

# Touch Screen Kiosks in museums

## Disability Discrimination Act compliant Touchscreen Kiosk

The touchscreen kiosks were designed from the outset to be Disability Discrimination Act compliant whilst enhancing usability for all. The exceptionally robust construction in powder coated steel accommodates and adapts to a wide range of client specified hardware, software and functions allowing easy and economical production and updating. The kiosk readily accepts graphic and advertising panels whilst lending itself to incorporation into larger surrounding structures in retail, exhibition and public environments.

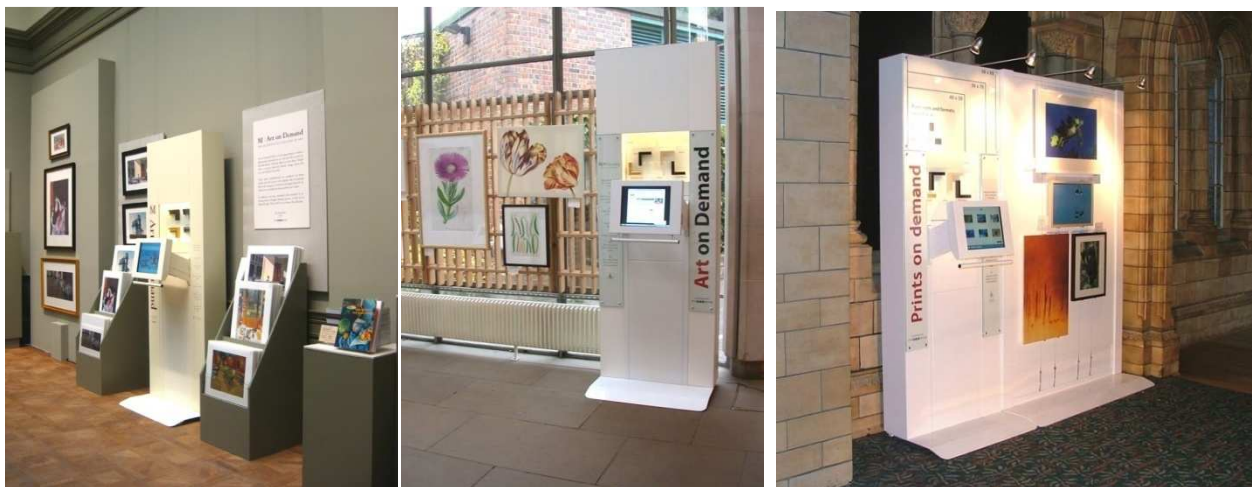


**adapt2u at Tate Britain**, The kiosk is used here as part of a complete presentation (also designed and produced by Bozeat Palmer) for the selection and purchase of fine art prints which are produced off site.



**Museum of Modern Art, New York**, These installations use adapt2u Disability Discrimination Act Compliant touch-screen Kiosks. *Right: The print-on-demand kiosk at the MOMA/NYC museum shop.*

With the kiosk or storefront model a person looking for some artwork goes to a digital terminal located in a gallery, frame shop, museum bookstore or some other kind of outlet. There they are able to view a selection of artwork contained on a local databank or specific web browser set up for this purpose. After choosing an image file the customer can select the size of the print and the substrate upon which the image will appear, along with framing and matting options. The print is made at that location and the customer walks out with the finished object. The artist receives the price they set for the artwork and usually gets some share of the profits based on the framing and matting charges. Kiosks such as this are already in operation at prestigious museums and galleries, such as the MOMA in New York and the National Gallery in London. While these operations draw upon the institutions they serve for the imagery that is reproduced in the form of an inkjet print, it is totally feasible for original digital art files to be presented and marketed in this way through the same sort of terminals.



**1. Metropolitan Museum of Art, New York, 2. Kew Gardens, 3. The Natural History Museum, London**

## Multi touch Exhibition Space in Birmingham



Visitors interact with the interactive map and photographs of Birmingham. The multitouch-enabled panoramic viewers were placed by the large windows in the gallery space allows visitors to explore the Birmingham Skyline.

## Wildlife Photographer of the Year Kiosk



Wildlife Photographer of the Year gallery kiosk

The kiosk within the 'Wildlife Photographer of the Year' exhibition enabled visitors to browse any of the photographs on display and then bookmark their selection and e-mail it to their home address. An e-mail was then sent with thumbnails of the pictures chosen and a direct link back to Museum Web site which had a virtual gallery of all photographs and accompanying information. The kiosk was integrated into the exhibition design; however there was no explanatory text explaining its function.

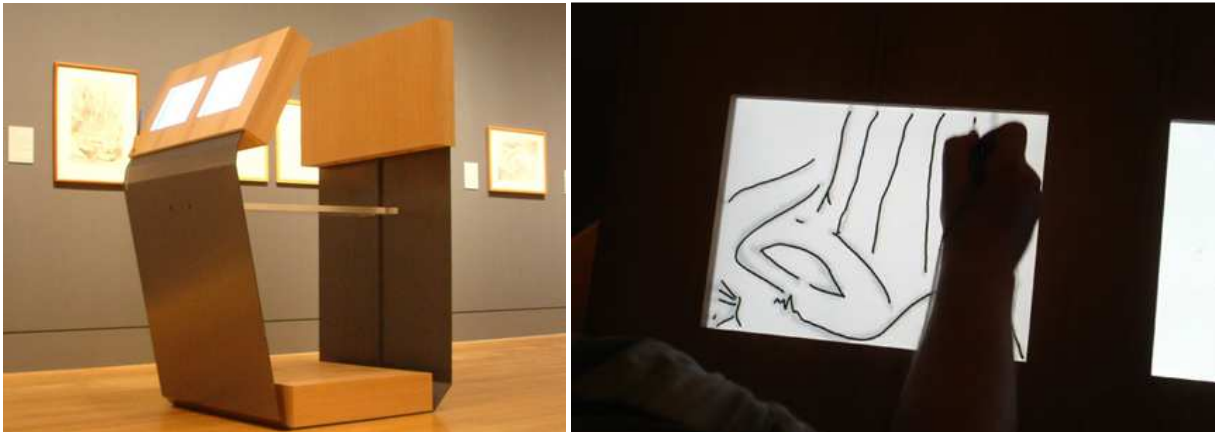
## The Ecology Action Point Kiosk



Ecology Gallery and Action Point kiosk

The Ecology Action Point kiosk within the Ecology gallery had a similar function. Designed to encourage visitors to become involved with their environment, it allowed visitors to choose from different areas of interest that they wished more information on. E-mails with links to the appropriate sections of the Natural History Museum Web site and other relevant organisations were then sent to them.

### **Interactive drawing tool at the Tate Britain Museum**



AllofUs's kiosk for the William Blake and John Flaxman exhibition at the Tate Britain Museum.

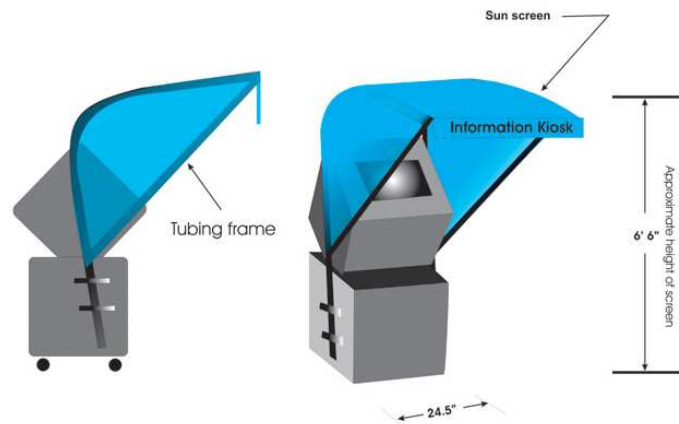
Tate Britain is taking the idea of letting the audience provide the content for the exhibition one step farther. Seen as the stodgy cousin of the new, hip and architecturally fabulous Tate Modern, Tate Britain has shaken its role as the unloved relative to become more inventive and radical. Its outreach already includes projects like themed guides to the collections for hangovers, first dates—getting dumped even. And now they're they've hired the firm AllofUs to take on interactive displays. AllofUs came up with a display that lets people draw. Part of a small show pairing artist William Blake and his friend John Flaxman's illustrations, the interactive drawing tool hardly looked like a kiosk.

### **Kiosk at the Institute of Ocean Sciences**





Conceptual design of touch screen kiosk



Diversified scientific Solutions designed constructed and created a touch screen multimedia kiosk presentation which integrated video, audio, photos and descriptive text. The kiosk is a permanent installation setup in the front foyer of the Institute of Ocean Sciences and is used to introduce visitors to the various science programs conducted by both Fisheries and Oceans Canada as well as the Pacific Geoscience Centre.

### large kiosk at the Natural History Science Museum of Los Angeles



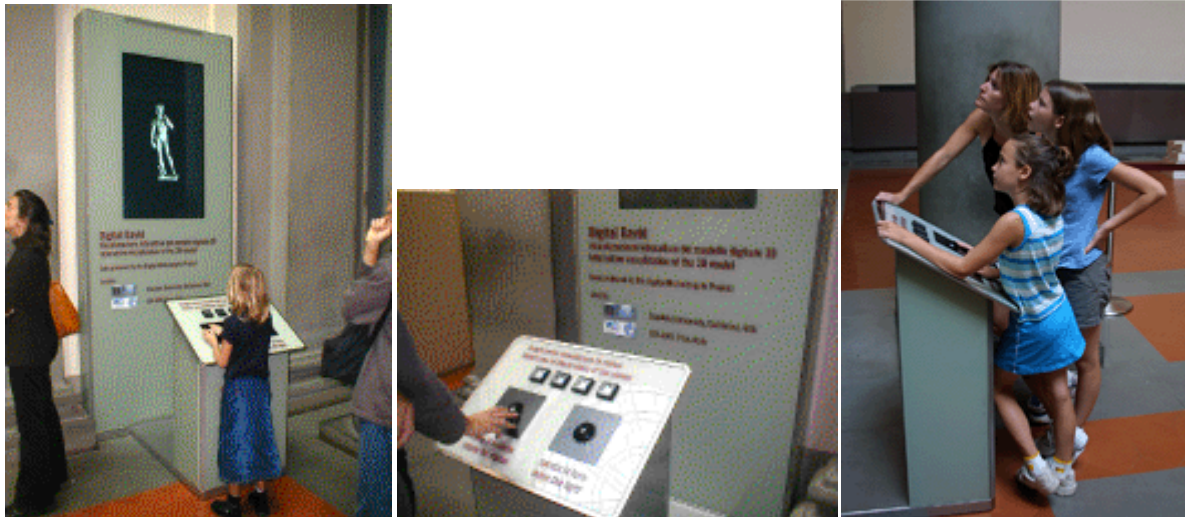
Two fingered rotation testing

User interface testing

Multi-touch large screen testing

The Natural History Science Museum of Los Angeles wanted to create a large kiosk that many guests could operate at the same time. This would make using a conventional mouse-based kiosk impossible because a mouse has a single point of control. Ideally, the designers at the museum wanted a large screen that can have objects manipulated by multiple control points (i.e. multiple “mouse” pointers) allowing for a shared experience. Cost was also a factor, so 8 foot touch screens were not an option.

## The kiosk showing the statue of Michelangelo's David in Galleria dell'Accademia



The design, shown at left, consists of a 40-inch (diagonal) plasma display screen mounted slightly above eye level and a slanted control panel containing two trackballs and four buttons. There are no menus to navigate, and no cursor or text appears on the screen. One trackball is used to rotate the model, and one to move the lighting. The four buttons select different body parts to examine. Shown in the middle picture, is the control panel. Reflected in its plexiglas cover is the domed skylight that sits over the statue. The trackballs and buttons are arcade quality, in keeping with its expected heavy use. Mounted in the faceplate of each button is a thumbnail photograph of the corresponding body part. The panel is slanted to prevent people from placing handbags or backpacks on it. The kiosk attracts young people easily.

## Design Cities at the Design Museum



Design Cities at the Design Museum London showcases over 1000 moving videogrids captured when the exhibition was in Istanbul. Visitors can browse the collection using two buttons in front of a large lcd screen

## The Smithsonian National Museum of American



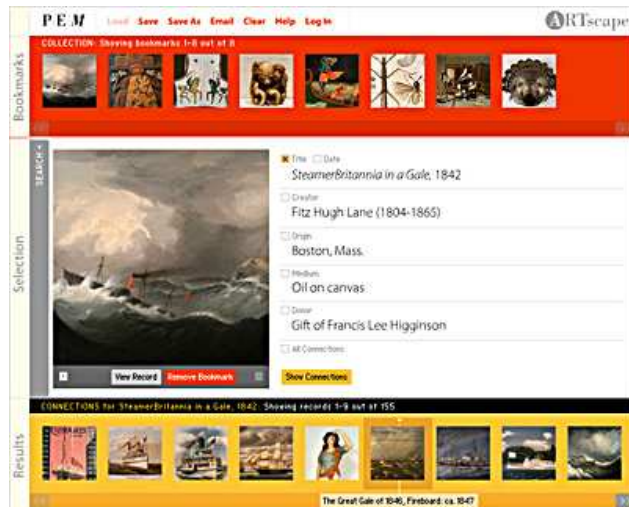
(1)



(2)



(3)



(4)

- (1) A visitor “bookmarks” a painting by entering its ARTscape number into the modified Acoustiguide wand.
- (2) At one of the kiosks deployed throughout the museum a visitor places the wand in a docking port and can learn more about the works earlier bookmarked.
- (3) Before leaving the museum, the visitor can enter an e-mail address in the kiosk with the wand docked and the bookmarks of the visit will be e-mailed to them.
- (4) At home, the visitors can retrace their steps, revisit their bookmarks, share their visit or find new connections to related objects in the ARTscape on-line collection.

Every visitor receives an Acoustiguide audio wand to use throughout the galleries. In addition to the traditional audio segments available for some works on view, these modified wands have an additional ARTscape button. Every single object on view has a five-digit ARTscape number clearly visible on its respective interpretive panel. Throughout a visit, audiences can enter the ARTscape number of any object of interest to them - hence bookmarking them - and their entries are recorded in the wand. When the wands are docked in any of the kiosks deployed throughout the galleries, visitors can interact with ARTscape where every object they bookmarked in the museum will be represented. Before leaving the museum, visitors can enter their e-mail address in a kiosk and an e-mail is sent to them with a link to ARTscape. When this link is retrieved on the home computer, the visitor can log into ARTscape and see a personal bookmarked path through the museum!



## A unique, cross-channel experience in the Library of Congress Experience



The Library knew it would see more visitors, thanks to the newly constructed Capitol Visitor's Center across the street, and it wanted to help them maximize the visit once they arrived. Each myLOC station has four functions:

1. **Explore Space.** A visitor can examine details from the room she's standing in and save them to her personal accounts using the Passport.
2. **Featured Highlights.** A visitor can browse exhibitions, look up docent-led tours, or find Library events occurring throughout the day or week.
3. **Knowledge Quest.** A visitor can play a learning game that asks questions about her surroundings and challenges her to discover the answers. Each Quest follows up the final answer with an open-ended question to keep the visitor's mind in the Experience and curious.
4. **Build Your Collection.** Through the Passport, a visitor can save anything in the exhibition or space to her personal account and begin to establish her own online collection of Library of Congress treasures.



Touch screens strategically pointed in each cardinal direction within the Great Hall give visitors the opportunity to learn more about the art, ornamentation, and architecture directly within their view. As visitors touch different parts of the electronic display they zoom into extremely high resolution photographs that serve curatorial insight about the features surrounding them. Visitors can zoom in and out of every detail or follow a mediated tour through the experience, learning about each feature interpreted in the unit. As part of the greater Library of Congress Visitor Experience, each of these six stations can be added to a visitor's personalized collection on their own myloc.gov page through a unique, bar-coded LOC Passport.





Two challenges in one interactive, these activities engage younger audiences in a series of first-person decision-making exercises that bring to life the communication and preparation considerations a soldier faced. The Bugle Calls activity gives visitors an overview of several important calls every soldier was required to know, then tests their retention and musical discernment capabilities as they are asked to identify different calls. In the On Campaign activity visitors learn about all the gear a soldier might use throughout a campaign, and then challenges them to efficiently pack their sack for conflict and see how their decisions affect their ability to endure long marches and stand ready for battle.



This playful installation gives young visitors the ability to drag and drop components from a palette of possibilities into a custom seal of their own creation while bystanders witness their creation on large overhead repeater screens. Part of "To Form a More Perfect Union," this Public Vault highlights records of liberty and law that illustrate the evolution of democracy.

## Victoria & Albert museum jewellery interactive



The V&A museum hired Cogapp to create an interactive to showcase their jewellery collection as part of their new jewellery gallery. The interactive allows the user to explore the jewellery collection fluidly through the use of faceted navigation.

## MoMA.Guide - Museum of Modern Art, New York - interactive guide



The Museum of Modern Art in New York hired Cogapp to create an interactive public kiosk system. Kiosks in the museum allow users to explore MoMA's vast collection (only a percentage of which is on display at any one time). The kiosk includes way finding information.

## Touchscreen Kiosk in Peabody Museum of Natural History

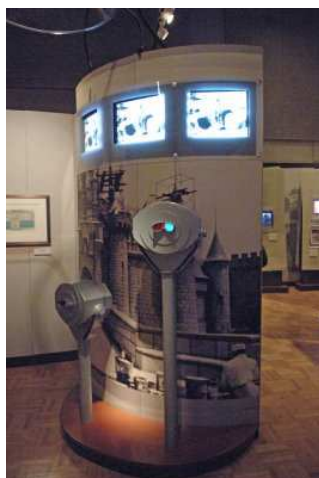


This kiosk features a 24" widescreen LCD touchscreen, which is duplicated on another 24" LCD screen above (so that large groups can see the video). Five speakers and a subwoofer provide solid audio for this challenging acoustic area (near the main entrance). There are five sections of video with subtitling, along with slideshow and credits sections. The video in the kiosk was produced by Coneflower Productions, which was encoded into Flash FLV format for the program. All animations and sound effects were custom made.

## Disneyland Museum



Interactive kiosk areas include walls filled with artwork.





An interactive kiosk provides a 3-D view of the park in the form of stationary 3-D "binoculars" for both the adults and children.

### **Kiosk in CosmoCaixa Madrid and Barcelona Museums**



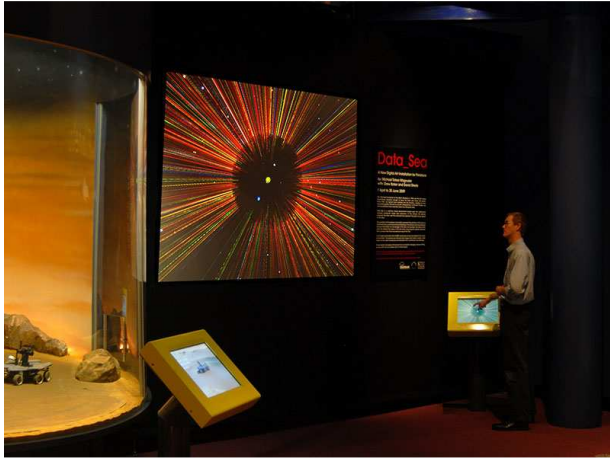
The KaleiVoiceCope technology is present in a temporal installation for the CosmoCaixa Madrid and Barcelona Museums. In this installation, the visitor of the museum talks to a microphone, selects how to transform his/her voice and listens and visualizes the voice.

### **Visitor Access Point kiosk in Shrewsbury Museum**



This kiosk combines state of the art display technology with wireless and broadband. It delivered a dynamic interface, providing floor by floor information of Shrewsbury Museum in an easy to use touch interface. The construction in steel and glass, with illumination, is very contemporary but does harmonise with its surroundings in this 14th century building.

### **Digital projection and touch screen kiosk**



*Data\_Sea* by Michael Takeo Magruder, installation at Thinktank Birmingham Science Museum

### **Feature Walters completes new interactive exhibits for Old Fort York**



Following a competitive tender, Feature Walters was awarded a contract to design and build new exhibits and to provide interactive content for Toronto's foremost historical site. Now complete, the exhibit features four large cases, a plasma screen and a touch screen kiosk for accessing traditional martial music tracks.

### **Gulf Coast Exploreum My Bodyworks Gallery**



Perfect Prototype helped create, design, and implement software and electronics for 9 unique exhibits with a total of 17 kiosks. Two iconic exhibits, the Augmented Reality Heart Anatomy kiosks and the Human Anatomy sliding monitor exhibits contributed to a high-tech futuristic gallery. Perfect Prototype also designed and implemented an RFID exhibit data tracking system used in 12 exhibits that stored 23 data metrics about the user. As they walked through the gallery, a user would use their RFID card to activate the various health exhibits. When finished with the activity, each exhibit would write their result to the card. When finished, they could return to the check out kiosks to print their report.

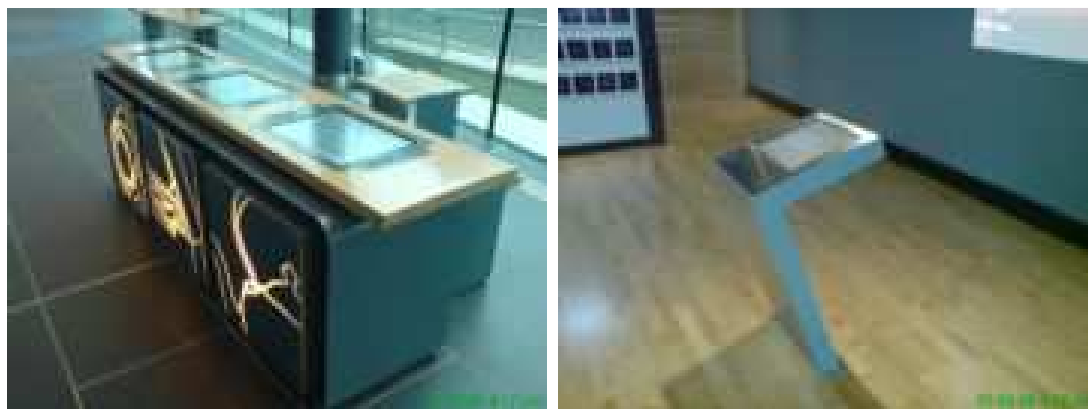
## Architect & Surveyor to the Bank of England



Bank of England, Visitor welcome touch screen

There is a touchscreen kiosk within the museum, the CDRom version is available to purchase from the Museum shop. The application delivers information about the life of John Soane the visionary architect responsible for extending the Bank of England's site and creating what has become know as an architectural masterpiece.

## Braid Museum



Interactive Display units complete with graphics display, integrated touch screens and speakers.

A new Museum was built during 2007 as a key attraction for the Borough of Ballymena. During the interior fit-out of the museum a specialist architectural metalwork company engaged Solve Engineering to work in conjunction with World Leading Museum Architects "Ralph Appelbaum Associates" in developing detail designs for various aspects of the museum interior including the interactive touch screen displays shown here.



## Virtual FishTank(TM) exhibits at the Museum Of Science, Boston



What makes VirtualFishtank.com different from any other website is the ability to Build-Your-Own-Fish online and release them into the Virtual FishTank(TM) exhibits at the Museum Of Science, Boston, and the St. Louis Science Center.

## Museum of Tolerance



This is one of the many thought-provoking exhibits in The Museum of Tolerance, which doesn't sanitize the world's long history of intolerance, but leaves visitors feeling hopeful for change.

## Boston Museum of Science



The Boston Museum of Science created an exhibit showcasing the modern technologies of medical

imaging called "Beyond the X-Ray". The exhibit team contracted with Lenni Armstrong and Hoey Design & Solutions to develop an interactive feature that allows visitors to try their hand at being a Radiologist!

## Kiosks in market:



The HP TouchSmart all-in-one PC is a low-cost and stable platform that has proven useful for deployment as a multitouch kiosk. The rugged Ideum kiosk stand is made for professional installations in high-traffic environments. It is machined from heavy-gauge powder coated steel, with a dual-reinforced integrated VESA bracket, and precision high strength welding. It features an adjustable or fixed screen angle, and an ADA compliant adjustable height.



The X5 is the most popular kiosk range. Robust yet stylish it is perfect for high traffic, demanding environments and can be placed in most public access areas such as Tourist Information venues, museum and heritage environments. Its strong body and vandal resistant powder coated finish are scratch

resistant and easy to clean. For versatility it can be transported in custom made flight cases making it perfect for exhibitions or road shows.



The Apollo is a new distinctive range of LED illuminated Kiosks combining all the versatility to interact with a whole host of information resources through its 17" capacitive touch screen.



The Classic kiosk is a revolution in kiosk manufacturing in the UK. The touchscreen is at exactly the right height and angle to allow for easy use by children.



One of the most stylish and desirable kiosks on the market today, the Dicoll Glass Point of Information kiosk fits into any high class environment, museums and art galleries.





With an HD 32" LCD TFT Touchscreen, this striking stainless steel and glass kiosk adds style as well as function. Wheelchair accessible and easy to use, the 32" Glass kiosk.



With a 17", 19" or 20" LCD Touchscreen, this kiosk is widely used in all types of application requiring Point Of Information. The PC is securely housed inside the kiosk.



The Internet Access Kiosk Is the Ideal kiosk for Public Internet Access. The kiosk is manufactured from Stainless Steel making it very robust, yet easy to clean.



For payment, ticket collections, Chip&Pin and many other application the Bravo is a new range of Kiosks designed with versatility in mind.



With its full colour A4 laser printer and payment options available. The Bravo will allow customers to interact with a whole host of information resources through its 17" or 19".



The Duo Kiosk is designed with versatility in mind allowing customers to interact with a whole host of information resources through its 17" capacitive touch screen.



Stylish Illuminated Perspex and touchscreen make this a very stylish kiosk. Available with 17" or 19" Touchscreen LCD. The PC is housed internally.



The Dicoll Wall Mount Kiosk is a touch screen enclosure manufactured to the highest standards. The core enclosure is prefabricated in 1.5 mm cold rolled steel.



With the mobile 19, Friendlyway has created a completely unique mobile information kiosk. Whether it's at a car dealership, museum, or art gallery - the friendlyway mobile 19 accompanies the visitor with a high-quality multimedia display that automatically adapts to the objects on location.

The system regularly updates its current position using an RFID chip, and automatically downloads any relevant new information via a built-in WLAN connection. A sophisticated battery power system is hidden away in the frame to provide the kiosk's high-performance computer and brilliant 19-inch display with sufficient power to last an extended tour.



One of the biggest advantages of the friendlyway mobile 19 that sets it apart from other mobile solutions (such as handheld devices) is that it is virtually theft-proof - and extremely low-maintenance.



With the friendlyway Eco, the friendlyway developers have come up with an innovation, which is unparalleled amongst aspects of environmental protection. With this product, you achieve a positive contribution for the preservation of our environment and against climate change. Its elements are nearly 100% recyclable. The eco's body consists completely of renewable resources.



A character of its own, the friendlyway wall touch screen kiosk is the protagonist of a new generation of kiosk design terminals, merging latest high technology with advanced design quality. Compared to short-term trends, it provides timeless appeal and premium performance. Experience the many varieties of the friendlyway wall touch screen kiosk, designed to take your business to the next level.



Criminal vandalism protection does not need to come at the expense of an exclusive design. The proof of which is the new friendlyway admire. Through the complete integration and protection of all the elements

needed for the friendlyway admire to operate, the breakdown costs due to vandals, are considerably reduced. This means that with the friendlyway admire, removing the keyboard and mouse, abstracting cable connections and activating switches or installing components, can only be done by the administrator.



The friendlyway arctic was specially developed for the weatherproof use in cities and public places. It is suited, for example, as an information terminal, navigation or ticket system.



Smart Source Kiosk Rentals is offer the highest quality kiosks for rental. Friendlyway kiosks — the role model for modern interactive information terminals. These stunning kiosks unite unparalleled functionality with classic elegance.

# Trends toward consumer self-service:

## Physical design of self service kiosks at St Pancras



At St Pancras the self service kiosks reflect an early nineties design sensibility. Large vertical units trying to fulfill multiple way-finding and information tasks. There are two screens mounted above each other. On top, a general information streaming display, with time, weather and departure info, arranged in portrait format. Below, a touch screen in landscape format, suggesting some kind of relationship between the two screens where there is none.



However, the design and layout of the self service kiosks in Westfield Shopping Mall, West London told a different story. The design looks light and modern fitting perfectly into the new digital age. The design is welcoming to customers accommodating for two people either side of the kiosk to avoid queues, as well as holding a table-like setting to allow users to maintain awareness of their environment without having their views blocked. The study found that self service kiosks need to be conveniently placed in locations that are accessible to consumers.

## Intel introduces Self-Service Kiosk For Grocery Stores

Intel's Kiosk concept introduced at the National Retail Federation Convention (NRF) in January 2009



Designed specifically for grocery store environments, the new kiosk design integrates several advanced concepts that include mobile phone integration which enables shoppers to send grocery lists to their phones and retrieve and scan electronic coupons. A touchscreen user interface provides customers with useful information, like a recipe look-up option. The kiosk also provides effective cross-selling opportunities for the grocer and reduces transaction time by giving the consumer the choice of self-checkout.

### **Kiosk Personalized Retail offers**



Pay By Touch, the biometric payment company that let's you charge with your fingerprint, has announced that it's putting all of that personal data it collects to good use by installing loyalty kiosks at some of its supermarket clients' locations.

The system, dubbed SmartShop, provides participating shoppers with relevant discounts and promotions based on purchase history, and is being pitched as the quick and easy alternative to clipping coupons. first grocer to trial the system was Green Hills Market of Syracuse, New York.



## kiosks featured at IBM e-business centers

created by Imaginary Forces in collaboration with Design Office:



## Expore Chicago Installation at O'Hare Airport



A state of the art installation featuring touch screen HP computers and high-tech lounges, offering travelers a way to connect to the Chicago Tourism Center at O'Hare Airport Monday.

## Weather Broadcasting



The Weather Wise exhibit features several interactive kiosks where visitors can explore basic weather and nowcasting concepts. Most archived and realtime data is from the Unidata IDD.

## Kiosks in Picture:















**Kiosks, can be customised and branded to suit any environment:**



**Coca Cola**

**Google**

Some future kiosk Design in picture:



## 2009 Muse Award Winners: Interactive Kiosks



### **Gold: Grammy Museum Interactives**

Grammy Museum Interactives provide all kinds of lively, interesting and useful information about the history of the Grammy Award and the evolution of different music genre in America. Grammy Museum not only utilize the fabulous audio-visual technology to present the collections and features of the museum but also work very hard to create a unique environment/ atmosphere to conveys a more vivid experience for visitors of all ages. Visitors can truly experience and enjoy the atmosphere organized by Grammy Museum and even fantasize to be a music producer.



### **Harley-Davidson Museum**

*The Harley-Davidson Fantasy Custom Bike Build* really is a really fancy and highly interactive kiosk to bring users to create their own online Harley-Davidson Bike without any expense. The interface is exquisite, simple and easy to use for users of all age. At the end of the journey, users even can email the costumed bike to themselves and enjoy a virtual ride. The whole design is attractive and fascinating and could be kind of dream come true for any adult or child who ever dream of having a Harley-Davidson Bike and careering down the road.



### **BRONZE: Library of Congress New Visitor Experience**

*Library of Congress New Visitor Experience* provides a rich and multi-functional experience with well researched content that connect the historic artifact, the people and the context. The interactive wall is not only innovative and engaging and makes users to have lots of fun and excitement but also beautifully designed and enables users to gain enough knowledge and information about the library.