

Bibliography

Useful Web Sites

Useit.com: <http://www.useit.com>

This is Jakob Nielsen's Web site. It contains many of his papers and the *Alertbox*, which is a bi-weekly column on usability topics.

Usable Web: <http://usableweb.com>

This Web site is maintained by Keith Instone, a Web usability consultant and information architect. It contains over one thousand links, arranged by topic, to usability-related Web sites.

Usability Testing at Washington State Univ: <http://www.vancouver.wsu.edu/fac/diller/usability/website.htm>

A collection of information about testing conducted at Washington State University. Includes a bibliography and test instruments.

Essential Readings

Dumas, Joseph, and Janice Redish. *A Practical Guide to Usability Testing*. Norwood, NJ: Ablex, 1993.

Pearrow, Mark. *The Web Site Usability Handbook*. Rockland, MA: Charles River Media, 2000.

Rubin, Jeffrey. *Handbook of Usability Testing: How to Plan, Design and Conduct Effective Tests*. New York: John Wiley & Sons, Inc., 1994.

Other Suggested Readings

Anonymous. "Usability Testing Started in OCLC Office of Research." *OCLC Newsletter*, 229 (Sept/Oct. 1997): 24-25.

Campbell, Nicole, Karen Diller & Janet Chisman. "Learning from Our Users: Usability Testing of WebPacs & Web Sites." *Proceedings of Internet Librarian International 2000*. New Jersey: Information Today, 30-35.

Chisman, Janet, Karen Diller & Sharon Walbridge. "Usability Testing: A Case Study." *College & Research Libraries*, 60.6 (November 1999): 552-69.

Corry, Michael D., Theodore W. Frick and Lisa Hansen. "User-Centered Design and Usability Testing of a Web Site: An Illustrative Case Study." *Educational Technology Research and Development (ETR&D)*, 45.4 (1997): 65-76.

Dickstein, Ruth, and Vicki Mills. "Usability Testing at the University of Arizona Library: How to Let the Users in on the Design." *Information Technology and Libraries*, 19.3 (September 2000): 144-51.

Falks, Angie, and Nancy Hyland. "Gaining User Insight: A Case Study Illustrating the Card Sort Technique." *College & Research Libraries*, 61.4 (July 2000): 349-57.

Fowler, Susan. *Appendix B: Usability Tests*. <http://www.fast-consulting.com/books/APPB.html>

Frederickson-Mele, K., Michael D. Levi and Frederick G. Conrad. *Evaluating Web Site Structure: A Set of Techniques*. Bureau of Labor Statistics web site. <http://stats.bls.gov/ore/htm%5Fpapers/st970070.htm>

Glitz, Beryl. "The focus group technique in library research: an introduction." *Bulletin of the Medical Library Association*, 85.4 (Oct 1997): 385-90.

Hughes, Michael. "Rigor in Usability Testing." *Technical Communication*, Fourth Quarter (1999): 488-94.

Murphy, Bob. "Usability Testing." *OCLC Newsletter*, 229 (Sept/Oct. 1997): 21-3.

Nielsen, Jakob. *Designing Web Usability*. Indianapolis: New Riders Publishing, 2000.

Nielsen, Jakob. *Usability Engineering*. Boston: Academic Press, 1993.

Silipigni Connaway, Lynn, et al. "Online catalogs from the users' perspective: the use of focus group interviews." *College & Research Libraries*, 58.5 (September 1997): 403-20.

Spool, Jared M. *Web Site Usability: A Designer's Guide*. San Francisco: Morgan Kaufmann Publishers, 1999.

Veldof, Jerilyn R., Michael J. Prasse and Victoria A. Mills. "Chauffeured by the User: Usability in the Electronic Library." *Journal of Library Administration*, 26.3-4 (1999): 115-40.

Wilson, Barbara Foley, and Margot Palmer. "Usability Testing of a Website and a Web user survey." *Proceedings of the Section on Survey Research Methods, American Statistical Association 1997*, Washington, DC: American Statistical Association, 1997. 1069-73.

Yoakam, Lois. "Writers Test Documentation to Determine Users' Needs." *OCLC Newsletter*, 229 (Sept/Oct. 1997): 27.

