

Highlights of John Rivard and Mary Beall's presentation: "Designing Sites Your Clients Will Use"

Visiting a web site is not like visiting the library:

- There are no reference interviews on the web.
- Clients may not be onsite, working off hours, so they can't get up and ask the librarian when they get lost in the weeds.
- Path must be clearly marked.

Top 5 Usability Faux Pas:

1. Long Load Time
2. Poor Navigation
3. Priority Tasks not Considered
4. Difficult to Scan
5. Not Enough Contact Information

For more information about the presentation, please contact Mary Beall at meb@jcrdesign.com.

Brief Bibliography:

The Alertbox: Current Issues in Web Usability by Jakob Nielsen.

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

Designing Web Usability : The Practice of Simplicity by Jakob Nielsen. New Riders Publishing, 1999.

Don't Make Me Think: A Common Sense Approach to Web Usability by Steve Krug, Roger Black. Que, 2000.

GUI Bloopers: Don'ts and Do's for Software Developers and Web Designers by Jeff Johnson. Morgan Kaufmann Publishers, 2000.