Designing Responsive User Interfaces for Mobile Applications and Sites for Information Organizations

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Abstract

In response to the rising popularity of mobile devices, information organizations, increasingly develop mobile applications and mobile sites (MAMS) to better serve patrons. Studies show that responsive design plays a critical role in the adoption and continued usage of MAMS by users. This secondary analysis of the experiences and advice shared by librarians and IT professionals engaged in developing MAMS reveals key components and techniques to design MAMS with a responsive user interface. In particular, we identify the following three human-computer interaction (HCI) areas critical in helping libraries design responsive user interfaces for MAMS: (a) user-centered design, (b) usability engineering, and (c) information organization, retrieval, and visualization. Planning, analysis, prototyping, evaluating prototypes, designing MAMS, and evaluating MAMS are some of the key steps for designing user-centered MAMS. Design of a user interface, content, labels used for presenting the information, functionality of MAMS, and wayfinding are the five areas of usability engineering. Since responsive design focuses on the content of MAMS, we find “information organization, retrieval, and visualization” to be one of the most important aspects of designing responsive user interfaces for MAMS.