

Getting a Fresh Perspective on Your Help System

References and Resources

Information Architecture

Christina Wodtke, *Information Architecture: Blueprints for the Web*, New Riders, 2002.

This new book is a wonderful introduction to concepts and techniques in information architecture. It's very readable.

Rosenfeld, Louis, and Morville, Peter *Information Architecture for the World Wide Web*, 2nd edition, O'Reilly & Associates, Inc., 2002.

Card Sorting

"What is Card Sorting," by Gerry Gaffney, <http://www.infodesign.com.au/usability/cardsorting.html>

"Card Sorting and Cluster Analysis," A tutorial available at IBM DeveloperWorks, <http://www-106.ibm.com/developerworks/usability/>

"Ensuring Valid Data," From the IBM DeveloperWorks tutorial, <http://www6.software.ibm.com/developerworks/education/us-card/us-card-2-3.html>

"Information Design Using Card Corting," by James Robertson of StepTwo Designs, <http://www.steptwo.com.au/papers/cardsorting/>

"Doing a Card Sort—An Exercise in Organization," page 104 in *Information Architecture: Blueprints for the Web*, by Christina Wodtke

Usability and User-Centered Design

Heuristic evaluations

"Structured Heuristic Evaluation of Online Documentation," by Laurie Kantner, Roberta Shroyer, and Stephanie Rosenbaum, Tec-Ed., Inc., IPCC 2002 Proceedings
http://www.teced.com/PDFs/kantner_HE_of_online_doc.pdf

"First Principles," by Bruze Tognazzini, <http://www.asktog.com/basics/firstPrinciples.html>

"Ten Usability Heuristics," by Jakob Nielsen, http://www.useit.com/papers/heuristic/heuristic_list.html

"How to Conduct a Heuristic Evaluation," by Jakob Nielsen, http://www.useit.com/papers/heuristic/heuristic_evaluation.html

Other usability articles

"Six Slick Tests for Docs and Help" by Jared Spool and UIE <http://www.uie.com/sixslick.htm>

"Making Online Information Usable" by Jared Spool and UIE <http://www.uie.com/online.htm>

"Docs in the Real World," by Jared Spool and UIE, <http://www.uie.com/realdocs.htm>

Those are only the tip of the iceberg. Tons more out there. See links from below, and search the ACM Digital Library.

Usability summaries and references to tons more...

The Usability Methods Toolbox, by James Hom, <http://jthom.best.vwh.net/usability/>

ID Information & Design web site: <http://www.infodesign.com.au/usability/default.html>

Keith Instone's Usable Web site: <http://usableweb.com/>

Papers and Presentations by Tec-Ed, Inc http://www.teced.com/c_and_p.html

STC Usability SIG Website: <http://www.stcsig.org/usability/index.html>

Jakob Nielsen's web site: <http://www.useit.com/>

Jared Spool's site (User Interface Engineering): <http://www.uie.com>

Accessibility

"Dive Into Accessibility," by Mark Pilgrim, <http://diveintoaccessibility.org/>

"Simplified Web Accessibility Guide," by Glenda Watson Hyatt
<http://www.webaccessguides.org/accessguide/>

"Web Accessibility for Section 508," by Jim Thatcher, <http://jimthatcher.com/webcourse1.htm> **(This site has the best explanations I have found!)**

WebABLE <http://webable.com/>