

Designing the Archival Experience of Digital Self and Society

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#PDA2019



DESIGN PROMPT





BACKGROUND

Archivist, Archival Theory Lecturer

I've worked as a Civil Rights Archivist and Maritime Archivist, and currently lecture and advise in archival theory and archival practice.

User Experience Designer

As a UX designer and usability researcher, I employ human-centered and empathy-driven design techniques to design interfaces and services that support people.

Radical Knowledge Designer

I study how the design of information affects its consumption and comprehension, designing for new forms of liberatory, transformative, anti-racist, redemptive, anti-capitalist, humane knowledge.

DocNow

meta|a^b
(at)harvard



Graduate School of **LIBRARY AND
INFORMATION STUDIES**

Master of Library Science at CUNY

What I Mean When I Say:

Design

Archive

Digital Self

Digital Society

Design & Design Thinking

A process, a practice, a set of visual choices, finding solutions to problems.

Design combines functionality and aesthetics to create an experience.

Everything is designed.

With varying levels of intention, consideration, and transparency.

“Design thinking is a non-linear, iterative process which seeks to understand users, challenge assumptions, redefine problems and create innovative solutions to prototype and test.” – Interaction Design Foundation

The Archive

“It’s complicated” or, “It’s contested”

Arkheion – the dwelling of the arkhon, the records keeper.

A site of storage, forgetting, of violence, erasure, accountability, justice, inclusion.

Potential activation of memory.

A mediated construction.

What has survived, what was in the best position to survive.

The named, described, the accessible.

Digital Self

Identity construction and exploration.

Projected, curated, multi-faceted, controlled, re-mixed.

Embodied and disembodied.

Professional, personal, confessional, anonymous, connected.

Tracked, targeted, scraped.

Easily lost, outside our control once disseminated .

Digital Society

Great good place, a third place (Oldenberg, Lessig).

Interest- and identity-based connections, rather than geographic.

Networked information society (Rainie and Wellman).

Visibly enacted on social media platforms,

Increasingly corporatized space, data as currency.

No longer something we can opt out of (Zeynep Tufekci).

Muddled by bots and malicious actors.

Thinking About:

What We Share

Why We Share

What We Lose

Archival Agency

A Semi-Organized Brain Dump

What we are sharing: our joy, fears, illness, triumph! Meals, outfits, expressions of self! Opinions, interests, questions! In short, our humanity.

Why we are sharing: To connect, to notify/warn, to amplify, to unburden, to educate/correct, to preserve (fitfully), to let others know we were here.

What we are losing/risking: our privacy, safety, context/nuance, control of narrative, freedom from pervasive capitalism, our democracy.

What we need: meaningful connections, control, transparency,

DESIGN THINKING IN THE DIGITAL ARCHIVE

A night scene of a protest or demonstration. In the foreground, two police officers in uniform are visible on the left, looking towards a crowd of people on the right. The crowd consists of many individuals, some with their hands raised in the air, suggesting a protest or a celebratory gathering. The scene is illuminated by streetlights and possibly by the flash of cameras or phones. A blue speech bubble containing the text 'DocNow' is overlaid on the left side of the image. A yellow text box is overlaid on the bottom left, containing a description of DocNow.

DocNow

DocNow is a community and set of tools developed around supporting the ethical collection, use, and preservation of social media content.

Project Origin

Mike Brown / #blacklivesmatter

Bergis Jules and Ed Summers

Activists in Ferguson, MO

Mainstream media manipulation

Calls for ethics and accountability

Without focusing on the first week of the Ferguson network and further unpacking the network by day, we would not have been able to see the important influence of key crowdsourced elites and members of American counterpublics. In particular, our data spotlight the discursive labor of initiators and other influential everyday citizens, most of whom were young and/or African-American, who pushed the larger public sphere to address what happened to Michael Brown and offered ideological interpretations of Brown's death and resulting events firmly situated in minority experiences with state oppression.

[Jackson & Foucault Welles \(2015\)](#)

Quote from #Ferguson is Everywhere: Initiators in emerging counterpublic networks

An Intentionally Designed Community

THE TEAM



Dr. Meredith Clark
Academic Lead, Co-Principal
Investigator



Bergis Jules
Project Director, Co-Principal
Investigator



Trevor Muñoz
Administrative Lead, Principal
Investigator



Alexandra Dolan-Mescal
UX and Web Designer



Francis Kayiwa
DevOps Engineer



T'Sey-Haye Preaster
Project Coordinator



Ed Summers
Technical Lead



Raff Vigilanti
Software Developer

Former Team Members

Vernon Mitchell
Administrative Lead 2017
Chris Freeland
Administrative Lead 2016
Timothy Cole
Project Manager 2017
Desiree Smith-Jones
Project Manager 2016
Dan Chudnov
Data Engineer 2016-2017

GET INVOLVED



Mailchimp

Sign up for emails



Twitter

Follow us



Medium

Read and respond



Slack

Join the conversation



GitHub

Participate in our code

ADVISORY BOARD

Advisory board members are active participants in the development of DocNow. Board members were carefully chosen because of their expertise as archivists, librarians, computer scientists, historians, software developers, librarians, sociologists, and journalists, and in many cases their work has directly influenced how the DocNow project was designed. We're extremely thankful to this group and their continued support and active involvement in the project.

Natalie Baur, Preservation Librarian, El Colegio de México
Tressie McMillan Cottom, Assistant Professor of Sociology, Virginia Commonwealth University
Brian Dietz, Digital Program Librarian, North Carolina State University
Jarrett Drake, Digital Archivist, Princeton University
Meredith Evans, Director, Jimmy Carter Presidential Library and Museum
Jonathan Fenderson, Assistant Professor of African & American Studies, Washington University St. Louis
Deen Freelon, Assistant Professor of Communication, American University
Jessica Johnson, Assistant Professor of History, Michigan State University
Robin Katz, Public Services Librarian, University of California at Riverside

David Kim, Project Manager, Colored Conventions, University of Delaware
Mark Anthony Neal, Professor of African American Studies, Duke University
Michael Nelson, Professor of Computer Science, Old Dominion University
Yvonne Ng, Senior Archivist, WITNESS
Matt Phillips, Lead Developer, Library Innovation Lab at Harvard University
Rashawn Ray, Assistant Professor of Sociology, University of Maryland
Nicholas Taylor, Web Archiving Service Manager, Stanford University
Dexter Thomas, Writer, Los Angeles Times
Stacie Williams, Learning Lab Manager, University of Kentucky
Micah Zeller, Copyright and Digital Access Librarian, Washington University St Louis

Designing for:

Meaningful Inclusion

Longitudinal Context

Informed Consent

Empowerment & Ownership

We cannot ethically continue to conceive of our primary users as academic scholars; survivors of human rights abuse and victims' families use records, community members use records. We need to build policies, procedures, and services with these users in mind, but even more so, we need to shift our affective orientations in service to these users.

Caswell & Cifor (2016)

Caswell, Michelle and Marika Cifor. "From Human Rights to Feminist Ethics: Radical Empathy in Archives." *Archivaria* 81 (Spring 2016): 23-43.

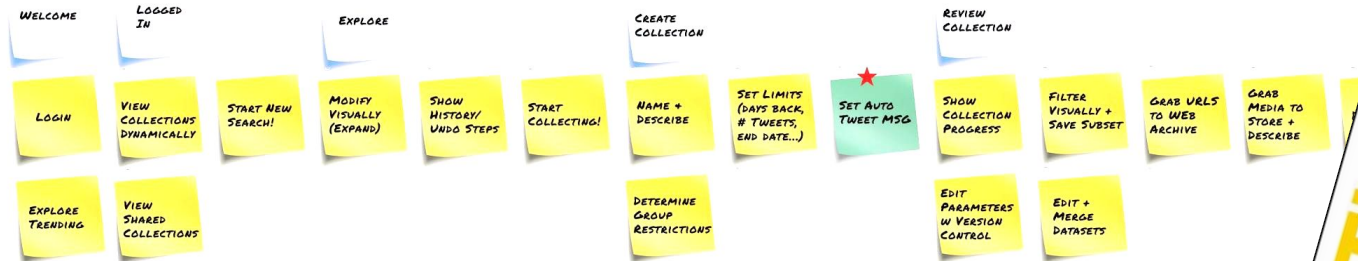
Thinking Laterally About Users

Content creators, the documented, archivists, researchers, journalists.

Users - Contributors - Collaborators - The Used - Creators - Profitters - Remixers

DocNow "Documenter" User Story Map

= Screens ★ = Ethical Consideration
= Action or Detail = Determined in Admin Setup



Human- & Empathy-Centered Design

Listening to people! And supporting their time financially.



Human- & Empathy-Centered Design

What they are sharing: 1% of their activism, that which they feel safe in sharing, showing their work and struggles, responses and after-the-fact documentation.

Why they are sharing: To counteract mainstream narratives, to show the truth on the ground, to make the story real and personal.

What they are losing/risking: Their safety, their privacy, their sense of the internet as a positive space, their ability to control their narrative, their free time.

What they need: funding, support, power, time to heal, protection from negative forces, to be a part of the conversation about the broader story.

Archival Practice & Principles: Appraisal

MITH
MARYLAND INSTITUTE FOR
TECHNOLOGY IN THE HUMANITIES

TRENDING

EXPLORE

SAVED SEARCHES

#iVoteBTSBBMAs 22,742,724

#رمضان_كريم 560,532

Hamas 273,582

England 198,298

#Gaza 117,056

Jews 107,898

#bitcoin 89,888

Arab 53,863

ISRAEL —

ADD PLACE +

DN

MITH
MARYLAND INSTITUTE FOR
TECHNOLOGY IN THE HUMANITIES

TRENDING

EXPLORE

SAVED SEARCHES

#Scandal

Loaded 1095 tweets from Apr 13 7:33 AM to Apr 13 9:16 AM from the Twitter Search API.



The Goldwater @TheGoldWaterUS
35 minutes ago
Mexico - Holiday Resort Cancun Drowns In Blood As 14 Are Killed in 36 Hours
#Scandal #Kadri #USA #news #QAnon #FridayFeeling
https://t.co/deDkAwuUcU
10 5



Jen O @JenOdomOTH
9 minutes ago
Happy Wedding Anniversary #Oltz!!!!
TWEETS

Fatima xo: oltz4Ever @FatimZa94792585
179 followers 161 following 8,920 tweets
#oltz4Ever love tntk My two favorite people @kerrywashington & @tonygoldwyn
19 0.94 tw/hr
Gregory Jones @Gregory99902922
2,007 followers 4,989 following 104,399 tweets
USERS

850 #scandal
100 #tgt
44 #oltz
39 #gladiators
27 #thefinalscandal
26 #dmf
23 #news
23 #overacliff
23 #usa
21 #kerryonfallon
20 #maga
HASHTAGS

3 http://www.tvfanatic.com/2018/04/abc-sets-4
2 https://bit.ly/2lPkczu
2 https://nytl.ms/2GTJdx7
1 http://abc.go.com/shows/scandal/episode-gu
1 http://bit.ly/2HBUcyJ
1 http://celebritypornstar.pinkodds.com/celebrit
1 http://japattube.me/scandal-stamp-music-vide
1 http://ow.ly/271b1
1 http://shrsi.com/vrzz0
1 http://shrsi.com/w01m
1 http://shrsi.com/w038
1 http://www.tvfanatic.com/2018/04/scandal-se
1 https://buff.ly/2FIZ7NJ
1 https://cmun.lt/qswwl6
1 https://en.wikipedia.org/wiki/Social_engineer
1 https://ift.tt/2yZnISV
1 https://itunes.apple.com/us/podcast/talkin-tr
1 https://radio.riaa.com/music/news/777545
URLS


15 shares

IMAGES


27 shares

VIDEO

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Informed Consent

Empowerment & Ownership

Archival Practice & Principles: Description

The screenshot shows the MITH Digital Network (DN) interface. At the top, there's a header with the MITH logo and 'MARYLAND INSTITUTE FOR TECHNOLOGY in the HUMANITIES'. Below the header, there are navigation tabs: 'TRENDING', 'SEARCH', and 'SAVED SEARCHES'. The main content area is titled 'RIVERSIDE PLANE CRASH > USER ACCOUNTS'. It includes a brief description: 'Here is a brief description. Probably a short length. This can be edited right here! #searchterm search started on XX/XX/XX. XX,XXX tweets so far, last updated XXX. View History'. Below this, there are three tabs: 'VIEWING ALL', 'VIEW SELECTED', and 'VIEW ANNOTATIONS'. The 'VIEWING ALL' tab is active, showing a grid of user profiles. Each profile includes a profile picture, name, handle, and statistics (TWEETS, FOLLOWING, FOLLOWERS). The profiles shown are Alex Dolan-Mescal (@fromADMwithlove), Alex Dolan-Mescal (@fromADMwithlove), and Alex Dolan-Mescal (@fromADMwithlove). Below the grid, there are several tweets from the same user, each with a 'DocumentingTheNow' (DN) annotation. The annotations include text like 'Design for social good. UX at @documentnow. Whatever else I have written here, there's a 140 character limit.' and 'Information literacy is the ability to upload experiences & memory, not just download them. #DOHFG'. The interface also features a 'Log out' and 'Settings' link in the top right corner.



annotate tweet content here. you can always come back and do this later!



select user for potential follow up



select website for potential web archiving



select image for potential collection

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SOCIAL HUMANS

Social Humans is a set of labels dedicated to empowering content creators and informing users of creator intent

The Problem

Social media is being used by researchers in archives and academia across many disciplines.

The terms of service set forth by private social platforms have proven insufficient for expressing the intent and wishes of content creators, protecting vulnerable and marginalized communities in these spaces, or identifying malicious actors and removing their content.

Activists are being doxxed, attacked, misrepresented; bots are treated as people; researchers are seeking ways go beyond legal rights to practice professional ethics.

Design Process

Conducted literature review of social media reuse and user perceptions

Created user personas, surveyed user groups for needs

Analyzed social media datasets available through archives and repositories

Explored metaphoric language for visual imagery

Designed labels including an image, phrase, and descriptive sentence

Sketched potential functionality for archival practice

Draft Label

“Un-network me”



Un-network me

Function: User Act - don't look at my friends/followers/following/contacts
Presence in Set - remove me from any network nodes

User Persona

“Content Creator”

User Modes:



Actions:

how to visualize actions? needs?

Needs/
Concerns:

Mood:

No one is happy :)

Create Content (IP?)
Amplify Content (RT/share)
Comment (Quote)
Converse (multiparty Thread)

Share External Media
Indicate Interest (Fav/star/like/emoji)
Network (follow/friend/connect)

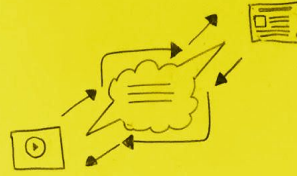
Ownership of Content Respect

Empowerment in deciding use

Misrepresentation

Social media as total expression- how to show the rest of the work
surveillance / Safety
community makeup + decision making

Exhausted + Uneasy



collect document



Consent Granted

Creator consents to use of this material.

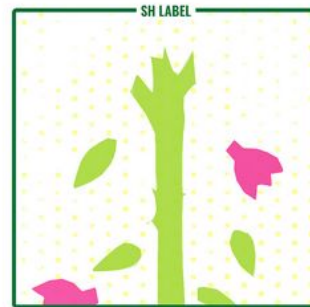
Status: DRAFT



Delay Access

Creator wants access delayed.

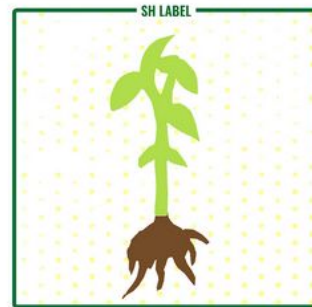
Status: DRAFT



Expire Access

Creator wants access to expire.

Status: DRAFT



Remove Location

Creator wants location data removed.

Status: DRAFT



Remove Network

Creator wants network connections removed.

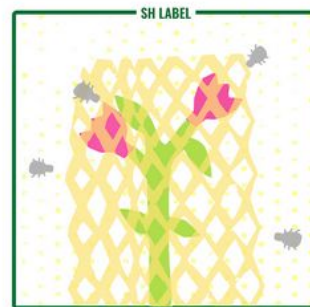
Status: DRAFT



Remove Media

Creator wants images and video removed.

Status: DRAFT



Anonymize Me

Creator wants to be anonymized.

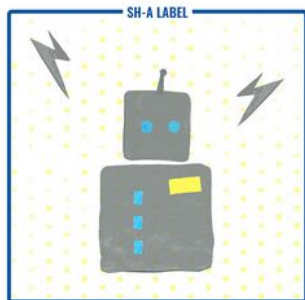
Status: DRAFT



Credit Me

Creator wants to be credited in publications.

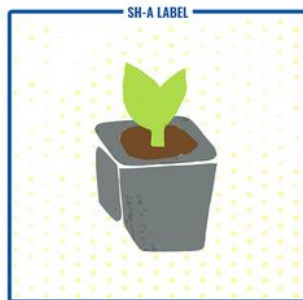
Status: DRAFT



Prob-a-Bot

This account is likely a bot.

Status: DRAFT



New Account

Account created shortly before data collection.

Status: DRAFT



Content Warning

Violent imagery, hate speech, etc.

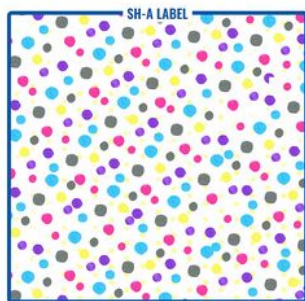
Status: DRAFT



Imposter

This account claims to be someone it is not.

Status: DRAFT



Noise

Advertising or other irrelevant content.

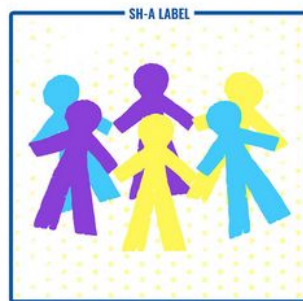
Status: DRAFT



Take Care

Take extra care in using this content.

Status: DRAFT



Community Control

This account has many authors.

Status: DRAFT



Misinformation

Unverifiable, false, misleading, or misinformed.

Status: DRAFT

From Design to Development

Story map functionality in digital archives platforms

Test and refine labels with various user communities

Develop protocols for donor relations and finding aids

Build labelling system into DocNow tools

Designing for:

Meaningful Inclusion

Longitudinal Context

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Empowerment & Ownership

Documenting Activism Now



Documenting Activism Now

This is a pilot project to learn how the archival community can support activists by working together to build up archives of resistance. Activist groups work with the Documenting the Now team in a series of knowledge co-production workshops. Communities can add to this supported pilot group repository or spin out a new instance in their full control. In these workshops archivists and activists learn from each other about the unique needs of activists, documentation and memory-recording strategies, and the potential power of archives as sites of authority, validation, healing, and vulnerability.

The Andrew W. Mellon Foundation invites community-based archives in the United States and its territories to submit proposals to fund one or more of the following areas of need:

- / Operational support for the organization, including general support for staff, space, and utilities.
- / Collections care, including storage, cataloging, description, and preservation.
- / Programming and outreach activities, including collecting new materials, and exhibitions, publications, or other uses of the collections.

Architecting Sustainable Futures:

Exploring Funding Models
in Community-Based Archives

Bergis Jules - Director of Equity Initiatives
Shift Design
February, 2019



Image by Nicole Ferraiolo

with support from

THE
ANDREW W.
MELLON
FOUNDATION

Shift

SOCIAL CONTROL

2019

A guide to
getting your content
from social media



TWITTER

Writing about getting content from Twitter in 2019 is a little difficult. They're moving from a legacy UI with two archive options to a new less-transparent interface with only one option. Here's the new (worse!) way to get your data from Twitter:

1. Account - Settings & Privacy - Your Twitter Data
2. Enter PW, select Twitter and/or Periscope

A link is sent to your email, expires in 1 month. Mine took 45 min to generate large set of .JS files and folder of media.

Question! Why "the information we believe is most relevant and useful to you"?!?
Why not all of it?

User Friendliness: ★☆☆☆☆

Data Reusability: ★★★☆☆



CHALLENGE

@ PDA

Recognize Creative Processes

Redefine the Problem

Identify Non-Extractive Support

Find Sideways Solutions

Introduce Play



THANK YOU!