

Arts Touring Connector: User Acceptance Testing Protocol

User tester: Ross Paton

Date: 2025-01-28

Sample entities to import

Artists

- [Organizations from IWTs](#)
- [Persons from IWTs](#)

Representatives

- [CAPACOA agents and managers](#)

Presenters

- [Instances of performing arts presenting organizations in Wikidata \(by postal code\)](#)
- [Other postal codes](#)

Performance spaces

- [Instances of performance halls in Wikidata](#)

Link to development site for testing

<https://test-block-booking.pantheonsite.io>

Summary

- All tests were successful.
- Auto-complete responses were fairly fast, even though we were on the development site. The API returned good matches even when Ross omitted the first word in a name string.
- Best matches were properly ordered at the top.
- Ross found the disambiguating description for Performance Spaces particularly useful.
- Descriptions from Wikipedia displayed the source note, next to the field label. However, this note is ephemeral: it disappears upon saving the entity. Ross likes the source note where it is currently displayed on the add pages. In addition, he would also like it to appear at the end of the description itself. That way, the note would remain available for other users.
- Artsdata has a fair amount of data on Artists, but much less so on Representatives, Presenters and Performance Spaces. Location data for presenters is readily available in

Wikidata and should be synced with the core Artsdata graph. Similarly, performance spaces' maximum capacity should be synced with Wikidata.

Introductions and introductory remarks

Introductions

Frédéric – Purpose of the test

As explained over email, the purpose of this activity is to test a new feature enabling users like you to import artists, presenters and venues in the Arts Touring Connector. This new import feature was implemented as part of the Artsdata project. I won't tell you more just yet about the inner workings of this functionality, but we'll have time towards the end of the test to talk about this.

Frédéric – Structure of the test

- The test should last 30-45 minutes.
- We will ask you to retrieve and import four data records: one for an Artist, one for a representative, one for a presenter, and one for a performance space.
- You will be able to provide feedback throughout the test. Do not hesitate to share your thoughts and feelings out loud.
- At the end of the test, there will be a debrief session.

Frédéric – Consent

- We will be collecting both verbal and non-verbal feedback throughout the test. This feedback will be recorded on video and transcribed to text. This feedback may be shared in video, audio or text format, in whole, in part or in aggregate form with CAPACOA's service providers for the purpose of improving the ATC and Artsdata. Recordings of the test will only be kept by CAPACOA for as long as needed to complete the aggregate analysis of this series of tests (roughly 2-3).
- Do you have any questions?
- Can we start the recording?

Introductory questions

Morgan – What is your particular role with the Arts Touring Connector?

Morgan – How many tours do you coordinate per year with the ATC?

Frédéric – Roughly what percentage of your members total programming would you think is made up of block-booked tours? 10, 20, 30%?

TC-01– Importing an artist

0. Log in to the development site of ATC at: <https://test-block-booking.pantheonsite.io>

1. Navigate to the [Add Artist](#) page.
2. In the "Name" field, start typing an artist's name.
3. Verify that a drop-down list with suggested artist names appears.
4. Select the desired artist from the drop-down, ensuring it has an "Add" label.
5. Click on the bridge identifier to obtain information about the data source.

Outcomes

- “Adrian A. Stimson” auto-filled, but no website.
- “Kanen” bio and location auto-filled, no website in Artsdata.
- “José Navas” all information loaded, DBpedia sources added.
- When you view the record with admin properties, it adds.
- The Bio source is displayed fine on the Add page. However, it does not persist after the record has been saved.

TC-02 – Importing a representative

1. Navigate to the [Add Representative](#) page.
2. In the "Agency Name" field, start typing a representative's name.
3. Verify that a drop-down list with suggested representative names appears.
4. Select the desired representative name from the drop-down, ensuring it has an "Add" label.

Outcomes

- “Musique nomade” auto-filled in the lookup, but no record information was loaded.

TC-03 – Importing a presenter

1. Navigate to the [Add Presenter](#) page.
2. In the "Name of Organization" field, start typing an organization's name.
3. Verify that a drop-down list with suggested organization names appears.
4. Select the desired organization name from the drop-down, ensuring it has an "Add" label.

Outcomes

- “Wilfrid Laurier University” auto-filled in the lookup, but only the country was loaded.
- No presenting organization with the region to test.
- “Multi-spec Mont-laurier” loaded with a website.
- A lot of missing data in Artsdata.

TC-04 – Importing a performance space

1. Navigate to the [Add Performance Space](#) page.
2. In the "Name" field, start typing a performance space name.
3. Verify that a drop-down list with suggested performance space names appears.
4. Select the desired performance space name from the drop-down, ensuring it has an "Add" label.

Outcomes

- “Salle Odysée” auto-completed, no seat capacity loaded. API working, ordering of results were good.
- “Salle Aurora” description in auto-fill
- Ross: “The display of disambiguating descriptions will be extremely useful.”
- Action: Ask Gregory to import seat capacity.

Debrief

Morgan – Overall, how do you feel about your experience of using this new import feature?

- Quite like it, still some things to iron out.

Frédéric – Of the three types of entities, is there one in particular for which the import feature is more valuable?

- Artists, and their shows.

Frédéric – The data you imported comes from open data sources, via Artsdata. Common data sources include Wikidata, Wikipedia, and industry platforms such as I Want To Showcase. How do you feel about the data being sourced from open data? Do you think these open data sources are more reliable, equally reliable or less reliable than user generated data within ATC?

- More reliable, more consistent. That is the goal to have a consistent source across the platforms.

Frédéric – What else could we do to improve your user experience in the Arts Touring Connector?

- I think we covered everything in our last meeting.
- As more systems become connected and we have a wider number of sources and more complete data.

Morgan – The Arts Touring Connector stores a lot of live performance data. However, we understand that this data is not updated after it has been populated in a letter of intent. Is this correct?

If the Arts Touring Connector had the capability of sending performance data to Artsdata, so it can be reused in events listings, would you be willing to consider a new workflow to validate and update final performance data in the ATC?

- Yes, if we could deal with connecting data (agent side). Would be a value to our users.
- It would be valuable for artists and reps to see accurate information in the LOI.

- FJ: Would like artists to be able to retrieve their entire tour date and to upload it/display on their own website using the Artsdata API or another method. Suggests “link to download” to make it easy for artists. We could build that capacity in the ATC or Artsdata
- Ross: Various ways to retrieve that show or tour information

(If feedback is really positive) – Would you accept to provide a quote about your user experience for the Artsdata website?

Morgan – Do you have any other feedback to provide about today’s test or about Artsdata?

- No

Summary

- The UAT was successful, but we have a few more details to iron out before the next session.