

QQML conference 2021

Special Session

Evaluation of User Experience in cultural heritage organizations

Organizers: Markku Antero Laitinen¹, Jouni Henrik Juntumaa² and Svetlana Kirichenko³

¹National Library of Finland

²City of Helsinki, Culture and Leisure

³University of Helsinki

Intended chair of the special session: Markku A. Laitinen

The organizers are willing to give their own presentation as the opening talk of the special session and to select the rest 3-5 speakers depending on duration allowed for the session.

Abstract

There are several methods for evaluating the user experience (UX) in cultural heritage organizations. The wholeness of the users' experience of a service supplied by libraries, archives or museums consists of several attributes. It is important for the cultural heritage organizations to recognize the significant elements of the UX and it is also inevitable to critically evaluate the relevance of the evidence collected to reveal possible elements still out of sight. The target of this Special Session is to gather together the experts interested in evaluation of UX in cultural heritage organizations to discuss about (i) the good practices of finding the evidence of UX (ii) the ways to form an overall view of UX (iii) new ideas and pilot projects.