

Some suggested reading for Focusing on Content: Writing for Information-Rich Web Sites

- Coney, M. and Steehouder, M., 2000, Role playing on the web: Guidelines for designing and evaluating personas online, *Technical Communication*, 47, 3, August, 327-340. This entire issue with seven articles on heuristics for web design is worth reading. If you were an STC member in August 2000, you received a copy.
- Farkas, D. and Farkas, J., 2002, *Principles of Web Design*, NY: Longman.
- Farkas, D, and Farkas, J., 2000. Guidelines for designing web navigation, *Technical Communication*, 47, 3, August, 341-358.
- Hackos, J. T. and Redish, J. C., 1998, *User and Task Analysis for Interface Design*, NY: John Wiley & Sons.
- Krug, S., 2000, *Don't Make Me Think, A Common Sense Approach to Web Usability*, Indianapolis, IN: Que Publishing.
- Lynch, P. and Horton, S., 1999, *Web Style Guide: Basic Design Principles for Creating Web Sites*, New Haven, CT: Yale University Press.
- McAlpine, Rachel, 2001, *Web Word Wizardry*, Berkeley, CA: 10 Speed Press.
- Morkes, J. and Nielsen, J., 1998, Applying writing guidelines to web pages, <http://www.useit.com/papers/webwriting/rewriting.html>
- Nielsen, J., 2000, *Designing Web Usability: The Practice of Simplicity*, Indianapolis: New Riders.
- Price, J. and Price, L, 2002, *Hot Text: Web Writing that Works*, Indianapolis: New Riders.
- Redish, J. C., 1999, Document and information design. In J. G. Webster (Ed.), *Wiley Encyclopedia of Electrical and Electronics Engineering*, NY: John Wiley & Sons, vol. 6, 10-24.
- Redish, J. C., 1993, Understanding readers. In C. M. Barnum and S. Carliner (Eds.), *Techniques for Technical Communicators*, NY: Prentice Hall, 14-41.
- Redish, J. C. 1988, Reading to learn to do. *Technical Writing Teacher*, Fall, 15 (3), 223-233. (Reprinted in *IEEE Transactions on Professional Communication*, 1989, December, 32 (4), 289-293.)
- Redish, J. C., and Wixon, D., 2003, Task Analysis. In J. Jacko and A. Sears (Eds.), *The Human-Computer Interaction Handbook*, Mahwah, NJ: Lawrence Erlbaum Associates, Inc., 922-940.

Rosenfeld, L. and Morville, P. 2002, *Information Architecture*, Sebastopol, CA: O'Reilly & Associates, second edition.

Schriver, K. A., 1997, *Dynamics in Document Design: Creating Text for Readers*, NY: John Wiley & Sons.

Spyridakis, J. H., 2000, Guidelines for authoring comprehensible web pages and evaluating their success, *Technical Communication*, 47, 3, August, 359-382.

Sticht, T., 1985, Understanding readers and their uses of texts. In T. M. Duffy and R. Waller (Eds.), *Designing Usable Texts*, Orlando, FL: Academic Press, 315-340.

Williams, T. R., 2000, Guidelines for designing and evaluating the display of information on the web, *Technical Communication*, 47, 3, August, 383-396.

A Few Other Relevant Web Sites

A site sponsored by the U. S. National Cancer Institute
www.usability.gov

Another resource site with lots of good information on many relevant topics
<http://www.websitetips.com>

Browser information and other stats on what people use for the web
<http://www.upsdell.com/BrowserNews.htm>

Jakob Nielsen's site; an article on a relevant topic every two weeks
<http://www.useit.com/alertbox/index.html>

Peer reviewed online journal on information architecture and usability issues, new articles every month: <http://www.boxesandarrows.com>

Redish & Associates, Inc., to contact Ginny
www.redish.net

Software Research Usability Laboratory (SURL) at Wichita State University's terrific work and newsletter: <http://wsupsy.psy.edu/surl/>

The STC Usability SIG's resource site
<http://www.stcsig.org/usability/index.html>

Relevant Organizations

Society for Technical Communication

www.stc.org

Special Interest Group (SIG) on Usability

www.stc.org/pics/usability

Special Interest Group (SIG) on Information Design

<http://www.stcsig.org/id/index.html>

ACM SIGCHI (Special Interest Group in Computer-Human Interaction)

An academic focus, but a good way to keep up on research

<http://www.acm.org/sigchi/>

ACM SIGDOC (Special Interest Group on Documentation)

<http://www.acm.org/sigdoc/>

IEEE Professional Communication Society

<http://www.ieeepcs.org>

Usability Professionals' Association

2,500 usability professionals and people interested in usability

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