# *Designing Web Usability* Errata

This document contains corrections for the first, second, and third printings
of *Designing Web Usability* by Jakob Nielsen.

If you have the first printing, you'll see this line on the Copyright page:
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*If you have the first printing, you will also need*
*to add the corrections listed for the second printing.*

| Page # | Correction |
| --- | --- |
| 22 | Third paragraph, last sentence should read "Simplicity wins over complexity, especially on the Web where every five bytes saved is a millisecond less download time." |
| 33 | Second paragraph, last sentence should read "As shown by the figure, the upgrade speed was about one percent per week in 1998 and 1999. |
| 34 | The second URL in the figure caption should be www.statmarket.com. |
| 34 | First full paragraph, first sentence should read "I recommend holding off on using any new web technology on your site until one or two years after it is officially introduced in a non-beta version." |
| 35 | Second paragraph, last sentence should read "A site that 'needs' a new gizmo to provide certain user benefits might, after some reflection, find that the simpler ways would provide almost the same benefits to a much larger number of users." |
| 35 | Helpful Super-Users sidebar, last sentence should read "Most major websites still get hits from Netscape version 2." |
| 36 | Second paragraph, first sentence should read "The original design of the Web and its underlying data format, HTML, were based on encoding the meaning of information and not its presentation." |
| 43 | Data Lives Forever sidebar, second column, fifth line should read "... And it is in their best interest to support these third-party customers even if they don't make a cent from buying used equipment." |
| 43 | Data Lives Forever sidebar, last paragraph, last sentence should read "In theory, you could always go back and fix up old pages (just as people had to hire expensive consultants..." |
| 44 | First full bullet, last sentence should read "Getting a new page within a second means that the user arrived at the page without undue delay." |

| Page # | Correction |
|---|---|
| 50-53 | All text on page 53 moves to page 51. |
| | Image on page 51 and accompanying caption from page 50 move to page 52. |
| | Image on page 52 moves to page 53. |
| 70 | First paragraph, first sentence should read "A second option would be to show a pop-up with additional information about the link. In the example image on page 69, I am showing the title of the destination page (retrieved from a proxy server) as well as..." |
| 143 | Caption, last line should read "Many users get as much benefit from seeing the comic strip and hearing the audio as they would from playing the full video." |
| 179 | Third paragraph, fourth sentence (7th line) should read "Then, you force users to learn your navigation system and the quirks and conventions..." |
| 179 | Affiliates Program sidebar, last line should be "something)." |
| 209 | The figure caption should read "Fisheye view of four levels of site content from the 1997 LookSmart design. A fisheye presentation provides progressively more detail at levels closer to the user's current focus of interest. In this example, I was interested in HTML tools for web design, and a click on that option would give me a list of the tools. But the display provides additional breadth by also showing me the other types of web design tools discussed on the site. Stepping up one level takes us further from the user's current interest, so less breadth is provided. The third column indicates that more information is available about other Internet-related issues, but these topics are not described in as much detail as the web design tools. Going one step farther up, the second column lists other computer-oriented topics, but this level is described at a very course level of granularity. |
| 217 | Last paragraph, second sentence should read "Right now, the Web 'only' has about a billion pages, ..." |
| 278 | First full paragraph, second sentence should read "For every employee, I recommend having a personal intranet home page with links to the department he or she works in,..." |
| 279 | First full paragraph, fourth sentence (8th line) should read "You will be back to the old and inefficient way of communicating by rumor." |
| 314 | Second paragraph, third sentence (8th line) should read "...but in British English, it refers to a million million (1,000,000,000,000)." |

| Page # | Correction |
|---|---|
| 334 | Add new sidebar: Allow Extra Time for Tasks |
| | Overseas users will often need a little extra time to complete the test tasks compared to domestic users. So, for example, a set of tasks that were easily completed in 30 minutes by most American users took about 45 minutes when testing European users. Why? We were testing American e-commerce sites. The European users had to interpret an interface in a foreign language, which obviously takes more time. Even when they could understand the words, they had to navigate concepts that were more closely related to the way Americans do business than the way Europeans do business. Bottom line: Plan to spend about 50% extra time on each task with overseas users relative to your time budget for a domestic study with the same tasks. |
| 337 | Delete last sentence of first full paragraph before the heading "Remote User Testing." |
| 340 | Last paragraph, first sentence should read "If you travel yourself, the two main options besides not using a lab are to rent a local lab or to bring a portable lab." |
| 395 | Last paragraph should read "For more about information architecture, I recommend Louis Rosenfield and Peter Morville's *Information Architecture for the World Wide Web* (O'Reilly)." |

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| Page # | Correction |
|---|---|
| 18 | Figure caption, last line of third sentence (14th line) should read "...and 10% are used for advertising (red)." |
| 31 | Get a Big Screen sidebar, first paragraph, fourth sentence (11th line) should read "In fact, if you have a well-paying job, ..." |
| 33 | Second paragraph, last sentence should read "As shown by the figure on the next page..." |
| 34 | Figure caption, next-to-last sentence should read "The more recent version transition from 3 to 4 happened at half that speed: only 1 percent per week." |
| 40-41 | The figure captions are reversed. Internet Explorer 3.01 is shown on page 40; Netscape 4.01 is shown on page 41. |
| 48 | Last paragraph, first sentence should read "The need to keep pages below 34 KB for modem users..." |
| 48 | Last paragraph, last sentence should read "The web master, Claire Amundsen, reports that pages that were 32-33 KB in size..." |
| 59 | Figure caption, third sentence (5th line) should read "How are users going to assess whether they have any interest in following a link called "Surfing Up the '60s"? |
| 60 | Fifth paragraph, first sentence should read "Having the title "Author biography" pop up when users are thinking about what might be linked from my name gives them an indication of the type of information they can expect from following the link." |
| 104 | First paragraph, third sentence (6th line) should read "Most importantly, copy editors have a knack..." |
| 105 | The last line of the bottom Sample Paragraph should read "Buffalo Ranch State Historical Park" |
| 143 | Fifth paragraph should read "Animation is good for seven purposes, each of which is discussed in more depth on the following pages:" |
| 184 | Figure caption, last sentence should read "On the facing page, we have moved to the third floor of the business center." |
| 207 | Figure caption, eighth sentence should read "Unfortunately, the old design did not list all the navigation levels and elided the upper levels..." |
| 217 | Last paragraph, first and second sentences should read "Right now, the Web 'only' has about a billion pages, but by around 2005, there will be 10 billion pages online that can be reached from any Internet-connected device. Current user interfaces are simply not well suited to deal with such huge amounts of information. |

| Page # | Correction |
| --- | --- |
| 225 | First bulleted item, first sentence should read "Explicitly state what scope is being searched." |
| 230 | Figure caption, last sentence should read "As an interesting aside, note that this spelling correction also handles cases where the user..." |
| 249 | First full bulleted item, last sentence should read "Use all underscores or all hyphens, for example, but not a mix of the two." |
| 310 | Third paragraph, second sentence should read "People who have difficulty visualizing the structure of information can be helped..." |
| 314 | Second paragraph, third sentence should read "...but in Continental Europe, it refers to a million million (1,000,000,000,000)." |
| 319 | First full paragraph, the British pound symbol should be replaced with Euro symbol. |
| 344 | First paragraph of Conclusion should read "Countries are different, and people from different countries are different." |
| 371 | Second full paragraph, last sentence, The current WebTV design with a single remote control is a divorce lawyer's delight." |
| 396 | Last paragraph, first sentence should read "My final recommendation is that you read my next book." |

If you have the third printing, you'll see this line on the Copyright page:
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*At this time, there are no corrections to the third printing.*