

Version 2 I Date: August 25, 2009

Revision History

- V.1 In this version we designed wireframes that explored the exhibition tour only. We were able to develop a sense of how the touch screen and keypad features could work together and the interactions involved in the workflow of a docent-assisted visit through the Family Fitting room experience.
- V.2 In this version we designed wireframes that explored the exhibition tour and a keyword search. The wireframes were produced as a tool for a collaborative design workthrough. We are hoping to gain feedback from our partners and gain insights into the design process and the UI experience.

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Collaborative Design Walkthrough

This walkthrough will review the In-museum kiosk printable digital brochure interface with the purpose of exploring the context and visitor's experience. The walkthrough includes these sections:

Section 1: The Design Statement

Section 2: Wireframes

Section 3: Walkthrough Questions

Section 4: References



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Section 1: Design statement

DIA In-museum Kiosk: Printable Digital Brochure

REF: 2.2 http://wiki.fluidproject.org/display/fluid/Map+tool+overview+and+scenarios

Design Goals

The in-museum kiosk printable brochure will assist visitors in creating their own personalized tour. While using the kiosk people will be able to easily enhance their museum experience by selecting (1 or more) existing tours, or by entering keywords to create a custom tour of artifacts or themes.

Design Problem

The visitor has some interests, but don't really know what the museum has on display and doesn't know what to see first or where it's located.

Design Solution

A personalized tour brochure generator kiosk-hybrid between the DIA's mini-brochures ("**Take a Hike**", "**Game Day**", etc.) and the "family fitting room" solution. At the museum, visitor(s) could go to a kiosk and choose from a predefined list of themed tours (e.g., "Take a Hike", "Game Day"). Selecting one tour would give the equivalent of the existing print mini-brochures, while selecting multiple tours would combine them into a single printout (i.e., instead of having four brochures and maps for four tours, the visitor would have one brochure with one map, with the four tours on them). The visitor might also type in a keyword/tag (e.g., "elephant"), and the system might generate an automated tour of a handful of appropriate objects and place them on the map. The system might also suggest a path through the museum to visit these objects and paint it on the map. The visitor can then print the customized tour/brochure/map right from the kiosk.

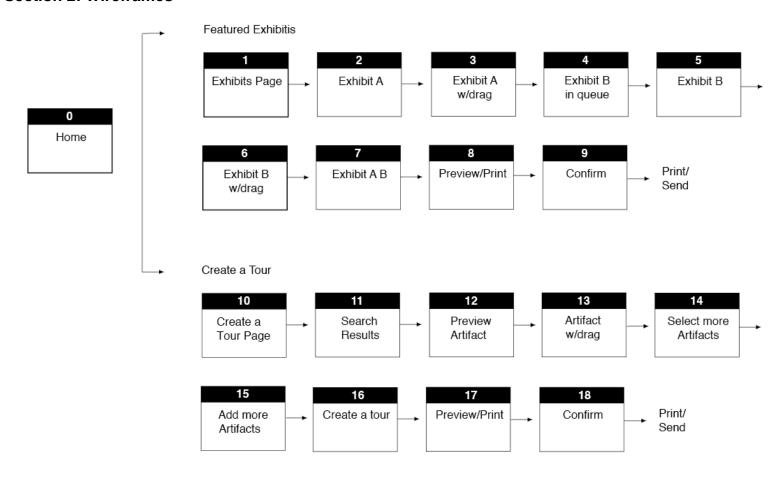
Benefits

Currently the museum prints and displays individual tours people to collect and use with each visit. The idea of having an in-museum kiosk printable brochure will provide allow people the opportunity to print tours on demand and there would never have an excess stock of obsolete brochures.



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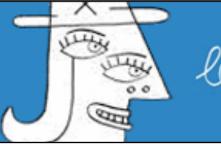
Section 2: Wireframes



PORTAL PAGE: Featured Exhibits Scenario

SCENARIO REF: 2.2 In-museum kiosk: Printable digital brochure http://wiki.fluidproject.org/display/fluid/Map+tool+overview+and+scenarios

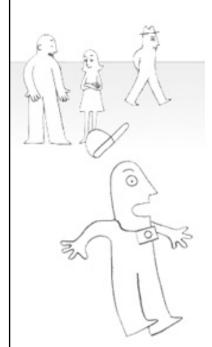




let yourself go

WELCOME TO THE Family Fitting Room!

What are you looking for? May we suggest:



Featured Exhibits

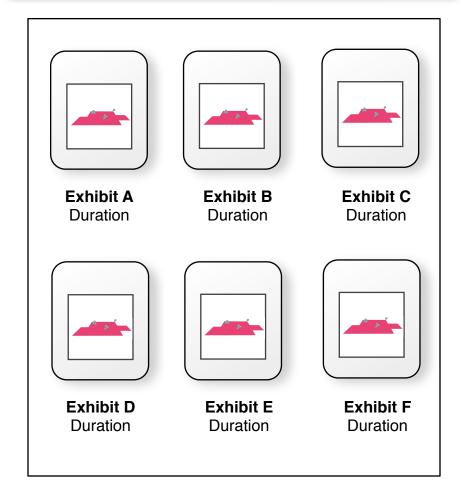
Are you here to see a specific **exhibit** and don't know where to go? Go to the **Featured Exhibits** section to get more information on exhibits at the museum and print a map of your tour!

Or...

Create a Tour

Want to create your own tour based on particular **objects** or by a particular **theme?** Go to **the Create a Tour** section and type in either a keyword (like a noun or an adjective) and pick artifacts you want to see.

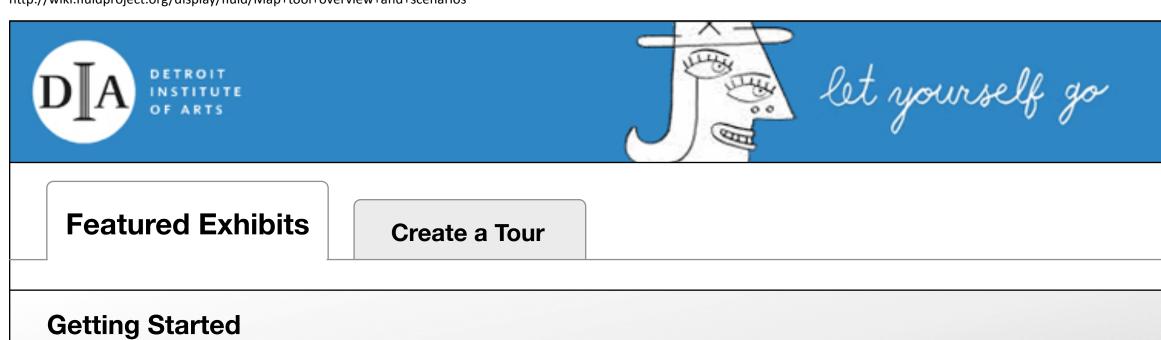
Featured Exhibits



Create a Tour

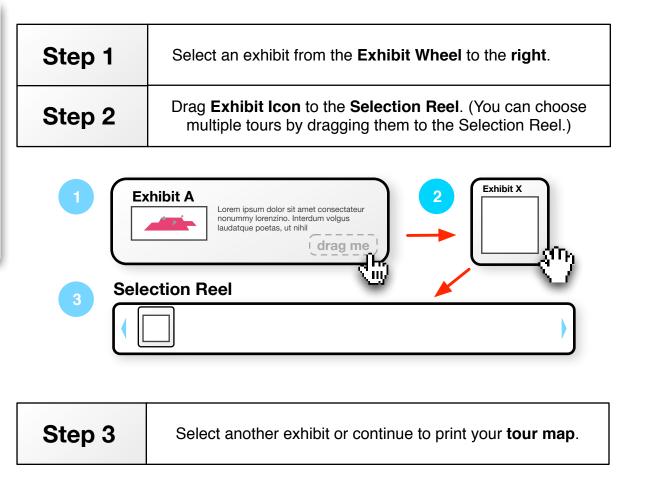
FEATURED EXHIBITS PAGE: Home Page

SCENARIO REF: 2.2 In-museum kiosk: Printable digital brochure http://wiki.fluidproject.org/display/fluid/Map+tool+overview+and+scenarios

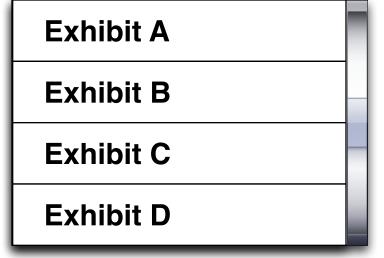


Accordion Menu

Touching Step 1, 2, or 3 will activate the accordion so users can see each step visualized. Step 2 is illustrated here.



Exhibits on DisplaySlide the exhibit list to select.



Back

Continue

FEATURED EXHIBITS PAGE: Chosen Exhibit A

SCENARIO REF: 2.2 In-museum kiosk: Printable digital brochure http://wiki.fluidproject.org/display/fluid/Map+tool+overview+and+scenarios





let yourself go

Featured Exhibits

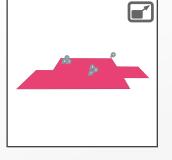
Create a Tour

Selecting Exhibits

Selecting Exhibits To make a selection, drag the exhibit box by the 'drag me' indicator into the Selection Reel.

drag me

Exhibit A



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Exhibits on Display

Slide the exhibit list to select.

Exhibit B

Exhibit C

Exhibit D

Exhibit E

Selection Reel To remove an exhibit, drag the icon out of the Selection Reel.

Reel "enabled" instance.

Arrow's will turn blue once there are enough items in the selection reel to move forward and back.

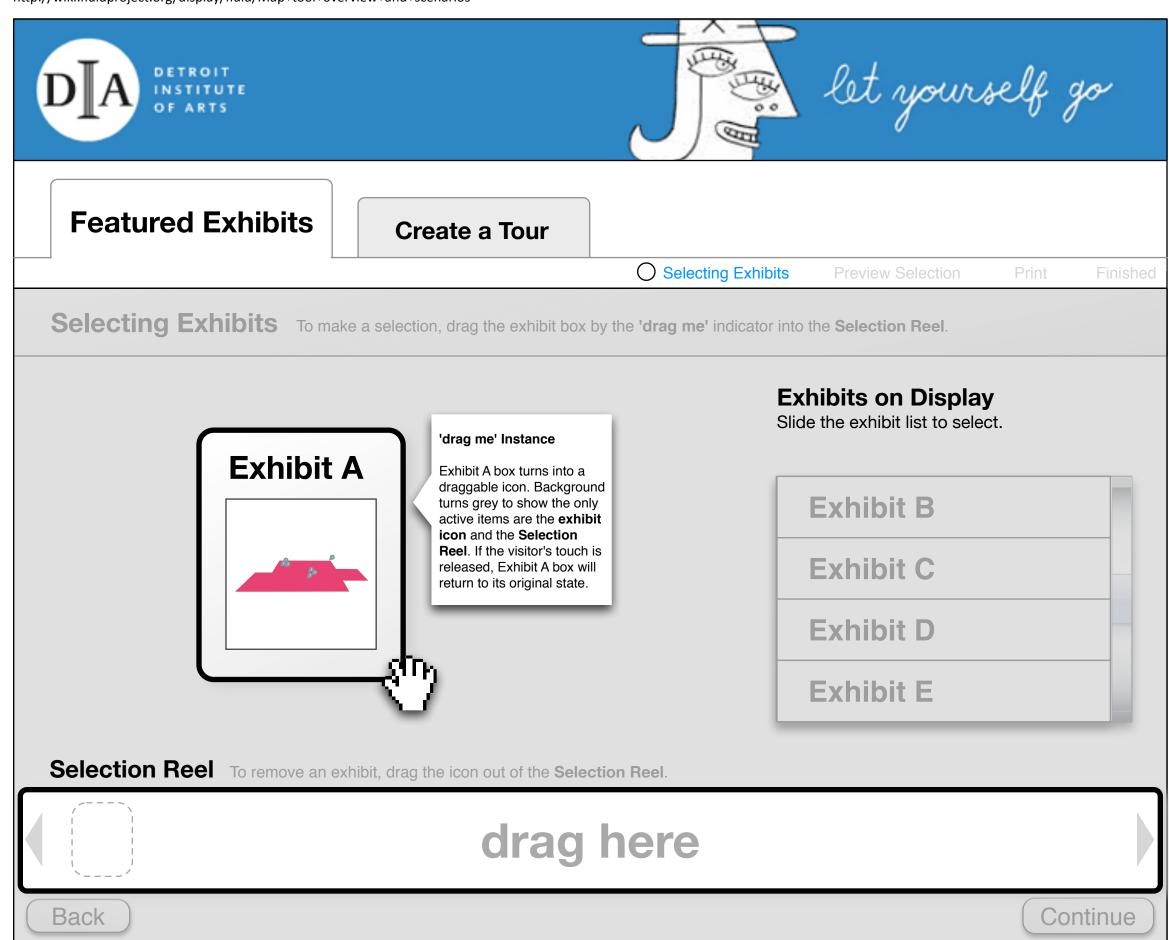
Consideration for Selection Reel

Is it realistic to have a Selection Reel for Featured Exhibits (?); visitor may not select enough to scroll through. Different browsing functionality here?

Back

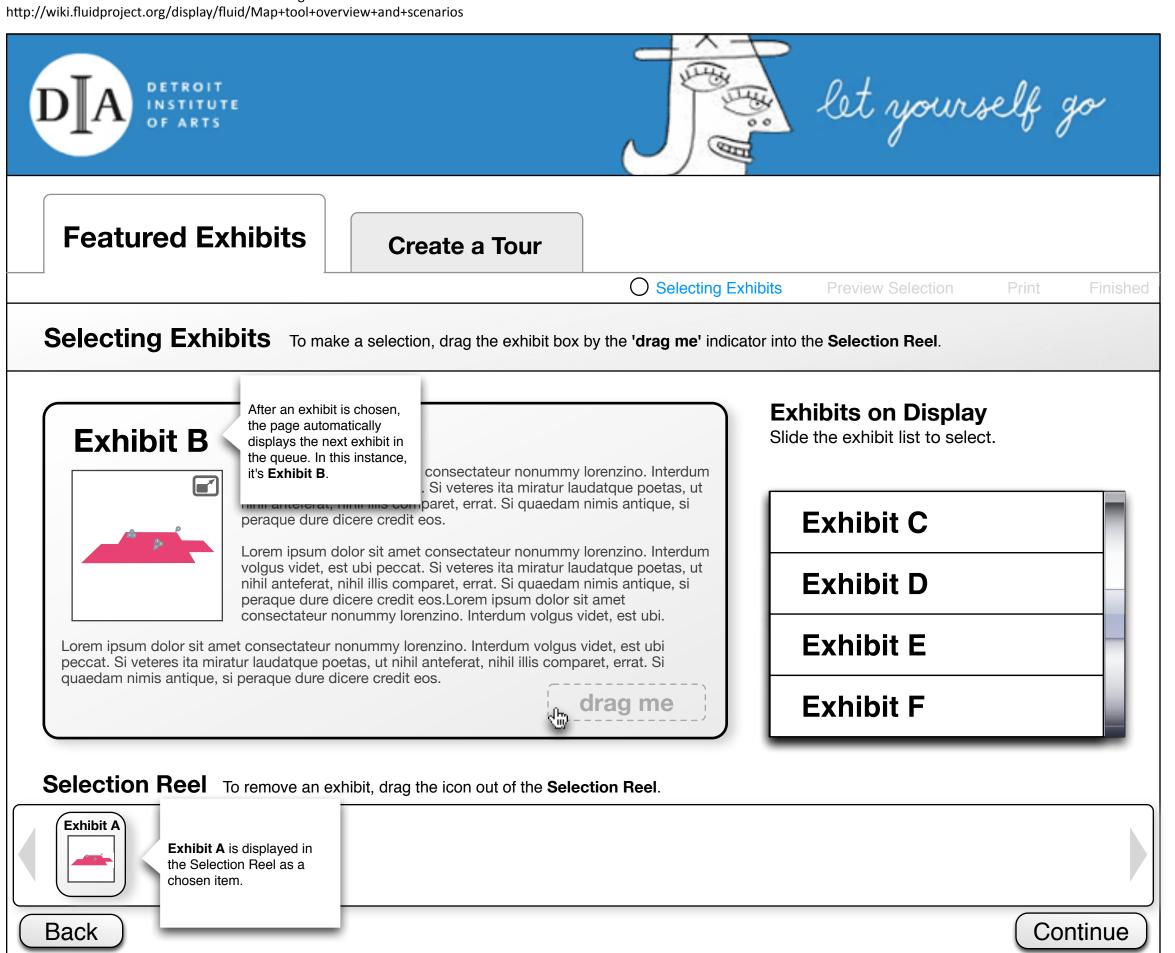
Continue

FEATURED EXHIBITS PAGE: Chosen Exhibit A with Drag

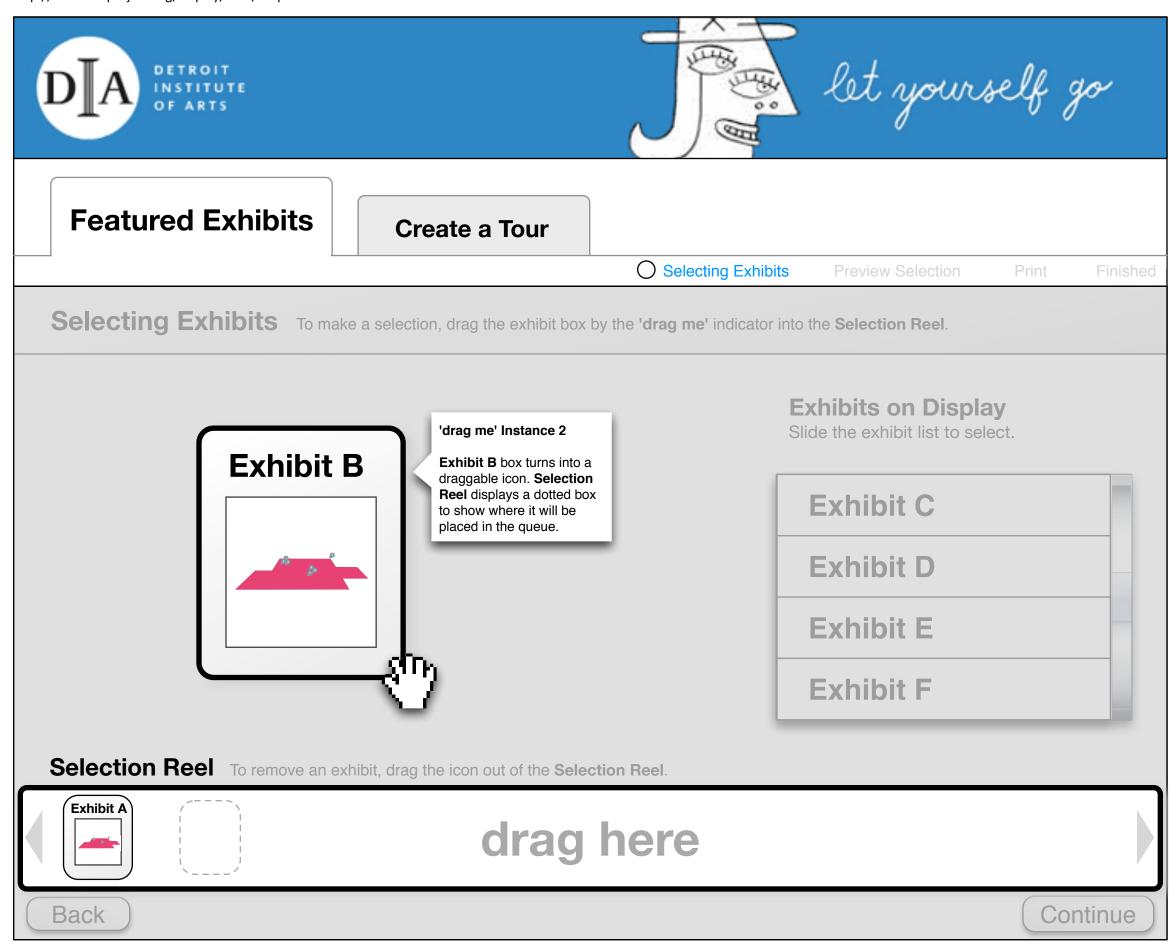


FEATURED EXHIBITS PAGE: Exhibit B queue

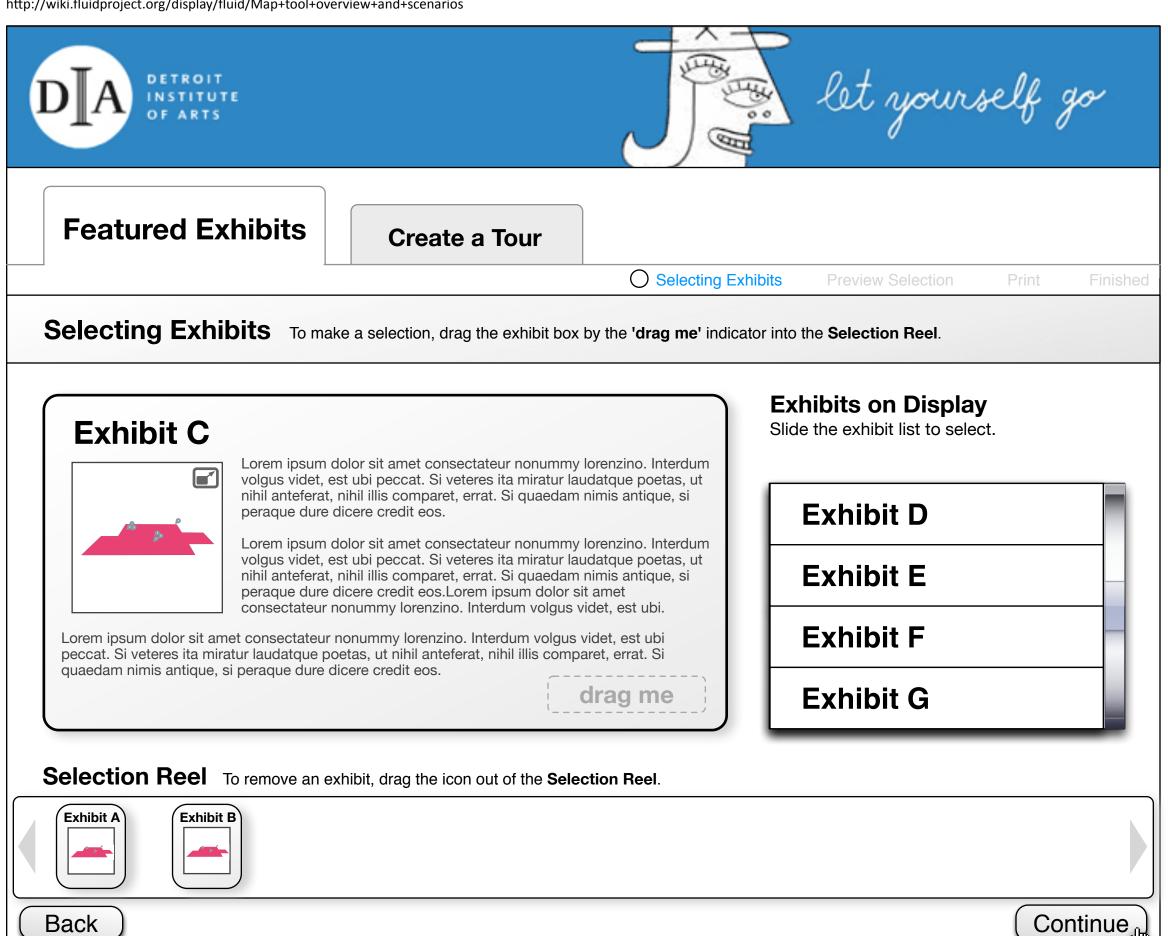
SCENARIO REF: 2.2 In-museum kiosk: Printable digital brochure



FEATURED EXHIBITS PAGE: Chosen Exhibit B with Drag

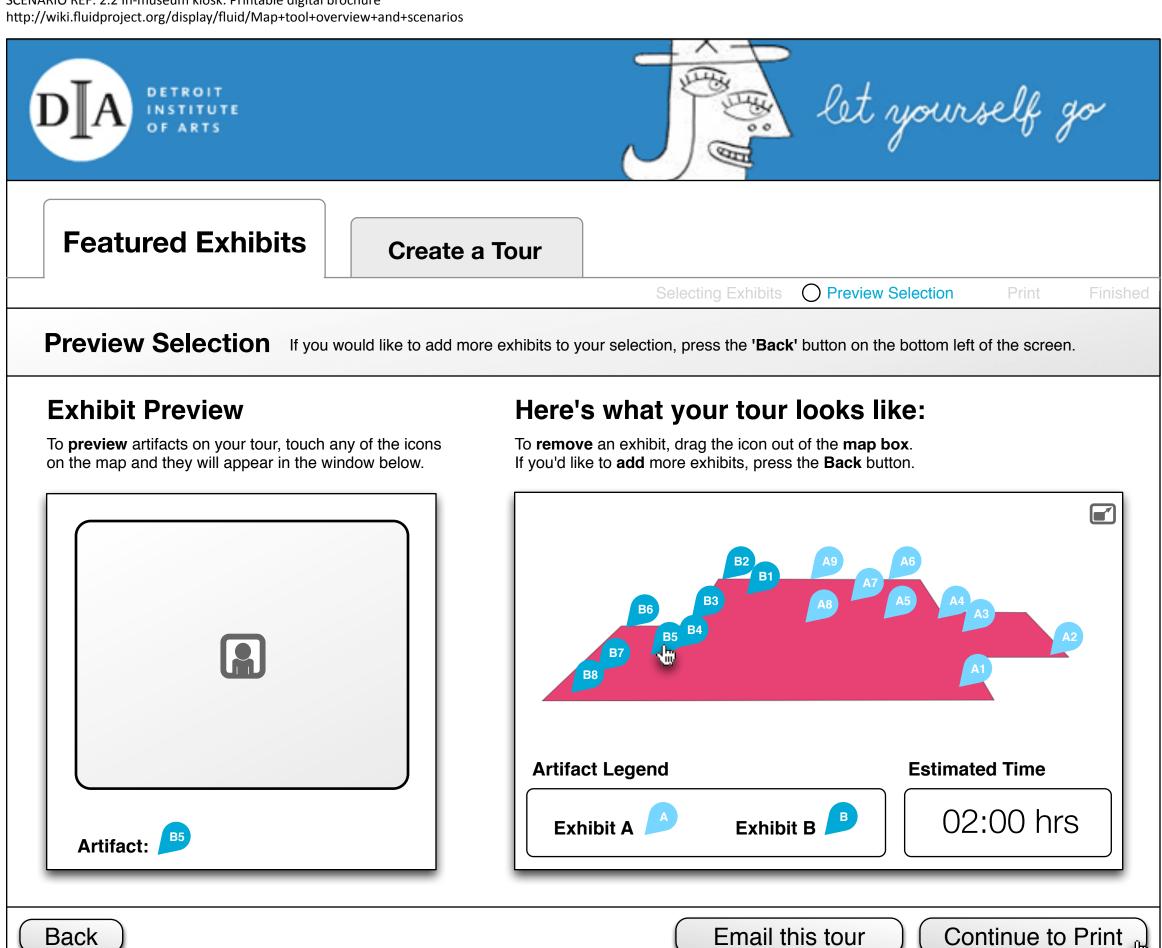


FEATURED EXHIBITS PAGE: Exhibit A & B Selected, Continue

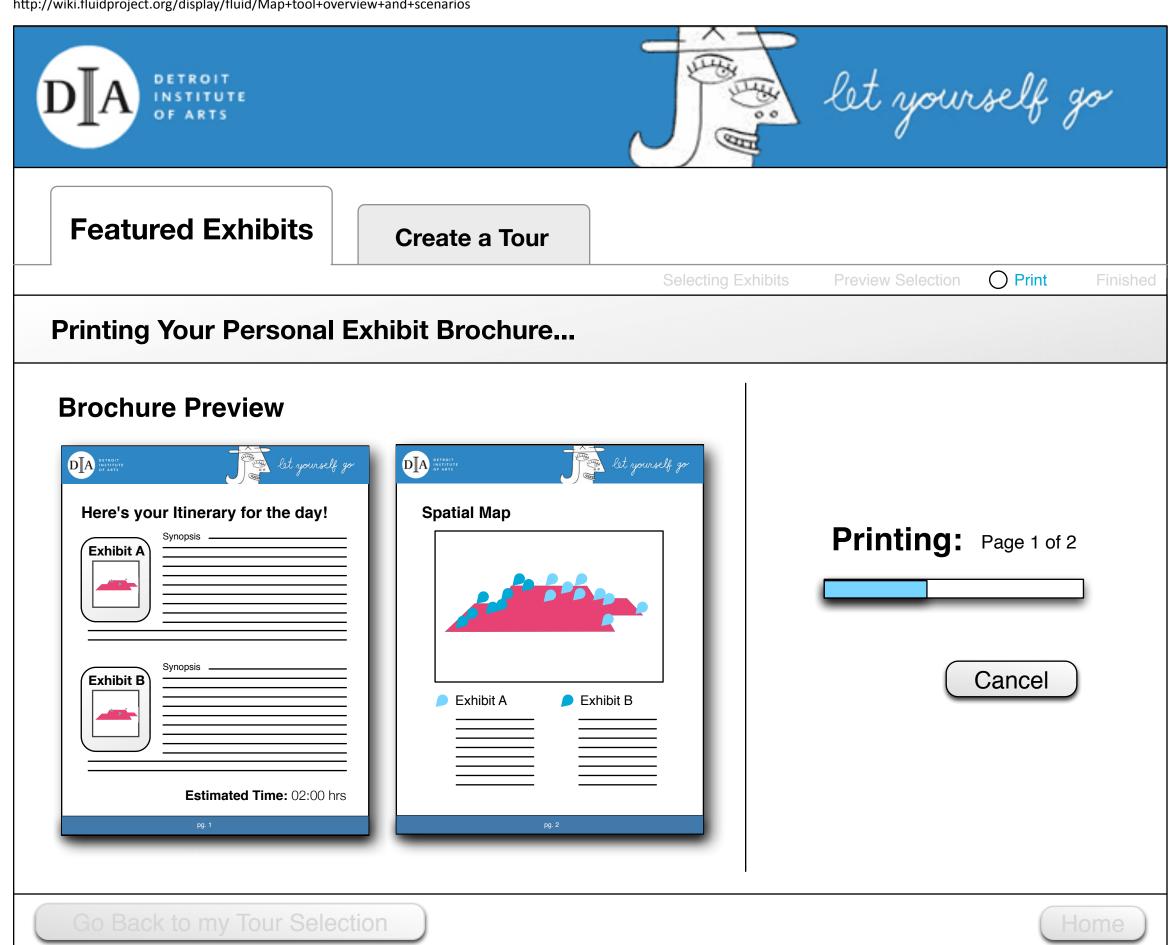


PREVIEW SELECTION PAGE: Featured Exhibits

SCENARIO REF: 2.2 In-museum kiosk: Printable digital brochure

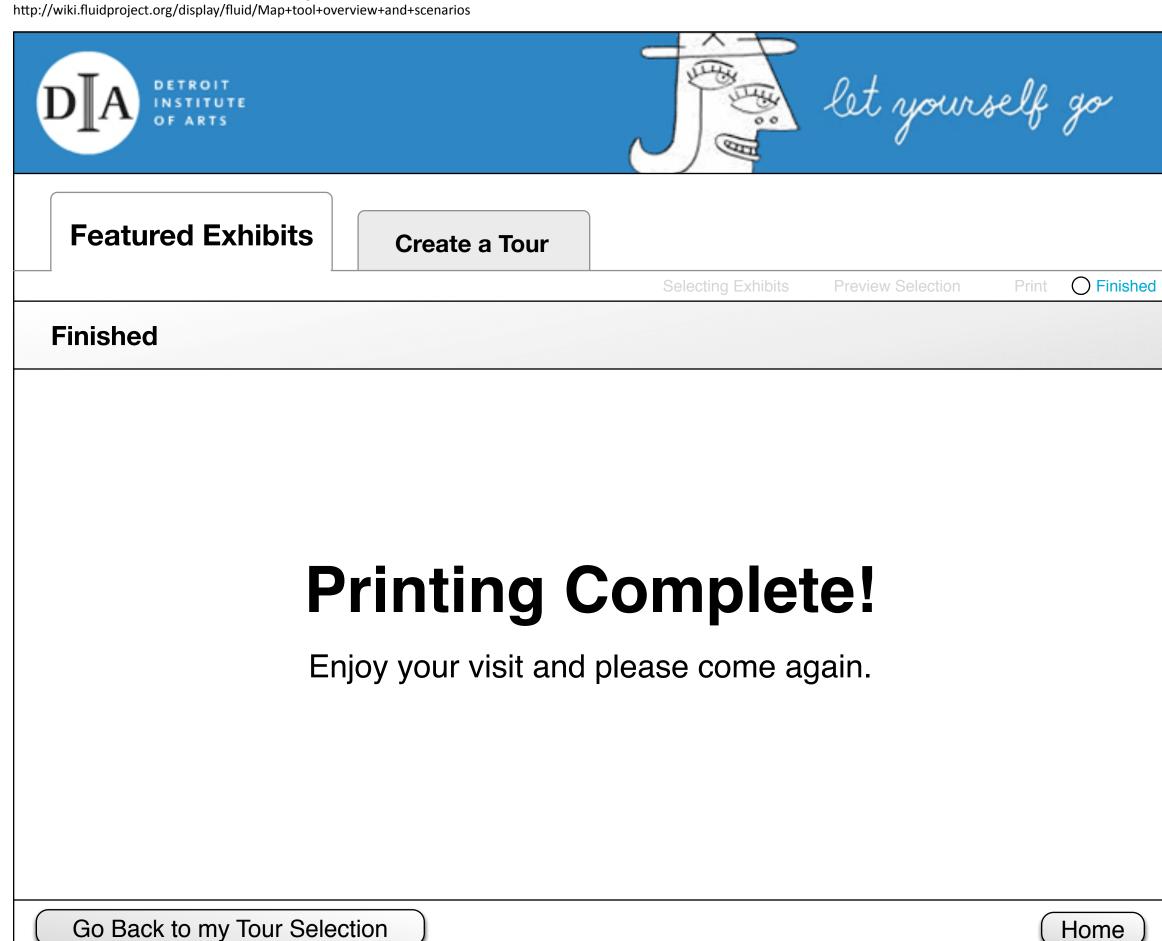


PRINT PAGE: with Brochure Preview



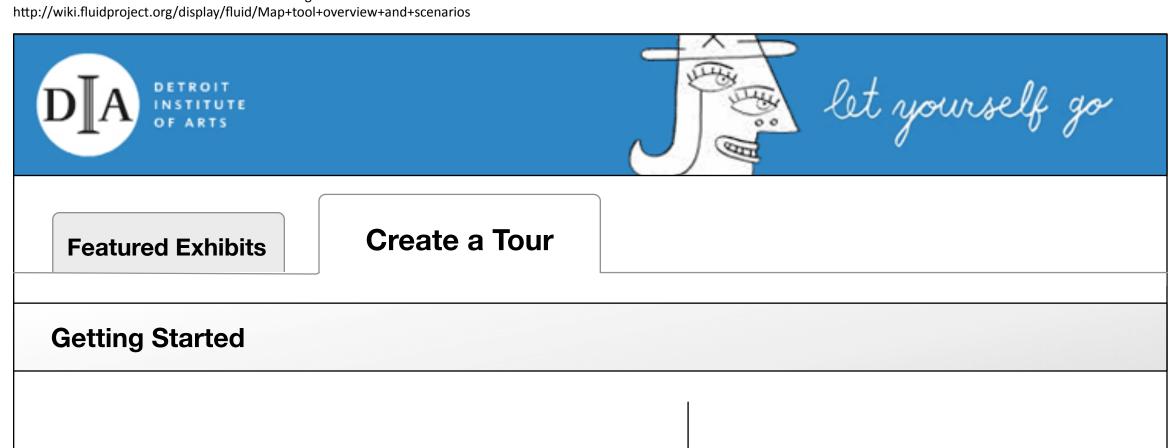
FINISHED PAGE: Featured Exhibits

SCENARIO REF: 2.2 In-museum kiosk: Printable digital brochure



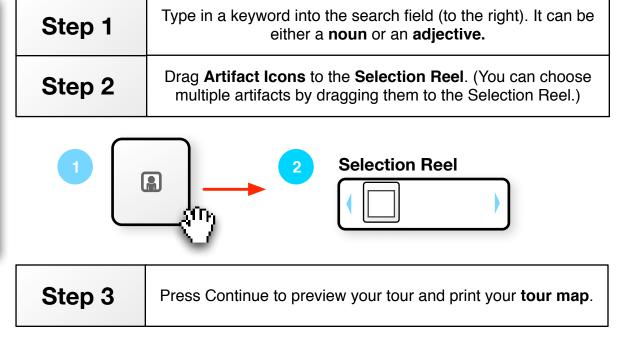
CREATE A TOUR PAGE: Home Page

SCENARIO REF: 2.2 In-museum kiosk: Printable digital brochure



Accordion Menu

Touching Step 1, 2, or 3 will activate the accordion so users can see each step visualized. Step 2 is illustrated here.



KEYWORD SEARCH

Type in a noun or adjective. (Example: "Elephant" or "happy")

Renaissance

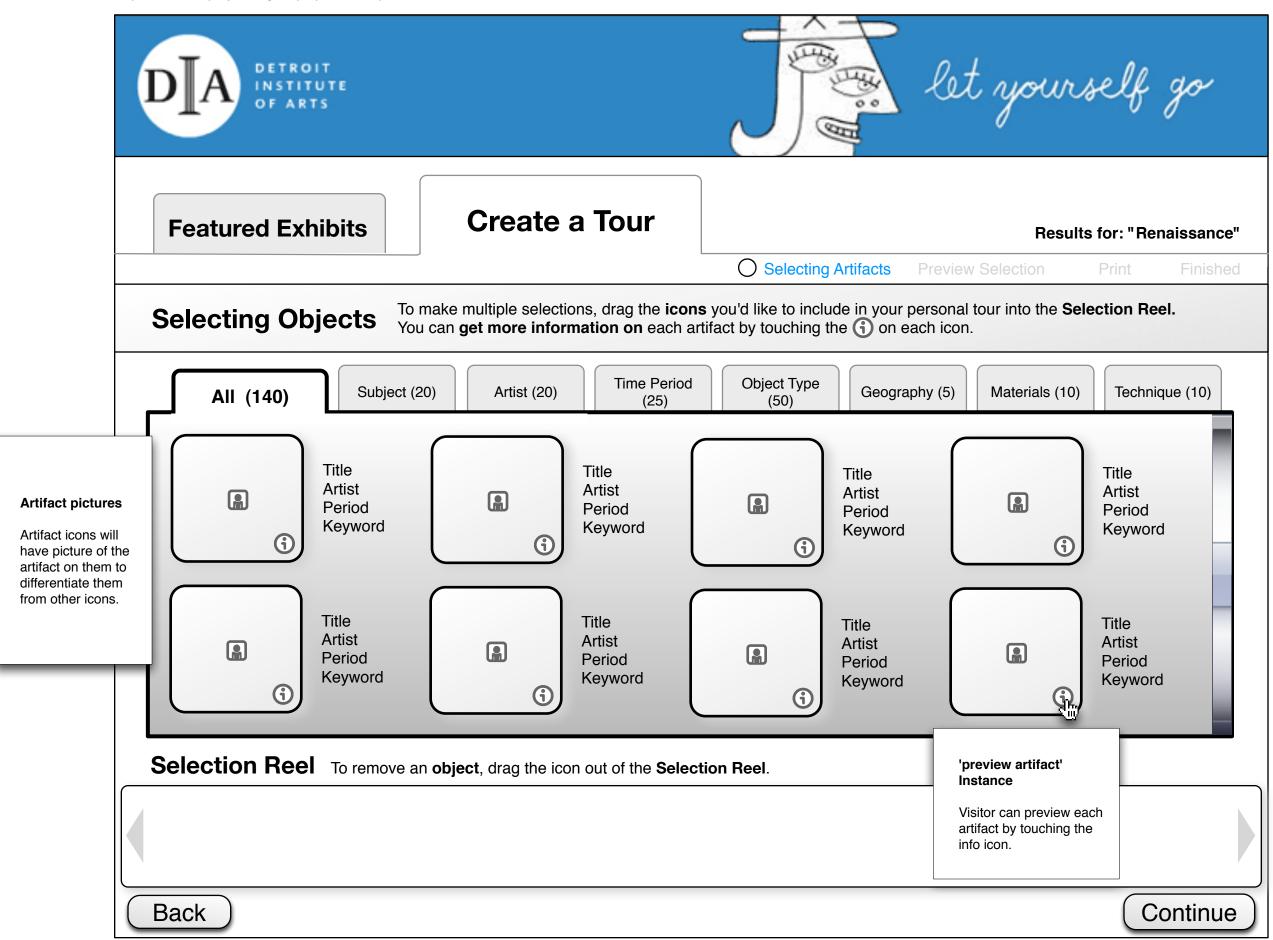


Go

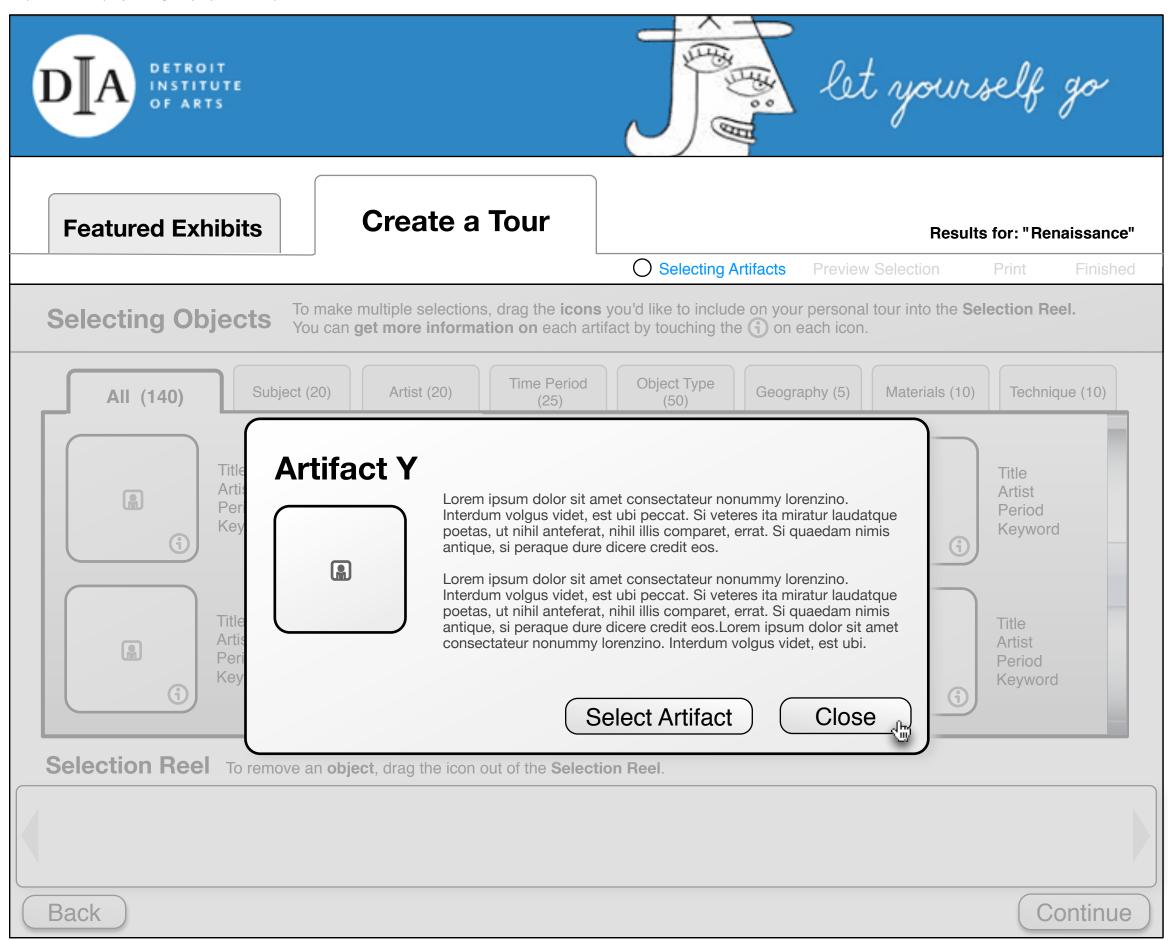
Back

Continue

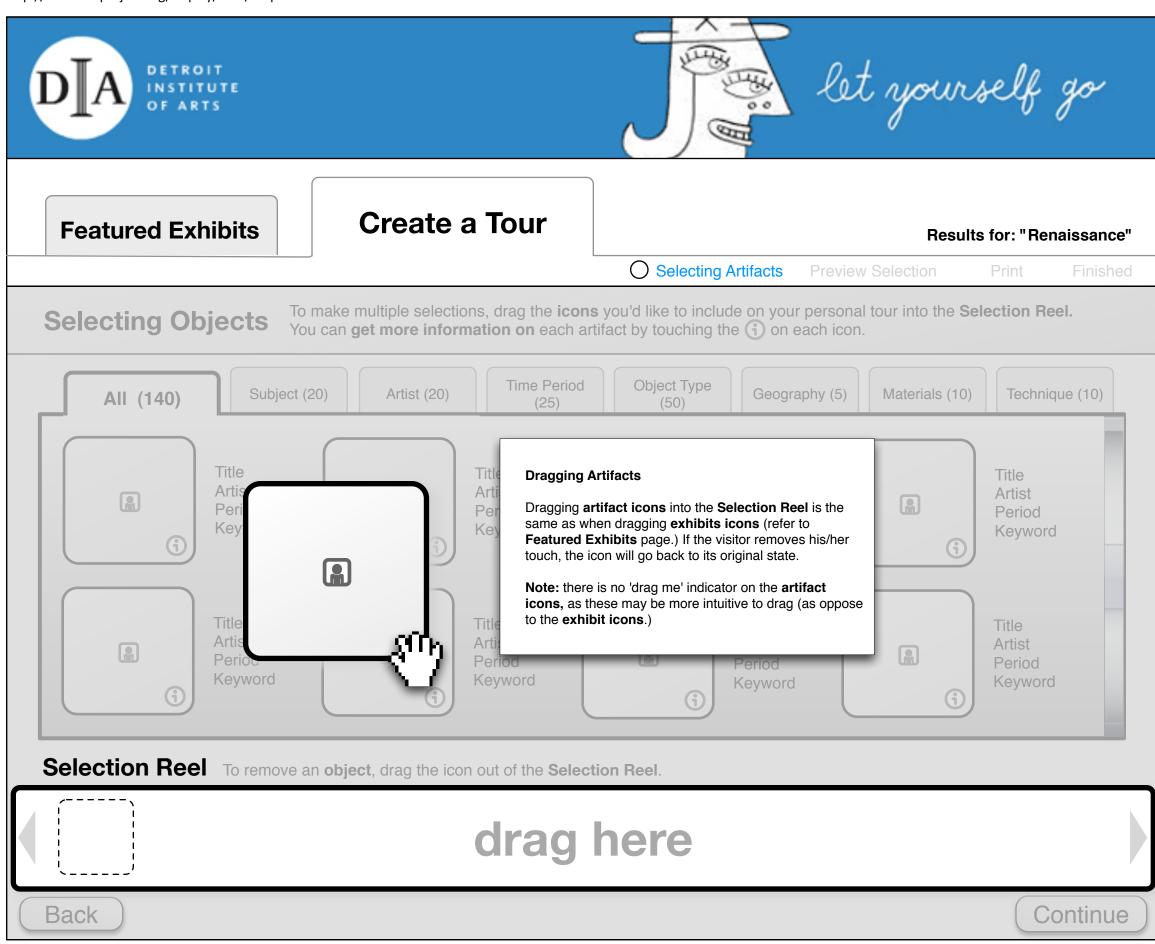
CREATE A TOUR PAGE: Search Results



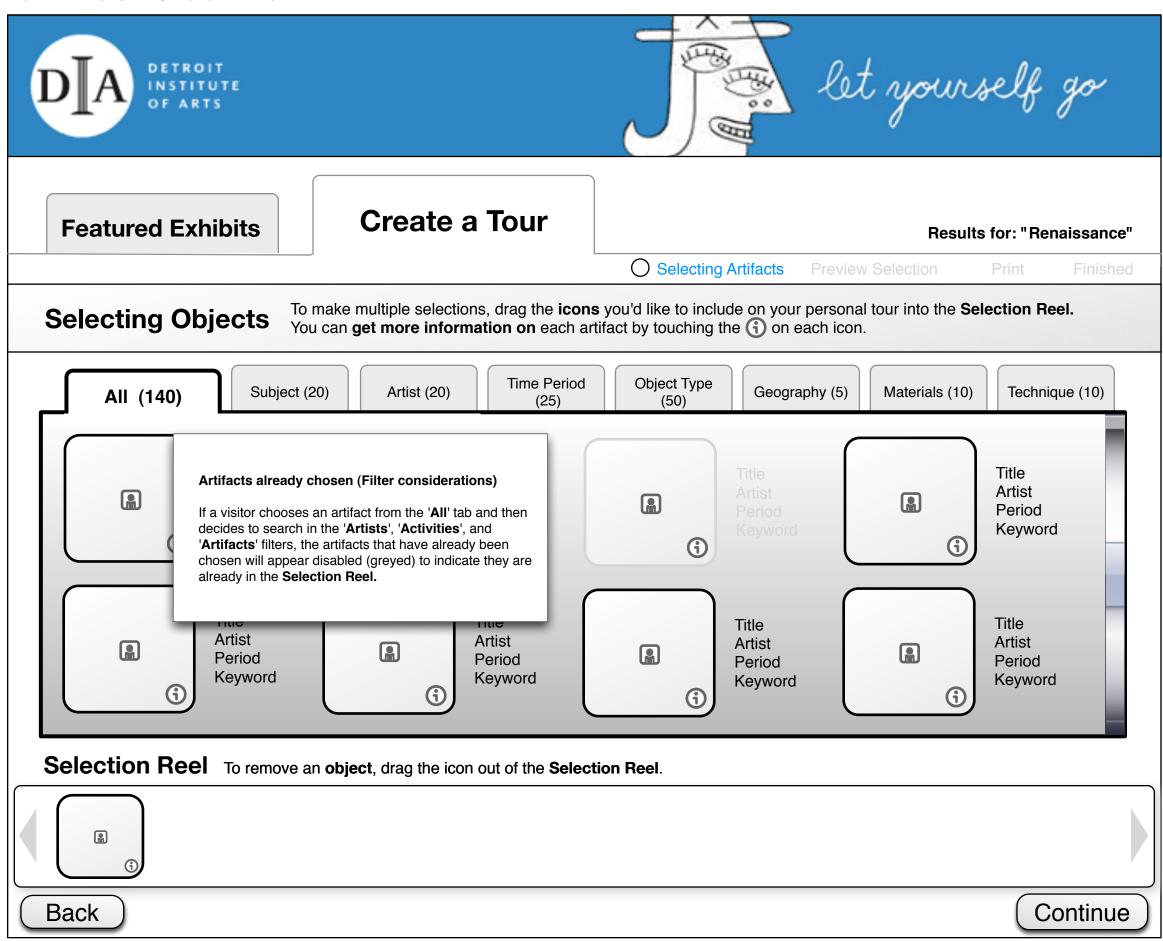
CREATE A TOUR PAGE: Previewing an Artifact



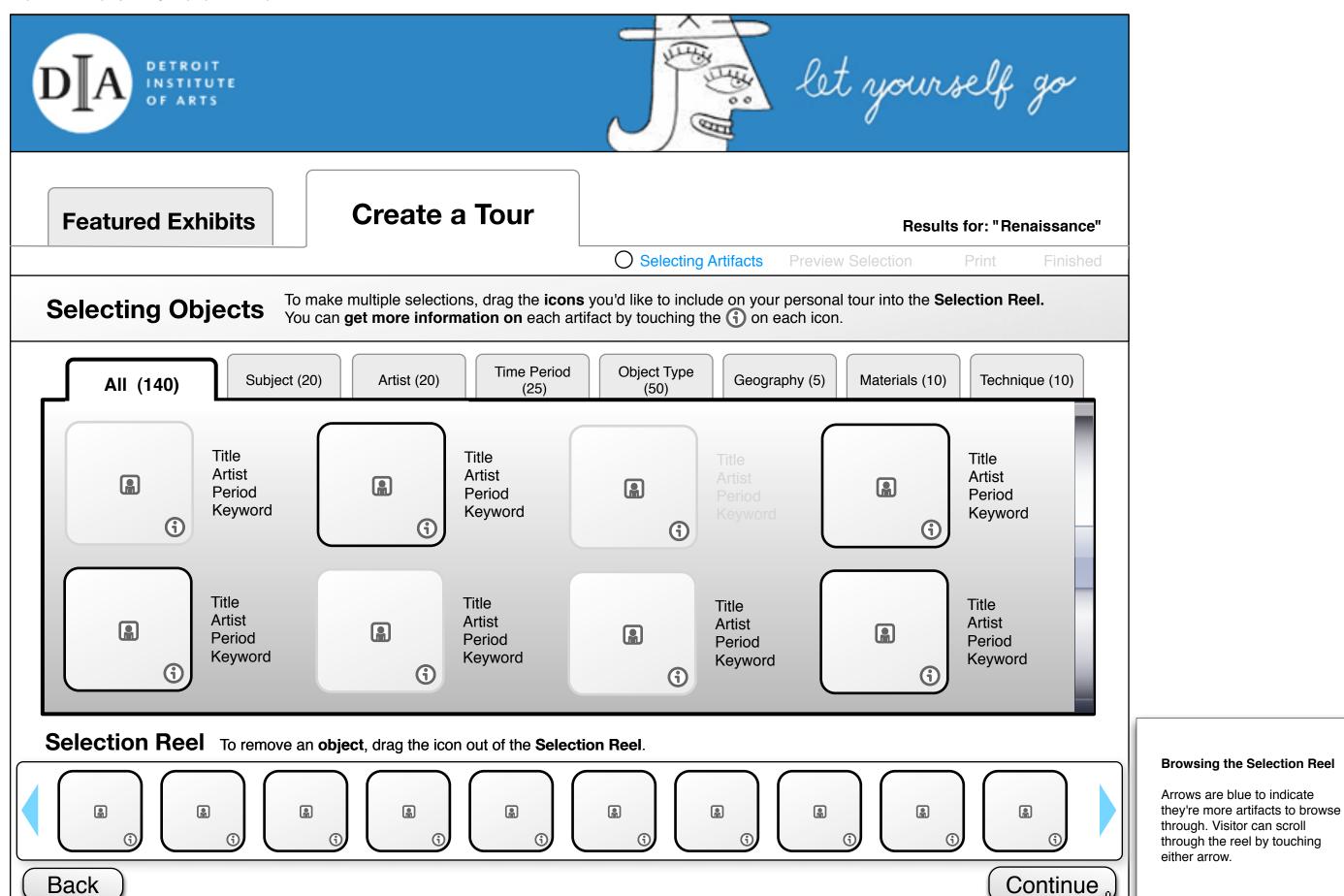
CREATE A TOUR PAGE: Choosing an Artifact by dragging



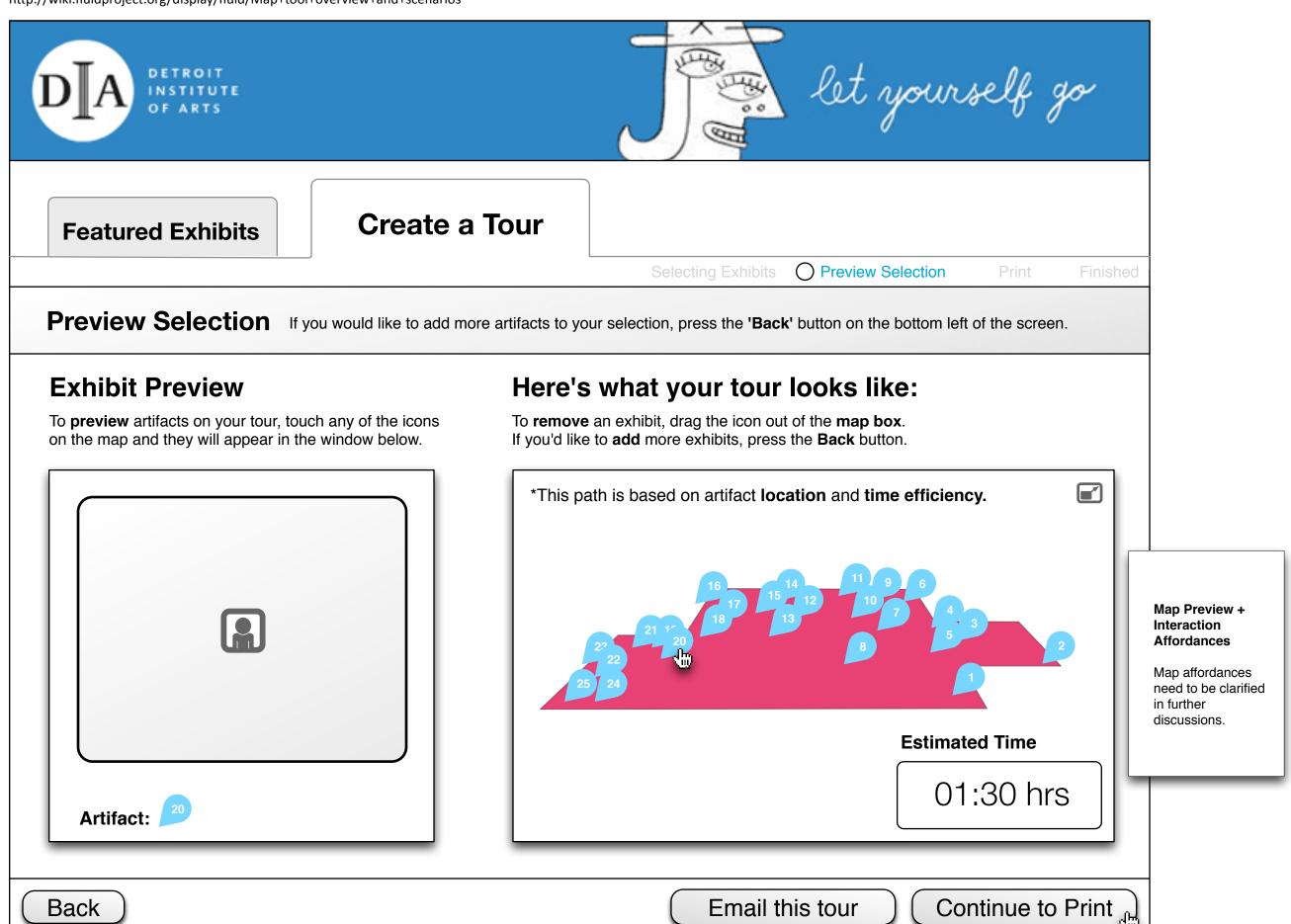
CREATE A TOUR PAGE: Chosen Artifacts



CREATE A TOUR PAGE: Multiple Artifacts Chosen



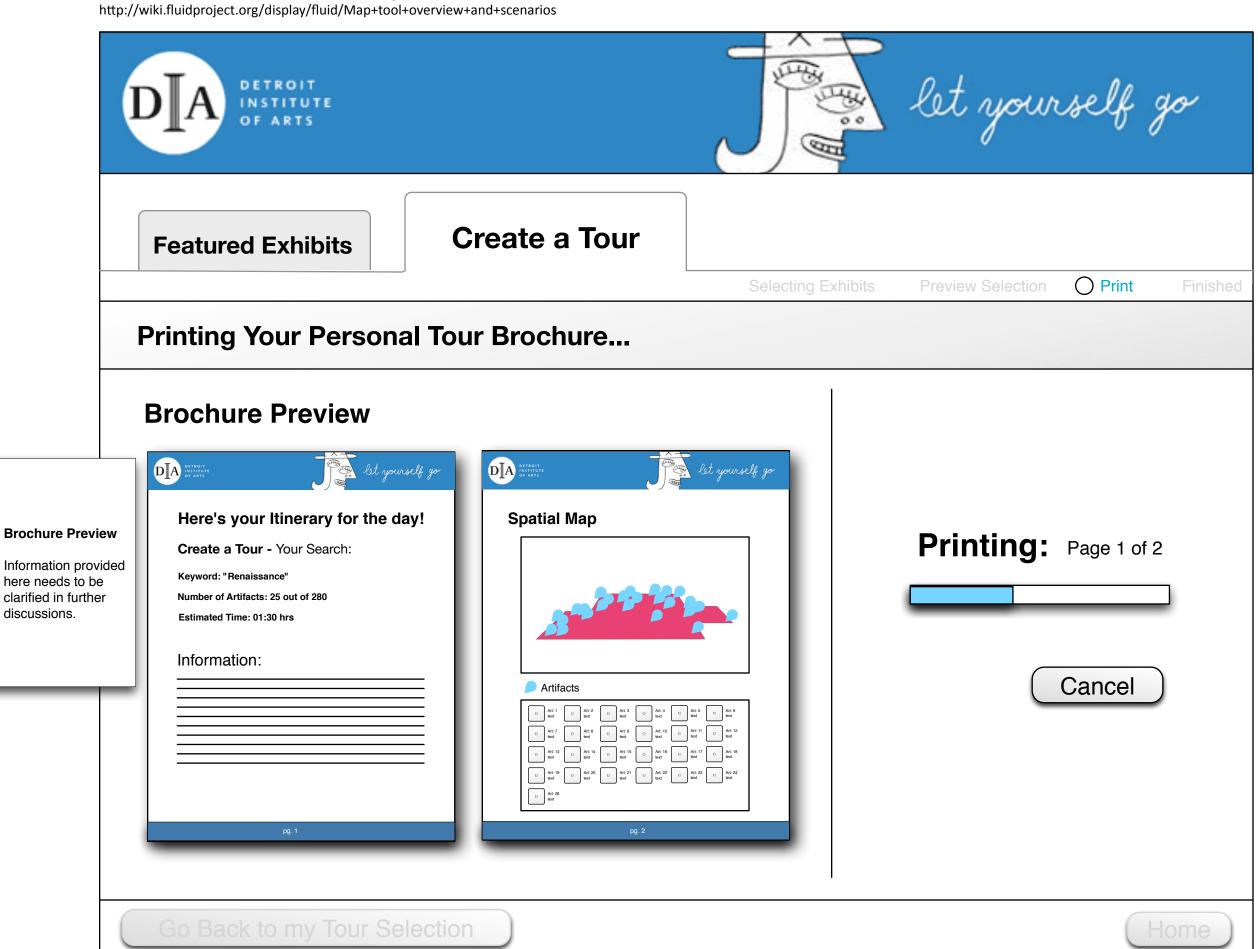
PREVIEW SELECTION PAGE: Create a Tour



discussions.

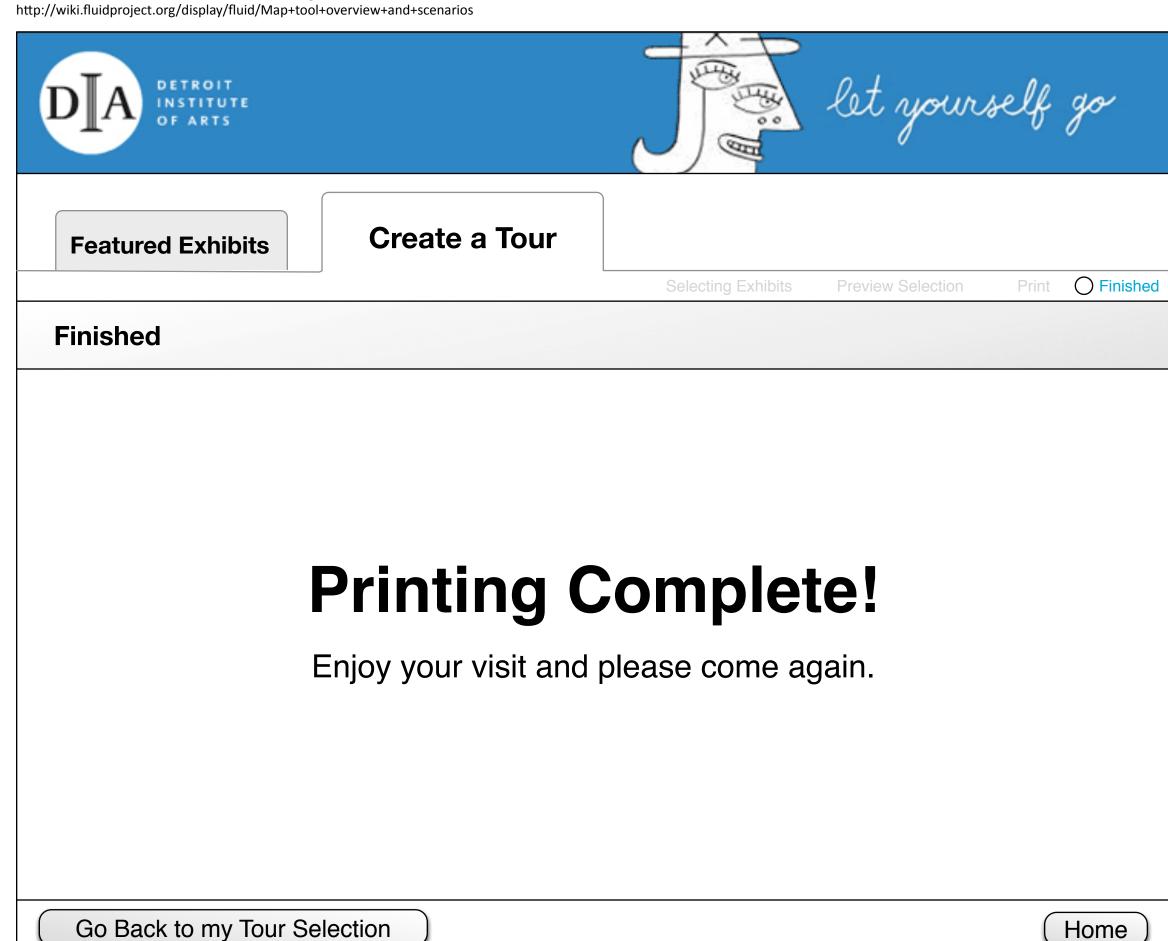
PRINT PAGE: with Brochure Preview

SCENARIO REF: 2.2 In-museum kiosk: Printable digital brochure



FINISHED PAGE: Create a Tour

SCENARIO REF: 2.2 In-museum kiosk: Printable digital brochure





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Section 3: Walkthrough Questions

Assumptions

Questions about the use the technical specifications of the kiosk and associated delivery systems.

- So far we have defined 2 types of tours "featured tours" and "custom tours" definitions below are there more types of tours?
 Featured Tours are tours that are deigned by museum staff that coincide with current exhibitions.
 Custom Tours are tours people create themselves through by entering a keyword and selecting items by "theme" or "artifact" currently on display.
- 2. What would be a standard kiosk size and features? We have designed the wireframes to fit a kiosk size of 19 in, (Resolution 1280 *1080) with touch screen and keyboarding features.
- 3. Do you think the use of kiosks would slow down or cause bottlenecks in visitor traffic?

Terminology

Questions in regards to the use of terminology by the museum.

- 4. Is the meaning of these terms (tours, exhibitions, collections, and archives) consistent across museums?
- 5. Would you use term "objects" or "artifacts" to describe items displayed in the museum?
- 6. On the bottom of p. 3 we have used the term "Selection Reel" as a term to identify area on the page to drag and drop selected tours. Do you think "My Tours" would be a better term?



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Wireframes

Questions related to the interface design.

- 7. On p. 2 and p.10 we have listed "how to" instructions for selecting a featured tour through the kiosk. Do you think this is helpful? Or do you think the instructions should be embedded into the process? Or do you think we should skip the instructions all together?
- 8. Would the museum want to rate the tours by age appropriate content?
- 9. Would the museum want to include the duration of a tour print out?
- 10. Would there be a limit to how many tours or objects a person could combine into a tour? If so what would the limit be or look like?
- 11. On p.10 Search Results we have listed four different ways of viewing the search results (All, Artists, Activities, and Artifacts) does this make sense? Or do you see another compensation of views?
- 12. On p.12 choosing an Artifact by dragging, we have tried to make the process intuitive, by highlighting specific areas on the page do you think this design decisions supports the process?
- 13. What other types of interactions do you envision visitors expecting to be able to do with the kiosk? For example do you think a person may want to browse the collection just to see what's on display?
- 14. Do you think the kiosk should use the term "Browse" or "Search Features"?
- 15. Would you want a person to be able to print out more then one copy of a tour?
- 16. What information would you like people to view when the tour printed? Do you think we should include all the information about each artifact a person selects or an abbreviated version? Should the curatorial statement be included or any other material?
- 17. Do you want people to have the ability to personalize tours by adding comments and being able to print these comments?



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Exploration/Alternatives

These questions request that we explore alternative ideas and encourage further discussion.

- 1. We have envisioned the design of this kiosk in the same way we use kiosks at the Airport to conduct an airline ticket check-in in regards to the time spent, minimal frustration, there are alternatives if the system isn't working and there and flight attendant on site how can assist a person with the process. Is this how envisions it use?
- 2. Rather just printing to paper we are thinking about how we could send tours to mobile devices? Do you think this feature would be of value?
- 3. Is there anything else you think we've missed?
- 4. Are there any features you could suggest that could enhance the visitor's experience?



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Section 4: References

We reviewed a number of industry sites and the DIA Family fitting room to develop a design solution that would enhance the kiosk design and provide models in accessibility, related information is listed below:

- **COMPASS** the British Museum's web and kiosk public access systems. Awards National Library for the Blind, Visionary Design Award 2002 for accessibility to the visually impaired. http://www.ssl.co.uk/ixbin/indexplus?record=PRO101
- DIA Family Fitting Room http://www.dia.org/calendar/programs and events/ item.asp?webitemid=1942



