# Reimagine Virtual Archive Accessibility: Universal Audio Language

Team Audio Assistant

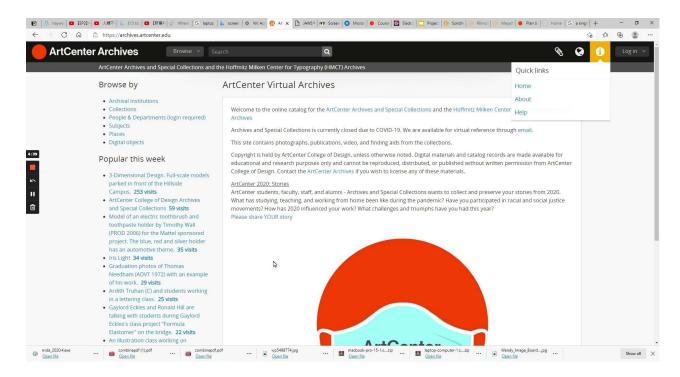
Rhema Gabriela I Ruiying Xu I Ziwei Lu I Sara Hua

- 01 **Project Background**
- 02 Who Are We Designing For
- 03 **Participatory Session**
- 04 Three Big Ideas
- 05 **Reflection**



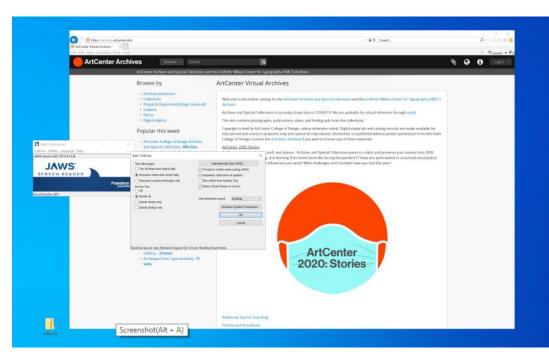
# Project Background.

# **Current Archive with Screen Reader**



- Unclear Structure
- Time-consuming
- Unfriendly for new users

# **Opportunity**



- How can we help users better navigate through archive?

- How can we help users use archive efficiently?
- How can we help archivists to complete their jobs better?

#### Primary Research:

- Participatory Session
- Analyzing current ArtCenter website and other archives.

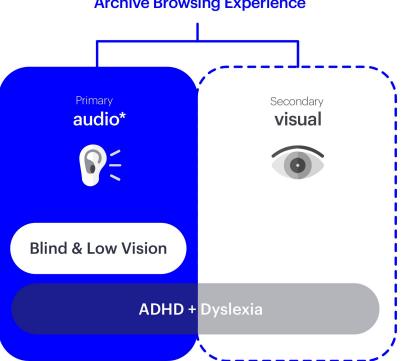
#### Secondary Research:

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- UARC guideline
- Screen reader research
- Audio design



# Who Are We Designing For.



**Archive Browsing Experience** 

We dissected the Archive Browsing Experience into 2 parallel layers that work together: Audio Assistance & Visual Layout.

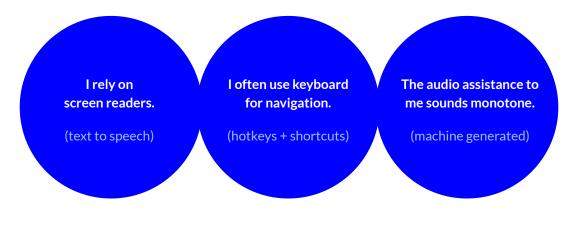
To effectively elevate the browsing experience for maximum audience, we put our focus on the 'Audio Assistance' for the **blinds and low visions**, and then used it to inspire visual layout which can also benefit visitors with other disabilities.

# Meet Susan.

Primary Persona/ Blind



Profession: College Student/ 24 Goals: Research on archive Motivation: Find inspiring projects





# Participatory Session.

# What are we trying to discover out of it?

- Dig deeper into current audio experience for our audience
- How much audio assistance is 'just right'?
- What kinds of audio assistance are effective & delightful?

# What activities/prototypes did we show to our participants?

- Different audio assistance locations in the page
- Various audio effects to see which one is preferred
- Explore Physical Interaction (keyboard, mouse, etc)



# Three Big Ideas.

# "Where am I?"

# Assumption: What challenge is Susan facing?

For Susan who can't see the visual layout of the website, the linear audio assistant is the only input that she can use for navigation.

So we assume that Susan is **having difficulty to have a clear idea on which area she is located at** in the whole web page. Since I'm using a screen reader... If there's a way that I could click one button or something like that and your audio system took over, you know ... that would be kinda cool.

— Participant #2

11

11

Screen readers don't jump around easily-there's no command that jumps 10 sentences, or scan these keywords. I wish there was a function that could like you know, alt-find or command+F? With a screen reader it doesn't understand what it reads, it only reads, literally.

— Participant #2

...also thinking about what's mobile friendly, you know whatever you're gonna build, how's it gonna work if they're not on desktop but on mobile device.

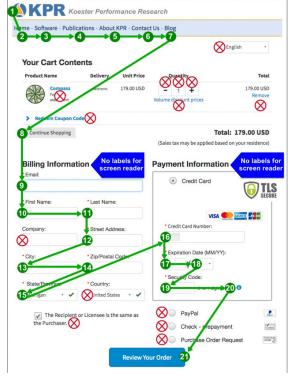
— Participant 1

"

### **Research & Quotes:**

We learned that it would be helpful to provide a shortcut for screen reader users to jump from one section to another.

And people are expecting enhanced accessibility across different devices.



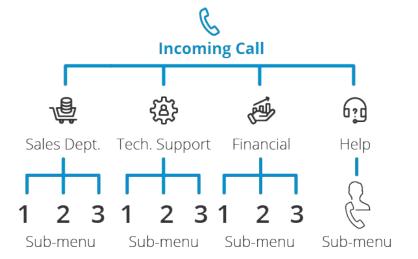
### Insights:

It is time-consuming to navigate the page with screen reader, because the it always reads the page in the default order: from the **C** top left to the **D** bottom right.

Even though Susan is familiar with the archive website, she still has to go through these flow - which is **inefficient**.

A typical order of Screen Reader

To provide a more efficient browsing experience, we can enable Susan to break the default order of screen reader navigation by offering additional audio shortcuts whenever she needs it.



## Technology Example

# 01

Phone Automated Attendant





# Technology Example

**02** Procreate - Gesture UX

- 1. Universal audio language:
  - A browser plugin for a unified audio experience.
- 2. Activate shortcut menu function on desktop with keyboard navigation.

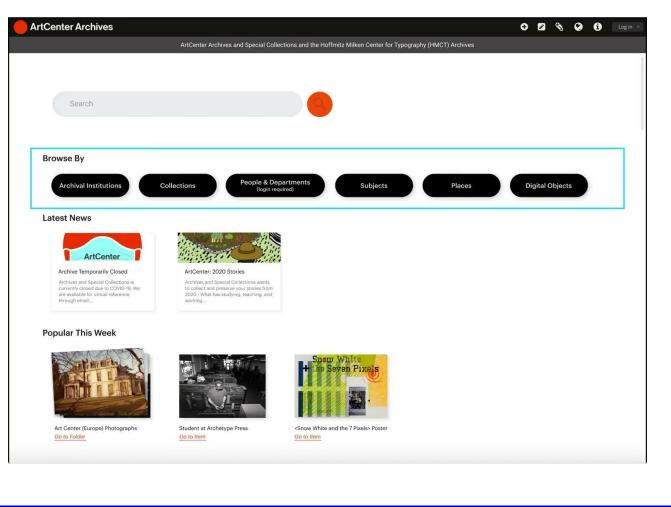
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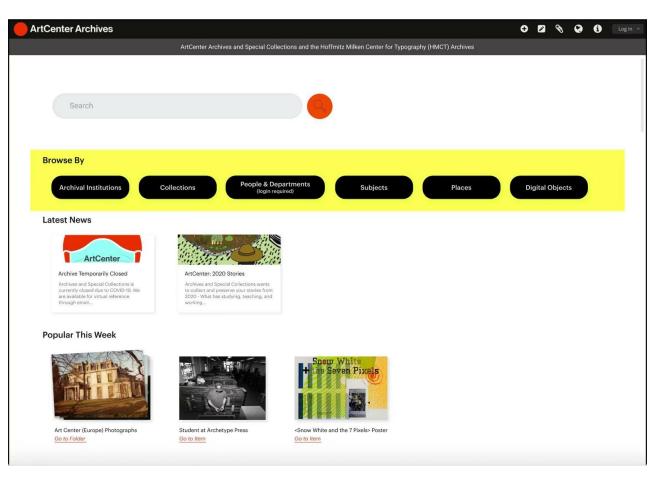


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"By me pressing 4, that saves me 5 minutes from reading 1 2 3, so it is helpful" - Participant #2

#### ArtCenter Archives ArtCenter Archives and Special Collections and the Hoffmitz Milken Center for Typography (HMCT) Archives Search Browse By People & Departments (login required) **Archival Institutions** Collections Subjects Places Latest News ArtCenter Archive Temporarily Closed ArtCenter: 2020 Stories Archives and Special Collections is Archives and Special Collections wants currently closed due to COVID-19. We are available for virtual reference 2020 - What has studying, teaching, and through email... working ....

#### **Popular This Week**



Art Center (Europe) Photographs Go to Folder



Student at Archetype Press Go to Item



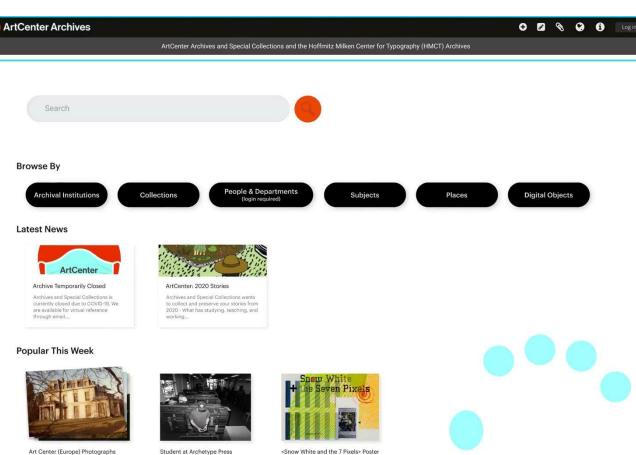
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**Digital Objects** 

## **Design Concept 02**

The browser plugin can be used on touch-screen mobile devices such as tablet with gesture control.

#### 5 fingers to hold for 3 seconds to activate the shortcut menu



Research & Quotes

Insights & Opportunity

Tech Example

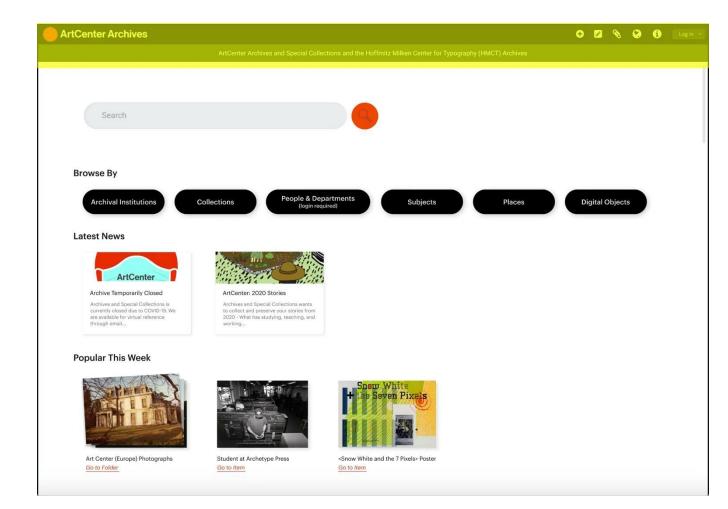
**Design Concept** 





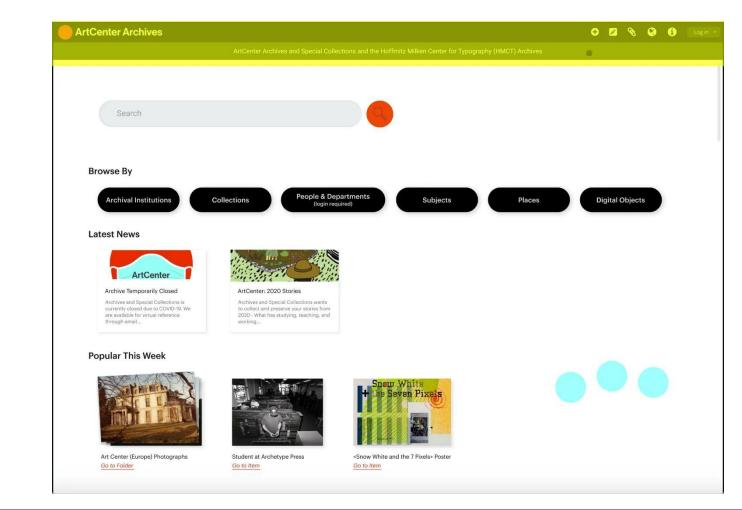
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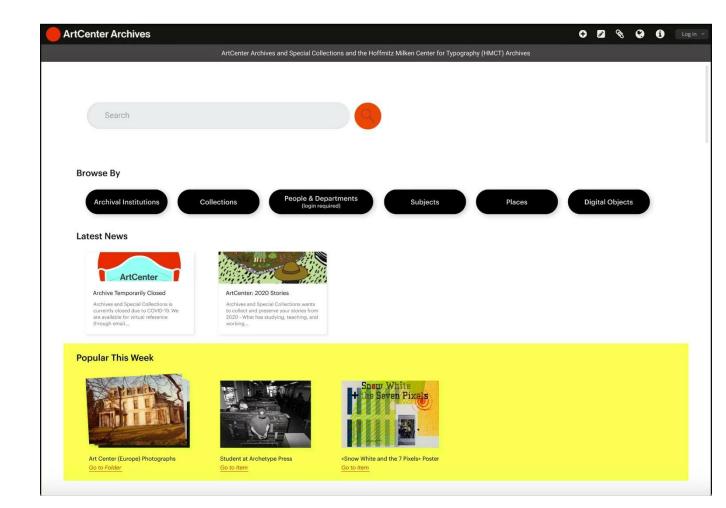
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#### 3 fingers to tap for 4 times to select section 4: popular this week

mple Design Concept





# "What is it?"

# Assumption: What challenge is Susan facing?

For Susan, the screen readers is **monotone voice** and not engaging nor delightful.

We assume that there is an opportunity to enrich this audio experience, which helps Susan understand the web contents with ease and delight.

# "

If you could get a browser like Firefox or Chrome to adapt this for all the websites, that'd be great right because it's consistent.

))

– Participant 2

### Research & Quotes:

Not only we want to make the experience more convenient, It is also helpful to create a universal audio language across websites and devices with delightment. Audio cues that only apply to the ArtCenter archive may create a longer learning curve. Thus, we aim to create a coherent assisting audio tool as browser plugin to use across websites.





# Technology Example

**01** Children's Game



# Technology Example

**02** Userway

## **Design Concept 01**

### Different analog sound effects to reinforce different media types of items.

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It could be helpful for sure, cause otherwise you don't know – if you can't see it, you don't know if it's a movie or a picture, or a book, or whatever it might be" - Participant #2

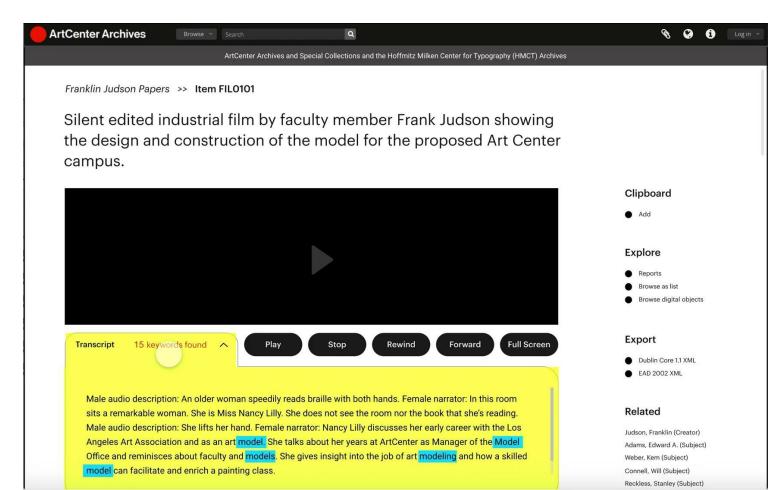
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#### Design Concept

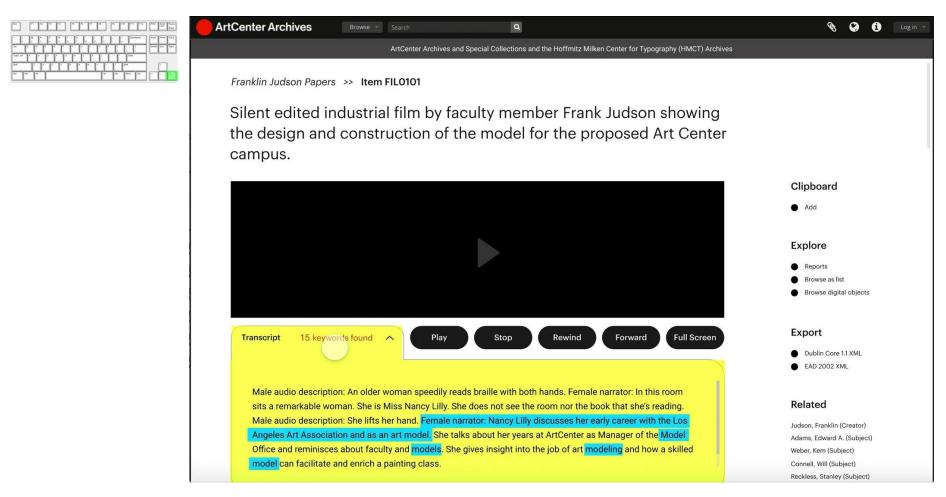
## **Design Concept 02**

- Layout + highlight + high contrast color: beneficial for low vision and ADHD/dyslexia.

- Mouse and keyboard control
- Audio location (example: find keyword search)



Design Concept



# "I need help."

## Assumption: What challenge is Susan facing?

We found that the 'contact info' is not very accessible (not show up every page), so we assume that **it's not convenience for Susan to reach out for help.** 

## "

A lot of documents are still not digitized. Also, people contact me from time to time to ask questions about artifacts.

))

"

ACCD Archivist

"

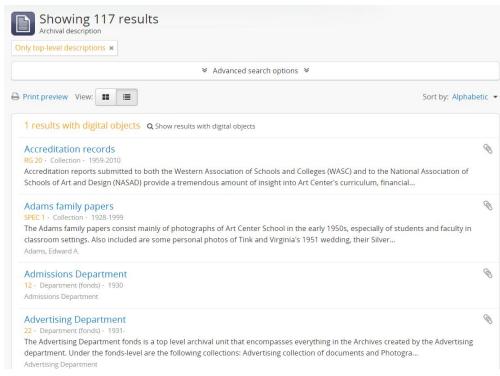
No alternative text for graphics: When images do not have text descriptions, e.g., pictures, flowcharts, maps, graphs, etc., then screen reader users cannot access that information.

— URAC

## **Research & Quotes Finding:**

### There are a lot of undigitized items

in the virtual archive, so Susan needs to contact an archivist to access those items in the backlog.



A typical order of Screen Reader

### Insights:

Given that there are a lot of undigitized items in the virtual archive, Susan will try to reach out to the archivist; but currently the contact info is hard to find within the archive website. Help audio-based visitors connect to the archivists when they need help Audio input and contact system for requesting undigitized items, and further details of relatable information.

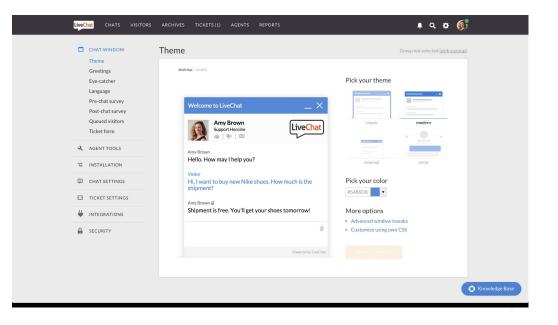




## Technology Example

**01** Siri Text to speech feature





## Technology Example 02

Library website chat window

#### Design Concept

## **Design Concept 01**

Shortcut menu in the chat
Auto-fill message for convenient request message.

Male audio description: An older woman speedily reads braille with both hands. Female narrator: In this room sits a remarkable woman. She is Miss Nancy Lilly. She does not see the room nor the book that she's reading. Male audio description: She lifts her hand. Female narrator: Nancy Lilly discusses her early career with the Los Angeles Art Association and as an art model. She talks about her years at ArtCenter as Manager of the Model Office and reminisces about faculty and models. She gives insight into the job of art modeling and how a skilled model can facilitate and enrich a painting class.

#### **Identity Elements**

Reference Code	2010.20-FIL0101
Name and location of repository	ArtCenter College of Design Archives and Special Collections
Level of Description	Item
Title	Silent edited industrial film by faculty member Frank Judson showing the design and construction of the model for the proposed Art Center campus.
Date(s)	* circa 1937 (Creation)
Extent	1 film reel (1,200 ft.) : mos, b&w and color; 16mm. positive
Creator	Judson, Franklin

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Name Access Points	Judson, Franklin (Creator)	Ask a Librarian Online	$\sim$
	Adams, Edward A. (Subject)		
	Weber, Kem (Subject)		

#### Related

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Weber, Kem (Subject)

Connell, Will (Subject)

Reckless, Stanley (Subject)

~



Male audio description: An older woman speedily reads braille with both hands. Female narrator: In this room sits a remarkable woman. She is Miss Nancy Lilly. She does not see the room nor the book that she's reading. Male audio description: She lifts her hand. Female narrator: Nancy Lilly discusses her early career with the Los Angeles Art Association and as an art model. She talks about her years at ArtCenter as Manager of the Model Office and reminisces about faculty and models. She gives insight into the job of art modeling and how a skilled model can facilitate and enrich a painting class.

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#### Related

Tech Example

Ask a Librarian Online

Popular Questions

Judson, Franklin (Creator) Adams, Edward A. (Subject)

Weber, Kem (Subject)

Connell, Will (Subject)

Reckless, Stanley (Subject)

13:20



Male audio description: An older woman speedily reads braille with both hands. Female narrator: In this room sits a remarkable woman. She is Miss Nancy Lilly. She does not see the room nor the book that she's reading. Male audio description: She lifts her hand. Female narrator: Nancy Lilly discusses her early career with the Los Angeles Art Association and as an art model. She talks about her years at ArtCenter as Manager of the Model Office and reminisces about faculty and models. She gives insight into the job of art modeling and how a skilled model can facilitate and enrich a painting class.

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Male audio description: An older woman speedily reads braille with both hands. Female narrator: In this room sits a remarkable woman. She is Miss Nancy Lilly. She does not see the room nor the book that she's reading. Male audio description: She lifts her hand. Female narrator: Nancy Lilly discusses her early career with the Los Angeles Art Association and as an art model. She talks about her years at ArtCenter as Manager of the Model Office and reminisces about faculty and models. She gives insight into the job of art modeling and how a skilled model can facilitate and enrich a painting class.

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Weber, Kem (Subject)

Connell, Will (Subject)

Reckless, Stanley (Subject)



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#### Related

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More Questions...

What is Flister and how to use it?

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Reckless, Stanley (Subject)

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#### Related

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13:21

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#### **Identity Elements**

Reference Code	2010.20-FIL0101
Name and location of repository	ArtCenter College of Design Archives and Special Collections
Level of Description	Item
Title	Silent edited industrial film by faculty member Frank Judson showing the design and construction of the model for the proposed Art Center campus.
Date(s)	* circa 1937 (Creation)
Extent	1 film reel (1,200 ft.) : mos, b&w and color; 16mm. positive
Creator	Judson, Franklin

#### **Conditions of Access and Use Elements**

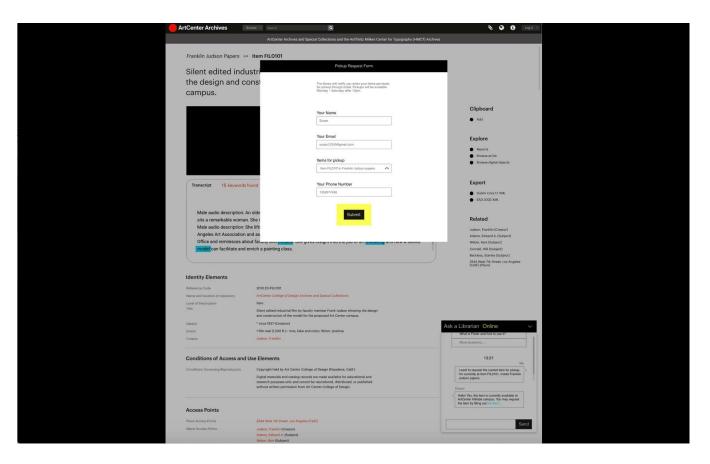
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## Reflection

### 01

As we discovered, providing audio can be a valuable tool for improving accessibility for virtual archive experiences - not only for blind, but also for low vision and ADHD/ dyslexia. Users of screen reader will look for logics behind the audio cues intuitively, so every sound effect should have its reason to exist.

02

03

Fun aspects can be added to this project in terms of helping users identify the media type. (eg Reel sound etc.) 04

Participatory design as a very important element of developing a system because every session lead to a new discovery and new brainstorm session.

## Thank you !

Spring 2021 | Reimagine Archive Access

## Reference

**Tips for Presenting Your Wireframes** 

3 Steps to Better UI Wireframes

Wireframing for Beginners

WebAim Screen Reader Survey