

**New York Science Librarians Meeting, Monday, October 7, 2002**  
University of Rochester

- 8:30 - 9:00 Registration/Continental Breakfast
- 9:00-9:15 Greetings/Introductions
- 9:15 – 10:00 Philip Davis, Life Sciences Bibliographer, Mann Library, Cornell University  
*Patterns in Electronic Journal Use: What the publishers don't want you to see!*
- 10:00-10:15 Break
- 10:15 – 11:00 Jeffrey H. Rubin, President, Internet Consulting Services; Senior Instructor,  
School of Information Studies, Syracuse University  
*Maintaining a Web Site via Log Analysis and Content Management*
- 11:00-11:45 Susan Cardinal, Brenda Reeb and Pat Sulouff, Usability Team members,  
University of Rochester  
*Why Usability? How usability testing influenced the evolution of the University  
of Rochester's River Campus Libraries website*
- 11:45 - 12:00 Location for our next meeting?
- Noon - 1:15 Catered Lunch
- 1:15-2:15 1. Discussion groups based on the presentations given in the morning will  
cover electronic journal use, usability, and management of "chat" services.  
2. IEEE Update by IEEE reps: New products and features
- 2:15 - 2:30 Break
- 2:30 - 3:00 Optional tours of the science libraries:  
—Carlson Science & Engineering Library  
—Physics-Optics-Astronomy Library
- 3:00 - 4:00 Optional tour of the Laboratory for Laser Energetics, site of the Omega Laser,  
the world's most powerful ultraviolet laser system.  
—Sign up for the tour on October 7 at the conference.

University of Rochester River Campus Libraries Homepage: <http://www.lib.rochester.edu/>

Attendees at the October 7, 2002 Upstate New York Science Librarian Meeting, University of Rochester

<b>Last Name</b>	<b>First Name</b>	<b>Institution</b>	<b>e-mail</b>
<b>Asu</b>	Glynis	Hamilton College	<a href="mailto:gasu@hamilton.edu">gasu@hamilton.edu</a>
<b>Briden</b>	Judi	University of Rochester	<a href="mailto:jbriden@library.rochester.edu">jbriden@library.rochester.edu</a>
<b>Cardinal</b>	Sue	University of Rochester	<a href="mailto:scardinal@library.rochester.edu">scardinal@library.rochester.edu</a>
<b>Cass</b>	Diane	University of Rochester	<a href="mailto:dcass@library.rochester.edu">dcass@library.rochester.edu</a>
<b>Clark</b>	Katie	University of Rochester	<a href="mailto:kclark@library.rochester.edu">kclark@library.rochester.edu</a>
<b>Curtin</b>	Dana	Binghamton Univ	<a href="mailto:dcurtin@binghamton.edu">dcurtin@binghamton.edu</a>
<b>Davis</b>	Phil	Cornell	<a href="mailto:pmd8@cornell.edu">pmd8@cornell.edu</a>
<b>DeCarlo</b>	Mary	Syracuse University	<a href="mailto:mdecarlo@syr.edu">mdecarlo@syr.edu</a>
<b>Dimmock</b>	Nora	University of Rochester	<a href="mailto:norad@library.rochester.edu">norad@library.rochester.edu</a>
<b>Elkins</b>	Betsy (Elizabeth)	SUNY - EFS	<a href="mailto:eaelkins@esf.edu">eaelkins@esf.edu</a>
<b>Fitzpatrick</b>	Jackie (Jacqueline)	Corning Glass	<a href="mailto:fitzpatrj@corning.com">fitzpatrj@corning.com</a>
<b>Frontz</b>	Stepanie	University of Rochester	<a href="mailto:sfrontz@library.rochester.edu">sfrontz@library.rochester.edu</a>
<b>Harper</b>	Kenn	University of Rochester	<a href="mailto:kharper@library.rochester.edu">kharper@library.rochester.edu</a>
<b>Henderson</b>	John R.	Ithaca College	<a href="mailto:jhenderson@ithaca.edu">jhenderson@ithaca.edu</a>
<b>Kaplan</b>	Isabel	University of Rochester	<a href="mailto:ikaplan@library.rochester.edu">ikaplan@library.rochester.edu</a>
<b>Keays</b>	Thomas	Syracuse University	<a href="mailto:htkeays@library.syr.edu">htkeays@library.syr.edu</a>
<b>Koren</b>	Linette	RIT	<a href="mailto:lxkwml@rit.edu">lxkwml@rit.edu</a>
<b>Koshykar</b>	Roman	Binghamton Univ	<a href="mailto:koshykar@binghamton.edu">koshykar@binghamton.edu</a>
<b>Lacourse</b>	Pat (Patricia)	Alfred U	<a href="mailto:lacourpc@alfred.edu">lacourpc@alfred.edu</a>
<b>Leary</b>	Joanne	Cornell	<a href="mailto:JL41@cornell.edu">JL41@cornell.edu</a>
<b>Marcoline</b>	Beverly	Utica College	<a href="mailto:bmarcoline@utica.edu">bmarcoline@utica.edu</a>
<b>McGowan</b>	Kathy	University of Rochester	<a href="mailto:kmcgowan@library.rochester.edu">kmcgowan@library.rochester.edu</a>
<b>Mueller</b>	Leta	Xerox	<a href="mailto:LMueller@crt.xerox.com">LMueller@crt.xerox.com</a>
<b>Patterson</b>	Mary E	Cornell	<a href="mailto:mep4@cornell.edu">mep4@cornell.edu</a>
<b>Pease</b>	Janet	Syracuse University	<a href="mailto:jlpease@library.syr.edu">jlpease@library.syr.edu</a>
<b>Petro</b>	Michael	IEEE	<a href="mailto:M.Petro@ieee.org">M.Petro@ieee.org</a>
<b>Poulin</b>	Mary Jane	Syracuse University	<a href="mailto:mdpoulin@library.syr.edu">mdpoulin@library.syr.edu</a>
<b>Poulin</b>	Michael	Le Moyne College	<a href="mailto:poulinmw@lemoyne.edu">poulinmw@lemoyne.edu</a>
<b>Rheeb</b>	Brenda	University of Rochester	<a href="mailto:brheeb@library.rochester.edu">brheeb@library.rochester.edu</a>
<b>Rockey</b>	Steve	Cornell	<a href="mailto:swr1@cornell.edu">swr1@cornell.edu</a>
<b>Roe</b>	Eunice	Binghamton Univ	<a href="mailto:eroe@binghamton.edu">eroe@binghamton.edu</a>
<b>Rubin</b>	Jeffery	Syracuse University	<a href="mailto:jhrubin@internetconsult.com">jhrubin@internetconsult.com</a>
<b>Smigiel</b>	Leon	Ithaca College	<a href="mailto:lsmigiel@ithaca.edu">lsmigiel@ithaca.edu</a>
<b>Solla</b>	Leah	Cornell	<a href="mailto:lrn1@cornell.edu">lrn1@cornell.edu</a>
<b>Stahl</b>	Natalia	Clarkson U.	<a href="mailto:nstahl@clarkson.edu">nstahl@clarkson.edu</a>
<b>Stoss</b>	Fred	University of Buffalo	<a href="mailto:fstoss@buffalo.edu">fstoss@buffalo.edu</a>
<b>Sulouff</b>	Pat	University of Rochester	<a href="mailto:psulouff@library.rochester.edu">psulouff@library.rochester.edu</a>
<b>Wagner</b>	Ben (A. Ben)	University of Buffalo	<a href="mailto:abwagner@acsu.buffalo.edu">abwagner@acsu.buffalo.edu</a>
<b>Wilder</b>	Stanley	University of Rochester	<a href="mailto:swilder@library.rochester.edu">swilder@library.rochester.edu</a>
<b>Williams-Bergen</b>	Eric	St Lawrence U.	<a href="mailto:ewilliamsbergen@stlawu.edu">ewilliamsbergen@stlawu.edu</a>
<b>Wolfish</b>	Ruth	IEEE	<a href="mailto:rwolfish@ieee.org">rwolfish@ieee.org</a>

## Attendees by Institution

Last Name	First Name	Institution	e-mail
Lacourse	Pat (Patricia)	Alfred U	<a href="mailto:lacourpc@alfred.edu">lacourpc@alfred.edu</a>
Koshykar	Roman	Binghamton Univ	<a href="mailto:koshykar@binghamton.edu">koshykar@binghamton.edu</a>
Roe	Eunice	Binghamton Univ	<a href="mailto:eroe@binghamton.edu">eroe@binghamton.edu</a>
Curtin	Dana	Binghamton Univ	<a href="mailto:dcurtin@binghamton.edu">dcurtin@binghamton.edu</a>
Stahl	Natalia	Clarkson U.	<a href="mailto:nstahl@clarkson.edu">nstahl@clarkson.edu</a>
Davis	Phil	Cornell	<a href="mailto:pmd8@cornell.edu">pmd8@cornell.edu</a>
Leary	Joanne	Cornell	<a href="mailto:JL41@cornell.edu">JL41@cornell.edu</a>
Patterson	Mary E	Cornell	<a href="mailto:mep4@cornell.edu">mep4@cornell.edu</a>
Rockey	Steve	Cornell	<a href="mailto:swr1@cornell.edu">swr1@cornell.edu</a>
Solla	Leah	Cornell	<a href="mailto:lrn1@cornell.edu">lrn1@cornell.edu</a>
Fitzprick	Jackie (Jacqueline)	Corning Glass	<a href="mailto:fitzpatrj@corning.com">fitzpatrj@corning.com</a>
Asu	Glynis	Hamilton College	<a href="mailto:gasu@hamilton.edu">gasu@hamilton.edu</a>
Petro	Michael	IEEE	<a href="mailto:M.Petro@ieee.org">M.Petro@ieee.org</a>
Wolfish	Ruth	IEEE	<a href="mailto:rwolfish@ieee.org">rwolfish@ieee.org</a>
Henderson	John R.	Ithaca College	<a href="mailto:jhenderson@ithaca.edu">jhenderson@ithaca.edu</a>
Smigiel	Leon	Ithaca College	<a href="mailto:lsmigiel@ithaca.edu">lsmigiel@ithaca.edu</a>
Poulin	Michael	Le Moyne College	<a href="mailto:poulinmw@lemoyne.edu">poulinmw@lemoyne.edu</a>
Koren	Linette	RIT	<a href="mailto:lxkwml@rit.edu">lxkwml@rit.edu</a>
Williams-Bergen	Eric	St Lawrence U.	<a href="mailto:ewilliamsbergen@stlawu.edu">ewilliamsbergen@stlawu.edu</a>
Elkins	Betsy (Elizabeth)	SUNY - EFS	<a href="mailto:eaelkins@esf.edu">eaelkins@esf.edu</a>
DeCarlo	Mary	Syracuse University	<a href="mailto:mdecarlo@syr.edu">mdecarlo@syr.edu</a>
Keays	Thomas	Syracuse University	<a href="mailto:htkeays@library.syr.edu">htkeays@library.syr.edu</a>
Pease	Janet	Syracuse University	<a href="mailto:jlpease@library.syr.edu">jlpease@library.syr.edu</a>
Poulin	Mary Jane	Syracuse University	<a href="mailto:mdpoulin@library.syr.edu">mdpoulin@library.syr.edu</a>
Rubin	Jeffery	Syracuse University	<a href="mailto:jhrubin@internetconsult.com">jhrubin@internetconsult.com</a>
Stoss	Fred	University of Buffalo	<a href="mailto:fstoss@buffalo.edu">fstoss@buffalo.edu</a>
Wagner	Ben (A. Ben)	University of Buffalo	<a href="mailto:abwagner@acsu.buffalo.edu">abwagner@acsu.buffalo.edu</a>
Briden	Judi	University of Rochester	<a href="mailto:jbriden@library.rochester.edu">jbriden@library.rochester.edu</a>
Cardinal	Sue	University of Rochester	<a href="mailto:scardinal@library.rochester.edu">scardinal@library.rochester.edu</a>
Cass	Diane	University of Rochester	<a href="mailto:dcass@library.rochester.edu">dcass@library.rochester.edu</a>
Clark	Katie	University of Rochester	<a href="mailto:kclark@library.rochester.edu">kclark@library.rochester.edu</a>
Dimmock	Nora	University of Rochester	<a href="mailto:norad@library.rochester.edu">norad@library.rochester.edu</a>
Frontz	Stepanie	University of Rochester	<a href="mailto:sfrontz@library.rochester.edu">sfrontz@library.rochester.edu</a>
Harper	Kenn	University of Rochester	<a href="mailto:kharper@library.rochester.edu">kharper@library.rochester.edu</a>
Kaplan	Isabel	University of Rochester	<a href="mailto:ikaplan@library.rochester.edu">ikaplan@library.rochester.edu</a>
McGowan	Kathy	University of Rochester	<a href="mailto:kmcgowan@library.rochester.edu">kmcgowan@library.rochester.edu</a>
Rheeb	Brenda	University of Rochester	<a href="mailto:brheeb@library.rochester.edu">brheeb@library.rochester.edu</a>
Sulouff	Pat	University of Rochester	<a href="mailto:psulouff@library.rochester.edu">psulouff@library.rochester.edu</a>
Wilder	Stanley	University of Rochester	<a href="mailto:swilder@library.rochester.edu">swilder@library.rochester.edu</a>
Marcoline	Beverly	Utica College	<a href="mailto:bmarcoline@utica.edu">bmarcoline@utica.edu</a>
Mueller	Leta	Xerox	<a href="mailto:LMueller@crt.xerox.com">LMueller@crt.xerox.com</a>

## Selected Usability Bibliography

### Books

Campbell, Nicole, ed. *Usability Assessment of Library-related Web Sites: Methods and Case Studies*. LITA Guide #7. Chicago: American Library Association, 2001.

Krug, Steve. *Don't Make Me Think!: A Common Sense Approach to Web Usability*. Indianapolis: New Riders Publishing, 2002.

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

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

### Articles

Dickstein, Ruth, Michelle Clairmont and Victoria A. Mills. "Usability Testing at the University of Arizona Library: How to Let the Users in on the Design." *Information Technology and Libraries* 19, (2) 2000.

McMullen, Susan. "Usability Testing in a Library Web Site Redesign Project." *Reference Services Review* 29 (1) (2000): 7 \*See related resource under Online Resources below.

Veldof, Jerilyn R., Michael Prasse and Vicki Mills, "Chauffeured by the User: Usability in the Electronic Library," *Journal of Library Administration* 26 (3/4) (1999): 115-140.

Veldof, Jerilyn R. and Shane Nackerud. "Do You Have the Right Stuff? Seven Areas of Expertise for Successful Web Site Design in Libraries." *Internet Reference Services Quarterly* 6 (1) (2001): 13-38.

### Online Resources

Hom, James. *The Usability Methods Toolbox*. <http://jthom.best.vwh.net/usability/>  
Information about many of the methods and techniques used in usability evaluation.

LITA Human/Machine Public Interest Group. *Usability Testing Resources*.  
<http://www.vancouver.wsu.edu/fac/campbell/hmiig/usabres2.htm>  
Usability testing resources: websites, articles, workshops, etc.

McMullen, Susan. \**Usability Testing and Library Web Site Redesign at Roger Williams University* presentation at LITA, ALA 2002. <http://gamma.rwu.edu/users/smcmullen/usable.html>

OCLC. *Human-Computer Interaction* <http://www.oclc.org/usability> Usability testing at OCLC. Includes heuristic evaluation, prototyping, presentations and articles.

*Useit.com*: Jakob Nielsen's Website <http://www.useit.com> See the *Alert Box*: "Why You Only Need to Test with 5 Users" from March 19,2000.