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A museum visit for an old German

PROBLEM SCENARIOS

One day an old man from German who has some problem with his eye wants to visit the exhibition. All items in exhibits have a QR code ,he scans them and get a audio about the item, but it is English, it is a little difficult for him to understand. The information about item detail on plasques is also Engilsh,and the frot size is just 50pt,so he feels it is hard to see clearly.Last but not least he wants to see Roman manuscripts but there are too many high and strong man in the lightless room ,as a result he can see nothing.Ti is a pity.

ACTIVITY SCENARIOS

It is a really magic museum visit for Tom an old German who has problem with his eye.Our museum system has designed for different ages people. First ,before he wants into the entrance he is asked to sign a paper for his basic information and requirments,besides he downloads an APP(provided by museum) which stores his information.Although the items's introduction is English and Chinese,he can scan the QR code on the item(use museum APP),then he can read the German introduction easily besides the front on the APP is larger, because of his eye pronlems.He can also choose to listen the audio while watching the items.When he goes to the dark room for Roman manuscripts which are damaged by light,he see a screen on the wall which are designed for someone who can't see clearly in the dark.For some small items, there are also some special screen designed for them, evenif lots of people around, he can see it easily.

Claims Analysis

Claims	Positive or Negative
All items in exhibits have a number associated with	Positive

Claims	Positive or Negative
them; this number can be used to either refer to an audio guide entry or a print guidebook for more information about the item.	
Some exhibits have small plaques that detail more information about the items contained within the exhibit; these plaques are always in Chinese and English with relatively small font sizes (50 pt).	Negative
English and Chinese guidebooks and audio guides are always substantially more detailed than alternative languages.	Negative
English and Chinese guidebooks and audio guides are always substantially more detailed than alternative languages.	Negative
Some exhibits have objects that are damaged by light (such as Roman manuscripts) and as a result must be kept in the darkened chambers; patrons of the museum complain that they have trouble identifying objects and making out their details.	Negative

16301170_张袁峰

Scenarios

Problem Scenario

A student visited to the museum. He found that he was interested in an item and he wanted to know more about it. But the font size of the plaque is too small. So he used the exhibit number for a guide. However, he has a poor English and poor Chinese. So he couldn't get more details. He think if the museum can provide more detailed guides in other languages, it will be better. Then he found that there were some items that he couldn't watch them clearly. He think maybe provide some photos and details be good.

Claims Analysis

Claims	Positive or Negative
All items in exhibits have a number associated with them; this number can be used to either refer to an audio guide entry or a print guidebook for more information about the item.	Positive
Some exhibits have small plaques that detail more information about the items contained within the exhibit; these plaques are always in Chinese and English with relatively small font sizes (50 pt).	Negative
English and Chinese guidebooks and audio guides are always substantially more detailed than alternative languages.	Negative
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Some exhibits have objects that are damaged by light (such as Roman manuscripts) and as a result must be kept in the darkened chambers; patrons of the museum complain that they have trouble identifying objects and making out their details.	Negative

Activity Scenario

A student visits to the museum. He find that he is interested in an item an he wants to know more about it. He uses the item number for more ditails. Since he is a Spanish, he reads the Spanish-version audio guide and guidebook. He searches for the detailed information online because of the small font size of the plaques. Then he goes to watch other objects. But he can't see them clearly. So he chooses to watch the video of the objects.

Use-case Action Table

Requirement	Use Cases
The student will be able to find the detailed information of the item.	Search the item using its number (Student)

Requirement	Use Cases
The student will be able to see information in his own language.	Select the language (Student)
The student will be able to hear audio in his own language.	Transfer word-type information to voice-type (Museum)
The student will be able to watch videos of objects which can't see clearly.	Search the videos of items (Student)

16301167_张峰玮

Scenarios

Problem Scenario

It's Friday afternoon and Meiqi is going to museum. She doesn't know too much history of the exhibits so she gets an audio guide to get more information. When she wants to see some items information, she should ask the audio guide or see the plaques, however she has poor English and Chinese, so she couldn't get enough detail. And some exhibits are too popular, while some are damaged by light, so she can't identify it.

Claims Analysis

Claims	Positive or Negative
All items in exhibits have a number associated with them; this number can be used to either refer to an audio guide entry or a print guidebook for more information about the item.	Positive
Some exhibits have small plaques that detail more information about the items contained within the exhibit; these plaques are always in Chinese and English with relatively small font sizes (50 pt).	Negative
English and Chinese guidebooks and audio guides are	Negative

Claims	Positive or Negative
always substantially more detailed than alternative languages.	
English and Chinese guidebooks and audio guides are always substantially more detailed than alternative languages.	Negative
Some exhibits have objects that are damaged by light (such as Roman manuscripts) and as a result must be kept in the darkened chambers; patrons of the museum complain that they have trouble identifying objects and making out their details.	Negative

Activity Scenario

It's Friday afternoon and Meiqi is going to museum. She doesn't know too much history of the exhibits. When she wants to see some items information, she can find what she is interested in an item that she wants to know more about it. Although she has poor English and Chinese, so she uses the item number for more details which can be translate to what she knows. And some exhibits are too popular, while some are damaged by light, so she

can't identify it, and she can chooses to watch the video of the objects..

Use-case

Action Table

Requirement	Use Cases
The doctor will be able to find the detailed information of the item.	Search the item using its number (Doctor)
The doctor will be able to see information in her own language.	Select the language (Doctor)
The doctor will be able to hear audio in her own language.	Transfer word-type information to voice-type (Museum)
The doctor will be able to watch videos of objects which can't see clearly.	Search the videos of items (Doctor)

16301096_厉欣林

Problem scenario:

One day a school is going to organize a visit to the museum. First of all, the person in charge of the school has to go to the museum to book tickets, which is a very troublesome process. Secondly, museums have limited opening hours, students will spend a lot of time on the way to museums, so the visiting time is greatly shortened. Finally, school administrators must keep an eye on students lest they get lost or destroy cultural relics, which is inefficient and may cause problems at any time.

Activity scenario:

One day, the school administrator organized the students to visit the online museum. It is very convenient to book tickets because it is online. At the same time, as the transportation time is saved and the museum is open 24 hours a day, students have more time to visit. Finally, because it is an online tour, there is no destruction of cultural relics. At the same time, students only need to sit in the classroom to visit, which is very convenient for management.

Use-case Action Table

Requirement	Use Cases
The Student administrator will be able to find the detailed information of the item.	Search the item using its number (Student administrator)
The Student administrator will be able to see student's information to find where is the students.	Select the students (Student administrator)
The Student administrator will be able to watch videos of students which can't see clearly.	Search the videos of students who can't see clearly (Student administrator)

16301081_张东清

A museum visit for a kid Jack

problem scenario:

The kid (Jack) goes to the museum, and he can know the information about the item according to an audio guide entry or a print guidebook. Because Jack use English as his mother tongue so he gets more detailed from English guidebooks. He can't see some exhibits clearly have very small objects that are very popular (such as Iron Age jewellery) because he is not tall enough, and he also have trouble identifying objects and making out their details which must be kept in the darkened chambers.

Claims Analysis

claims	Positive or negative
all items in exhibits have a number associated with them; this number can be used to either refer to an audio guide entry or a print guidebook for more information about the item	positive
some exhibits have small plaques that detail more information about the items contained within the exhibit; these plaques are always in Chinese and English with relatively small font sizes (50 pt)	negative
English and Chinese guidebooks and audio guides are always substantially more detailed than alternative languages	positive
some exhibits have very small objects that are very popular (such as Iron Age jewellery), however they cannot be seen easily when there are many people around (or very tall people in the front)	negative
some exhibits have objects that are damaged by light (such as Roman manuscripts) and as a result must be kept in the darkened chambers; patrons of the museum complain that they have trouble identifying objects and making out their details	negative

activity scenario:

Jack goes to the museum, and he can know the information about the item according to an audio guide entry or a print guidebook. Because the kid use English as his mother tongue so he gets more detailed from English guidebooks. He can see some exhibits clearly have very small objects that are very popular (such as Iron Age jewellery) because he Get permission to stand in front of other people who are taller than he, and he also can identify objects and make out their details which must be kept in the darkened chambers in another exhibition hall with a large electronic screen playing the introduction video of

them.

In my activity scenario, it can solve the problem of low height and dark exhibition hall for kids.