

# **“Navigating User Understanding of the OPAC Interface: Case Study from OHSU’s Web Usability Testing” Online Northwest 2008 – February 22, 2008 – Corvallis, Oregon**

## **RESOURCES**

ACRL eLearning class: “Introduction to Website Usability”  
[http://www.ala.org/ala/acrl/acrlproftools/Website\\_Usability.cfm](http://www.ala.org/ala/acrl/acrlproftools/Website_Usability.cfm)  
Taught by Nora Dimmock, University of Rochester

Breeding, Marshall. (2007). *Next-Generation Library Catalogs*. (Library Technology Reports: Expert Guides to Library Systems and Services, 43/4). Chicago: ALA TechSource.

Krug, S. (2006). *Don’t Make Me Think: A Common Sense Approach to Web Usability* (2nd ed). Berkeley, CA: New Riders Publishing.

Kupersmith, John (2008). *Library Terms Users Understand*. Retrieved February 20, 2008 from <http://www.jkup.net/terms.html>

Nielsen, Jakob (2005). *Summary of Usability Testing Methods*. Retrieved February 20, 2008 from useit.com:  
[http://www.useit.com/papers/heuristic/inspection\\_summary.html](http://www.useit.com/papers/heuristic/inspection_summary.html)

Nielsen, Jakob (2003). *Usability 101: Introduction to Usability*. Retrieved February 20, 2008 from useit.com: <http://www.useit.com/alertbox/20030825.html>

Nielsen, Jakob (2000). *Why You Only Need Five People to Test*. Retrieved February 20, 2008 from useit.com: <http://www.useit.com/alertbox/20000319.html>

Snyder, C. (2003). *Paper Prototyping: The Fast and Easy Way to Design and Refine User Interfaces*. San Francisco, CA: Morgan Kaufman Publishers.

*Usability.gov: Your guide to creating usable Web sites*. Retrieved February 20, 2008 from <http://www.usability.gov>

- <http://www.usability.gov/methods/>
- <http://www.usability.gov/design/prototyping.html>
- <http://www.usability.gov/refine/learnusa.html>
- <http://www.usability.gov/methods/contextual.html>

Weinberg, David (2007). *Everything is Miscellaneous: The Power of the New Digital Disorder*. New York: Henry Holt and Company.

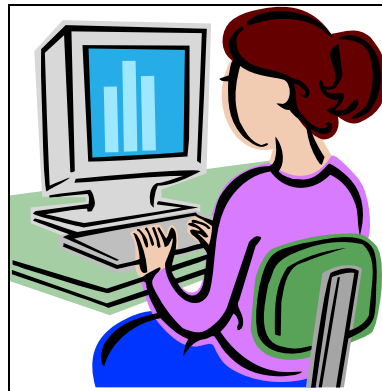
Wikipedia.org: *Cognitive Walkthrough*. Retrieved February 20, 2008 from [http://en.wikipedia.org/wiki/Cognitive\\_walkthrough](http://en.wikipedia.org/wiki/Cognitive_walkthrough)

Wikipedia.org: *Comparison of Usability Evaluation Methods*. Retrieved February 20, 2008 from [http://en.wikipedia.org/wiki/Comparison\\_of\\_usability\\_evaluation\\_methods](http://en.wikipedia.org/wiki/Comparison_of_usability_evaluation_methods)

**Symposium on Future of Integrated Library Systems**  
<http://www.itls.org/ilssymposium2007/agendapage.html>

## TIPS FOR CONDUCTING USABILITY TESTING

1. Determine your goals for testing
2. Utilize cross-departmental knowledge
3. Test out the test and redesign as necessary before testing for real
4. Give your subjects an incentive!
5. Be willing to take the testing to them
6. Compare what people say with what they really do
7. Allow enough time and opportunity to be “off script”
8. Keep an open mind – release your assumptions!
9. Test your changes and see if they worked
10. Integrate usability testing as ongoing process
11. DO IT!



## CONTACT INFORMATION

Laura Zeigen, MA, MLIS  
Systems & Web Development Librarian  
Oregon Health & Science University Library

503-494-0505

[zeigenl@ohsu.edu](mailto:zeigenl@ohsu.edu)

<http://www.ohsu.edu/library/staff/zeigenl>