Usability of the Academic Library Web Site: Implications for Design

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Abstract

Today's savvy library users are starting to equate the library Web site with the physical library. As they accomplish, virtually, many personal activities such as online shopping, banking, and news reading, they transfer those experiences to other activities in their lives. This increases their expectations about the functionality of a library Web site and how one interacts with it. The purpose of this study was twofold: to assess the usability of an academic library Web site and to better understand how faculty and students complete typical tasks using one. Thirty-three typical users successfully completed 75 percent of a set of typical tasks in about two minutes per task and were satisfied with the clarity and organization of the site. Despite their success in completing the tasks, however, they experienced difficulties in knowing where to start and with the site's information architecture—in particular, with interpreting the categories and their labels. The authors concluded that library Web sites fail to take into account how people approach the information problem and often reflect traditional library structures.

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disputable topic and most of web designers have personal opinion about it. So, after we end up with such a page we usually exclaim, “It is certainly one of the most appealing pages!” But, within a minute, we dramatically change our tune if we just can’t find anything that we’ve been looking for! Then, out of frustration and anger, we end up abandoning the page while vowing for never return again. Now, can I read more. Stop Saying These Ten Things If You Want to Be a Successful UX Designer. Website Usability. Dec 14, 2017. They address the issues of the Web site usability study in a large academic library where a number of departments are involved in the development and maintenance of the Web site. The authors put emphasis on the collaborative nature of the usability studies in a large organization. The article includes description of the test conducted. Walbridge, Sharon. May be used as a model for the formal usability testing of the academic Website. The author describes the observational study of the Roger Williams University Web site and provides insights to the different stages of the study. Usability of the Academic Library Web Site: Implication for Design. College & Research Libraries 62, no. 4 (July 2001): 355-67.