



Information Users and Usability in the Digital Age

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Description

Information users and usability constitute the main building blocks of today's electronic information world. This important new text is the first to give a holistic overview of all of the necessary issues relating to information users and the usability of information services in the digital world, including user-centred design, and the characteristics and behaviour of information users.

This book helps readers understand why information users and the usability of information services are important and equips them to play a proper role in designing user-centred information systems and services and to properly exploit information services for the maximum benefit of users. It covers all of the major issues, the current situation and what the various research studies from around the world show. The chapters are:

- An introduction to information users and usability
- Information needs and user studies
- Human information behaviour studies and models
- Usability study basics
- Usability study participants
- Usability data analysis
- Web usability
- The usability of digital libraries
- Digital divide, digital natives and usability
- Issues and trends in usability research.

Readership: This is essential reading for researchers and practitioners interested in the design and evaluation of digital information systems and services, as well as for students on library, information, and digital library courses.

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Author

Professor Gobinda Chowdhury BSc Hons, MSc, PhD, FCLIP is Professor in Information Science at iSchool@northumbria, and Head of the Department of Mathematics and Information Sciences at Northumbria University. Before joining Northumbria University he was a Professor and Director of the Centre for Information and Knowledge Management at the University of Technology Sydney, Australia. For over 25 years he has worked as an academic and researcher in information science in different parts of the world including Asia, Africa, Europe and Australia. For the past few years he has been actively involved in the iSchools activities. Professor Chowdhury has written or edited 15 books and over 150 research papers. **Sudatta Chowdhury** is Lecturer in Information and Knowledge Management, University of Technology, Sydney.