

ABSTRACT

This study aims to redesign the interface (UI) of the Telkom University Open Library application by placing the user as the main character in the entire development process using the User Centered Design method. The approach to a user is a benchmark in knowing what the user needs, information about deficiencies in the Telkom University Open Library application, and user experience becomes the preference for the extent to which users use the application. However, students as the main users stated that they experienced difficulties when searching for references, borrowing digital books, and accessing other important features. Based on the results of the initial questionnaire, a number of problems were identified including an unattractive visual appearance, an unintuitive navigation structure, and a search feature that did not work optimally. The results of this study will reveal that a redesign of the application is very important because changes to the application can affect a person's process in using it. The results of this redesign are in the form of changes and design values by adjusting someone's wishes based on User Research data, and the System Usability Scale. These changes lie in the layout and design, consistency and responsiveness. With the test results using the System Usability Scale (SUS), a score of 85.25 was obtained, indicating a good level of usability for a redesign of the Telkom University Open Library application. Thus, this research can contribute to the development of the system on campus based on the user experience of Telkom University students.

Keywords: *UI Redesign, Telkom University Open Library Application, User research, System Usability Scale, User centered design method*