Design for Diversity

Design for Diversity: Towards More Inclusive Technical Systems
NETSL Annual Conference
Worcester, MA, April 2018

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Northeastern University Libraries
Digital Scholarship Group
@Des4Div
Who and thanks

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Who and thanks

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http://dsg.neu.edu/d4d  | @Des4Div - @arrust - @akaSarahJean
Why us?
The Design for Diversity Project

Focuses on the ways in which information systems embody and reinforce cultural norms.

Asks how we might design systems that account for diverse cultural materials and ways of knowing.
Prior work: https://goo.gl/ptES6P

Doris Hargrett Clack
Prior work: [https://goo.gl/ptES6P](https://goo.gl/ptES6P)

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**Data structures and models, vocabularies**

**Software applications**

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<td>Sercan Şengün. &quot;Toward Design Principles for Culturally Situated Virtual Identity Systems&quot; (<a href="http://hdl.handle.net/2047/D20259756">http://hdl.handle.net/2047/D20259756</a>)</td>
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Lessons so far

● Forget the stack
  ○ And tighten scope
● Who is centered, who is unmarked?
● Understand who benefits
● Reappropriation and extraction
● Data is the “new oil”
Lessons so far

- Ethic of pace
- Assume project members will change
- Ask more from commercial systems
- Recognize multiple forms of expertise
Redefine “efficient” and “optimized”
Lessons so far

- Just follow all of Kim Christen’s work
- Provide ways for users to learn and use better teaching methods, not just content like case studies and readings
- Design for workplace use and organizational change, writing for both student and practitioner audience
Resources

- Case study
- Reading
- Model project
- Model curricula
- Community of practice

Study Path

- Learning objectives
- Learning activity (e.g. writing prompt, discussion questions, design activity)
- Assessment (where appropriate)

Two or more resources

http://dsg.neu.edu/d4d | @Des4Div - @arrust - @akaSarahJean
Mukurtu: A Case Study and Study Path
Mukurtu: A Case Study and Study Paths

"Set up an instance of Mukurtu.

Come up with a preliminary selection of items to add.

Read Communities + Museums and Museum and Communities guidelines for collaboration between museums and communities from SAR.

Write up a plan for community consultation to vet/evaluate your selection.

And if you have time and existing relationships, do the actual consultation."
Mukurtu: A Case Study and Study Paths

Title: Participatory user design for perspective
Creator: Themba Flowers
Learning Objectives
- Students will learn about the value of representation and authorship/voice in presentation of digital objects. Students will investigate a technological presentation from the perspective of different cultures.

Activity
The initial activity will be an environmental scan of a small number of online presentation platforms (gallery websites, archival databases, online reference tools). Students look at what representation looks like for indigenous objects held in 4 different online GLAMs. (one of them must be Mukurtu).

The reflection points are after looking each component:
- Component 1: what did they notice different between the different representations across platforms? What were the issues that came to the fore? Did Mukurtu address them?
- Component 2: After having tried to make a platform with someone of a under-represented community, did representational authorship address those issues? what was easy? What was hard?

Resources
- Michelle Caswell, "Teaching to Dismantle White Supremacy in Archives" The Library Quarterly 2017 87:3, 222-235
- Mukurtu Case Study

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Discussion questions

● Would you use these case studies/study paths? Would some other format be more helpful? Where would you usually learn about these issues?

● Do you have case studies, from your own experience or that you’ve heard about, where library systems do a particularly good or bad job of being inclusive?
Write and share

● Inventory your own organization’s digital projects and systems (either home-grown or vendor) -- where might issues of inclusion come into play?
  ○ The stack model may be helpful
Thanks!

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