Museum experience of blind visitor

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This document is a result from a design walk through with a blind user

Protocol of description during museum visit

1) Tell us about your museum experiences

- not gone recently
- gone to two museums before in other countries
- reasonably good experience
    - group of 20 people
    - art museum
    - historical sites with exhibits
    - people in the group were interested in talking about the exhibits and were good communicators
    - group members gave **descriptions** of artifacts "blue background, tree with green..."
    - **More important** is what the artifact does to the mind - the **experience** of visiting a museum
    - Needs an experiential component (tone in a persons voice, not only a screen reader giving the facts)
        - instead of simple descriptions, details that are **meaningful and exciting** (e.g. sun light, colours, shadows, people and interactions, interesting facts, history) enhance the experience of the object
        - interaction with other museum visitors
        - context of artifact is very important and not only the plain experience
        - tone, presentation, background, meaning, atmosphere (lighting), spatial arrangement (how object relates to other objects)
        - convey the experience that the museum intended to carry over to the visitor and translate into words - what is the meaning meant to be conveyed by the artifact
        - also important for a webpage
        - hard to capture art in a picture and carry the meaning without a narrative and explanation

2) Do you ever look at museum websites

- no, but willing to look at websites and give recommendations
- they're uninteresting and probably not experiential
- Looking at a wikipedia or good encyclopedia article might actually give more meaningful information about a piece of art than a museum website would*

3) Did you in a museum ever take advantage of audio guides or other tech

- No, visit was always in a group with a guide that could provide far more context and background
- Living tour guides are a key part of a good visitor experience. There should be a framwork for assessing existing systems and human guides and extract information carried to be able to have. Important to evaluate audio guides that are currently available and compare it with a tour given by a living person. This would help determine the kinds of information that CMS' & audio guides, etc. need to carry for good visitor experience.
- relation of items in physical space
- why is curator placing items and how
- what is the atmosphere and story of the exhibition in a room