Modeling A Library Web Site Redesign Process: Developing A User-Centered Web Site Through Usability Testing
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Abstract

This article presents a model for creating a strong, user-centered web presence by pairing usability testing and the design process. Four rounds of usability testing were conducted throughout the process of building a new academic library web site. Participants were asked to perform tasks using a talk-aloud protocol. Tasks were based on guiding principles of web usability that served as a framework for the new site. Results from this study show that testing throughout the design process is an effective way to build a web site that not only reflects user needs and preferences, but can be easily changed as new resources and technologies emerge.

Full Text:
PDF

References


Brenda Battleson, Austin Booth, and Jane Weintrop, “Usability Testing of an


Maaike Van Den Haak, Menno De Jong, and Peter Jan Schellens, “Retrospective vs. Concurrent Think-Aloud Protocols: Testing the Usability of an Online Library
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Describes the User-centered Web Development Life Cycle. Takes the reader from the initial idea of developing a Web site, collecting the requirements, designing the pages, performing usability testing, and implementing and managing a Web site. Includes several practical techniques and examples for effective Web design. Case studies are presented and explain how User-centered design concepts have been applied to Web development in real-world situations. Considerations for Web site re-design.

Chapter 3 - Requirements gathering-What Information is Needed? General user demographic information.