Who We Are

- State Library of North Carolina
  - Government publications
  - North Caroliniana
  - Genealogy
  - Library development
  - Library for the Blind and Physically Handicapped
  - Digital Information Management Program
What We’ve Got
The Resources

- Watch: “The least you can do about usability” talk from 2008
- Read: Steve Krug. Don’t Make Me Think: A Common Sense Approach to Web Usability
- Learn: sensible.com; useit.com; usability.gov;
Who We’re Not

“It’s alive!”
This site allows free and open access to North Carolina state agency web sites dating back to 1996.

Search the Web Site Archives

Please note: Searching millions of old web pages may take a few moments.

More search options
The State Library of North Carolina is the catalyst for exceptional library services in North Carolina. We are the principal library of state government, we build the capacity of all libraries in North Carolina, and we develop and support access to specialized collections for the people of North Carolina, including genealogy, North Carolinians, and resources for the blind and physically handicapped.

Read the State Librarian's welcome.

---

**NEWS & EVENTS**

**9/16/2010: FREE EVENT, OCTOBER 6: Getting to know the Family Records Online Collection**

Getting to Know Your Family, the Family Records Collection of the State Archives and State Library. Date: Wednesday, October 6...

**9/10/2010: Beginner Genealogy Workshop – Oct. 20th**

Beginner Genealogy Workshop Have you always wanted to research your family tree and don’t know where to begin? Then...

**9/15/2010: LSTA Grant Opportunities**

See the announcement memorandum from State Librarian Mary Boone at http://statelibrary.ncdcr.gov stata_announcements/ncms/091410.pdf

**9/8/2010: NCpedia is now out of Beta!**

http://ncpedia.org Entries will be added and updated on an ongoing basis for years to come.
The Tests

- 8-10 tasks
- 45-60 minutes
- On-site and off
- Pre-tests are helpful
- Chose volunteers selectively
- Yes, we took notes
The Technology

Computer (with internet connection)

Browsers

Inexpensive Webcam
The Effort Before Testing

- Writing Script
- Finding Volunteers
- Scheduling Appointments
People don’t read
[on the web]
CONFIRMED
Welcome!

The North Carolina State Government Web Site Archives allows you to view North Carolina state agency web sites from past dates. The Web Site Archives contains web sites from the Fall of 2005, and from April 2006 forward allowing free and open access to this information long after the sites have changed on the live web.

The Web Site Archives can be searched via the search box on the top of every page on this site. For tips and helpful hints on searching, read our Search Help document. Users may also browse for web sites by State Agency or by Collection.

The Web Site Archives began as a pilot project with the Internet Archive during the Fall of 2005. The purpose of this project was to refine a tool called Archive-It which collects, preserves, and provides access to web sites of enduring value.

The success of the Pilot Project led to the creation of the current version of The North Carolina State Government Web Site Archives which began archiving web sites in late April of 2006. The Web Site Archives contains copies of state agency web sites captured during the pilot project in the Fall of 2005 and after the official launch in April 2006 forward.

This site allows free and open access to North Carolina state agency web sites dating back to 1996.

Search the Web Site Archives

[Search box]

Please note: Searching millions of old web pages may take a few moments.

More search options
People want a fast response
People don’t know library-speak
People go to search first
Lessons Learned: Hidden Costs

- Travel
- Voice Recorder
- Report Writing
Lessons Learned: Unexpected Results

- The Volunteers
  - Enthusiasm for seeing “new stuff”
  - Serendipitous discovery

- The Testers
  - Difficulty remaining neutral
  - Become the guinea pig

- The Staff
  - “We can’t help it if they’re stupid.”
Lessons Learned: Benefits

Cheap & Easy

Eye-Opening Results

Entry into Usability
Into the Future

- Testing with other products, including the State Library website redesign
- Remote testing
- Systemizing our evaluation
Resources

- [www.usability.gov](http://www.usability.gov) [US Dept. of Health & Human Svcs]
- [www.useit.com](http://www.useit.com) [Jakob Nielsen]
- [www.upassoc.org/usability_resources/index.html](http://www.upassoc.org/usability_resources/index.html) [Usability Professionals’ Association]
- [uxmarkz.com](http://uxmarkz.com) [2 usability designers]
- [uxmyths.com](http://uxmyths.com) [2 usability designers]
State Library of North Carolina
Digital Information Management Program

Amy Rudersdorf
Amy.rudersdorf@ncdcr.gov

Lisa Gregory
Lisa.gregory@ncdcr.gov