.

What we are hoping to learn

We want to gain insights into how you work. We are particularly interested in how you use digital resources – such as mobile apps and websites – in the course of your work and home life (we know that the two aren't always completely separate). We are also conducting online surveys, in-person interviews and researching things like website analytics; this exercise is part of a broader effort to understand user needs and behaviours for EMBL's websites.

What you need to do

You will keep a paper diary over the course of 3-5 working days (preferably consecutive). Using the template on the second page of this document, we'd like you to note roughly where you are and what you are doing when you are using a digital device for work. If you can write an entry every hour that would be amazing, but we know you're busy, so noting 'pain points' or things that work particularly well would be a great start.

We've included a table at the end of this document that shows some examples of some of the types of things that you might note in your digital diary. Please don't let this stop you taking a different approach if you feel like it.

You can submit your diary via EMBL's internal mail to: Chloë Cross, Strategy and Communications, ATC, Heidelberg

You can email a scanned copy of your diary to: intranet-project@embl.org

Get in touch if you have further questions.

Why a paper diary?

Because it's really simple and flexible.

Your privacy

We will not share your diary beyond the team who are involved in this research. We might, however, share anonymous excerpts. When we explain what is behind future design decisions, for instance.

What happens next

We'll analyse what you report in your diary. We'll also look at other people's diaries and try to identify patterns. We might get back to you to ask you questions about what you report.

Name:

Date:

Time	Location / device For example: "Home / iPad"	Goal What are you doing or trying to achieve? For example: "booking travel" or "email" or "videoconference"	Notes Any ideas, thoughts, suggestions?

Name: Jane Gagnon

Date: Tuesday 2 May

EXAMPLE

Time	Location / device For example: "Home / iPad"	Goal What are you doing or trying to achieve? For example: "booking travel" or "Facebook" or "email" or "videoconference"	Notes Any ideas, thoughts, suggestions?
7am	Home, phone	Read emails	I like to catch up on emails before getting to the office. Being able to build an action list would be nice
9am	Office, laptop	Look up phone number for Sally's assistant	I forgot her name - I know her face! Couldn't find it from searching for Sally.
9.30am	Conference room, iPad	Check emails	My wifi switched to Eduroam network and I couldn't download my emails. Sad!
11am	Conference room	Extend room booking by half an hour	I couldn't figure out how to do this and I had to cut the meeting short.
12pm	Office, phone	Check what's on at the restaurant	Bookmarked. Couldn't find it otherwise.
3pm	Office, laptop	Email	So much email. Lost and found? Really?
4pm	Office, laptop	Join conference call	I know I'm on a conference call but can't find the details to join.
4.20pm	Office, phone	Twitter	Saw an excellent resource linked in a tweet that I'd like to share with my team. Many of them aren't on Twitter.