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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 wents 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** |
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| 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 |
| 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 |