INTRODUCTION

Library Web design has only two truisms. The first applies specifically to library Web design: users want simplified access to the known information they are seeking, and they want logical organization of the information they might not know exists. The second truth applies to the Internet in general, and—like the third wish that asks for three more wishes—it removes boredom from working on the Web: change is the only thing of which librarians can be sure.

Content is king and the only constant is change. Libraries excel at content but still grapple with change. The librarian who cannot tolerate change is quickly becoming obsolete. The Web represents a library's best chance to embrace change while enriching access to content and improving service to its patrons.

This report investigates specific tools and resources for improving and assessing usability for library Web services but avoids topics such as specific HTML code, XML dissection, and clever javascripts. The most in-depth portion of this article is its treatment of usability engineering and testing.