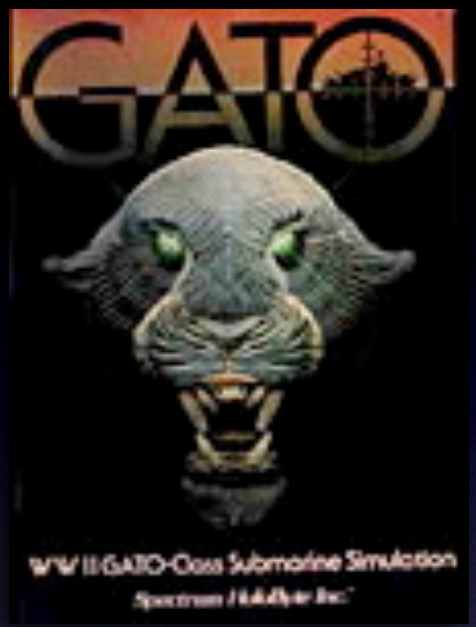
Anti-Patterns

Designing for the Poor Web Experience

Bill Scott
Director UI Engineering, netflix.com
b.scott@yahoo.com

background



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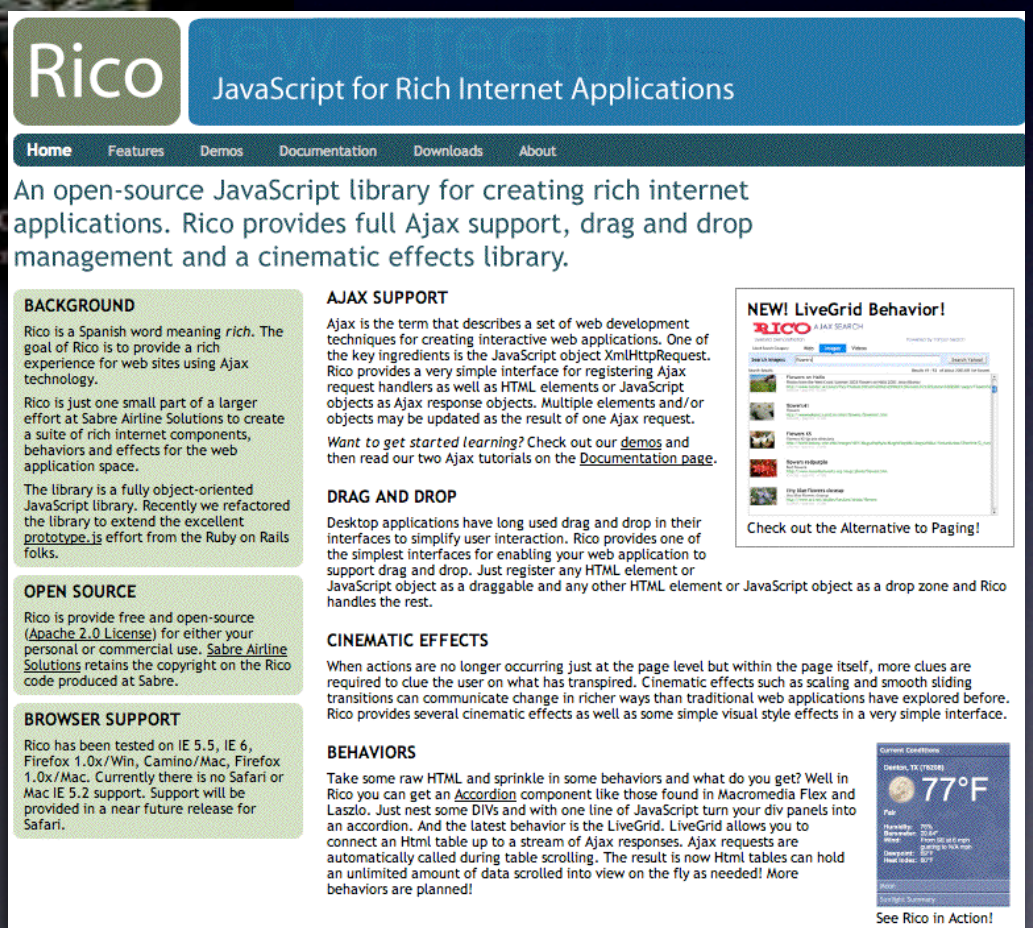

Rico

JavaScript for Rich Internet Applications

Home | Features | Demos | Documentation | Downloads | About

An open-source JavaScript library for creating rich internet applications. Rico provides full Ajax support, drag and drop management and a cinematic effects library.

BACKGROUND

Rico is a Spanish word meaning *rich*. The goal of Rico is to provide a rich experience for web sites using Ajax technology.

Rico is just one small part of a larger effort at Sabre Airline Solutions to create a suite of rich internet components, behaviors and effects for the web application space.

The library is a fully object-oriented JavaScript library. Recently we refactored the library to extend the excellent prototype.js effort from the Ruby on Rails folks.

OPEN SOURCE

Rico is provide free and open-source (Apache 2.0 License) for either your personal or commercial use. Sabre Airline Solutions retains the copyright on the Rico code produced at Sabre.

BROWSER SUPPORT

Rico has been tested on IE 5.5, IE 6, Firefox 1.0x/Win, Camino/Mac, Firefox 1.0x/Mac. Currently there is no Safari or Mac IE 5.2 support. Support will be provided in a near future release for Safari.

AJAX SUPPORT

Ajax is the term that describes a set of web development techniques for creating interactive web applications. One of the key ingredients is the JavaScript object XmlHttpRequest. Rico provides a very simple interface for registering Ajax request handlers as well as HTML elements or JavaScript objects as Ajax response objects. Multiple elements and/or objects may be updated as the result of one Ajax request.

Want to get started learning? Check out our demos and then read our two Ajax tutorials on the Documentation page.

NEW! LiveGrid Behavior!

Check out the Alternative to Paging!

DRAG AND DROP

Desktop applications have long used drag and drop in their interfaces to simplify user interaction. Rico provides one of the simplest interfaces for enabling your web application to support drag and drop. Just register any HTML element or JavaScript object as a draggable and any other HTML element or JavaScript object as a drop zone and Rico handles the rest.

CINEMATIC EFFECTS

When actions are no longer occurring just at the page level but within the page itself, more clues are required to clue the user on what has transpired. Cinematic effects such as scaling and smooth sliding transitions can communicate change in richer ways than traditional web applications have explored before. Rico provides several cinematic effects as well as some simple visual style effects in a very simple interface.

BEHAVIORS

Take some raw HTML and sprinkle in some behaviors and what do you get? Well in Rico you can get an Accordion component like those found in Macromedia Flex and Laszlo. Just nest some DIVs and with one line of JavaScript turn your div panels into an accordion. And the latest behavior is the LiveGrid. LiveGrid allows you to connect an Html table up to a stream of Ajax responses. Ajax requests are automatically called during table scrolling. The result is now Html tables can hold an unlimited amount of data scrolled into view on the fly as needed! More behaviors are planned!

See Rico in Action!

background

GATO

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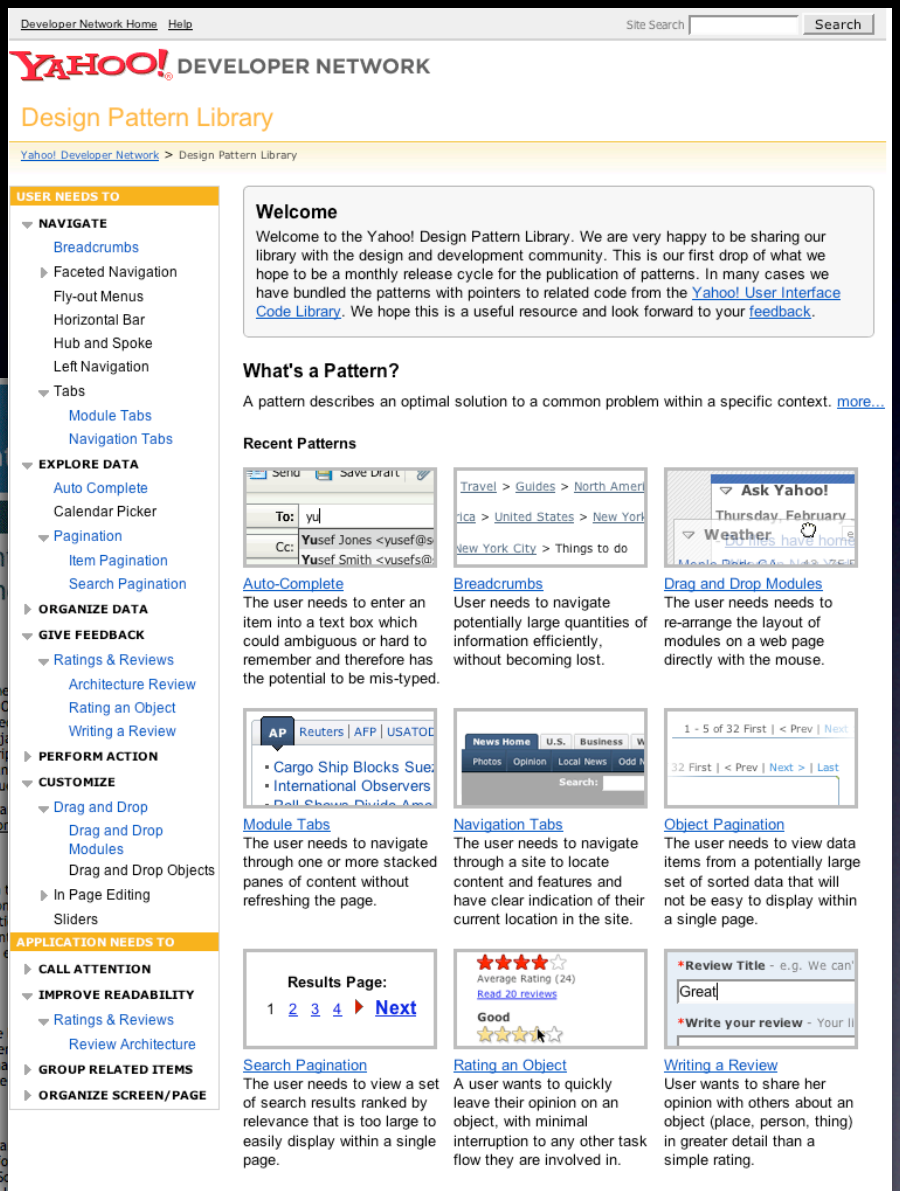
Developer Network Home
Help
Site Search
Search
YAHOO! DEVELOPER NETWORK
Design Pattern Library
Yahoo! Developer Network > Design Pattern Library
USER NEEDS TO
NAVIGATE
Breadcrumbs
Faceted Navigation
Fly-out Menus
Horizontal Bar
Hub and Spoke
Left Navigation
Tabs
Module Tabs
Navigation Tabs
EXPLORE DATA
Auto Complete
Calendar Picker
Pagination
Item Pagination
Search Pagination
ORGANIZE DATA
GIVE FEEDBACK
Ratings & Reviews
Architecture Review
Rating an Object
Writing a Review
PERFORM ACTION
CUSTOMIZE
Drag and Drop
Drag and Drop Modules
Drag and Drop Objects
In Page Editing
Sliders
APPLICATION NEEDS TO
CALL ATTENTION
IMPROVE READABILITY
Ratings & Reviews
Review Architecture
GROUP RELATED ITEMS
ORGANIZE SCREEN/PAGE
Welcome
Welcome to the Yahoo! Design Pattern Library. We are very happy to be sharing our library with the design and development community. This is our first drop of what we hope to be a monthly release cycle for the publication of patterns. In many cases we have bundled the patterns with pointers to related code from the Yahoo! User Interface Code Library. We hope this is a useful resource and look forward to your feedback.
What's a Pattern?
A pattern describes an optimal solution to a common problem within a specific context. more...
Recent Patterns
Auto-Complete
The user needs to enter an item into a text box which could ambiguous or hard to remember and therefore has the potential to be mis-typed.
Breadcrumbs
User needs to navigate potentially large quantities of information efficiently, without becoming lost.
Drag and Drop Modules
The user needs needs to re-arrange the layout of modules on a web page directly with the mouse.
Module Tabs
The user needs to navigate through one or more stacked panes of content without refreshing the page.
Navigation Tabs
The user needs to navigate through a site to locate content and features and have clear indication of their current location in the site.
Object Pagination
The user needs to view data items from a potentially large set of sorted data that will not be easy to display within a single page.
Results Page:
1 2 3 4 Next
Search Pagination
The user needs to view a set of search results ranked by relevance that is too large to easily display within a single page.
Rating an Object
A user wants to quickly leave their opinion on an object, with minimal interruption to any other task flow they are involved in.
Writing a Review
User wants to share her opinion with others about an object (place, person, thing) in greater detail than a simple rating.

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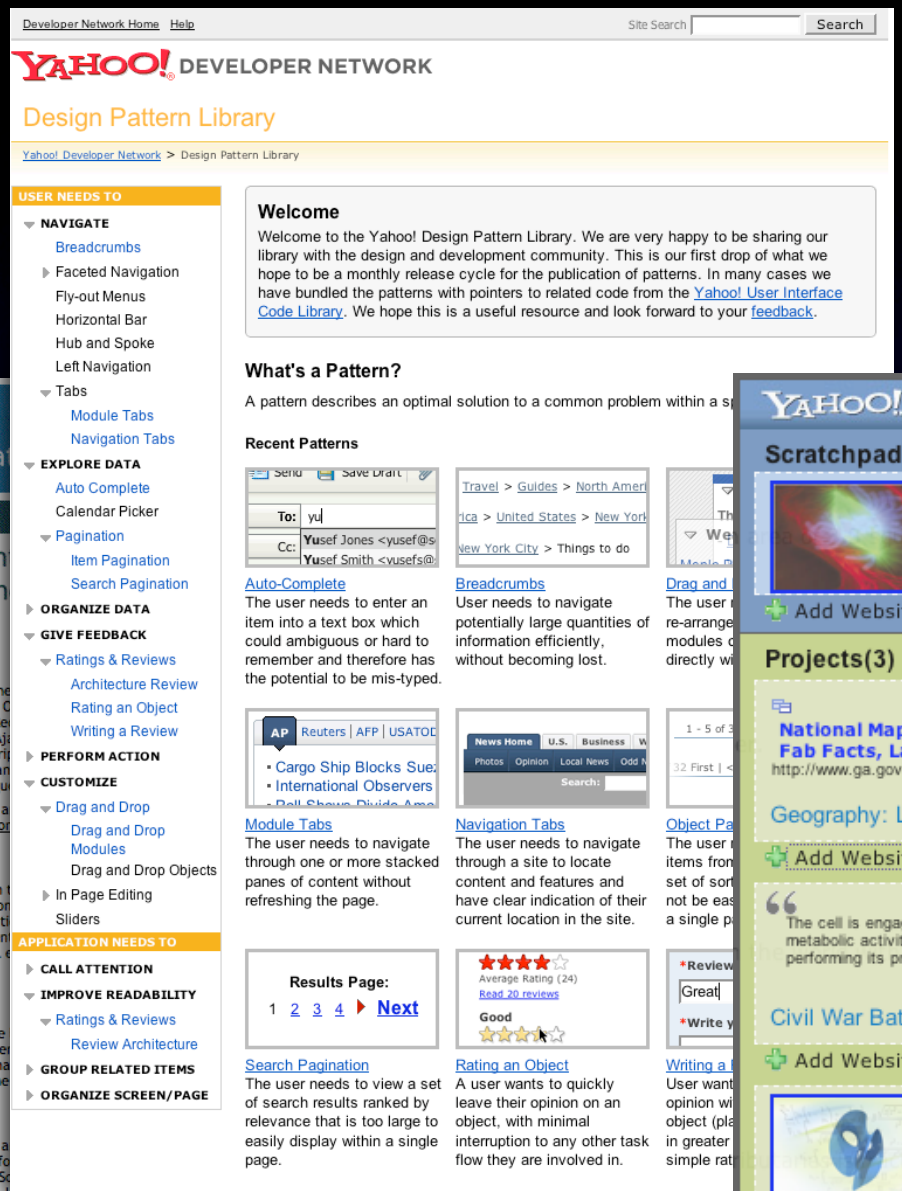
Developer Network Home
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YAHOO! DEVELOPER NETWORK
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Yahoo! Developer Network > Design Pattern Library
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Faceted Navigation
Fly-out Menus
Horizontal Bar
Hub and Spoke
Left Navigation
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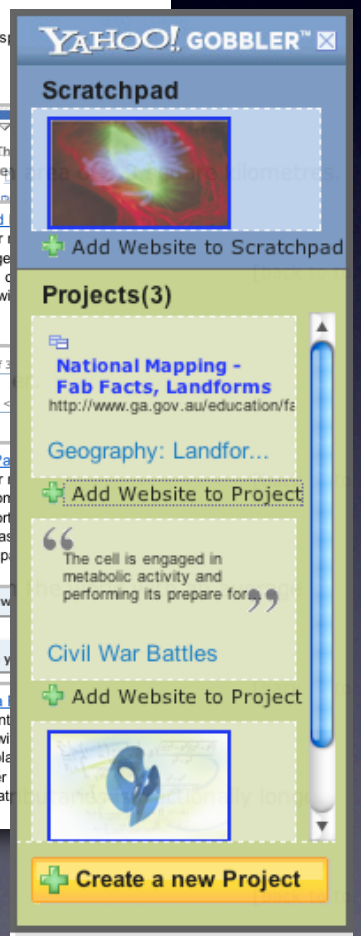

YAHOO! GOBBLER
Scratchpad
Add Website to Scratchpad
Projects(3)
National Mapping - Fab Facts, Landforms
Geography: Landfor...
Add Website to Project
The cell is engaged in metabolic activity and performing its prepare for
Civil War Battles
Add Website to Project
Create a new Project

Yahoo! My Yahoo! Mail

Welcome, Username Sign Out Help

beta YAHOO! FOR TEACHERS

Tell a friend about Yahoo! Teachers.

Home | Explore | Connect | How to

Search

Welcome to Yahoo

A place for educators to find

Featured Projects

California Missi

Social Studies

12 Teachers like

9 Teachers copie

Discover educators like you

Anna Log
Grade 1, 2, 3
Generalist/Homeroom
24

Michael M
Grade 4
Science/Mathematics
20

Nancy P
Grade 4
Generalist/Homeroom
17

Arkyscience
Grade 4, 5, 6
Science
22

The Civil War Home Page

http://www.civil-war.net/

civil war

Gobbler Bookmark it! +Scuttle Linker Linker-Gallery naveenr thanix yperformance.yahoo....

The Civil War Home Page

Dedicated to the participants, both North and South, in the great American Civil War 1861 - 1865

Home | Email

Recommend A New Link

Do you have a Civil War related web site or a site to recommend?

Submit Your Link

Links Database

Our Links Database has thousands of Civil War related links. Enter your Search Term or Select from a Predefined Category.

Enter Search Term

- Abolition & Slavery
- Associations
- Battles
- Documents
- General Interest
- Letters & Diaries
- People
- Photos
- Reenacting
- Shops & Dealers
- Unit Information

Photos Database

Our Photos Database has over 1,100 of Civil War related pictures, images and Cartes de Visite (CDV) photographs. Enter your Search Term or Select from a Predefined Category.

Welcome!

Welcome to the Civil War Home Page, one of the largest and most comprehensive collections of Civil War related material available on the Internet.

Click to view full size

View Civil War Battle Maps

1. Battle of Antietam (large file 2,482k)
2. Battle of Gettysburg (large file 2,130k)
3. Battle of Fredericksburg (large file 1,776k)
4. Battle of Shiloh (large file 638k)
5. Andersonville Prison (large file 1,582k)

Most Requested Pages

1. Sullivan Ballou's Letter to his Wife
2. The Gettysburg Address - Abraham Lincoln
3. Timeline of Events Leading to the Civil War
4. Women and the Civil War - Duke University
5. Virginia Military Institute Archives

Most Requested Research Pages

1. Union Troops Furnished and Deaths
2. Official Records - Joshua Lawrence Chamberlain, Gettysburg Report
3. North American Slave Narratives
4. Results of 1860 Census
5. Ordinances of Secession of the 13 Confederate States of America

Interactive Pages

Message Board

Official Records

Battle Reports from the Official Records of the Union and Confederate Armies written by the Commanding Generals

Fredericksburg
- Ambrose Burnside

Gettysburg
- Joshua Lawrence Chamberlain
- Robert E. Lee
- James Longstreet

Bull Run/Manassas
- Thomas "Stonewall" Jackson
- Irvin McDowell

Antietam / Sharpsburg
- Robert E. Lee
- George McClellan

Shiloh / Pittsburg Landing
- Ulysses S. Grant

Dyer's Compendium

State and Territory Detailed Union Regimental Histories

Regimental Histories

Done

Open Notebook

NETFLIX

Bill Scott | Your Account | Buy / Redeem Gift | Help

Browse DVDs | Watch Instantly | Your Queue | Movies You'll | Community | DVD Sale $5.99

Movies, actors, directc Search

Home | Genres | New Releases | Previews | Netflix Top 100 | Critics' Picks | Award Winners

Movies For You

You have 1347 Suggestions from 312 ratings.

Bill, the following movies were chosen based on your interest in:
The Truman Show
My Big Fat Greek Wedding
The Office: Season 3 (4-Disc Series)

The Majestic

Add

Set in the 1950s, this romantic drama is reminiscent of Frank Capra's classic films. Screenwriter Peter Appleton (Jim Carrey) is on the verge of ... Read More

Under the Tuscan Sun

Add

In this movie loosely based on Frances Mayes's best-selling memoir of the same title, Diane Lane stars as Frances, a newly divorced American writer ... Read More

The Office:

All Discs Guaranteed!

Close

You loved it...

Now own it for just $9.99

Shop now for other titles as low as $5.99!

Buy

FREE shipping • Original artwork • Hardcover case

OTHER MOVIES YOU MIGHT ENJOY

Surf's Up

Add

Not Interested

Black Book

Add

Not Interested

Hot Fuzz

Add

Not Interested

The Hoax

Planet Earth: The Complete Collection (5-Disc Series)

Blades of Glory

BROWSE

Favorite Genres: (Edit)

- Action & Adventure
- Classics
- Comedy
- Documentary
- Drama
- Sci-Fi & Fantasy
- Thrillers

Other Genres:

- All Genres
- Anime & Animation
- Blu-ray
- Children & Family
- Faith & Spirituality
- Foreign
- Gay & Lesbian
- HD DVD
- Independent
- Music & Musicals
- Romance
- Special Interest
- Sports & Fitness
- Television

Guides:

- Member Favorites
- Easter Eggs

anti-patterns

what are anti-patterns?

"Anti-patterns, also called pitfalls, are classes of commonly-reinvented bad solutions to problems. They are studied as a category so they can be avoided in the future, and so instances of them may be recognized when investigating non-working systems. The term originates in computer science, apparently inspired by the Gang of Four's book Design Patterns, which displayed examples of high-quality programming methods." - Wikipedia, Anti-Pattern.

interaction design anti-patterns

Like the software anti-pattern counterparts, the following anti-patterns are common pitfalls to avoid.

pitfalls with a pithy name

anti-patterns

big ball of mud. **meandering way.**
borg idiom. tiny targets. mystery meat.
buried treasure. **hover and cover.**
pogo stick navigation. novel notions.
against the flow. metaphor mismatch.
double duty. **linkitus.** blind type.
windows aplenty. animation gone wild.
misguided misdirections. unmarked hazards. **missed moments.** missing scene.
one at a time. non-symmetrical actions.

*Note: anti-patterns denoted in **bold** are discussed in this talk.*

anti-pattern. **meandering way**

summary

Normal flow through the page takes the user on a meandering journey with the mouse.

alternate names

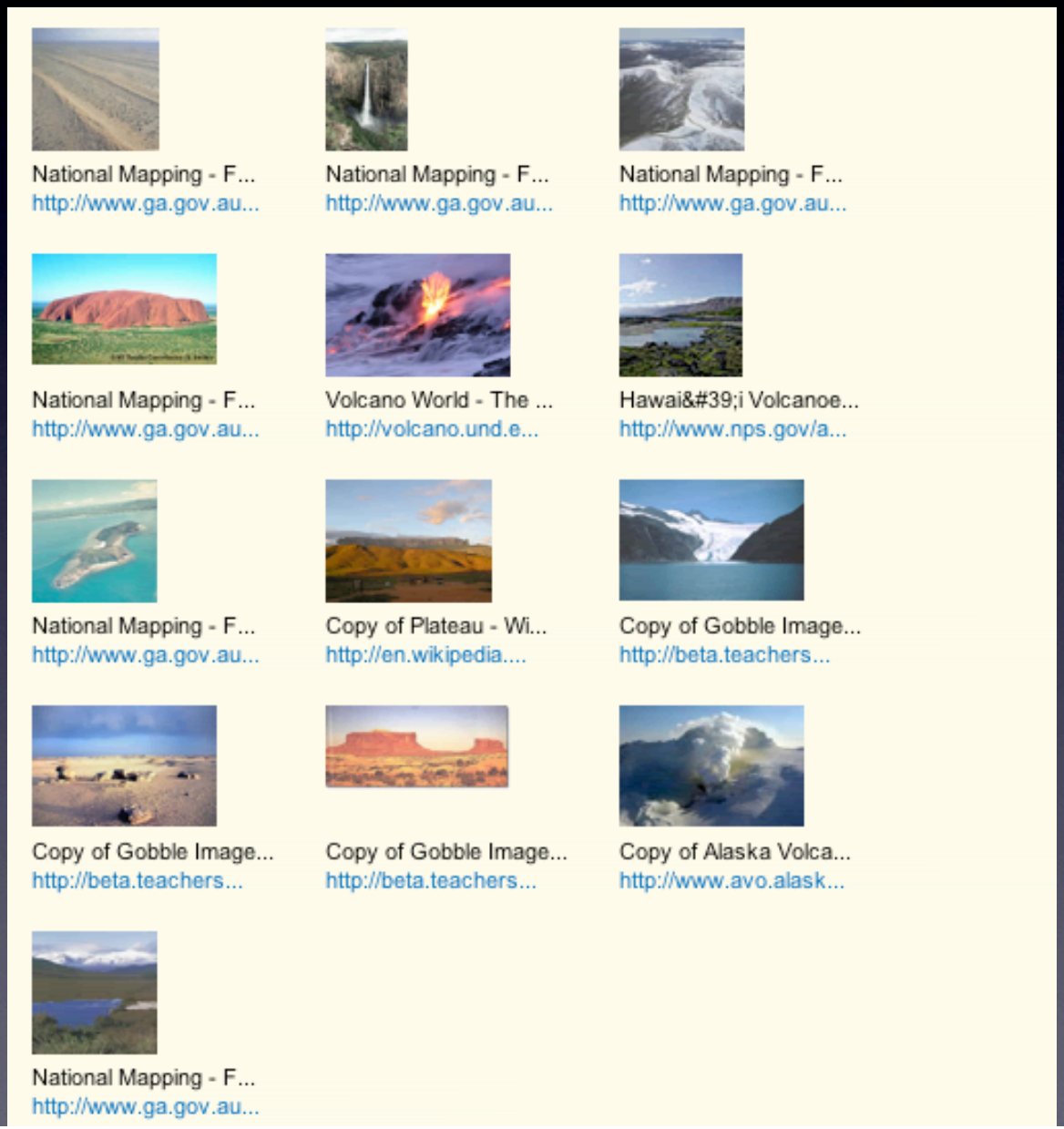
zig-zag interaction, scenic route

example

Actions hidden under hover (in context tools) that require the user to hover an area, then move the mouse to an area that would normally be outside the object's space (back and forth operation)

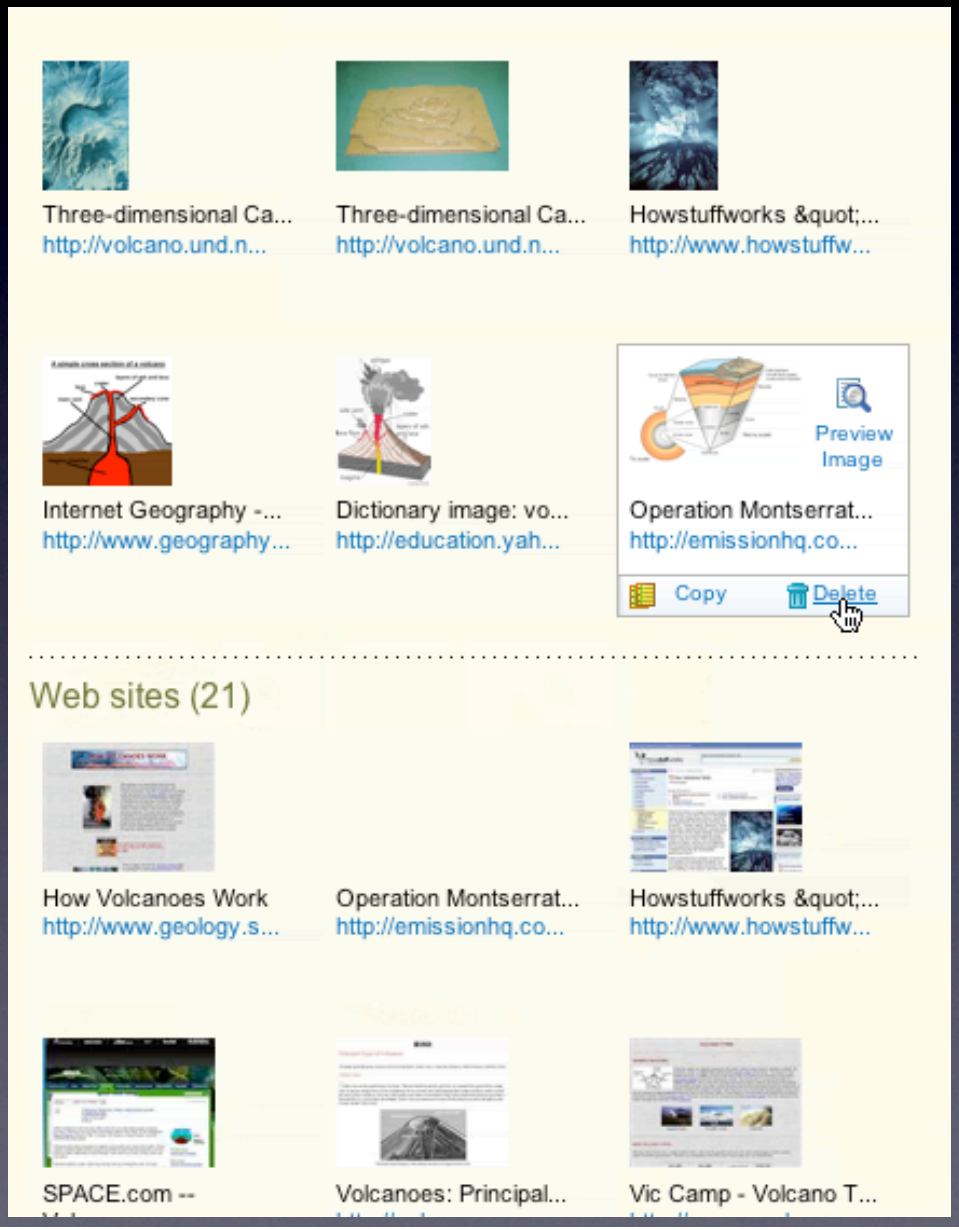
anti-pattern. **meandering way**

In our Y!Teachers product the first version of the hover caused a lot of mouse zig-zagging to do common operations.



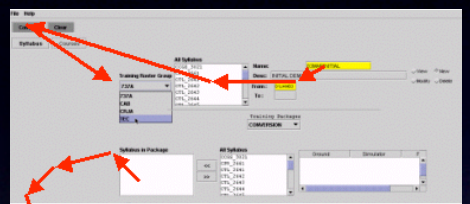
anti-pattern. **meandering way**

In the redesign, we avoid any popup, any page jitter and make it possible to just move the mouse to a predictable spot to do multiple operations.

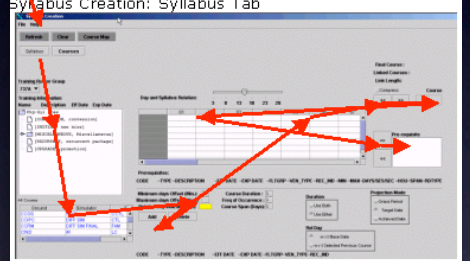


anti-pattern. **meandering way**

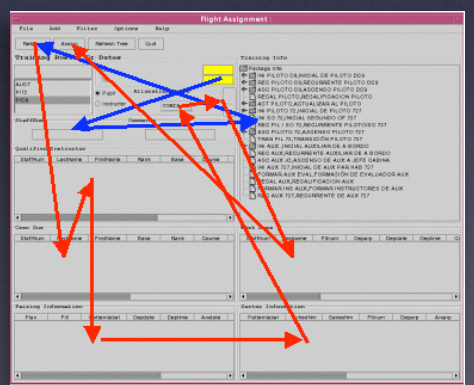
In previous company, I found this was a common occurrence in their suite of software application. By drawing red arrows indicating the user flow, it made the problem obvious and helped to refactor to a correct solution..

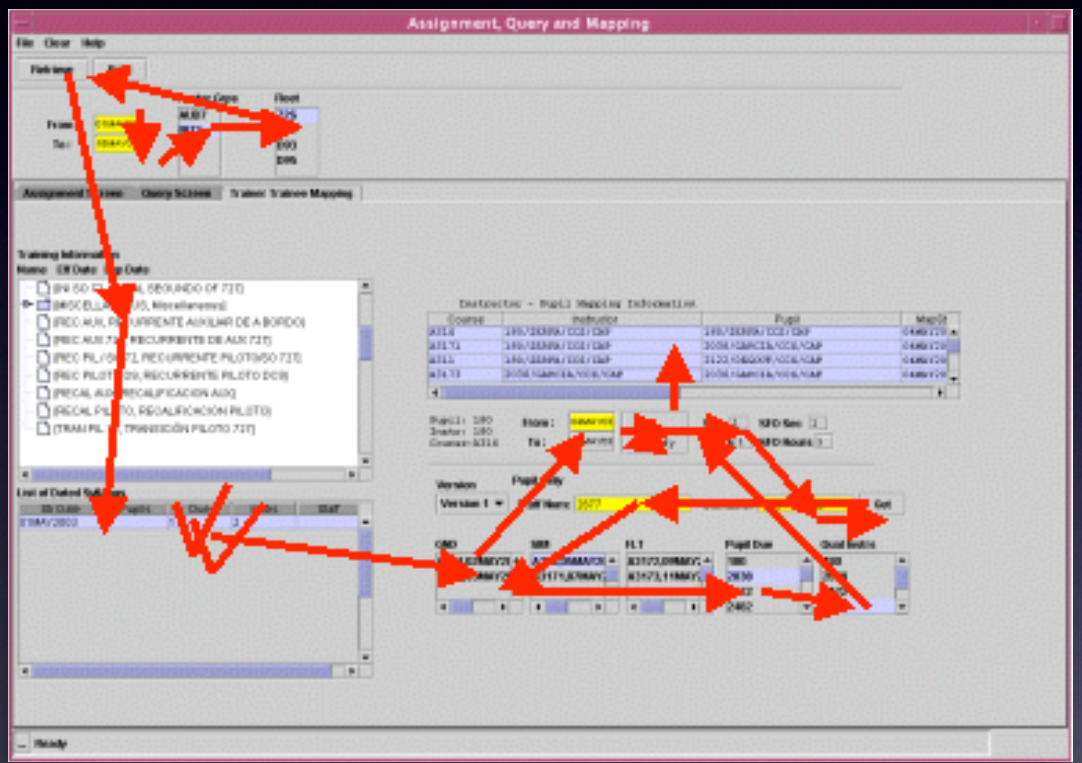


Syllabus Creation: Syllabus Tab



Syllabus Creation: Courses Tab





refactoring. meandering way

Annotate the current flow.
Take a snapshot. Draw red arrows through the interface for each user scenarios. Use this information to simplify flows and eliminate zig-zag interaction.

Draw the ideal flow.
During design refactoring, only display the elements needed for each interaction. This will allow you to focus on what is important for the interaction-- and what is actually the supporting information.

Watch out for hovers. *Make sure that all in-context tools that get revealed require no extra mouse move and are completely predicatable -- allowing the user to gain speed in using the interface.*

Follow spatial consistency.
Take advantage of user's learning the command space visually.

anti-pattern. **pogo stick navigation**

summary

Requiring the user to go down a level or two, perform an operation, come back to the top and then have to go back down again. Name comes from hopping up and down through the site.

credit

Jared Spool

anti-pattern. **pogo stick navigation**

Netflix faced the problem of users needing more information on a movie.

They would go down to the details of the movie, possibly adding to the queue.
Then they would go back to where they come from and repeat this

Their solution involved an overlay that can support an alternate navigation stream. Then the user can come back to the main flow anytime they desire.

anti-pattern. **pogo stick navigation**

Yahoo! My Yahoo! Mail

Signed in as **billwaynescott** Sign Out Help

beta YAHOO! FOR TEACHERS

Tell a friend about Yahoo! for Teachers.

Home | Explore | Connect | How to

egypt | Search

Project Finder

Select one or more grades and subject areas to refine results instantly! You can also choose a different state, or explore all states.

State:

ALL STATES

Grades:

K 1 2 3 4 5

6 7 8

9 10 11 12

ALL

Subject Areas:

- Language Arts
- Mathematics
- Social Studies
- Science

Your results for:

ALL >> 4, 5, 6, 7, 8, 9

1 Top rated project	2 Most recent project	3 Most copied project
Ancient Civiliz…	Geography: Lan…	Ancient Civiliz…
27	0	27
Updated: Mar 12, 2007	Updated: 11 minutes ago	Updated: Mar 12, 2007
Grade(s): 2,3,4,5…	Grade(s): 5,6	Grade(s): 2,3,4,5…
Description: Egypt, mummies, pyramids, Hebrews an…	Description: Introduces students to a variety of …	Description: Egypt, mummies, pyramids, Hebrews an…
Derek (Yah… 113	Bill Scott 21	Derek (Yah… 113

Too many results here? Keyword Refine

Projects 697 matches

1 2 3 4 5 >>

Ancient | Electricity | Ecosystem: | Math: Sailing | Science:

refactoring. **pogo stick**

Draw flow arrows *between pages to catch the zig-zag bouncing from page to page (see Meandering Way anti-pattern).*

To avoid pogo effect:
- **Use in-context tools** *to bring actions into the current page*
- **Use hover details** *to reveal information in context*
- **Use overlays** *for encapsulating an alternate navigation path to allow temporary exploration without losing the original context of navigation*
- **Use in page actions** *like inline editing, etc. to provide functionality inline.*
- **Use in-context expand***s to reveal information on the page.*

Watch out for overlays
Can make users resort to back button anyway

anti-pattern. **tiny targets**

summary

Making key interaction points too small increases the likelihood that users will be frustrated with the interface.

fitts law

The time to acquire a target is a function of the distance to and size of the target.

examples

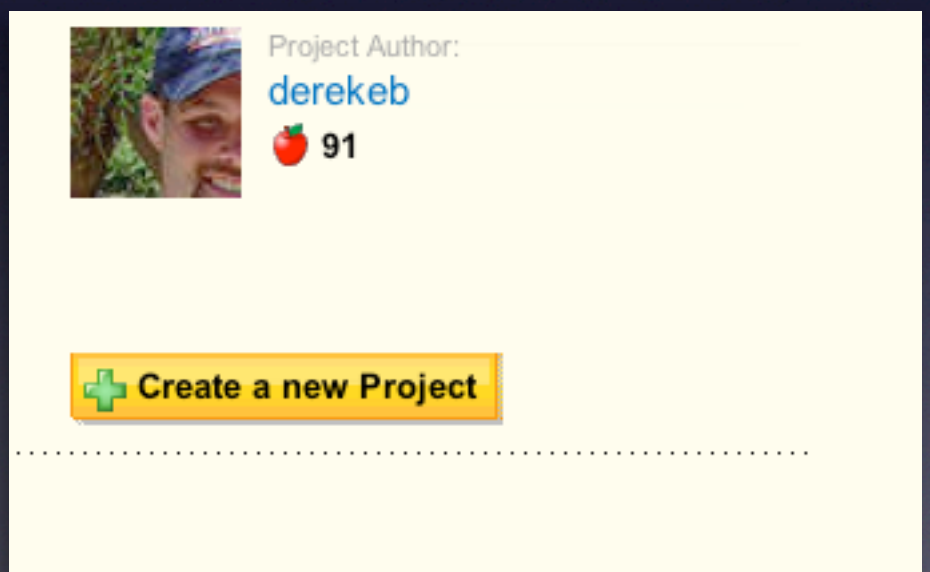
divots for expand/collapse

anti-pattern. **tiny targets**

The identity card area has a summary view and an expanded view.
The targeting is really small and caused lots of usability issues.

Several problems exist:

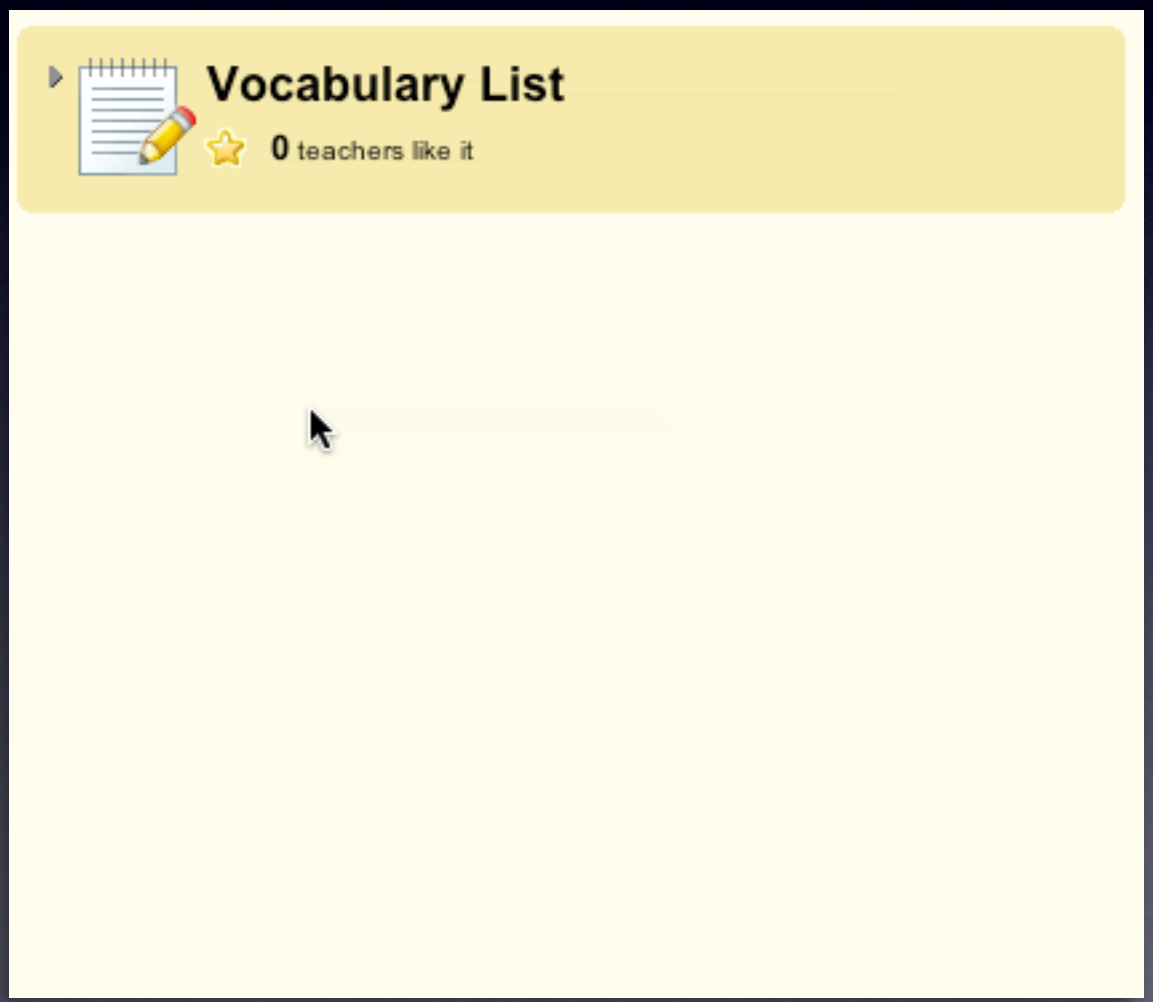
The target for expand/collapse is hidden
The area that reveals the target area for our identity card is only the photo and not the complete summary view
The target is a very small divot that is hard to hit.



anti-pattern. **tiny targets**

The target for opening the vocabulary list is actually anywhere in the complete title. However, it looks like you can only click the little tiny divot (8x8 pixels)

Redesign will call out "Close" as bigger target, but also cause title to have link.



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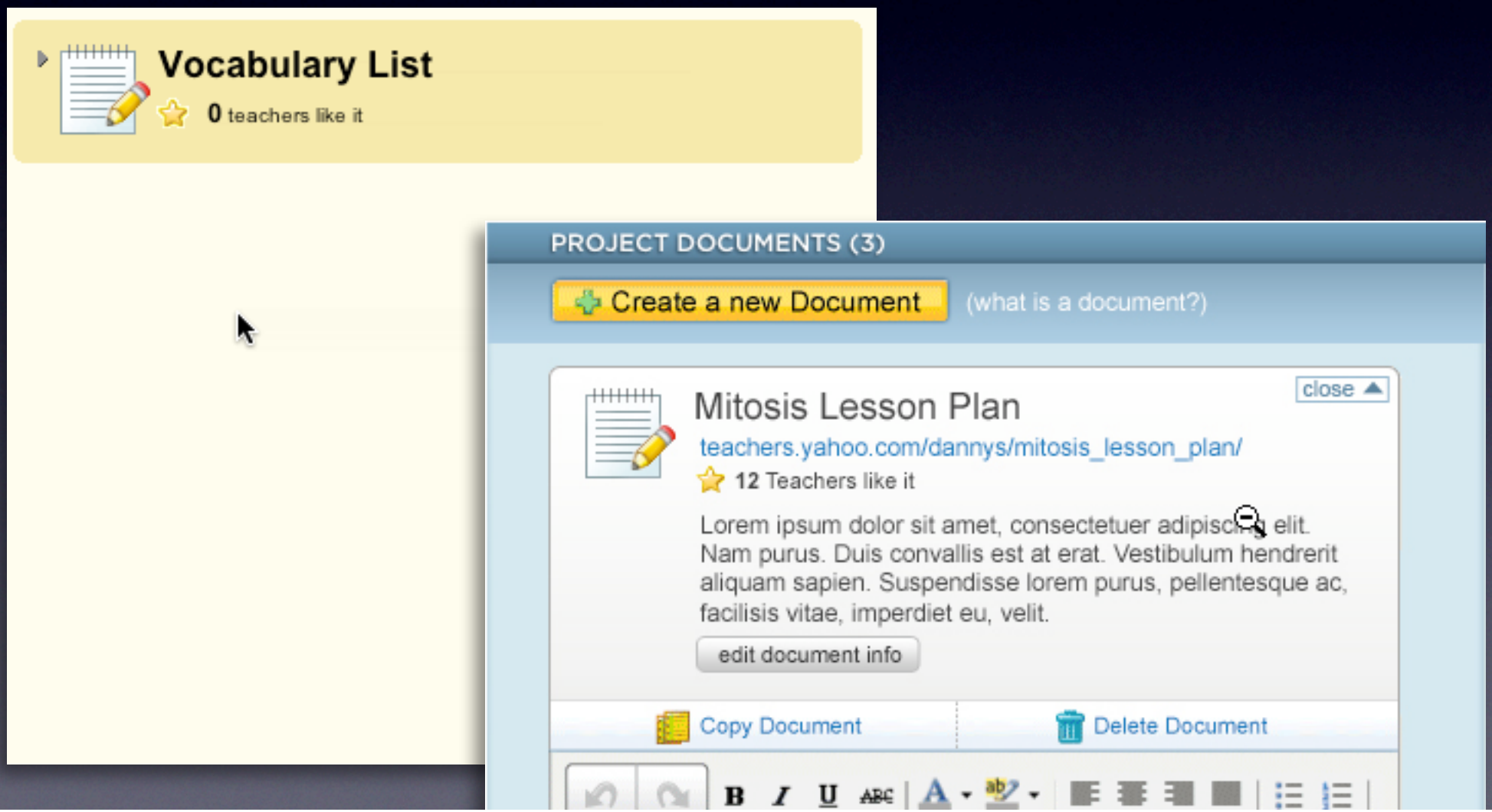
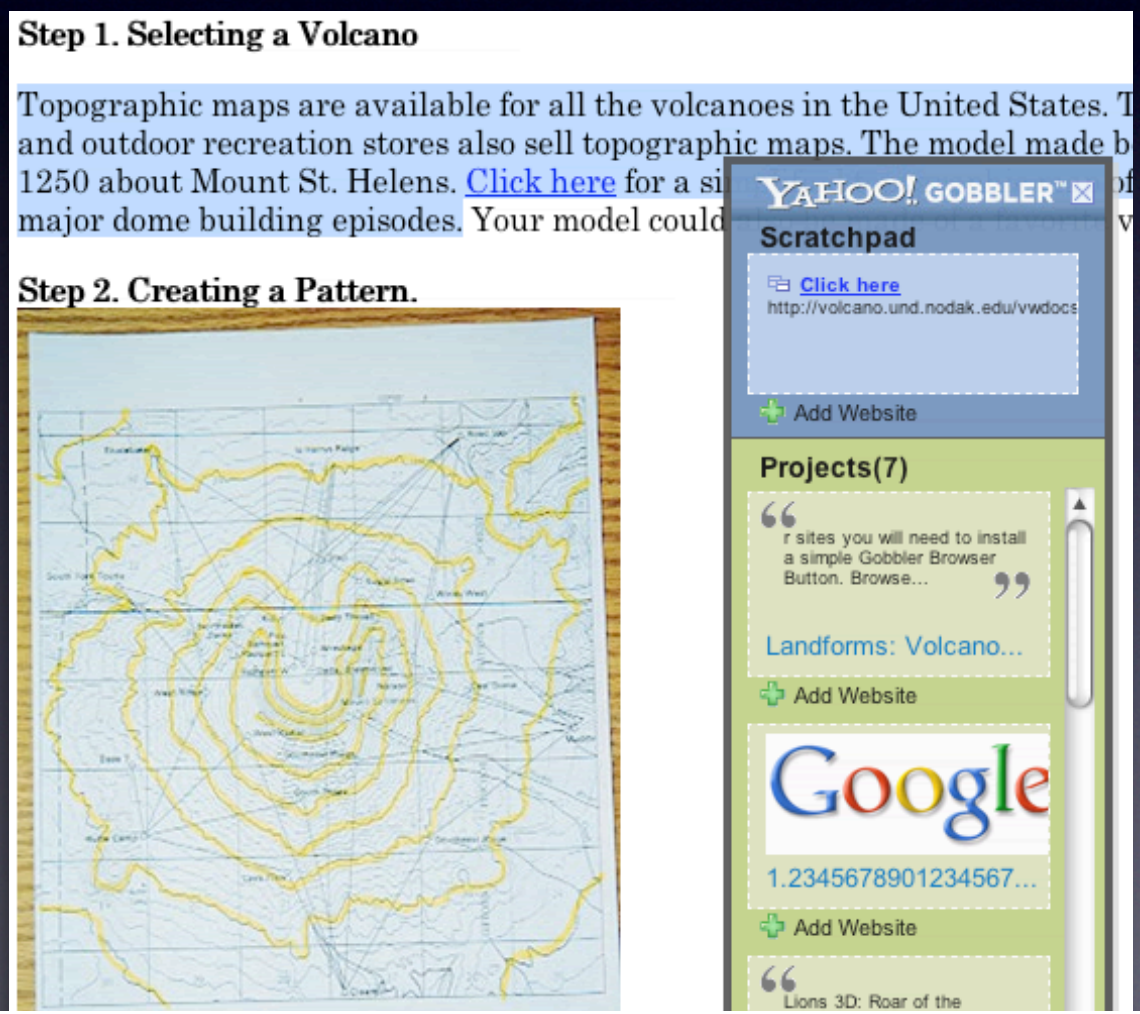


anti-pattern. **tiny targets**

The Yahoo! Gobbler has done well in tests due to the larger nature of the project drop targets.

One issue that still needs to be addressed is the smaller target of the Text Drag button. Consistently causes problems-- too small.



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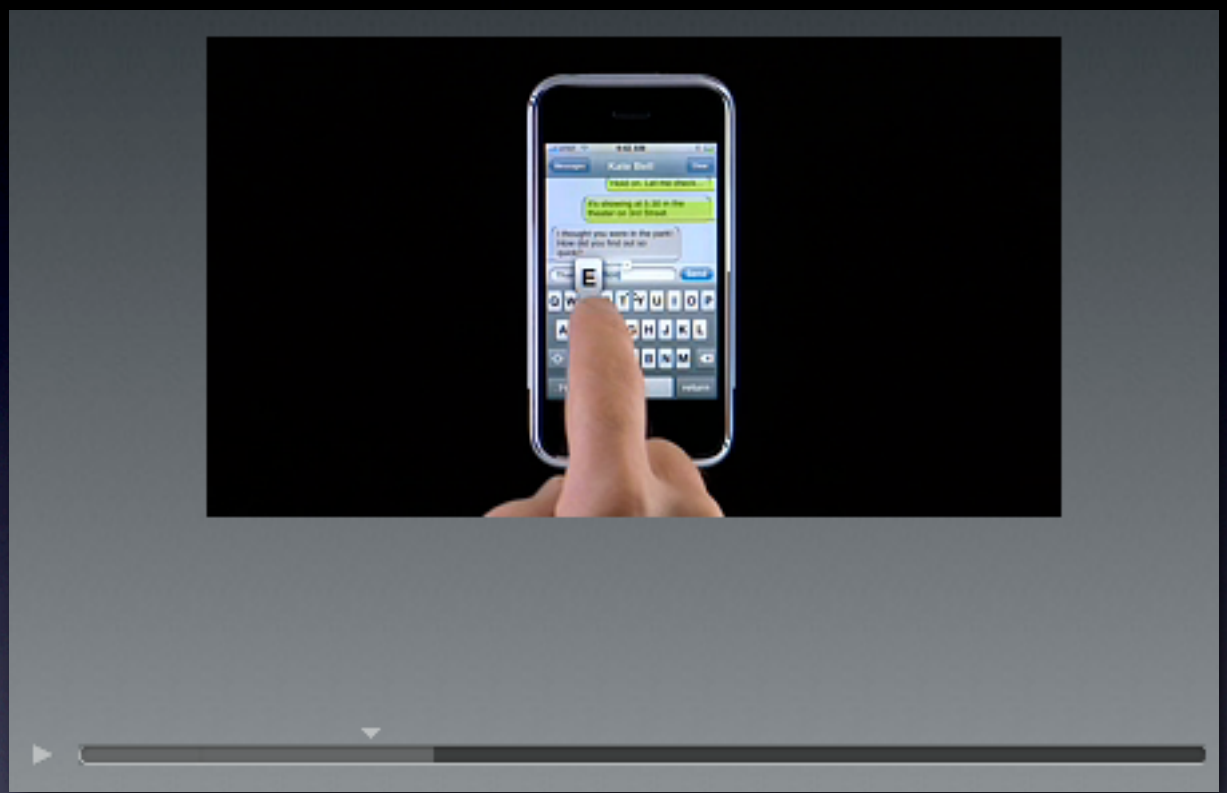
anti-pattern. **tiny targets**

Apple iphone keyboard



anti-pattern. **tiny targets**

Apple iphone keyboard

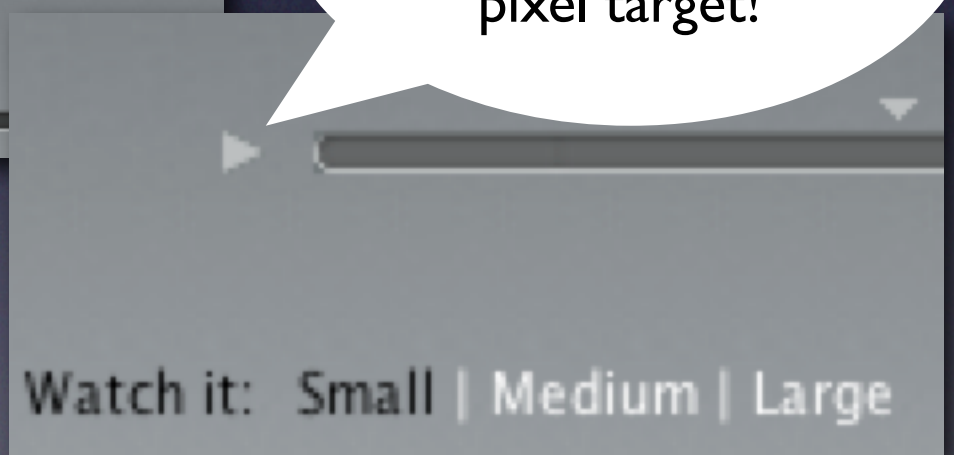
iPhone has revolutionary dynamic target sizing

anti-pattern. **tiny targets**

Apple iphone keyboard

iPhone has revolutionary dynamic target sizing

apple web site has the play controls as an 8 x 8 pixel target!



strategies. **tiny targets**

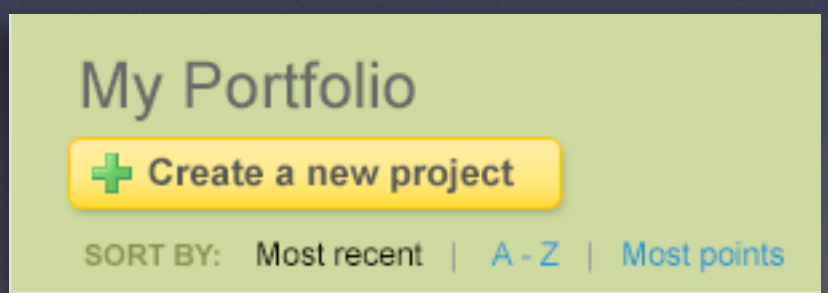
Activation targets and important commands need to be **large enough**, **visually distinct** *and in* **proximity** *to operation.*

Use in-context tools *to support proximity.*

Use "Call to Action" style buttons *for most important operations.*

If titles will expand/collapse, at least **use hyperlink** *underline when hover happens to provide a bigger target.*

Never use 8x8 *for targeting :-)*



anti-pattern. **hover & cover**

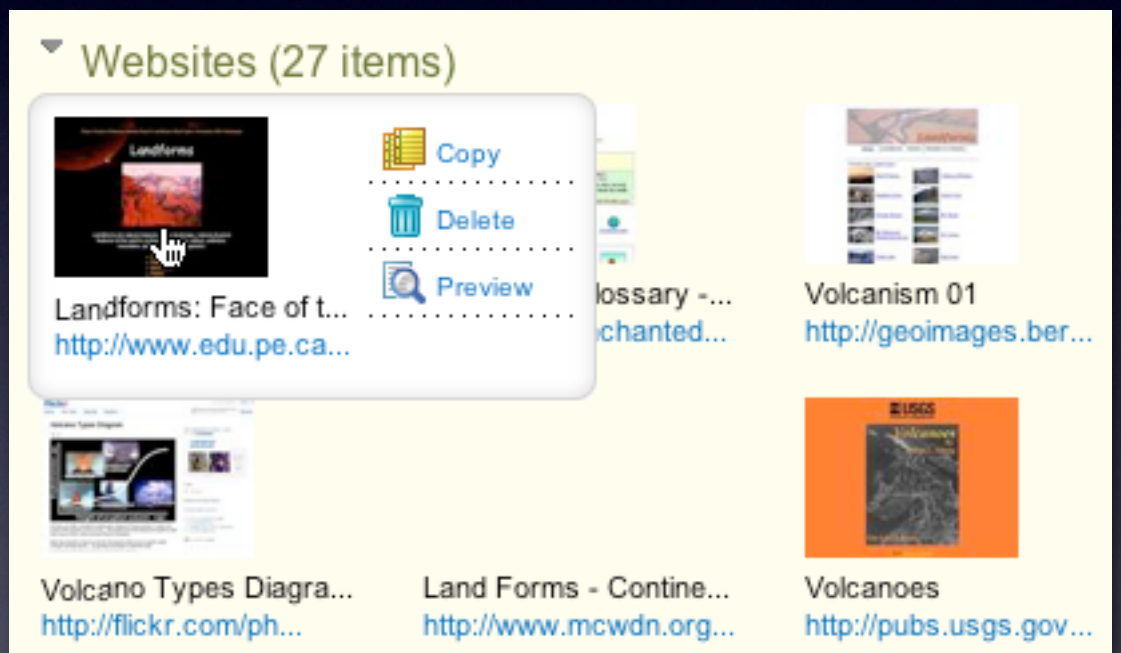
summary

Hover reveal of information and actions has become more and more popular. Hover & Cover is when the hover actually hides important contextual information around the object or gets in the way of other actions.

anti-pattern. **hover & cover**

Original hover was extremely annoying as it

- Covered the item to the right (natural flow is move to right)
- Occluded text edit area (hung open)



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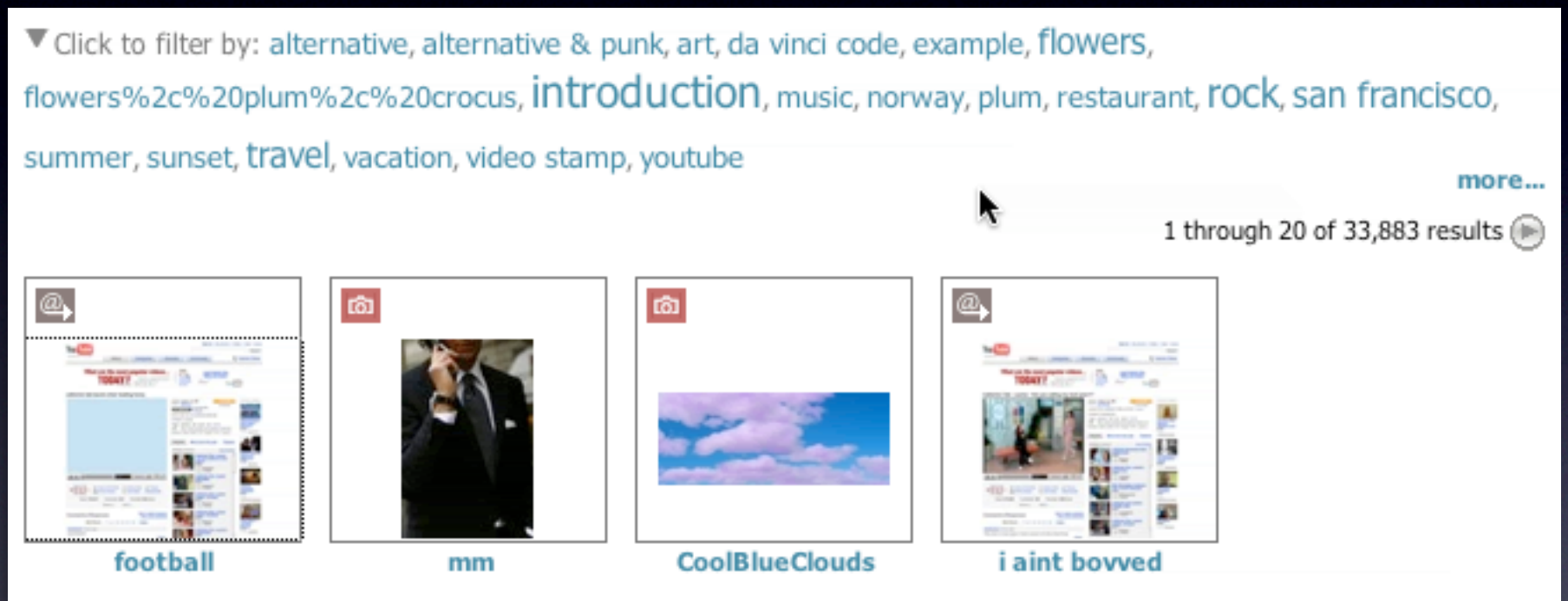
- Occluded text edit area (hung open)

anti-pattern. **hover & cover**

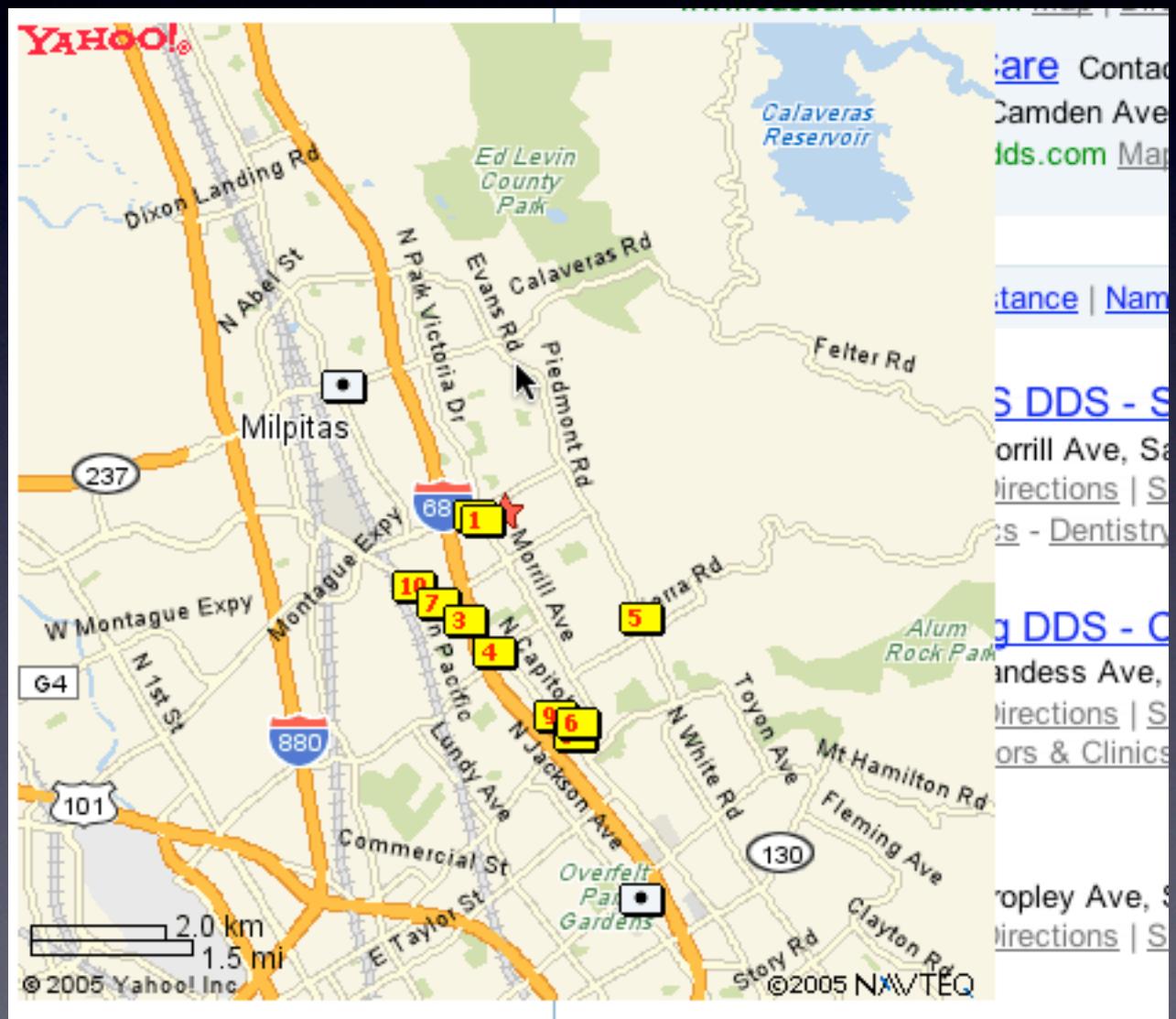
Example from plum.com
Drop down menu shows on hover and gets in the way. Too easy to accidentally turn it on.



anti-pattern. **hover & cover**

Yahoo! Local orginally had this hover beast.

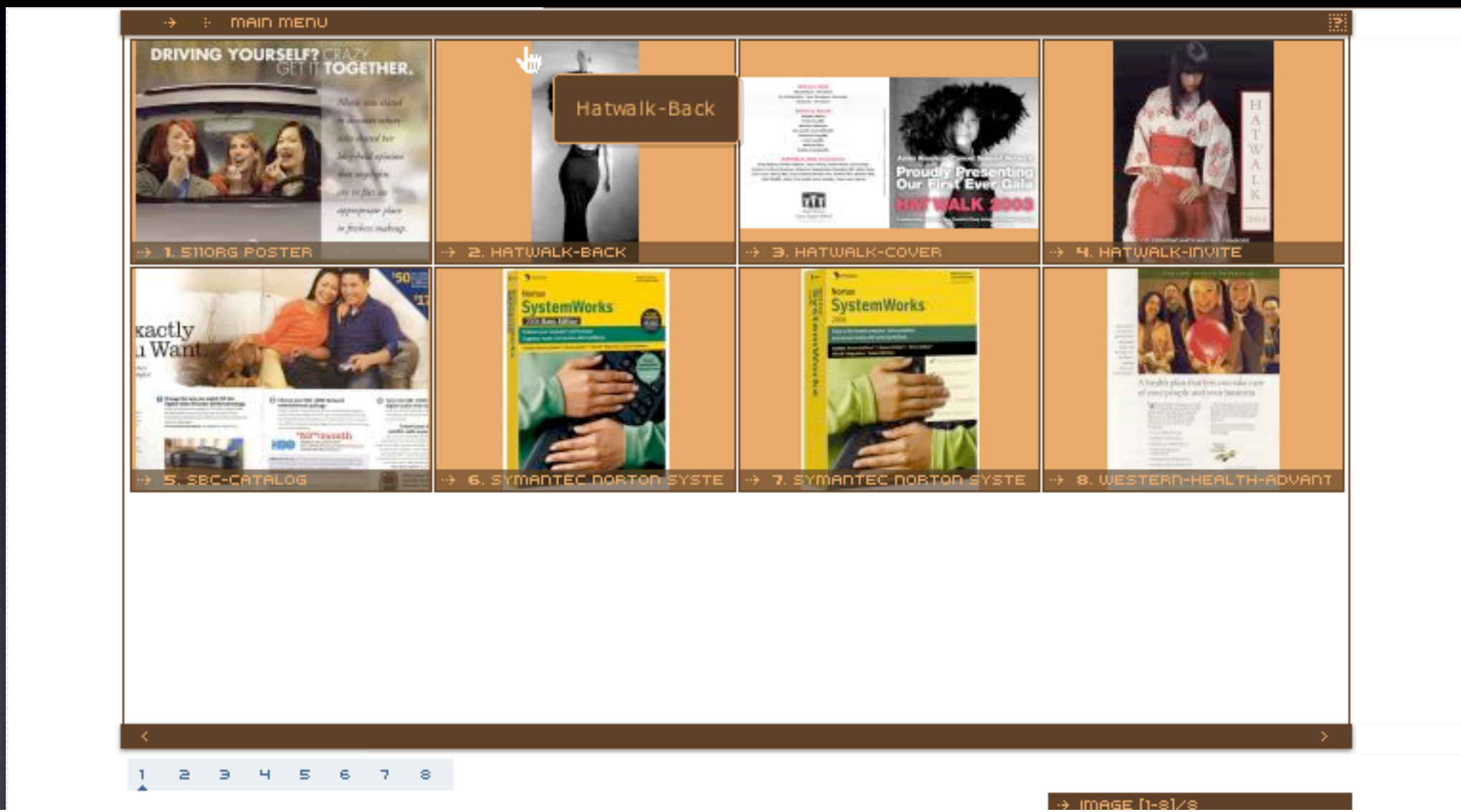
Thankfully it no longer functions this way :-)



anti-pattern. **hover & cover**

This one almosts leads to a new anti-pattern-- hover madness

Seriously what were they thinking?



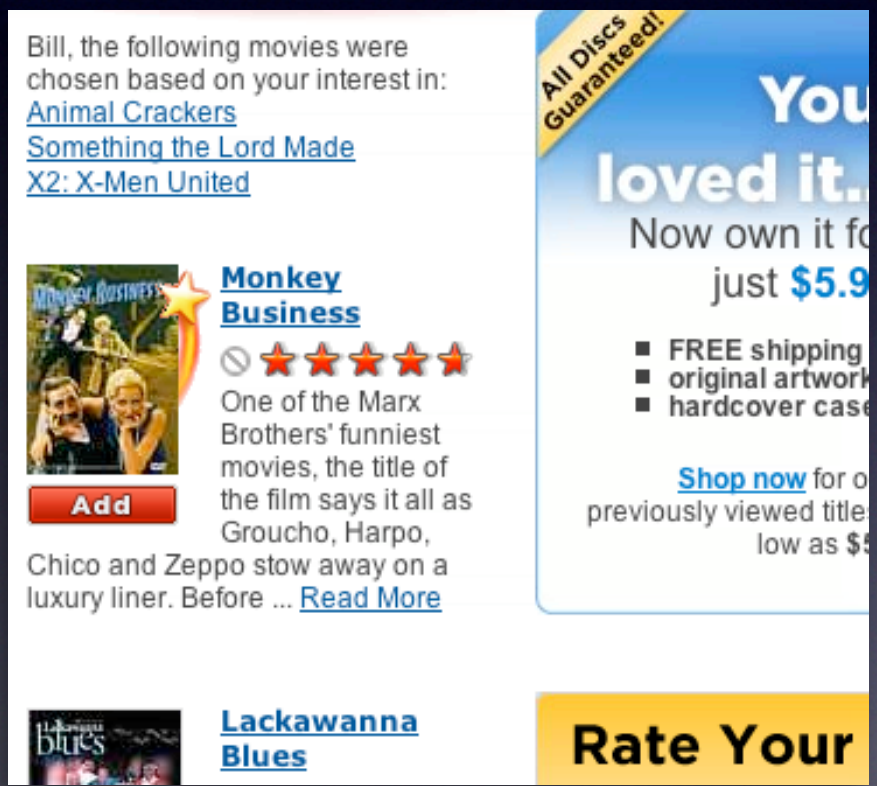
refactoring. **hover & cover**

For in-context tools, attempt to **reserve same space** *for both hovered and non-hovered state*

For hover details (information) place the hover in a manner that **does not cover** *up important controls, will not cause accidentaly popup & down and is easy to deactivate.*

For hover details, **allow a 1/4 second** *delay before activating.*

For in-context tools, **show** *hover state* **immediately** *and provide* **consistent targeting** *for operations from object to object (allow user to get action item just in time)*



anti-pattern. **borg idiom**

summary

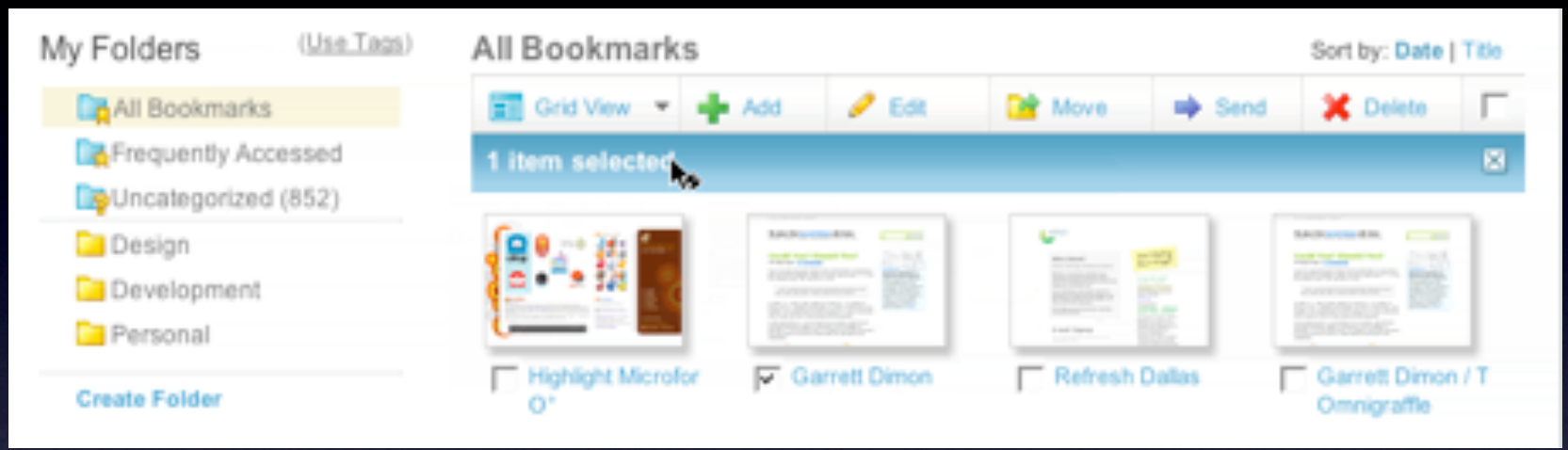
Not all idioms play well together. Some idioms are more powerful than others. For example, tree controls, drag and drop, selection mechanisms all set up an "interaction theme".

Just like visual styles need to be consistent, interaction styles also need to be consistent throughout the entirety of the interface

Borg Idiom *is the phenomonon of an idiom (once adopted) assimulating the rest of the interface. Sometimes the assimulation is just the fact that one idiom dominates due to the way the interface clues the user to their presence.*

anti-pattern. **borg idiom**

Here was an early attempt on Yahoo! Bookmarks to blend drag and drop with item selection (checkbox idiom). It has odd side effects during the interaction.



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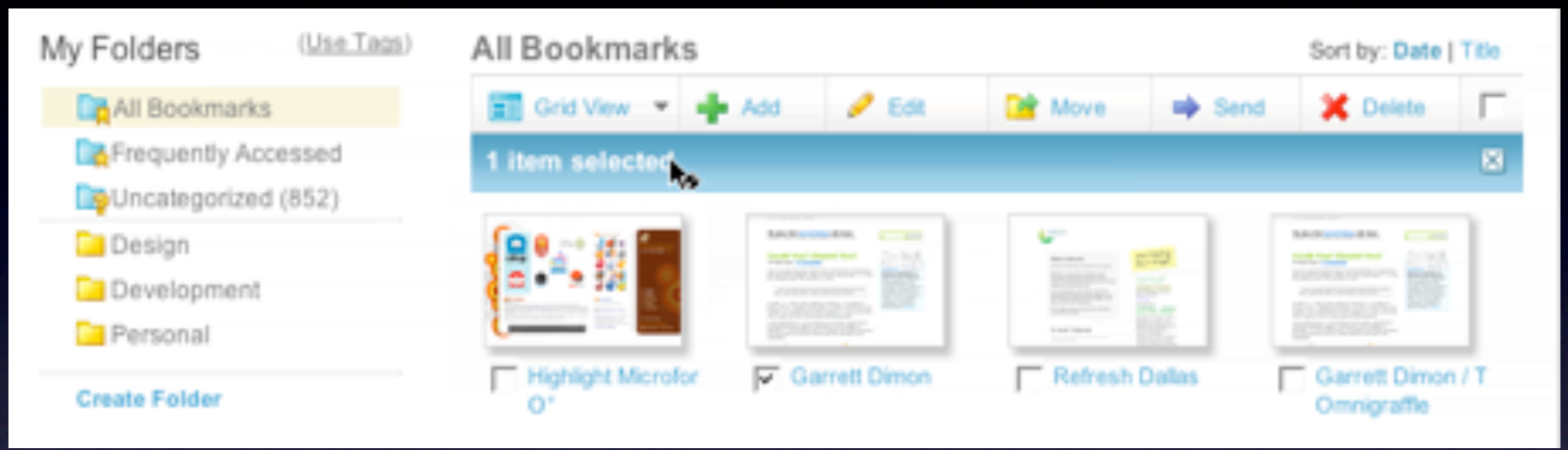
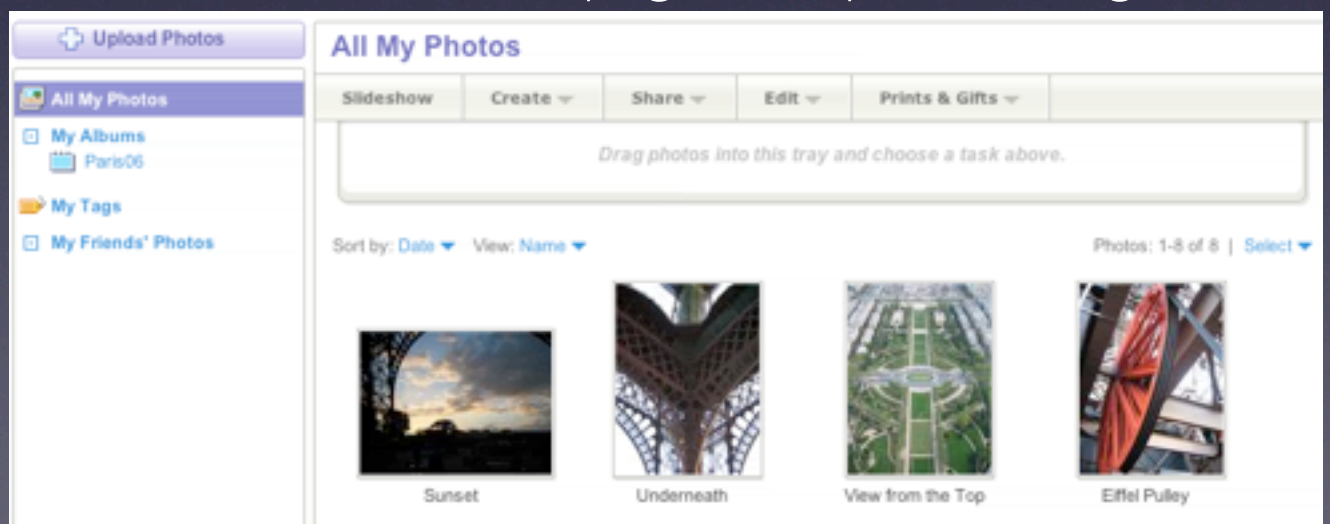


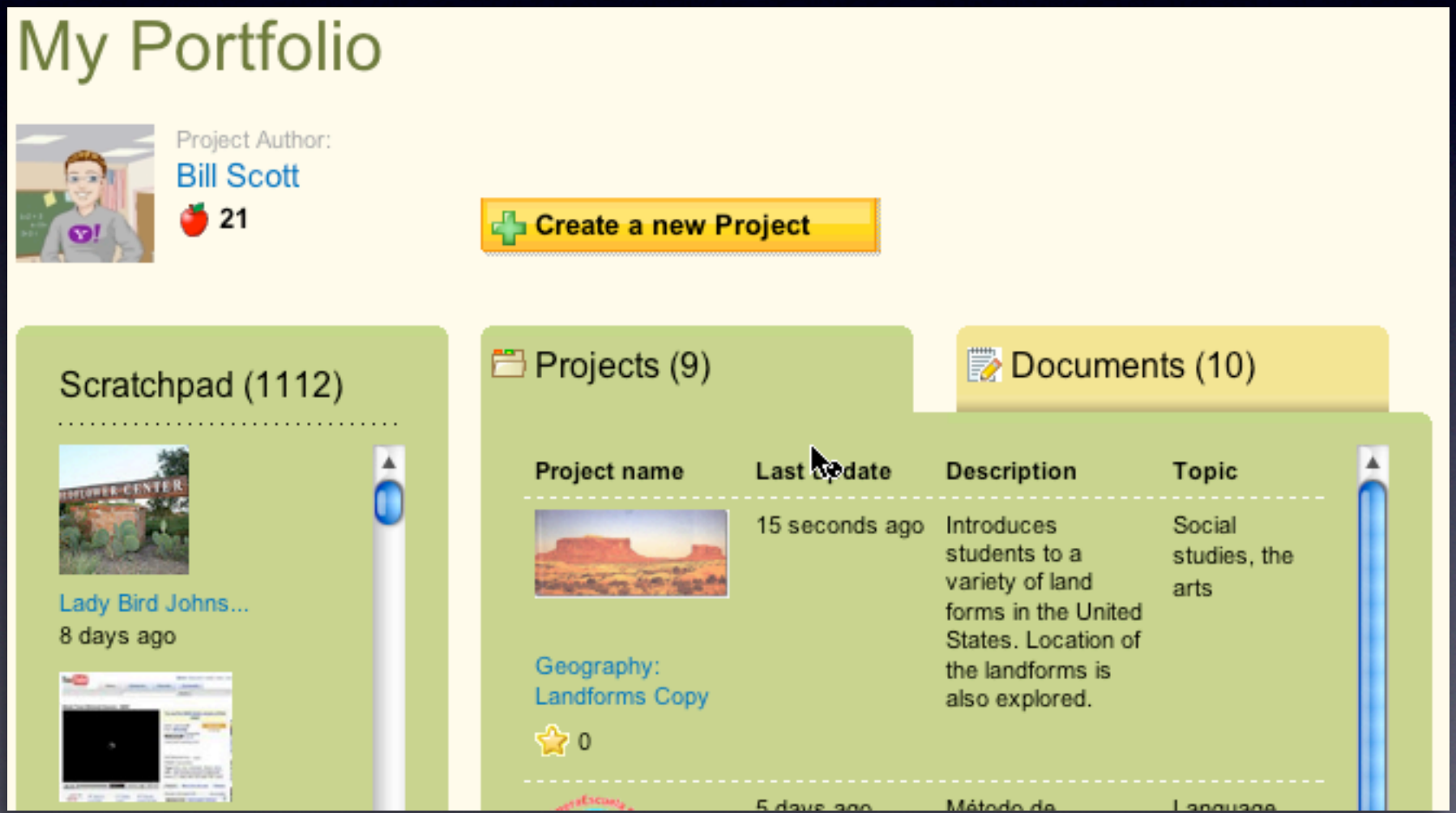
In Yahoo! Photos (no longer available) drag selection was implemented well. One issue was the page metaphor + drag selection + a tray idiom.



anti-pattern. **borg idiom**

Original design did not accurately reflect the hierarchical nature of projects containing documents.

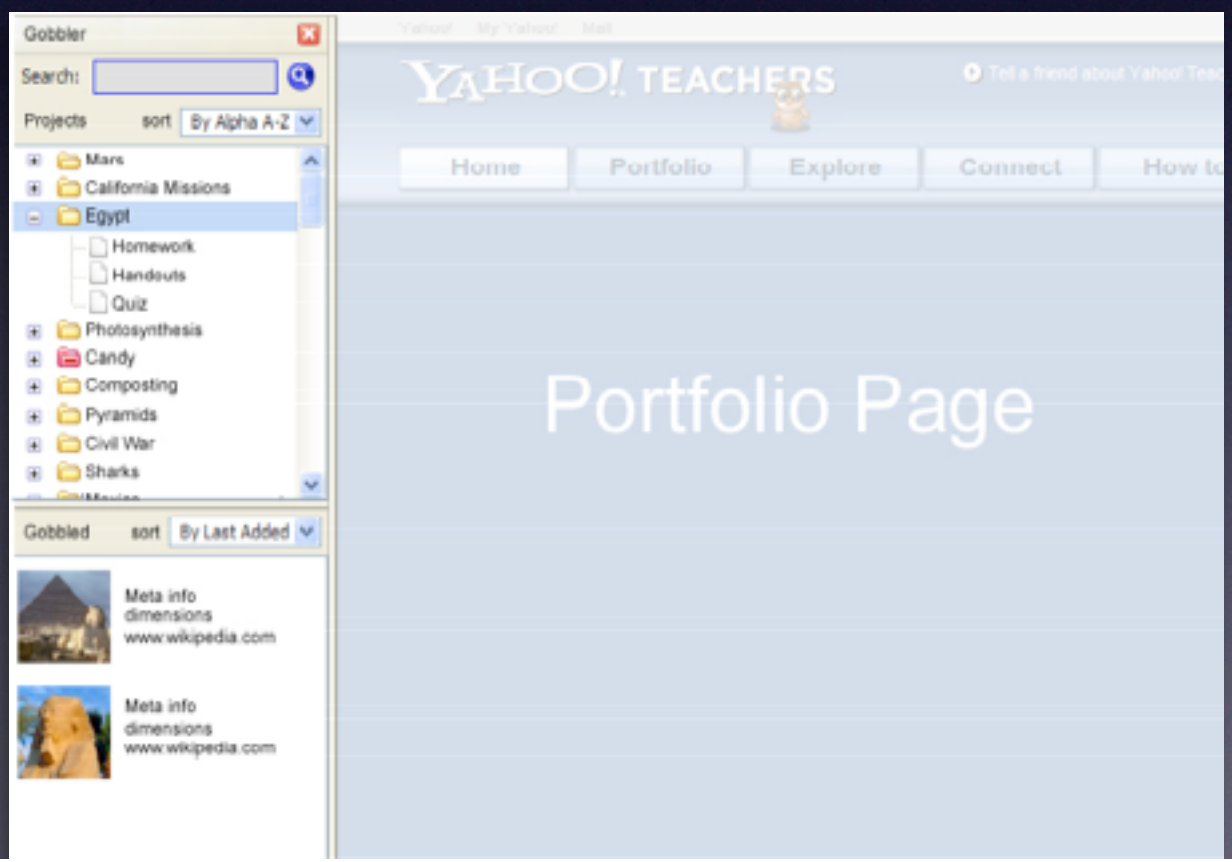
The tab idiom incorrectly communicated that these objects were in parallel.



anti-pattern. **borg idiom**

An initial redesign proposed using a tree control. It would communicate projects contain documents. It would also become a navigation that would naturally repeat itself to the "gobbler" as well

Tree controls are a "strong" idiom. They are not very friendly on the web. They require some dexterity to navigate. They play better on a desktop where "controls" are favored over "active content".



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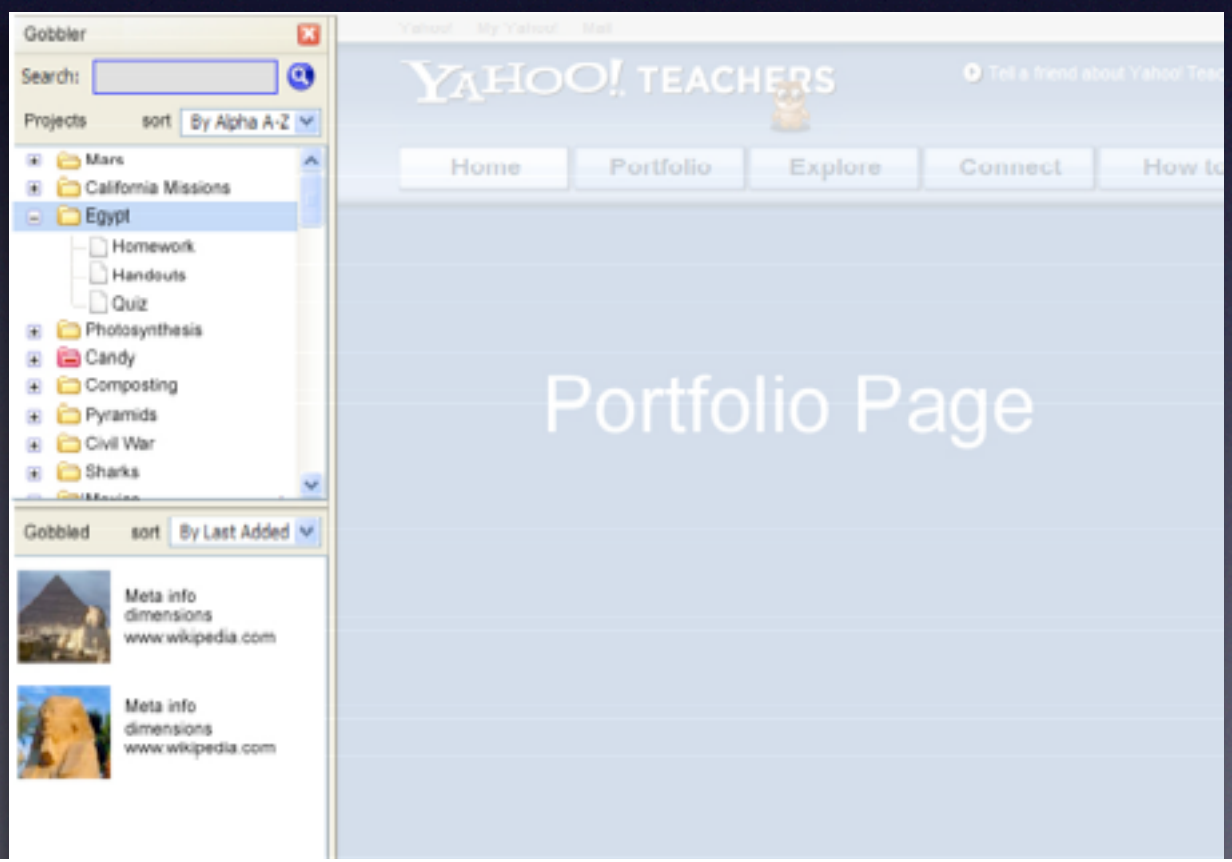
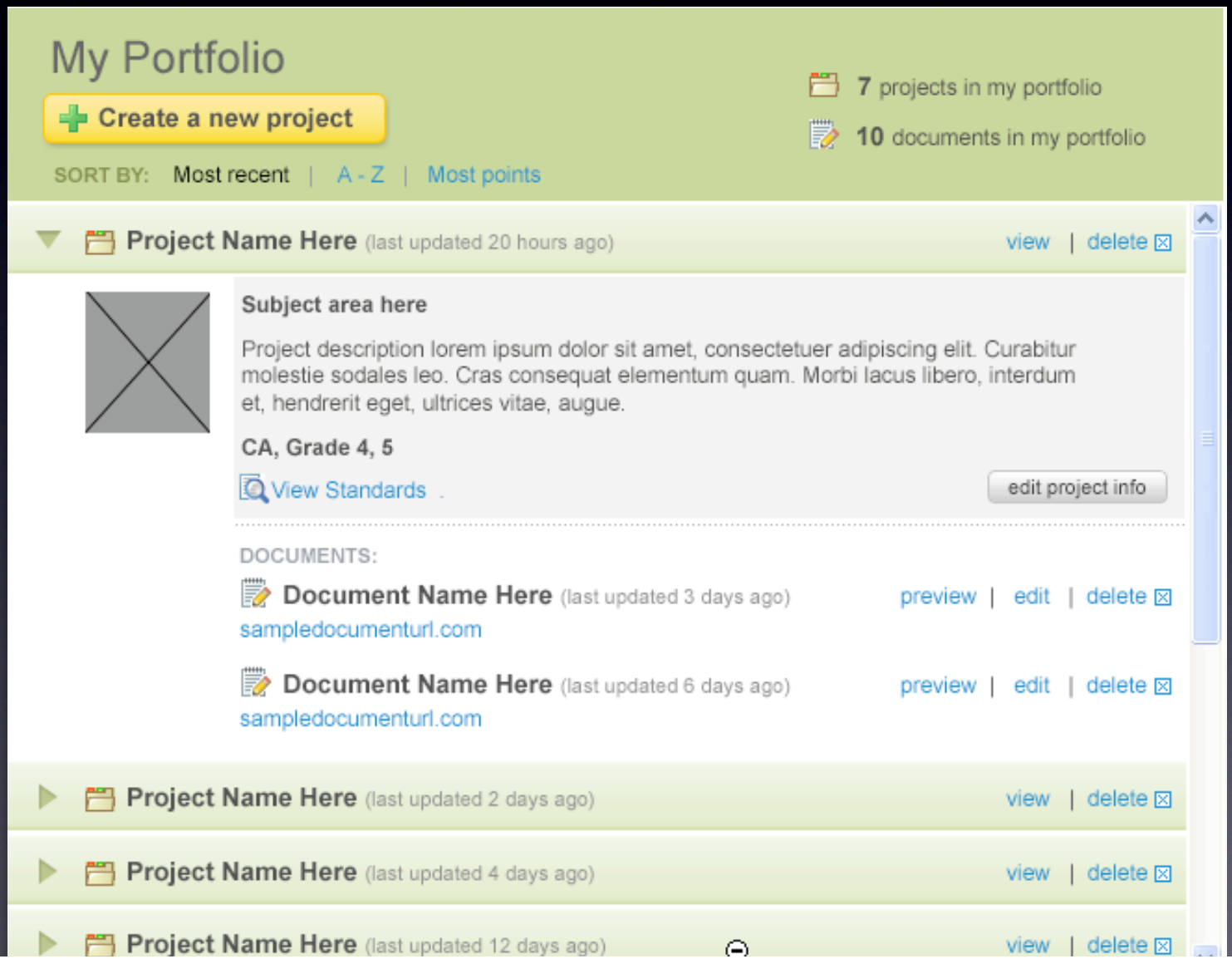


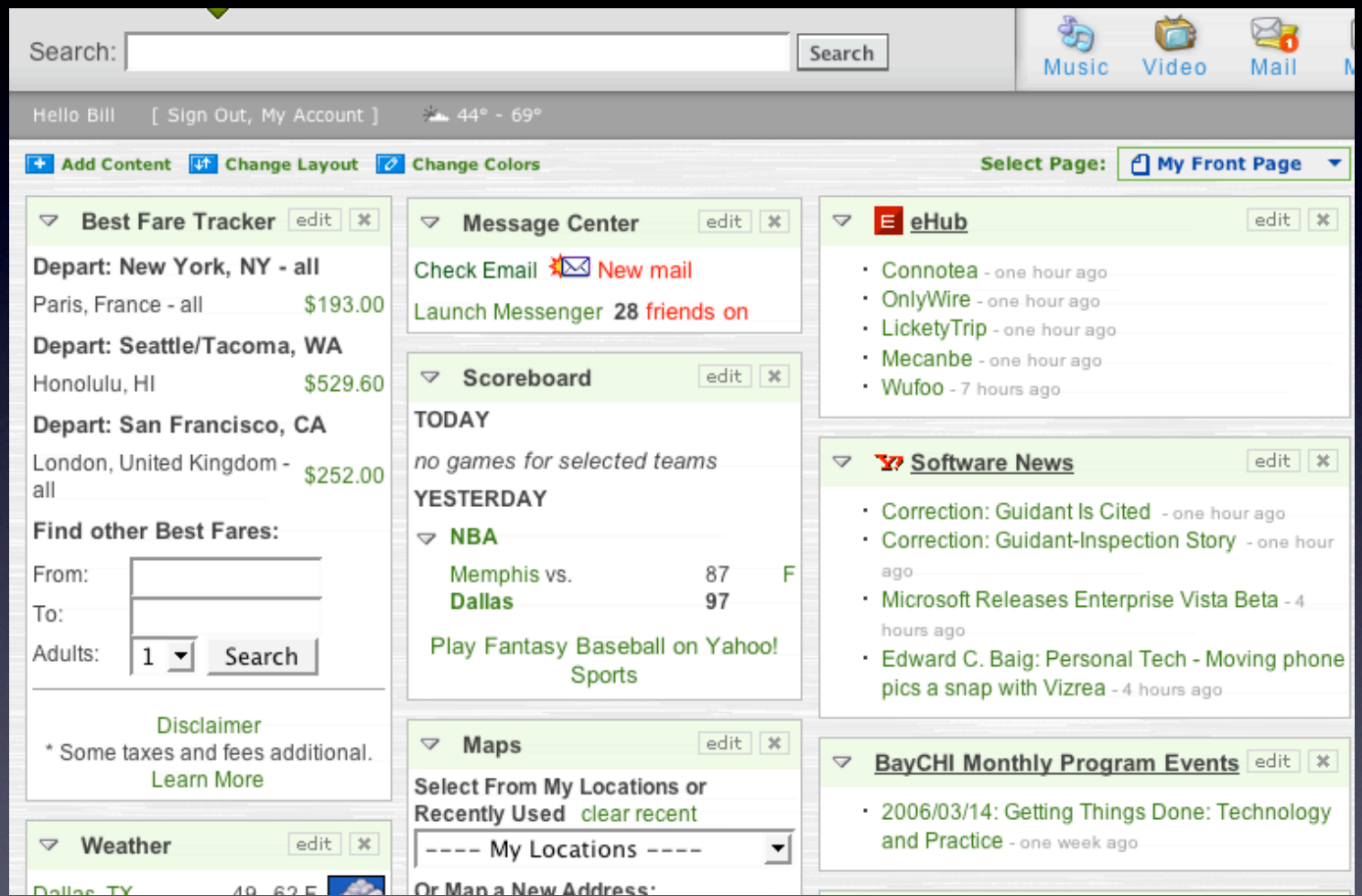
anti-pattern. **borg idiom**

The final approach was to take a more content-driven approach rather than a "control-oriented" approach. This fit nicely with the rest of the interface, leaving all of the site to look like normal web pages.



anti-pattern. **borg idiom**

Three idioms living in parallel with each other. The old style overwhelms the other two.



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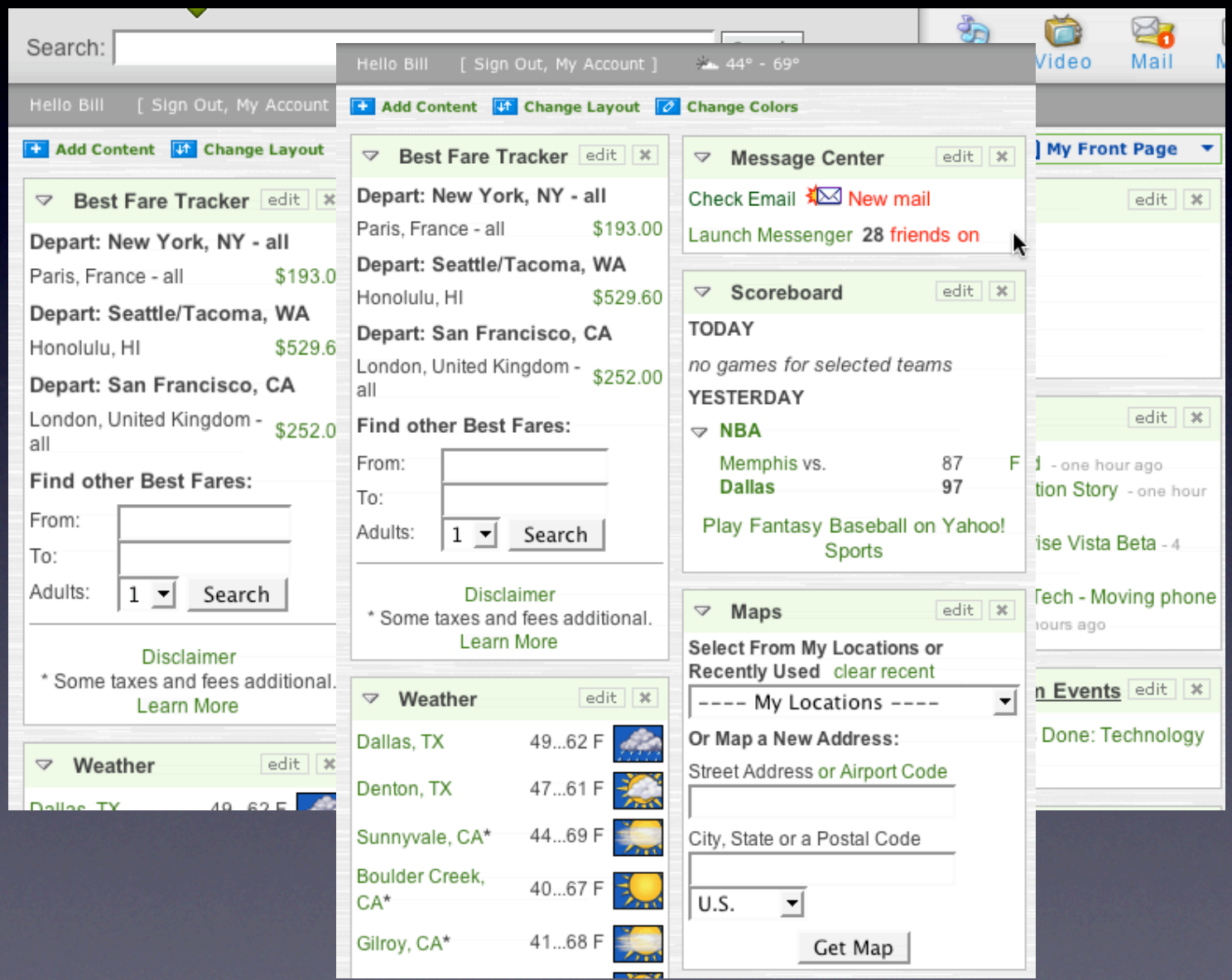

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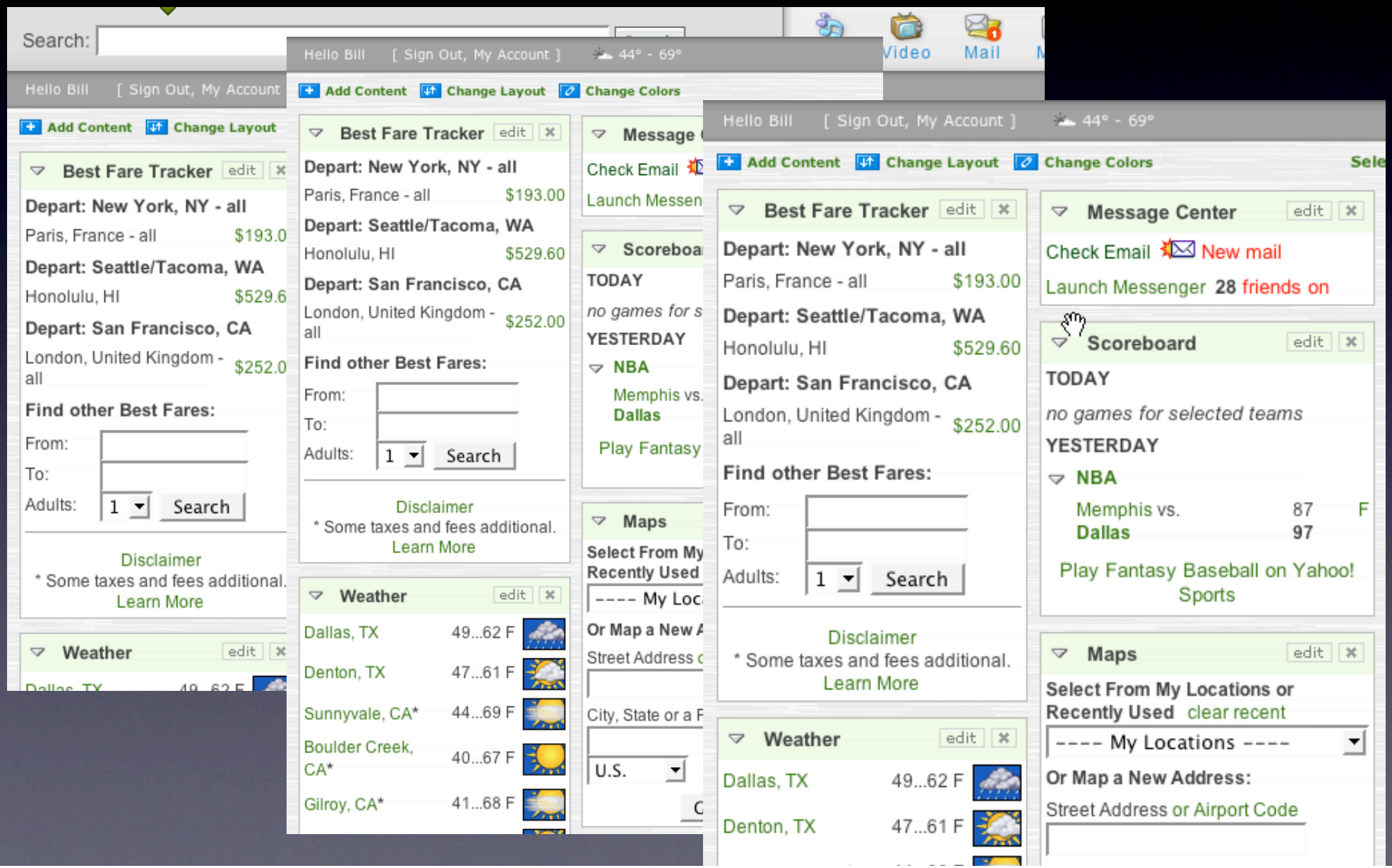
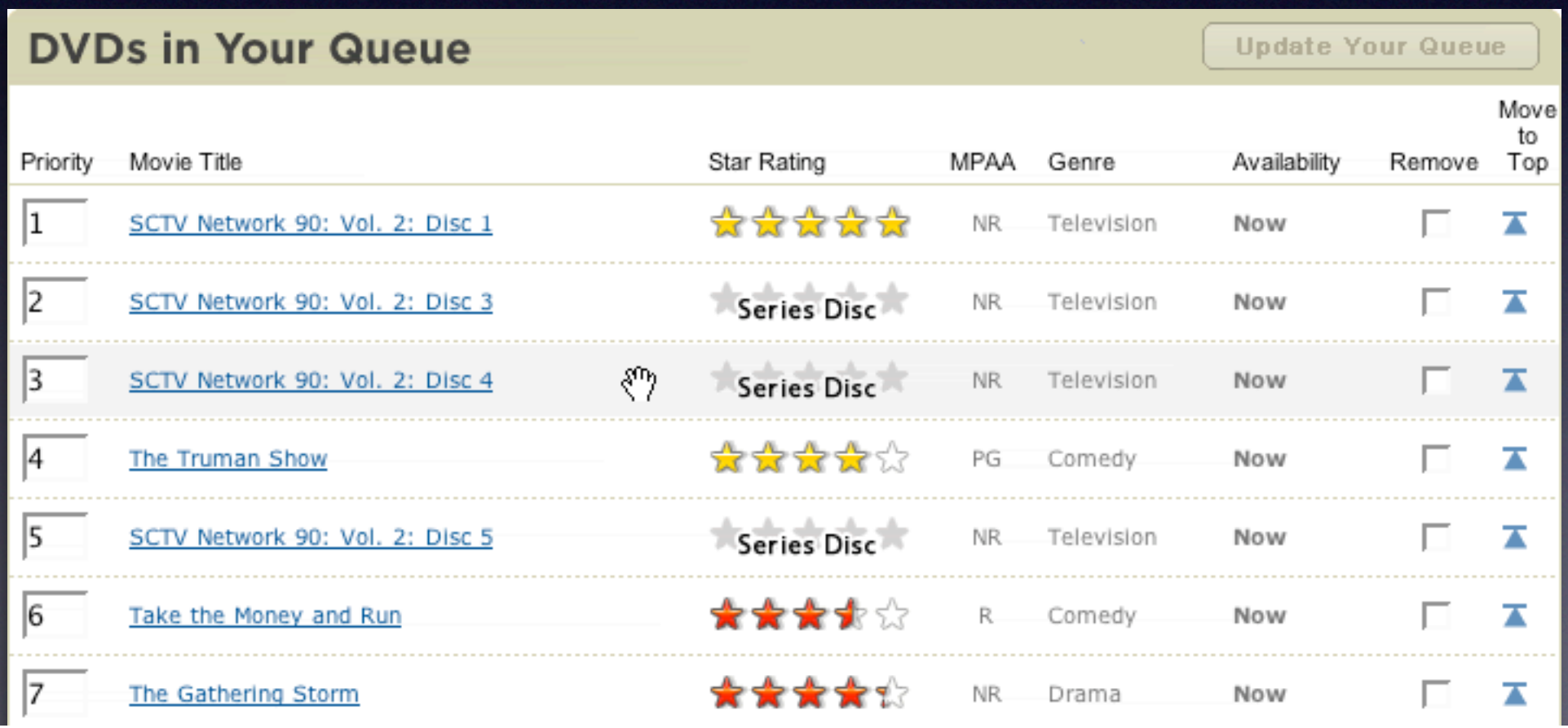


anti-pattern. **borg idiom**

Netflix recently added drag/drop to their movie queue.

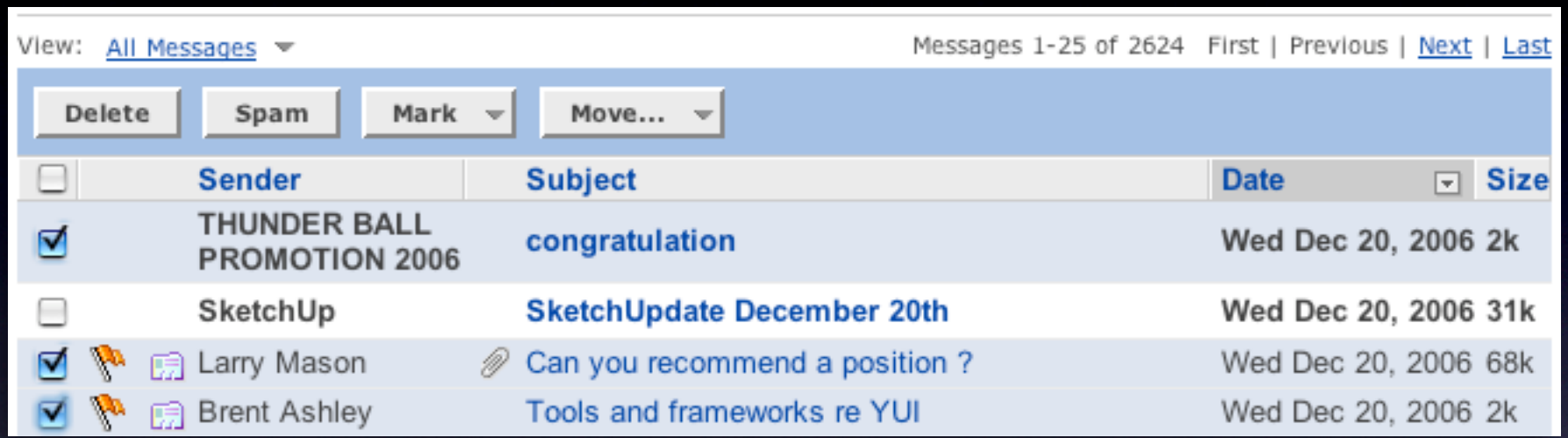
Notice they were able to mix two idioms without one taking over from the other.

Next step? drag drop delete?



anti-pattern. **borg idiom**

Two approaches. Object selection (highlight idiom). Item selection (checkbox idiom). Is it possible to marry the two?



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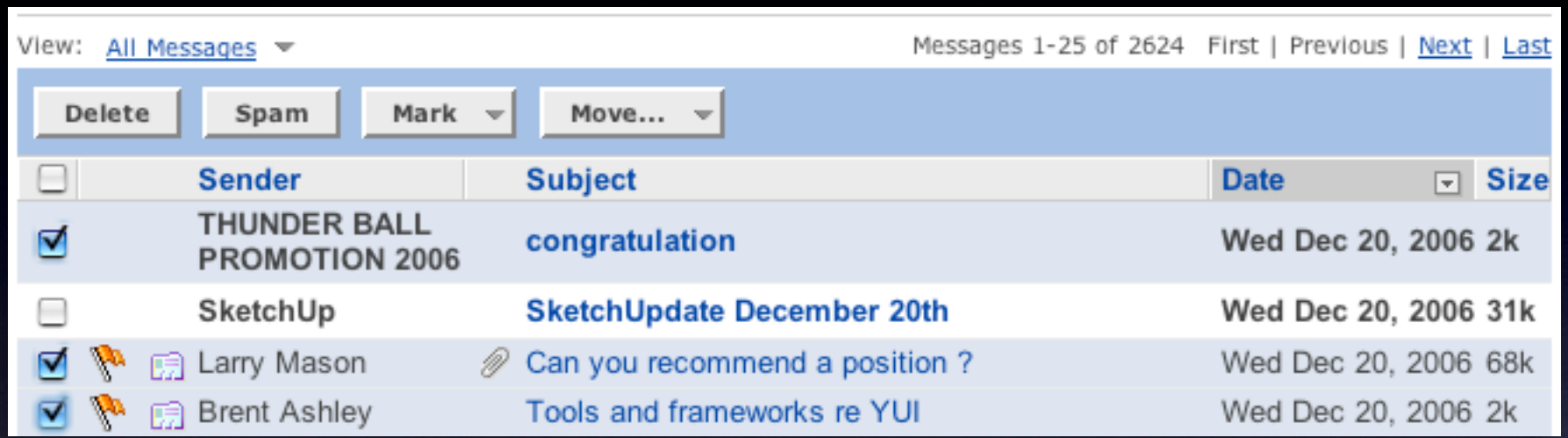
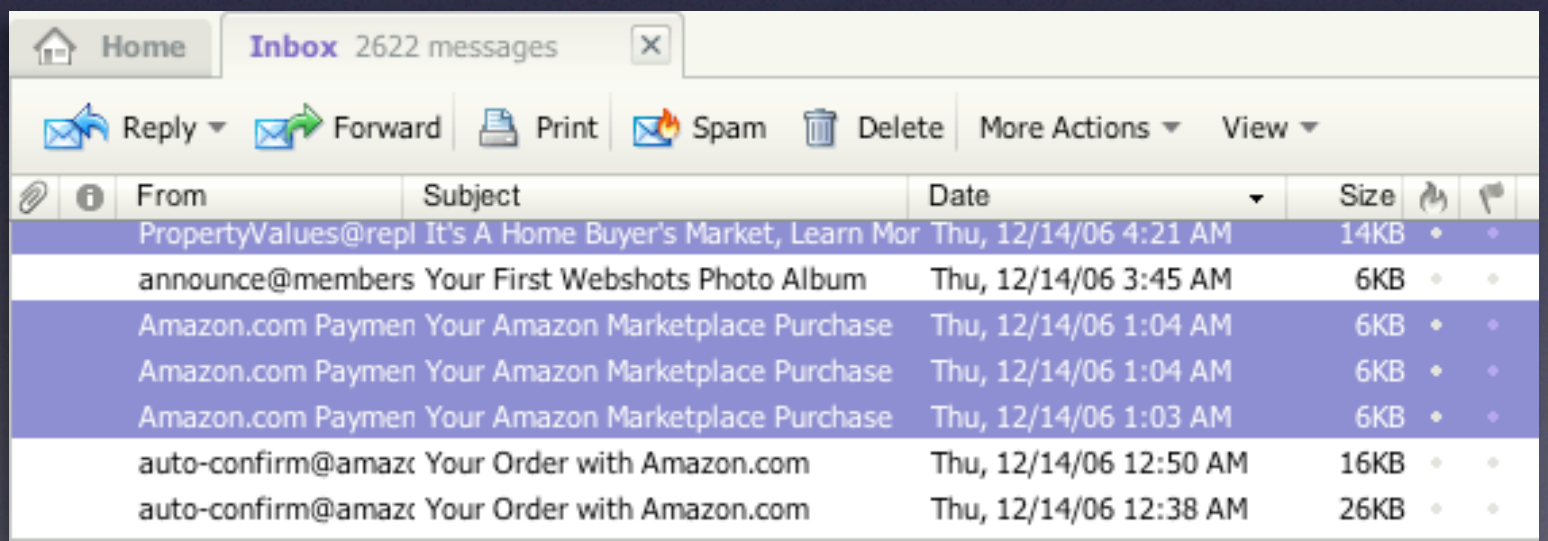
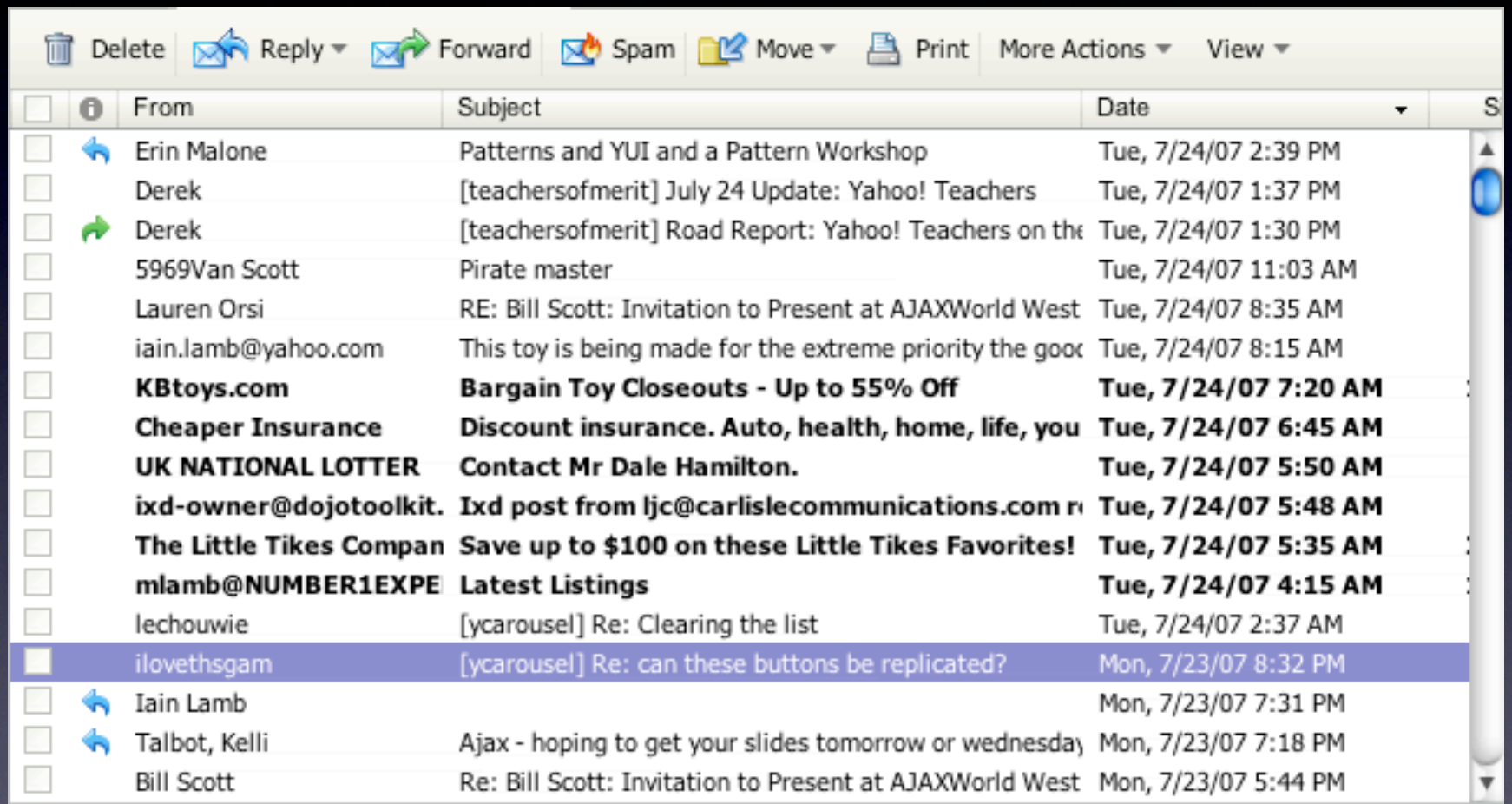




anti-pattern. **borg idiom**

Current Yahoo! Mail successfully married the two interaction idioms. It did it in a way that you can use either idiom as both have their advantages.



refactoring. **borg idiom**

For content-oriented *rich sites,* **avoid** *becoming* **control-heavy**. *Stay away from the tree control and other strong desktop style controls. Make your content interactive, thus making the content the control.*

Before adding any interaction style, **make sure it will scale** *across all know parts of your interface.*

Either allow yourself to be assimilated (be consistently borg :-) or eliminate the Borg from your site.

Watch out when mixing drag and drop *with checkbox style selection.*

Avoid mixing selection styles.

anti-pattern. **novel notion**

summary

Creating a new interface for a common idiom that is more confusing than the original. Sometimes it is just mis-using a component for a new purpose.

examples

Using drag and drop for simple attribute setting; using odd navigation schemes for some supposed effect

anti-pattern. **novel notion**

This is just bizarre. Especially the "Search Jobs" link. And it plays music ;-)

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This guy won an award! Look it's just marking stuff as 'favorite'.

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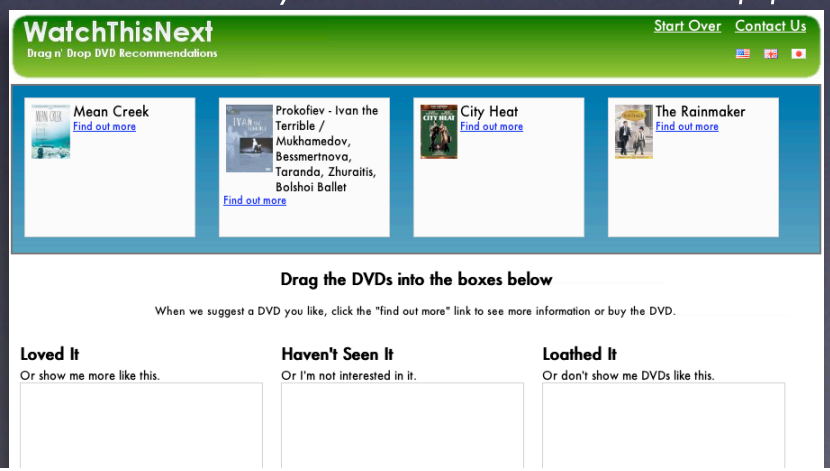
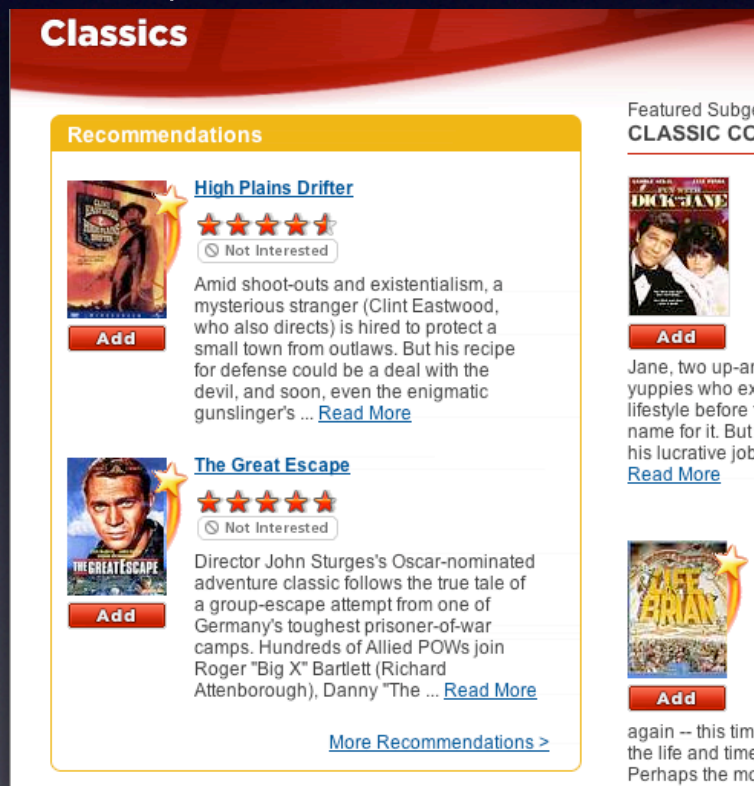
And this is yet another novel approach to favorites



anti-pattern. **novel notion**

This guy won an award! Look it's just marking stuff as 'favorite'.

Already solved.



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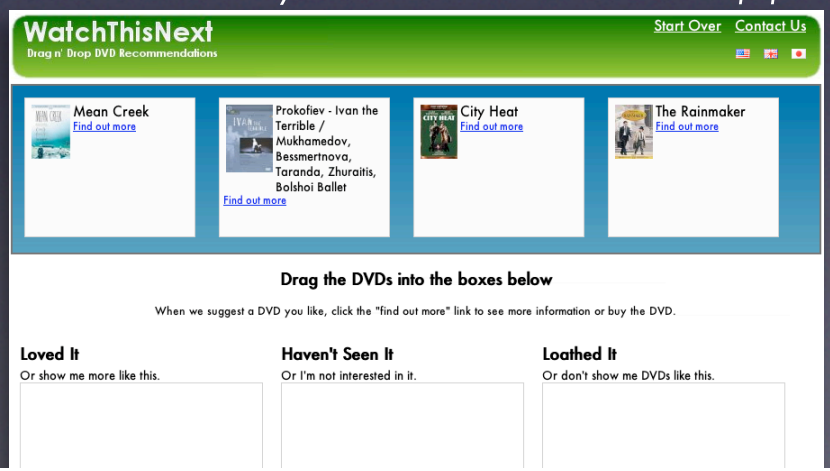
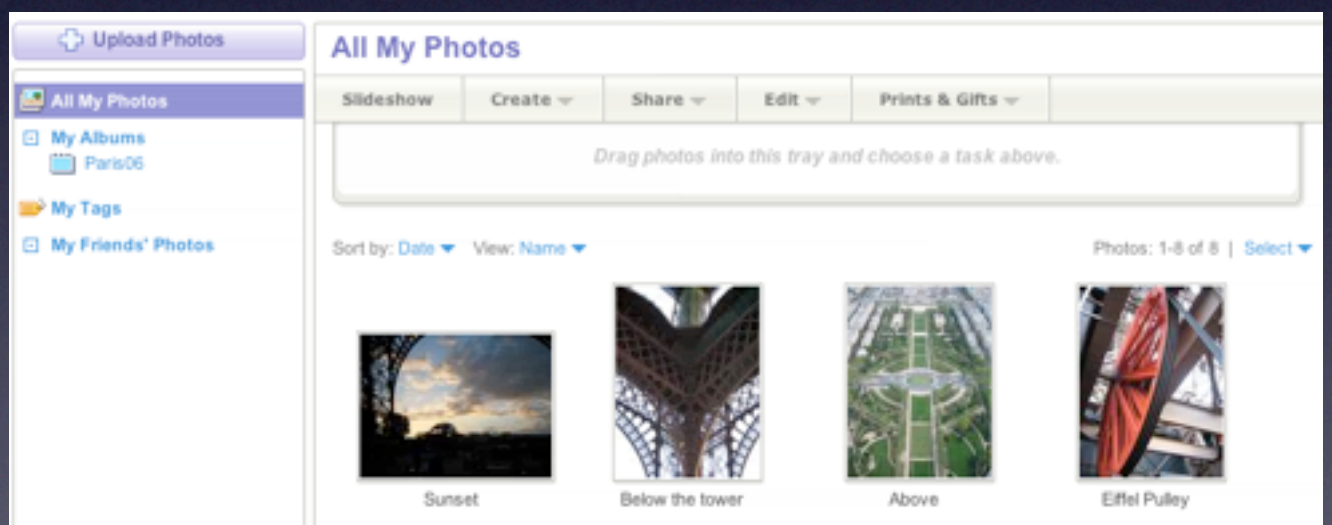


anti-pattern. **novel notion**

Yahoo! Photos (going away) tried a novel approach to selection. It involved the new concept of a "tray" for holding temporarily selected items.

Technically perfect. But design-wise misguided. Created two targets for commands: selected items and items in the tray.

As a result the menu commands were duplicated for the tray and for the current selection. Confusing.



refactoring. **novel notion**

Understand the purpose *of each type of* **component**
- Carousels do not replace scrolled lists
- Drag and drop is not for single attribute setting

Don't construct an artificial interface *to support an idiom (don't create the house for the nail)*

If you think you need something never created before, **think twice** *about it*

anti-pattern. **linkitus**

summary

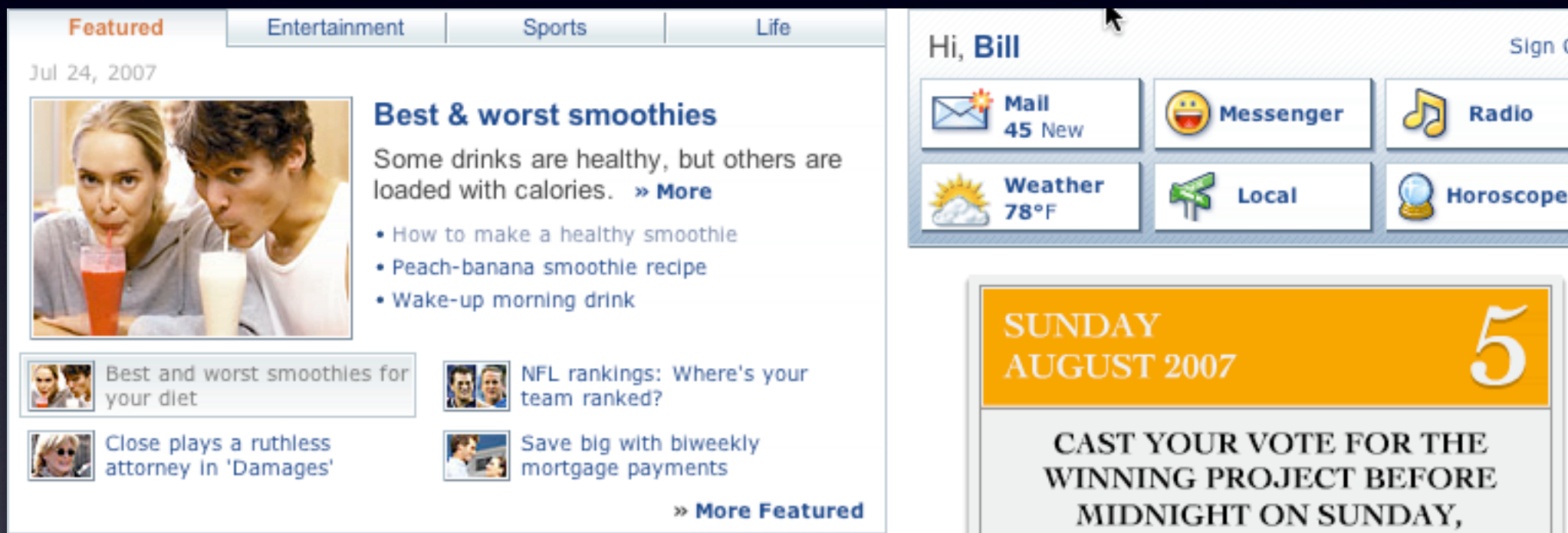
The syndrome of having no idea where a link will lead you. could be an in page action, could reveal information, could take you to new page, could popup something, could engage on hover. Can also be aggravated by inconsistent use of links on the same page.

examples

yahoo.com inconsistent use of links on main page, teachers.yahoo.com around id card

anti-pattern. **linkitus**

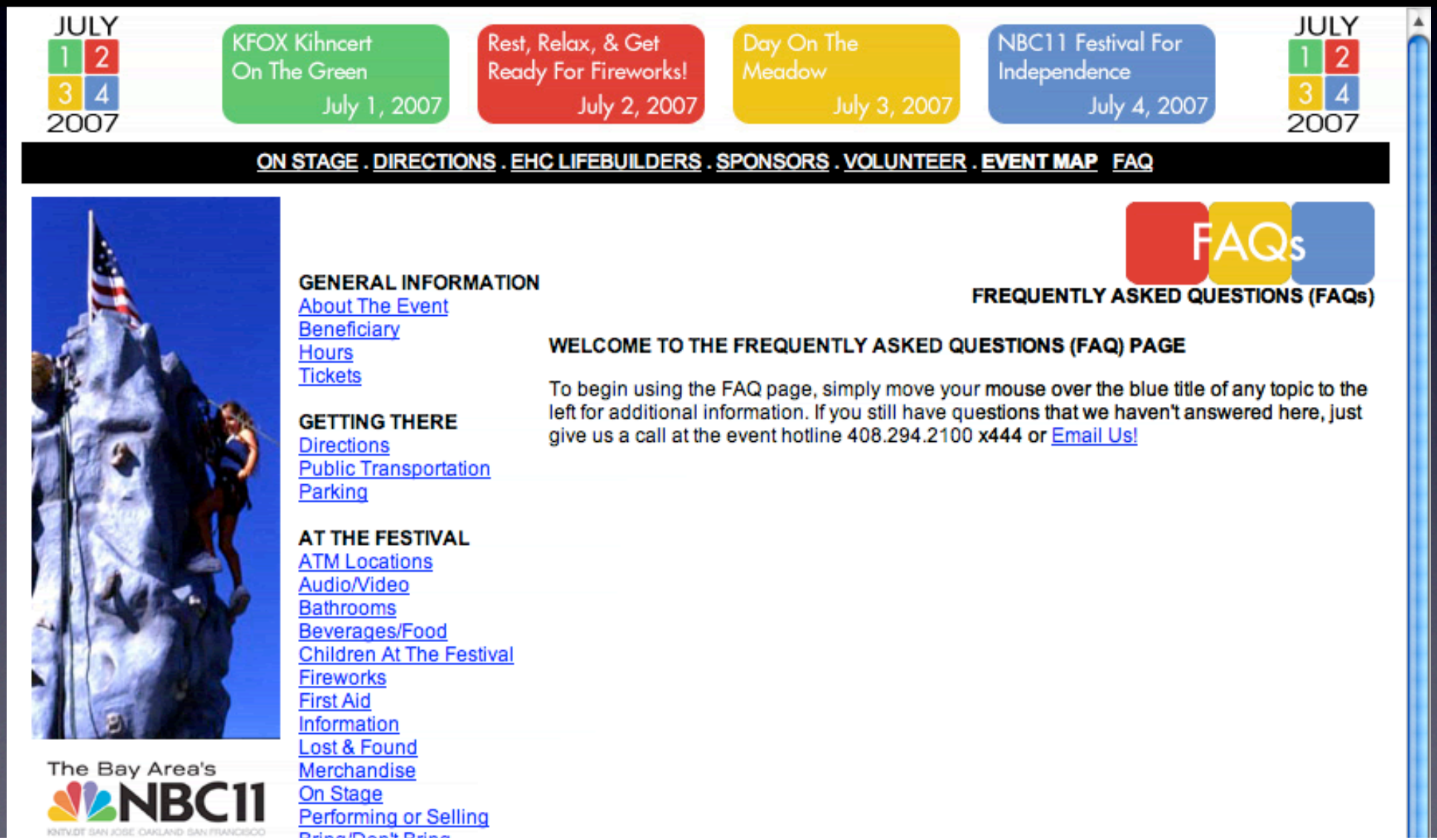
On the home page, there are three kinds of links:
- Reveal other content in context
- Take you to the article
- Expose area (hover to reveal, click to go to tool)



anti-pattern. **linkitus**

Bizarre use of links. Hover reveals information. Click does nothing.

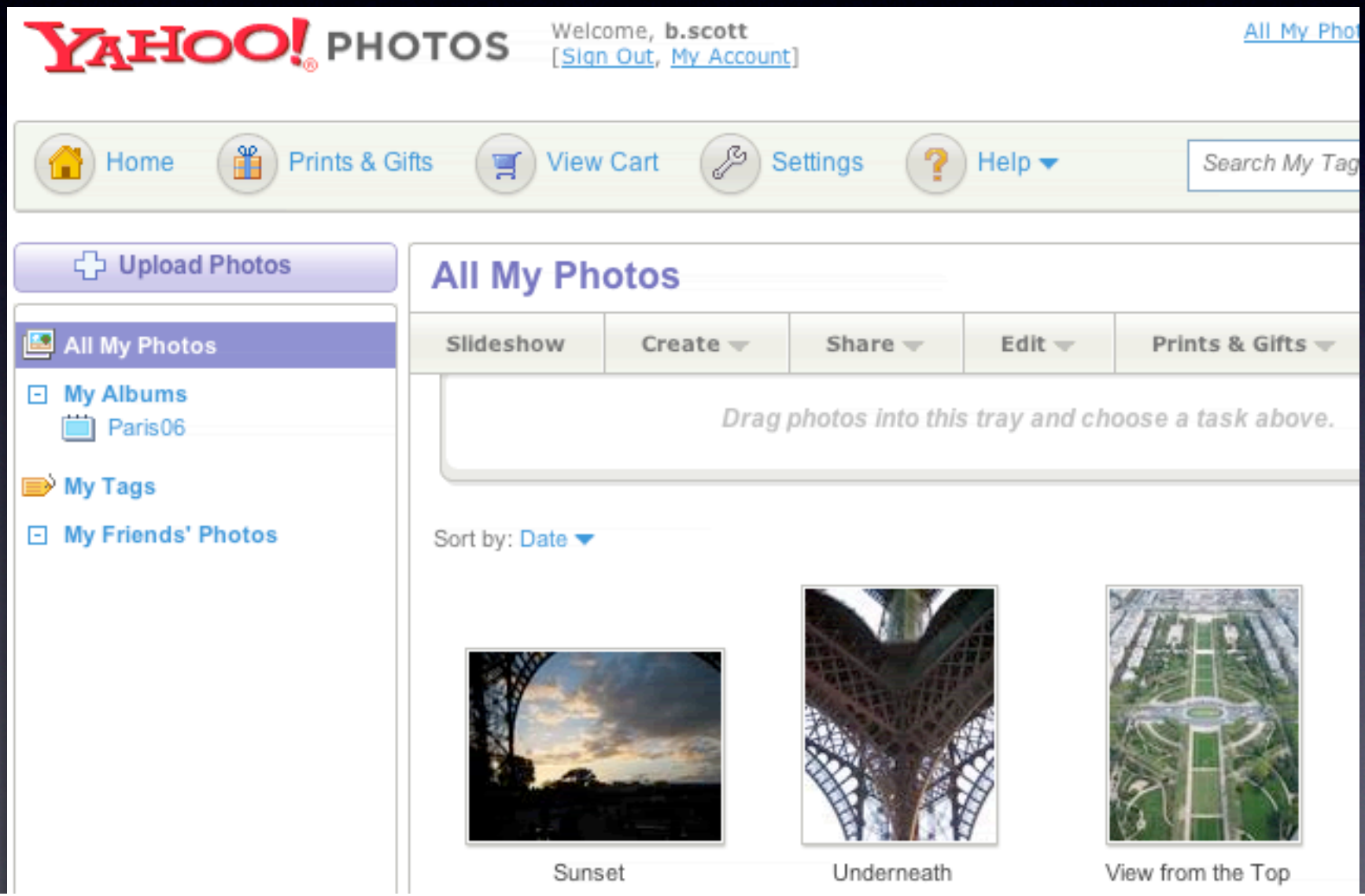
Very close to being a candidate for Novel Notions.



anti-pattern. **windows aplenty**

summary

The practice of throwing up unnecessary idiot boxes.
So many reasons this is just wrong...



anti-pattern. **animation gone wild**

summary

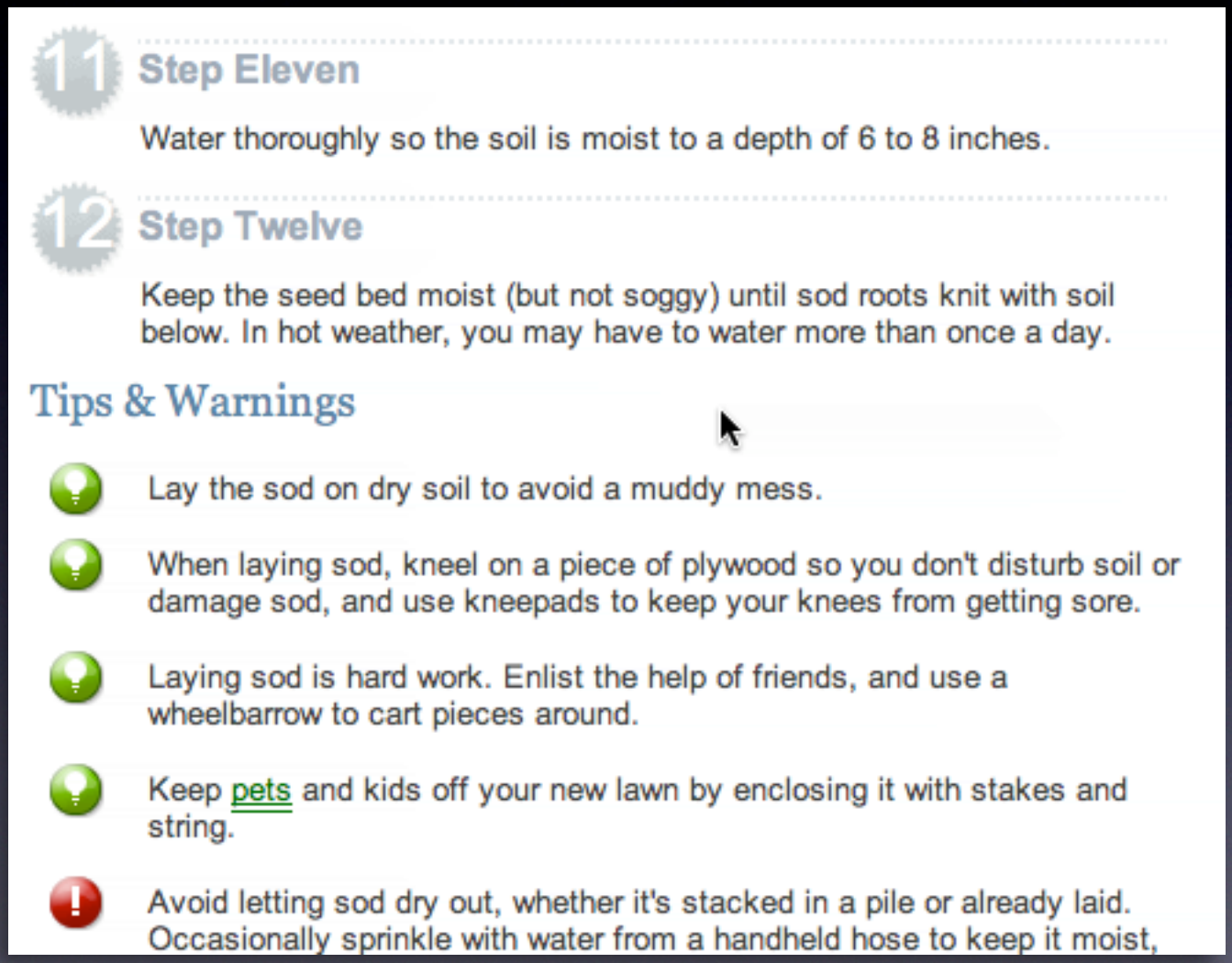
Animation effects that become the central focus instead of being part of reinforcing a message.

examples

amazon carousel, tab animation, (stuff from transition talk)

anti-pattern. **animation gone wild**

Why the extra little slide in?



11 **Step Eleven**

Water thoroughly so the soil is moist to a depth of 6 to 8 inches.

12 **Step Twelve**

Keep the seed bed moist (but not soggy) until sod roots knit with soil below. In hot weather, you may have to water more than once a day.

Tips & Warnings

- Lay the sod on dry soil to avoid a muddy mess.
- When laying sod, kneel on a piece of plywood so you don't disturb soil or damage sod, and use kneepads to keep your knees from getting sore.
- Laying sod is hard work. Enlist the help of friends, and use a wheelbarrow to cart pieces around.
- Keep pets and kids off your new lawn by enclosing it with stakes and string.
- Avoid letting sod dry out, whether it's stacked in a pile or already laid. Occasionally sprinkle with water from a handheld hose to keep it moist,

anti-pattern. **animation gone wild**

Wow! What more can I say?

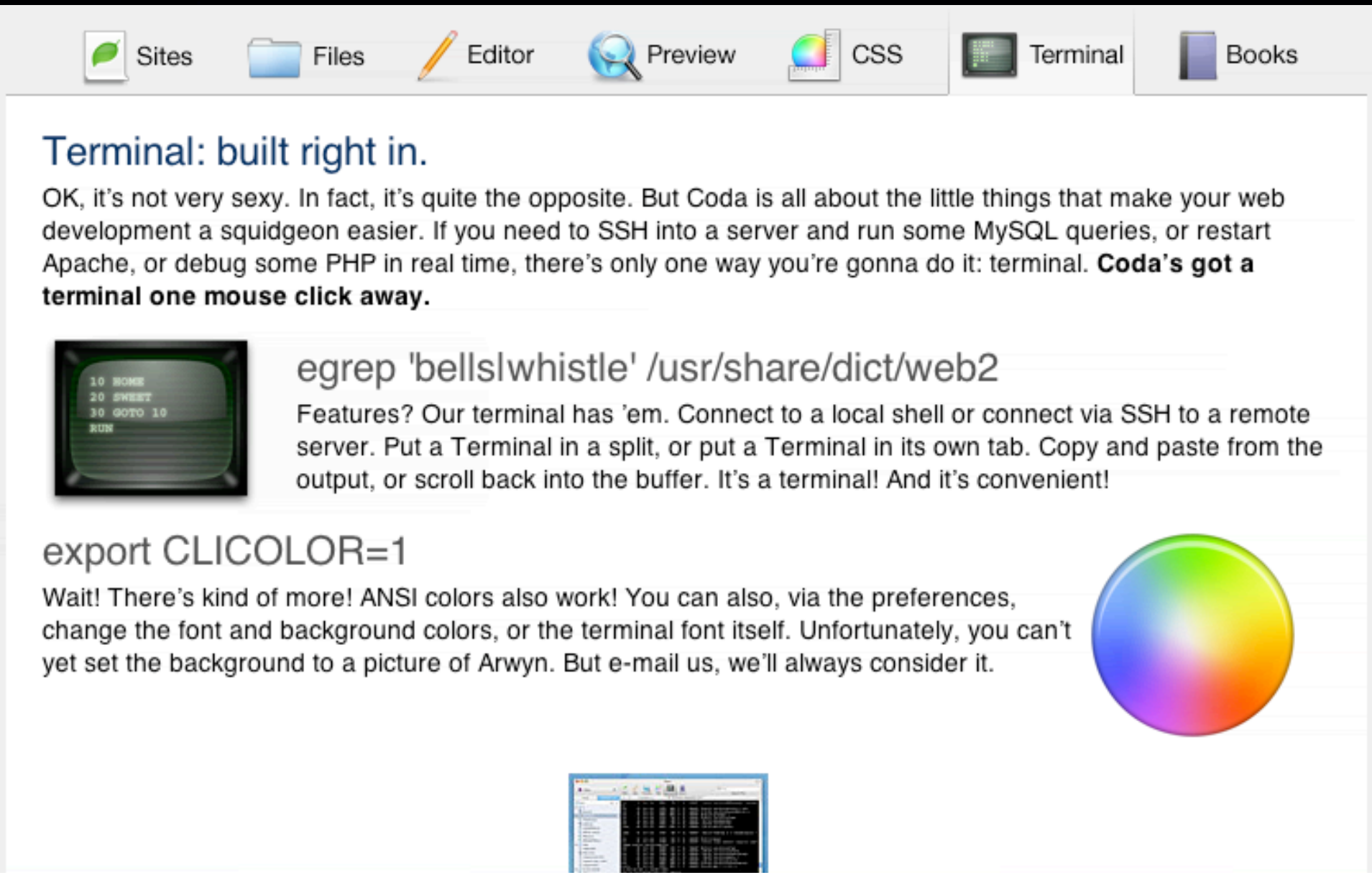
Seems to be either a pixel at a time or going so fast you can't use it

anti-pattern. **animation gone wild**

More from the gratuitous animation department...

anti-pattern. **animation gone wild**

Not sure how much animation does for a tab control?
Candidate for Novel Notions



anti-pattern. **animation gone wild**

Yahoo! My Yahoo! Mail Help

Search: Web Search

YAHOO! LOCAL

Welcome, b.scott
Sign Out

City Guide | My Local | Directory

drain repair | San Jose, CA | Search

San Jose City Guide > drain repair

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Results 1-10 out of 318 total (About these results)

Narrow your search by category, rating, and more.

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1. Plumber by Lalos Sewer & Drain Cleaning Services — ★★★★★ (1) — Write a review — 0.87 mi
   (408) 590-6547
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   Get Directions
   www.zoneprofiles.com/plumberinsanjose.html

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   221 Commercial St, Sunnyvale, CA
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3. C & K Drain Plumbing Repair — Write a review — 5.10 mi
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TV Listings

GOT TIVO? RECORD NOW

Select a provider to choose your favorite channels.

Select date

Tue Mar 20 | Wed Mar 21 | Thu Mar 22 | Fri Mar 23 | Sat Mar 24

	10:00am	11:00am	12:00pm	
ABC		The View TV14 (CC)	Local Programming (CC)	
CBS		The Price Is Right TVG (CC)	Local Programming (CC)	The Young and the I TV14 (CC)
FOX				
NBC	Local Programming (CC)			
PBS	Local Programming (CC)	Between the Lions TVY (CC)	Sesame Street TVY (CC)	Mister Rogers' Neighborhood TVY (CC)	Curious George TVY (CC)
CW				
MNT				
PAX	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)
AMC	V14			Midnight I MOVIE TV
BET				

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FOX				
NBC	Local Programming (CC)			
PBS	Local Programming (CC)	Between the Lions TVY (CC)	Sesame Street TVY (CC)	Mister Rogers' Neighborhood TVY (CC)	Curious George TVY (CC)
CW				
MNT				
PAX	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)
AMC	V14			Midnight I MOVIE TV
BET				

TV Listings

GOT TIVO? RECORD NOW

Display My Favorite Channels Only
Select Favorites

Tuesday, July 24 | 7 pm | Go

Jump to: Now | Primetime Tonight

	7:00pm	8:00pm	9:00pm
245 TNT	The Closer TV14 (CC) HDTV	Without a Trace TV14 (CC) HDTV	Without a Trace TV14 (CC) HDTV
247 TBS	MLB Baseball (CC)		
248 FX	Damages TVMA (CC)	Damages TVMA (CC)	That '70s Show TV14 (CC) / That '70s Show TV14
249 COMEDY	Mind of Mencia TV14 (CC) / American Body Shop TV14 (CC)	Daily Show With Jon Stewart TV14 (CC) / Colbert Report TV14 (CC)	Rodney Carrington Live at the Majestic TV14 (CC)
254 AMC	Patriot Games TV14 (CC)		Buffalo Soldiers TV14 (CC)
256 TCM	Flying Tigers (CC)		Air Force (CC)
265 A&E	Criss Angel: Mindfreak TVPG (CC) / Criss Angel: Mindfreak TVPG (CC)	Criss Angel: Mindfreak TVPG (CC) / Criss Angel: Mindfreak TVPG (CC)	Dog the Bounty Hunter TVPG (CC) / Dog the Bounty Hunter TVPG (CC)
266 BIO	Breaking Vegas TVPG (CC)	Mobsters TVPG (CC)	Notorious TVPG (CC)
269 HIST	Ice Road Truckers TVPG (CC)	Modern Marvels TVPG (CC)	Mega Disasters TVPG (CC)
273	Kathy Griffin: My Life on the D-List	Flipping Out / Kathy Griffin: My Life on the D-List	Kathy Griffin:

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256 TCM	Flying Tigers (CC)		Air Force (CC)
265 A&E	Criss Angel: Mindfreak TVPG (CC) / Criss Angel: Mindfreak TVPG (CC)	Criss Angel: Mindfreak TVPG (CC) / Criss Angel: Mindfreak TVPG (CC)	Dog the Bounty Hunter TVPG (CC) / Dog the Bounty Hunter TVPG (CC)
266 BIO	Breaking Vegas TVPG (CC)	Mobsters TVPG (CC)	Notorious TVPG (CC)
269 HIST	Ice Road Truckers TVPG (CC)	Modern Marvels TVPG (CC)	Mega Disasters TVPG (CC)
273	Kathy Griffin: My Life on the D-List	Flipping Out / Kathy Griffin: My Life on the D-List	Kathy Griffin:

refactoring. animation gone wild

Transitions should mean something. *They communicate.*

Understand the hierarchy of transition *communication*

- Rapid movement
- Rapid color change
- Slow movement
- Slow color change

If you are refactoring a wild interface, simply **turn off all animations** *and start by communicating fully without it, then* **add it back in one at a time**.

anti-pattern. **missed moments**

summary

Not providing feedback throughout an interaction. These missed moments can confuse the user about what to do.

examples

Drag and drop is classic example.

solutions

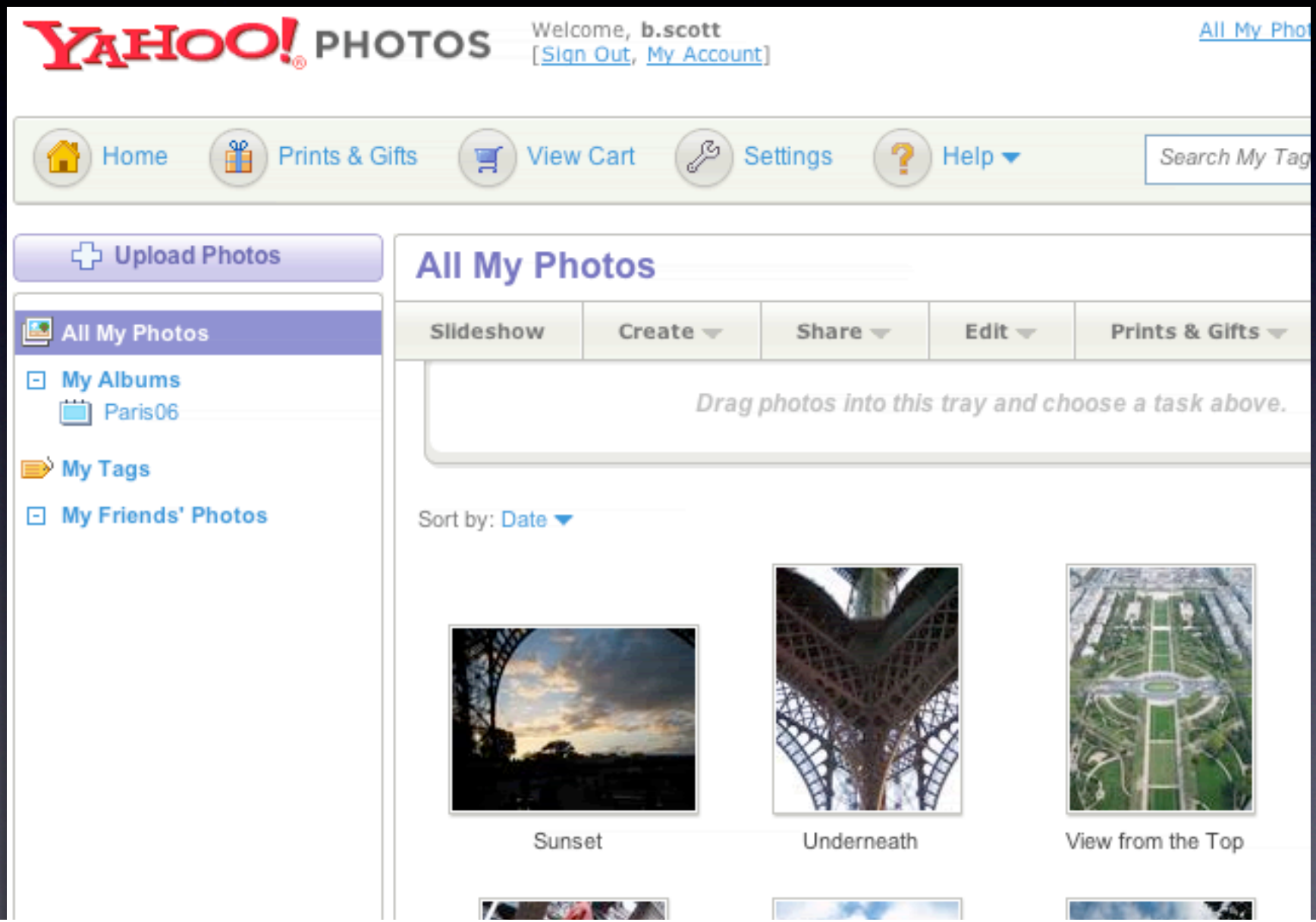
Use interesting moments grid to think through each moment

anti-pattern. **missed moments**

	Page Generation	Mouse Hover	Drag Initiated	Drag over Valid	Drag over Invalid	Drag over Original	Drop Accepted	Drop Rejected	Drop on Original
Page Content	Hint	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cursor	Normal	Move Cursor	Move Cursor	Move Cursor	Move Cursor	Move Cursor	Normal	Normal	Normal
Drag Object	Normal	Normal	Reduced Opacity & Tracking	Reduced Opacity & Tracking	Reduced Opacity & Tracking + Invalid Badge	Reduced Opacity & Tracking	2. Modules animates into the area just below insertion bar 3. Module comes to rest in new area 4. Modules slide up in a self-healing transition to close hole	Normal Opacity + Zoom Back to Original	Normal Opacity + Zoom Back to Original
Orig Location	Normal	Normal	Hole Opens	Hole Remains	Hole Remains	Hole Remains	Hole Remains	Hole refilled with drag object	Hole refilled with drag object
Drop Target	Normal	Normal	Normal	Insertion Bar	N/A	N/A	1. Insertion Bar Removed	N/A	N/A

anti-pattern. **missed moments**

Using Y! Photos as example again. Notice missing feedback at key point piles on the problems.



anti-pattern. **missed moments**

anti-pattern. **missed moments**

Zimbra

Search | Search Builder

Dan Demouser
Quota: 134.3 KB of unlimited

Mail | View

New | Get Mail | Tag | Reply | Forward | Junk | 1 - 1

Folders
- Inbox (7)
- Sent (2)
- Drafts
- Junk (1)
- Trash
- Open Source
- Stash (2)

Searches
- Follow up
- From External Domain
- Unread
- With attachments

Tags
- Customers (1)
- Industry News (2)
- Zimbra (10)

Zimlets
- Search

October 2006

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

7:24 PM

Skype Me and Map My Location | Close

From	Fragment	Folder	Size	Received
Fred Friend	Hey - when you get a moment call me at (415) 555-1212. You can	Inbox	490 B	6:50 PM

Subject: Skype Me and Map My Location

Sent by: Fred Friend <ffriend@lkjhgf.com> On: Sun Oct 15 18:50:40 2006

To: Dan Demouser

Hey - when you get a moment call me at (415) 555-1212. You can click the number to call add me to your Contacts directly from here.

If you want to see a map of my location, mouse over the address below:

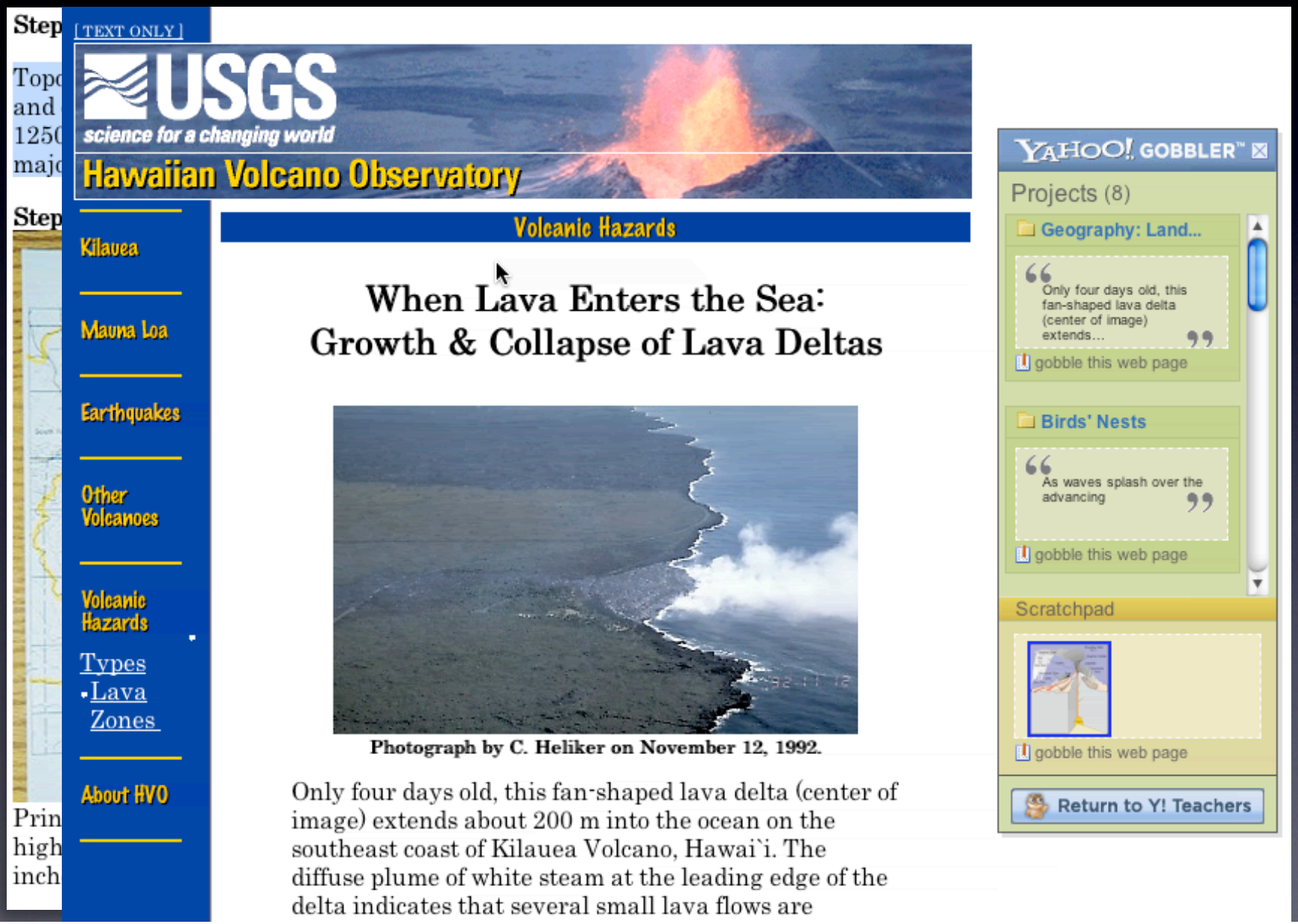
1101 Park Pl San Mateo CA 94403

Let's try to catch up today.

Fred

anti-pattern. **missed moments**

Turns out that a number of events exist during drag and drop that we can use to our advantage.



refactoring. missed moments

Map out all the interesting moments.
Use the interaction matrix or other technique to map events to actors on the page.

Use the moments to communicate.
Its the nuance that matters.

Think... "interactive directions"
Moment-by-moment directions are the key. Users get lost easily

anti-pattern. **one at a time**

summary

When you can only update small pieces of the interface instead of doing things in a group.

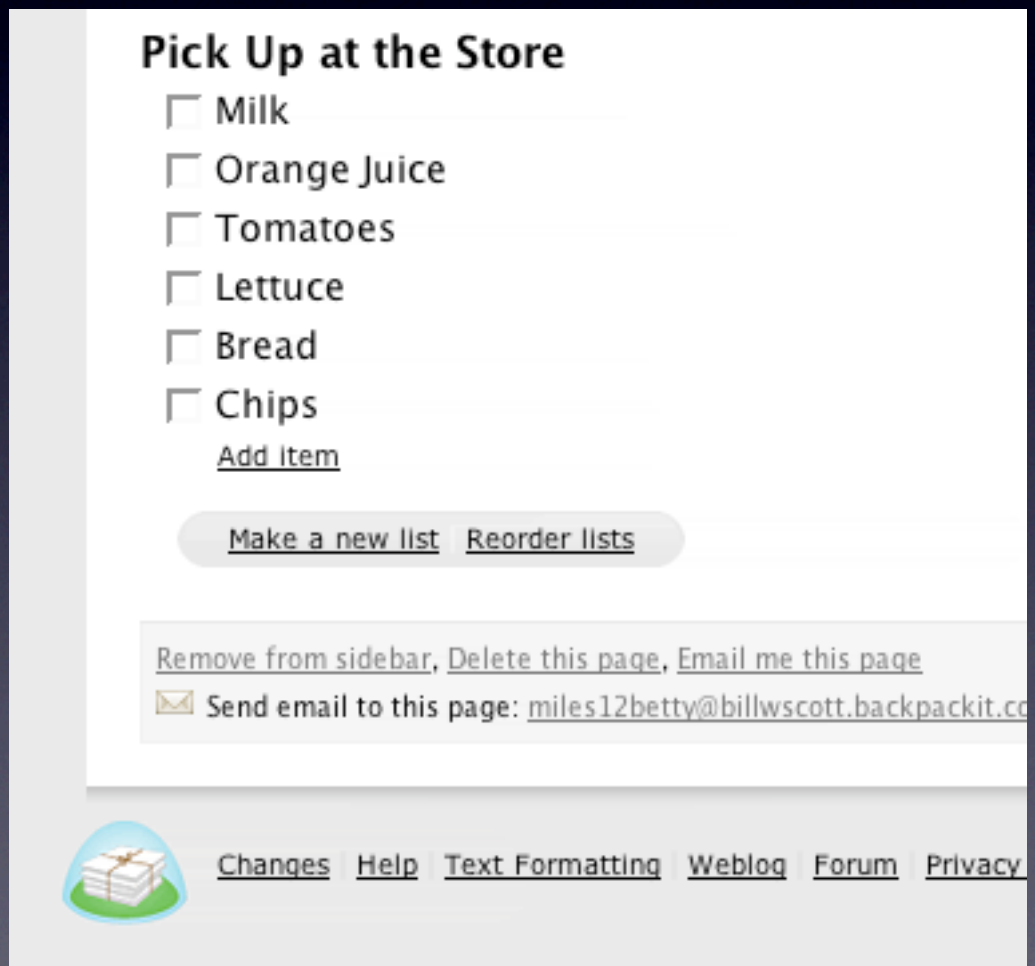
examples

backpackit

anti-pattern. **one at a time**

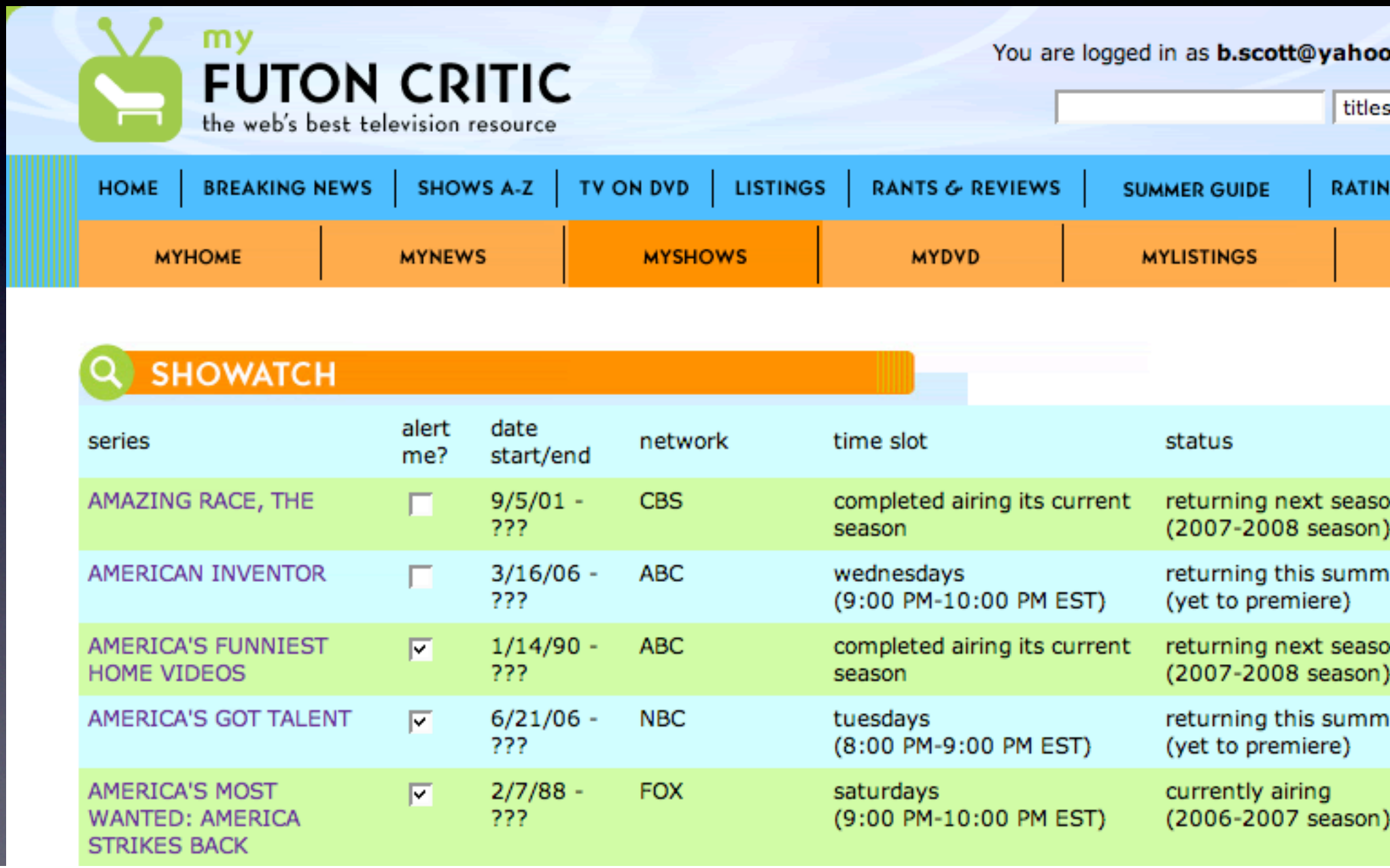
Key is what is the workflow? One at a time or mutiple operations allowed.

These kind of interfaces (in context tools) always present a problem for doing operations on multiple items.



anti-pattern. **one at a time**

Takes one at a time check box to the extreme



series	alert me?	date start/end	network	time slot	status
AMAZING RACE, THE	☐	9/5/01 - ???	CBS	completed airing its current season	returning next seaso (2007-2008 season)
AMERICAN INVENTOR	☐	3/16/06 - ???	ABC	wednesdays (9:00 PM-10:00 PM EST)	returning this summ (yet to premiere)
AMERICA'S FUNNIEST HOME VIDEOS	☑	1/14/90 - ???	ABC	completed airing its current season	returning next seaso (2007-2008 season)
AMERICA'S GOT TALENT	☑	6/21/06 - ???	NBC	tuesdays (8:00 PM-9:00 PM EST)	returning this summ (yet to premiere)
AMERICA'S MOST WANTED: AMERICA STRIKES BACK	☑	2/7/88 - ???	FOX	saturdays (9:00 PM-10:00 PM EST)	currently airing (2006-2007 season)

refactoring. **one-at-a-time**

Think about *what happens when the* **data/information scales**
It affects space issues but also affects interaction density.

Think about doing multiple operations at once
Balance with immediacy

Watch out for in-context tools, in-page actions
These give immediacy but also will trap you into not handling multiple items at once.

Don't forget about the lowly checkbox
Not as sexy, but very servicable.

anti-patterns

big ball of mud. **meandering way.**
borg idiom. tiny targets. mystery meat.
buried treasure. **hover and cover.**
pogo stick navigation. novel notions.
against the flow. metaphor mismatch.
double duty. **linkitus.** blind type.
windows aplenty. animation gone wild.
misguided misdirections. unmarked hazards. **missed moments.** missing scene.
one at a time. non-symmetrical actions.

NETFLIX

my blog. **looksgoodworkswell.com**
this prez. **billwscott.com/share/presentations/2007/aebos/**
my email. **b.scott@yahoo.com**

Netflix is hiring!

Sr. Staff UI Engineer
Creative Director
Graphic Designer