# eLCOSH.org: Improving online access to construction safety and health resources

## Safety and health information: Improving online access and delivery

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## Overview

The electronic Library of Construction Occupational Safety and Health (www.eLCOSH.org) provides more than 2,000 resources to help stakeholders identify and address construction safety and health issues. To make it easier and less time consuming for users to find the types of information they need, the site was redesigned and restructured in accordance with stakeholder priorities and search approaches, using eight different test methods. Data collected before and after the revisions revealed that these changes made data retrieval faster, more efficient, and more meaningful to users.

## Key Findings

◼ Organizations such as NIOSH, OSHA and the Canadian Center for Occupational Health and Safety that offer similar online information based on hazard categories, organize their sites in different ways, so there was no "standard practice" to follow.

◼ Researchers used various exercises with user groups to create a "mind map" of the way these various populations thought about the search categories (hazards, trades, jobsites, and types of documents and media) and to improve the user experience.

◼ Using item-ranking tests and the "five-second" test (testing user impressions and recall after viewing a page for five seconds), researchers designed a more intuitive home-page interface.

◼ Under the new design, users found information on 10 typical construction hazards in just one click; under the older design, most users required three to nine clicks to find this content.

◼ Under the old design, it took users three to nine minutes to find the 10 typical construction hazards; when using the new navigation system, they found them in 1.5 to 6.5 minutes.

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