

http://www.tbs-sct.gc.ca/ig-gi/e/wse-esw/wse-esw3_e.asp

Government of Canada Internet Guide – Website Usability checklists with regards to Interface, Structure and Navigation, Content, Graphic Design, Interactivity, Privacy and Security, Search, & Help.

<http://www.ifsm.umbc.edu/~preece/paper/4%20BIT%20Twenty%20years.pdf>

Sociability and Usability in Online Communities: Determining and Measuring Success – Research relating to both topics at hand. Defines the topics very well and provides measures of success for both. Popular search item on Google.

http://www.ifsm.umbc.edu/~preece/paper/8%20herre_chapter.pdf

Social Considerations in Online Communities: Usability, Sociability, and Success Factors – Similar to the study mentioned above, with the same author, but is written a year later and contains more up-to-date and detailed information. Also a popular search item on Google.

<http://dl.acs.org.au/index.php/ajis/article/view/132/112>

Online Communities: Researching Sociability and Usability in Hard to Reach Populations – Two research projects are discussed, each focusing on community populations that are hard to reach. One analyses why people do not actively participate in online discussions and the other is a newer project with the aim to develop cross-cultural online book communities for children across the world that speak different languages.

http://webcast.oii.ox.ac.uk/?view=Webcast&ID=20060608_149

Creating Usability and Sociability in Online Social Spaces – The two topics at hand are discussed via video and mp3 format. One of the key speakers is Preece, who wrote the papers previously mentioned (the second and third links).

<http://jcmc.indiana.edu/vol7/issue4/horvath.html>

Psychological Predictors of Internet Social Communication - This study investigated the relationship of traditional social behaviour to social communication via the Internet in a completely wired campus where every professor uses computers in classroom teaching, each residence is wired to the Internet, and every student is issued a laptop computer.

<http://www.eugeneloj.com/>

Web Usability Marketing – Looks at the authors views on how a website can be easy to use and understand. A lot of great tips on usability from a marketing perspective.

<http://www.stcsig.org/usability/topics/index.html>

Topics in Usability – Provides various resources that discuss usability. Includes basics, a toolkit, research and resource sites, and even book recommendations; useful.

<http://citeseer.ist.psu.edu/nie02impact.html>

The Impact Of Internet Use On Sociability: Time-Diary Findings - explores the ways in which the Internet affects interpersonal communication and sociability. The file can be viewed/downloaded in various formats.

<http://www.sift.com/practice/guides/participation.doc>

Practice Guide: Techniques for Engaging with Members – looks at: the stages of community development; the process of member engagement; managing members through the engagement process (lurkers, learners, lieutenants, leaders); and techniques for increasing member participation (creating the culture for engagement, pushing content from managers to members, pulling content from members, generating peer-to-peer content). This guide is actually quite interesting and it is worth a careful read.