

On the Cheap: Frugal Usability for Digital Collections



Lisa Gregory, Amy Rudersdorf
Digital Information Management Program
State Library of North Carolina
October 2, 2010

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

North Carolina Digital Repository

Home | Search by Collection | View Collections | Advanced

Search results for **Urban Development**

Refine your search

Format-Medium
 Application/pdf (345)
 Reports (267)
 Municipal Plans (160)
 Statistics (71)
 Maps (15)
 Show more...

Creator
 n.c. Dept. of Environment and Natural Resources (270)
 Division of Community Planning, Dept. of Conservation and Development (257)
 North Carolina. Division of Community Assistance. (25)
 North Carolina. (19)
 Ogle, Phillip E. (5)
 Show more...

Subject
 City Planning -- North Carolina (171)
 City Planning -- North Carolina -- Fayetteville (7)
 City Planning -- North Carolina -- Tarboro (7)
 City Planning -- North Carolina -- Clinton (5)

Select all | Clear all | Add to favorites

Image:	Title:
<input type="checkbox"/> 1. 	Public health reports
<input type="checkbox"/> 2. 	Cameron Park: its purpose, its attainments and its future outlook, 1910-1914
<input type="checkbox"/> 3. 	Century of Stories: New Hanover County Public Library 1906-2006
<input type="checkbox"/> 4. 	Pioneer days of Johnston County Public Library

NCpedia

About | A - Z Browse | Biography & Peoples | Business & Industry | Culture

Home » **Geography & Environment** » North Carolina's Three Regions

★★★★★
 Average: 4.4 (17 votes)

NORTH CAROLINA'S THREE REGIONS

The state is divided into three distinct topographical regions. Eastern (Outer Coastal Plain and Tidewater region), west of the Coastal Plain is the Piedmont region, and west of the Piedmont is the Mountain region.

Figure 1a. Physical Regions



NC State Government Web Site Archives

home search

You are viewing an archived web page, collected at the request of North Carolina State Archives and State Library of North Carolina using the Wayback Machine on 10/22/2016. This page was captured on 10/22/2016, and is part of the [North Carolina State Government Web Site Archives](#) collection. The information on this web page may be out of date. See [All versions](#) of this archived page.

YouTube

North Carolina Dept. of Commerce

This site allows free access to archived web pages dating back to 1996.

Search the Web

Please note: Searching multiple pages may take some time.

[More search options](#)

Recent Activity

Profile

The North Carolina Department of Commerce utilizes social media sites such as YouTube to reach NC citizens in a new way. YouTube page from December 2009.

SL NC Government and Heritage Library
 State Library of North Carolina

Government and Heritage Library Online Catalog

Search: All Fields

Search Options:

- Basic search
- Advanced search
- New materials

Additional Options:

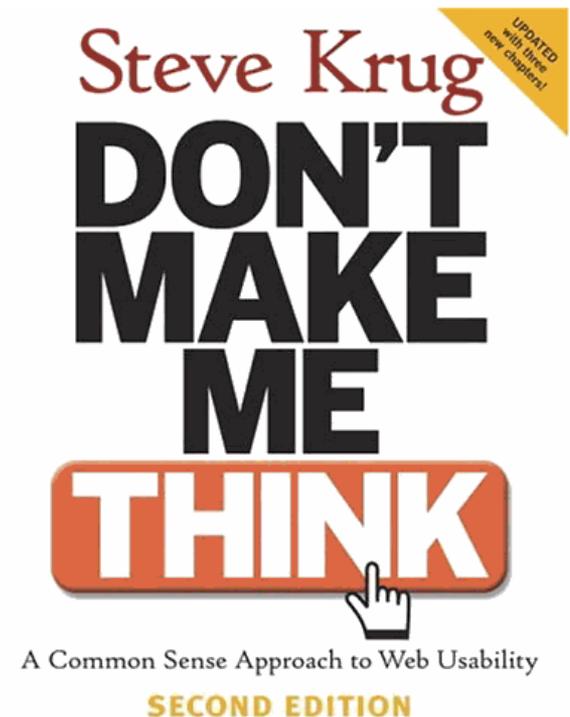
- Log in to use your saved preferences
- Review your account
- How to use the Library Catalog (Help)

More Resources from the Government & Heritage Library/State Library

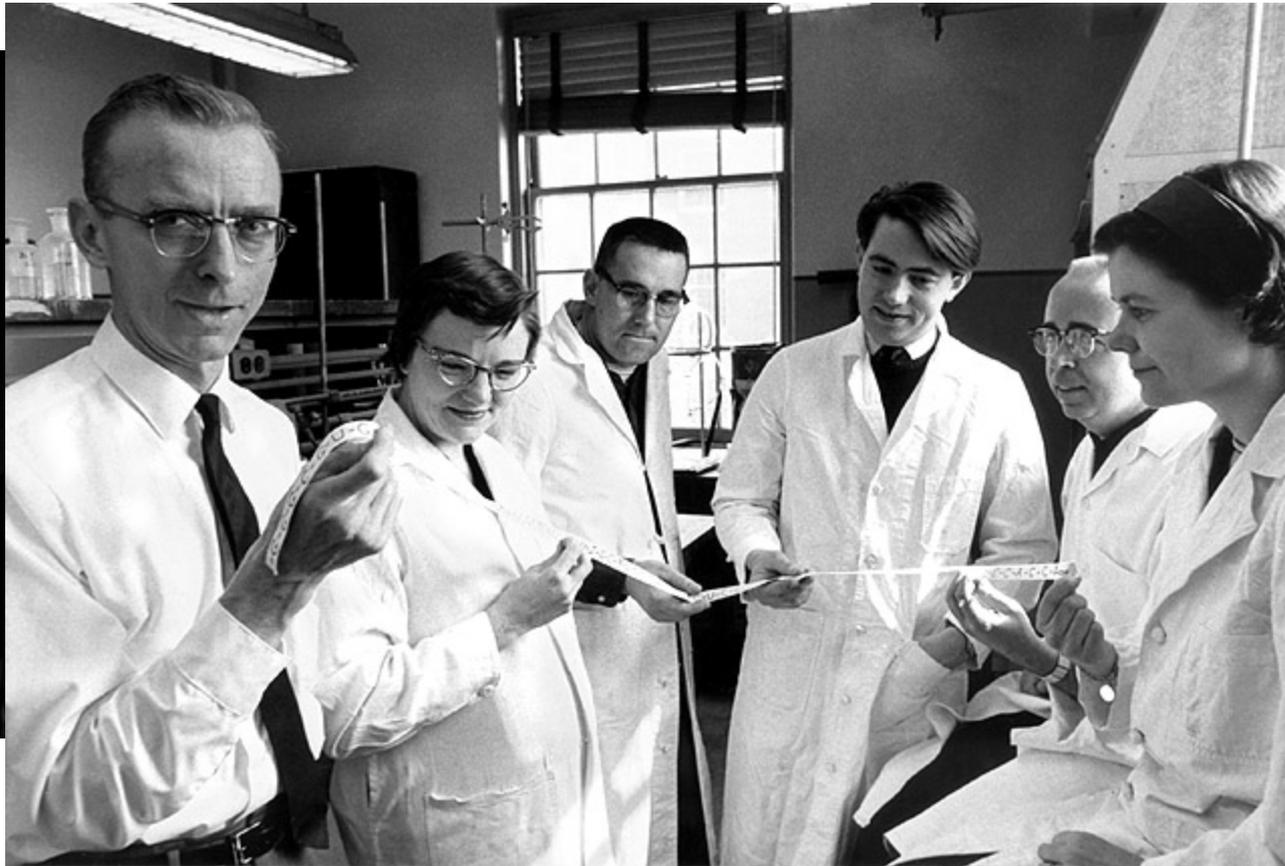
- Return to the State Library website
- Digital Repository

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;

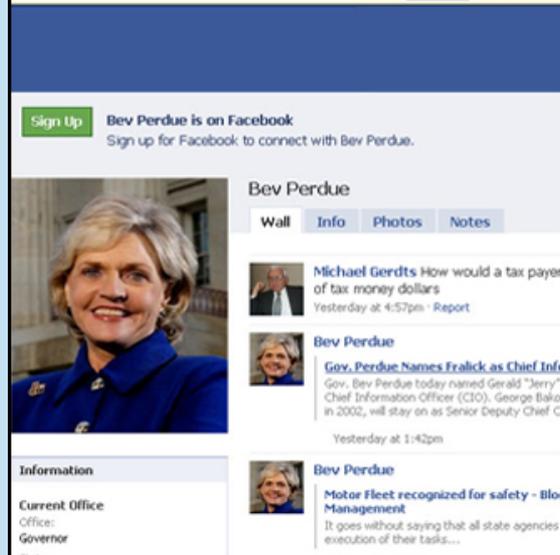


Who We're Not



... primitive!"

rchived web page, collected at the request of North Carolina State Archive
8, 2009, and is part of the [North Carolina State Government Web Site Archives](#)
[versions](#) of this archive.



The screenshot shows a Facebook profile for Bev Perdue. At the top, it says "Sign Up Bev Perdue is on Facebook" and "Sign up for Facebook to connect with Bev Perdue." Below this is a profile picture of Bev Perdue and a cover photo. The "Wall" tab is selected, showing several posts. The first post is by Michael Gerdtts: "How would a tax payer of tax money dollars" (Yesterday at 4:57pm - Report). The second post is by Bev Perdue: "Gov. Perdue Names Fralick as Chief Info" (Yesterday at 1:42pm). The third post is also by Bev Perdue: "Motor Fleet recognized for safety - Blo Management" (It goes without saying that all state agencies execution of their tasks...). On the left side, there is an "Information" section with "Current Office" listed as "Governor".

New media sites provide new ways for government to communicate with its citizens. Capture of Governor Bev Perdue's Facebook account from November 2009.

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](#)





Government and Heritage Library Online Catalog

Search: All Fields

Search Options:

-  [Basic search](#)
-  [Advanced search](#)
-  [New materials](#)

Additional Options:

-  [Log in to use your saved preferences](#)
-  [Review your account](#)
-  [How to use the Library Catalog \(Help\)](#)

More Resources from the Government & Heritage Library/State Library:

-  [Return to the State Library website](#)
-  [Digital Repository](#)
-  [Article search](#)
-  [eNCyclopedia](#)
-  [North Carolina Library for the Blind and Physically Handicapped](#)
-  [Search the NCLBPH Catalog](#)
-  [NC ECHO](#)

Local Sites:

-  [North Carolina Office of Archives & History](#)
-  [Search MARS \(Manuscript and Archives Reference System\)](#)
-  [Department of Cultural Resources website](#)

**Services To:**

- [Libraries](#)
- [Blind & Physically Handicapped](#)
- [Genealogists](#)
- [Researchers](#)
- [State Government](#)
- [Students & Educators](#)

Quick Links:

- [Government & Heritage Library](#)
- [Library Development](#)
- [Library for the Blind & Physically Handicapped](#)



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 Caroliniana, 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 ...

9/16/2010: 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/lsta/AnnounceMemo091410.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.

Popular Resources:**Hispanic Heritage**

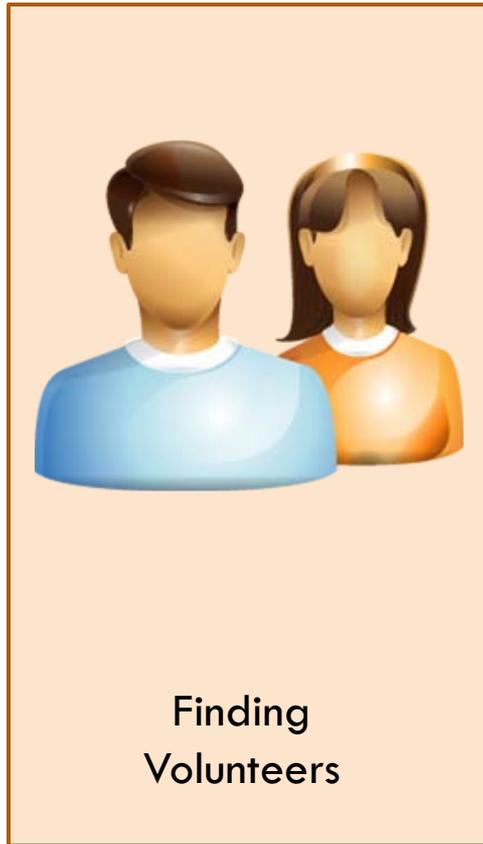
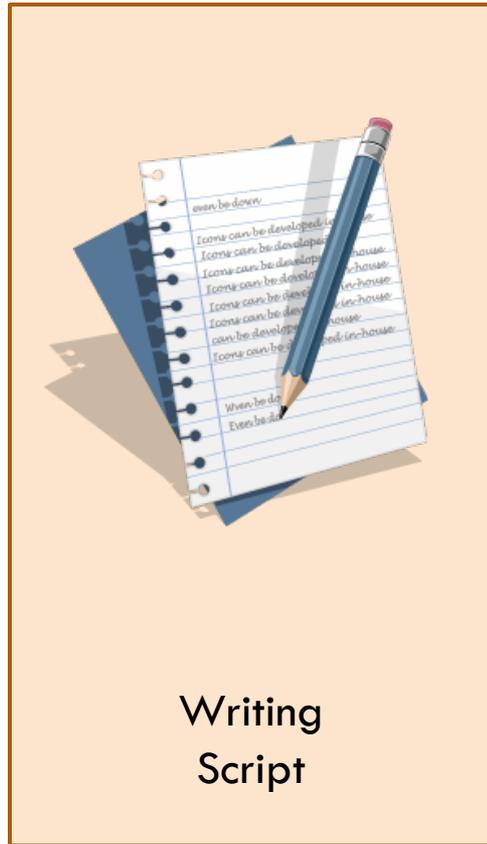
The Tests

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

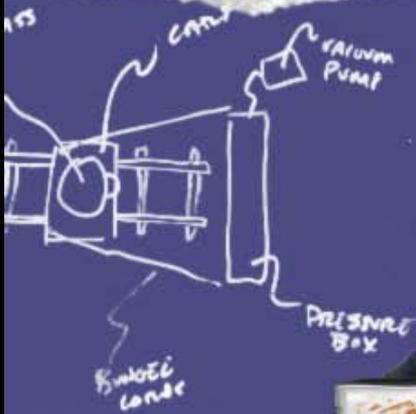
The Technology



The Effort Before Testing



MYTHBUSTERS



Pascal = N



NOT TO SCALE

SANDBAG ON EVERY THING



People don't read
[on the web]



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.

The *North Carolina State Government Web Site Archives* is proof of the ongoing commitment by the North Carolina State Archives and the State Library of North Carolina to provide free and open access to state government records and publications.



Above: Screenshot of the Governor's web site from Sept. 20th, 2005. Click image to view site

Before



After

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](#)

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 [US Dept. of Health & Human Svcs]
- www.useit.com [Jakob Nielsen]
- www.uxmatters.com/ [Web magazine]
- www.upassoc.org/usability_resources/index.html
[Usability Professionals' Association]
- uxmarkz.com [2 usability designers]
- 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