In-museum Kiosk: Printable Digital Brochure
Version 2 | 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 walkthrough. 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
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.
Section 2: Wireframes

Featured Exhibits


Create a Tour


15. Add more Artifacts → 16. Create a Tour → 17. Preview/Print → 18. Confirm → Print/Send
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.
## Getting Started

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Select an exhibit from the Exhibit Wheel to the right.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Drag Exhibit Icon to the Selection Reel. (You can choose multiple tours by dragging them to the Selection Reel.)</td>
</tr>
<tr>
<td>Step 3</td>
<td>Select another exhibit or continue to print your tour map.</td>
</tr>
</tbody>
</table>

## Exhibits on Display

- Exhibit A
- Exhibit B
- Exhibit C
- Exhibit D

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**Accordion Menu**

Touching Step 1, 2, or 3 will activate the accordion so users can see each step visualized. Step 2 is illustrated here.
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FEATURING EXHIBITS PAGE: Chosen Exhibit A

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

Exhibit A
Lorem ipsum dolor sit amet consectetur nonummy lorem. Interdum volgus videt, est ubi peccat. Si veters ita miratur laudatque poetas, ut nihil anteret, nihil illis comparat, errat. Si quaedam nims antiqui, si peraque dure dicere credit eos.

Exhibit B
Lorem ipsum dolor sit amet consectetur nonummy lorem. Interdum volgus videt, est ubi peccat. Si veters ita miratur laudatque poetas, ut nihil anteret, nihil illis comparat, errat. Si quaedam nims antiqui, si peraque dure dicere credit eos.

Exhibit C
Lorem ipsum dolor sit amet consectetur nonummy lorem. Interdum volgus videt, est ubi peccat. Si veters ita miratur laudatque poetas, ut nihil anteret, nihil illis comparat, errat. Si quaedam nims antiqui, si peraque dure dicere credit eos.

Exhibit D
Lorem ipsum dolor sit amet consectetur nonummy lorem. Interdum volgus videt, est ubi peccat. Si veters ita miratur laudatque poetas, ut nihil anteret, nihil illis comparat, errat. Si quaedam nims antiqui, si peraque dure dicere credit eos.

Exhibit E
Lorem ipsum dolor sit amet consectetur nonummy lorem. Interdum volgus videt, est ubi peccat. Si veters ita miratur laudatque poetas, ut nihil anteret, nihil illis comparat, errat. Si quaedam nims antiqui, si peraque dure dicere credit eos.

Exhibits on Display
Slide the exhibit list to select.

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?
FEATURED EXHIBITS PAGE: Chosen Exhibit A with Drag

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Featured Exhibits

Create a Tour

Selecting Exhibits

Exhibit A

drag here

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.

'drag me' Instance
Exhibit A box turns into a draggable icon. Background turns grey to show the only active items are the exhibit icon and the Selection Reel. If the visitor's touch is released, Exhibit A box will return to its original state.
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Featured Exhibits

Create a Tour

Selecting Exhibits

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

Exhibit B

After an exhibit is chosen, the page automatically displays the next exhibit in the queue. In this instance, it's Exhibit B.

Lorem ipsum dolor sit amet consectateur nonummy lor

Exhibit A is displayed in the Selection Reel as a chosen item.

Exhibit C

Exhibit D

Exhibit E

Exhibit F

Selection Reel

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

Exhibits on Display

Slide the exhibit list to select.
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To remove an exhibit, drag the icon out of the Selection Reel.

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

'drag me' Instance 2
Exhibit B box turns into a draggable icon. Selection Reel displays a dotted box to show where it will be placed in the queue.

Exhibits on Display
Slide the exhibit list to select.

- Exhibit C
- Exhibit D
- Exhibit E
- Exhibit F

Featured Exhibits
Create a Tour

Selecting Exhibits

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

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

Exhibit C

Lorem ipsum dolor sit amet consectetur nonummy loremzino. Interdum volgus videt, est ubi peccat. Si veteres ita miratur laudatque poetas, ut nihil anteferat, nihil illis comparat, errat. Si quaedam nims antiqu, si peraque dure dicere credit eos.

Exhibits on Display

Slide the exhibit list to select.

- Exhibit D
- Exhibit E
- Exhibit F
- Exhibit G

Selection Reel

To remove an exhibit, drag the icon out of the Selection Reel.
Here's what your tour looks like:

To remove an exhibit, drag the icon out of the map box.
If you'd like to add more exhibits, press the Back button.

Artifact Legend

<table>
<thead>
<tr>
<th>Artifact</th>
<th>Estimated Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exhibit A</td>
<td>02:00 hrs</td>
</tr>
<tr>
<td>Exhibit B</td>
<td></td>
</tr>
</tbody>
</table>
Printing Complete!

Enjoy your visit and please come again.
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**Featured Exhibits**

**Create a Tour**

Results for: "Renaissance"

- Selecting Artifacts
- Preview Selection
- Print
- Finished

**Selecting Objects**

To make multiple selections, drag the icons you'd like to include in your personal tour into the Selection Reel. You can get more information on each artifact by touching the info icon.

 Artifact pictures

Artifact icons will have picture of the artifact on them to differentiate them from other icons.

**Selection Reel**

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

'preview artifact' Instance

Visitor can preview each artifact by touching the info icon.
CREATE A TOUR PAGE: Previews an Artifact

RESULTS FOR: "Renaissance"

To make multiple selections, drag the icons you'd like to include on your personal tour into the Selection Reel.
You can get more information on each artifact by touching the 'i' on each icon.
CREATE A TOUR PAGE: Choosing an Artifact by dragging

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Featured Exhibits

Create a Tour

Results for: "Renaissance"

Selecting Objects

To make multiple selections, drag the icons you'd like to include on your personal tour into the Selection Reel. You can get more information on each artifact by touching the on each icon.

Dragging Artifacts

Dragging artifact icons into the Selection Reel is the same as when dragging exhibits icons (refer to Featured Exhibits page.) If the visitor removes his/her touch, the icon will go back to its original state.

Note: there is no 'drag me' indicator on the artifact icons, as these may be more intuitive to drag (as oppose to the exhibit icons.)

Selection Reel

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

drag here
Results for: "Renaissance"

Selecting Objects
To make multiple selections, drag the icons you'd like to include on your personal tour into the Selection Reel. You can get more information on each artifact by touching the 🍉 on each icon.

Selection Reel
To remove an object, drag the icon out of the Selection Reel.
### Results for: "Renaissance"

#### Featured Exhibits

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#### Create a Tour

Selecting Artifacts

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#### Selecting Objects

To make multiple selections, drag the **icons** you’d like to include on your personal tour into the **Selection Reel**.

You can get more information on each artifact by touching the **i** on each icon.

#### Selection Reel

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

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**Featured Exhibits**

**Create a Tour**

**Results for: "Renaissance"**

- **Subject** (20)
- **Artist** (20)
- **Time Period** (25)
- **Object Type** (50)
- **Geography** (5)
- **Materials** (10)
- **Technique** (10)

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**All (140)**

**Title**  **Artist**  **Period**  **Keyword**

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**Selection Reel**

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

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Browsing the Selection Reel

Arrows are blue to indicate they’re more artifacts to browse through. Visitor can scroll through the reel by touching either arrow.
PREVIEW SELECTION PAGE: Create a Tour

If you would like to add more artifacts to your selection, press the 'Back' button on the bottom left of the screen.

To preview artifacts on your tour, touch any of the icons on the map and they will appear in the window below.

*This path is based on artifact location and time efficiency.

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**Estimated Time**

01:30 hrs
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Printing Your Personal Tour Brochure...

Brochure Preview

Here's your itinerary for the day!
Create a Tour - Your Search:
Keyword: "Renaissance"
Number of Artifacts: 25 out of 280
Estimated Time: 01:30 hrs

Information:

Spatial Map

Printing: Page 1 of 2

Cancel

Go Back to my Tour Selection
Printing Complete!

Enjoy your visit and please come again.
Section 3: Walkthrough Questions

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

1. 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 designed 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?
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?
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?
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:


- **DIA Family Fitting Room**