

ABSTRACT

Telkom University Open Library's official website is an Open Library service belonging to one of the universities in Indonesia, Telkom University. Usability on a website can be a benchmark for assessing how well and accessible it is for users to use the website, especially on the Telkom University Open Library website. As users of the Telkom University Open Library website, students want convenience and a good experience while using the website. A variety of survey methods are available to test and assess the usability of websites—tests conducted in this study using the System Usability Scale (SUS). However, in testing the survey, the Telkom University Open Library website has a poor score, so improvements are needed to increase this value. User-Centered Design is a design method that can be used to overcome the website's usability because it is based on the needs and interests of users. The final result of this research is a prototype as a design solution for the Telkom University Open Library website that can be used for students. The Telkom University Open Library website design prototype was tested using the System Usability Scale (SUS). The test resulted in a SUS score of 84.75. The score obtained is in the "acceptable" category and indicates that the application design tested to all test participants already has a good usability score.

Keywords— User Interface, User Experience, Usability, User-Centered Design, System Usability Scale