

Information Architecture Gateway

Noreen Y. Whysel, Founder / Information Architect / MSLIS
Shari Thurow, Founder / Information Architect / Search Director
Bev Corwin, Founder / Technology Director

The Information Architecture Conference 2019



Information Architecture Gateway

Abstract

One main purpose of information architecture and site navigation is to enhance the effectiveness of user interfaces (UIs) by supporting and enabling task completion. Yet the information architecture process is commonly overlooked when people develop user interfaces.

As a result, end users get UIs that are based on the mental models of technical and/or marketing teams. UIs become difficult to navigate and difficult to use. Poor taxonomies decrease both users' and technologies' ability to accurately retrieve specific content.

Ultimately, effective information architecture minimizes confusion and inefficiency that costs organizations increased sales, a trustworthy brand reputation, a positive user experience (UX), and expensive redesigns.

The goal of the Information Architecture Gateway is to provide access to an IA Toolkit, made up of tools that we bring together from different disciplines with IA, and to serve other ecosystems to help them learn and discover IA in their own ecosystems.

Information architects in both academia and industry are also working together to develop an online learning and collaboration gateway.

IA is Ubiquitous

Results of usability testing demonstrate that all users groups prefer familiar search, navigation and information architecture patterns.[1]

Poor navigation demands many mouse clicks (or taps) to get to a page of information, results in significant cognitive overload for the user, and also contributes to the 'being lost' syndrome.

The organization of information, the labeling of concepts, and the lack of navigational aids clearly impacts the usability of websites.[2]



According to a study by Human Factors International, over 80% of task failure is due to navigation & IA issues.



According to a recent study from Nielsen Norman Group, 77% of task failure is due to IA issues.

What is a Science Gateway?

A science gateway is a community-developed set of tools, applications, and data collections that are integrated through a tailored web-based environment. Gateways provide access to a variety of capabilities including workflows, visualization, resource discovery, and job execution services.

Implemented as web, desktop, and mobile device applications, science gateways provide community-based access to shared, distributed resources and services including but not limited to supercomputers, digital repositories, software as a service, and collaboration environments.[3]

The Institute's mission is to provide resources, expertise, community support, and education to speed development and application of more robust, less expensive, and more sustainable gateways that serve science and engineering research and education.[3]

The Science Gateways Community Institute is funded by the National Science Foundation's Office of Advanced Cyberinfrastructure.



Information architects have been working together to develop the **Information Architecture Gateway**, an online learning and collaboration gateway, utilizing the power of one of the largest international and virtual supercomputer networks in the world.

The gateway's IA Toolkit will assist software developers to update their software for better usability, interfaces, interactions, metrics, and IA deliverables.

Our IA Gateway Resource Library contains a repository of:

- Wireframe templates
- Short-code patterns (for WordPress templates)
- Persona/profile templates that include findability fields
- Reference material
- Guides
- And other useful materials

The Information Architecture Gateway will also act as a portal that helps to connect, search, find, and use tools for IA, libraries, associations, universities, researchers, individuals, etc. from various sectors.

The Information Architecture Gateway project has been accepted in the SGCI's incubator service.

Sustainability Support

The SGCI consists of five areas to support creators and users of science gateways to help with measures for sustainability. [4]



Incubator. Diverse expertise on demand.

Workforce Development. Student opportunities & educator resources.

Community Engagement & Exchange. Sharing experience & knowledge as a community.

Scientific Software Collaborative. Software & visibility for gateways.

Extended Developer Support. Longer-term, hands-on support.

Suggest IA Gateway Content

IA Toolkit

Types of IA tools that you would like us to create.

Books, Articles, and Other Text Documents

Information architects, teachers, influencers, thought leaders

Multimedia Resources

Diagrams, illustrations, videos, demos, etc. that are useful for understanding and implementing IA