

Abstract

In the university environment, electronic libraries are widely used to improve the accessibility of university library collections. This study specifically investigates Open Library, Open Library is a library owned by Telkom University which provides electronic library services, at the time this research was conducted, Open Library only provided a website-based electronic library where the website design was not responsive and had a low usability value (SUS value = 47.50). Based on the interview conducted with Open Library users, it was found that the e-library website is challenging to access using a smartphone, and a mobile application is required by users. Interview results also show that e-library users have high mobility. Therefore, this research was conducted to design an Open Library mobile application. In this research, the method used is User-Centered Design (UCD) which involves the user in every process. For design evaluation, researchers conducted a test using the Single Ease Question (SEQ), which contained 7 tasks to measure the ease or difficulty of the task being tested, and the System Usability Scale (SUS) included 10 questions to calculate the usability score. The evaluation results show that the usability values obtained are appropriate, so it can be concluded that the UCD method can produce application designs with good usability score.

Keywords: mobile application, user interface design, user-centered design, open library
