



THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

# Engaging Visitors and Volunteers

## Alike:

# Our Custom Kiosk at The Lawrence Hall of Science

Presented By:

Dustin Perry





THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

# Historical Overview: SOS Exhibit Design

- Installed in 2008
- Hangs over fenced-off central point, with three sets of tiered bleachers around edges of room
- Kiosk-driven, interactive experience
- One touch-screen, three screen-mirroring TVs around circle
- Used most as a self-guided exhibit, often as a volunteer-run exhibit, and twice daily as a platform for staff-guided programs





THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

# Historical Overview: Volunteer Responsibilities

- Volunteer docents, exclusively adults
- Utilize the iPad SOS remote app to facilitate with visitors
- Since the opening of the exhibit, we now have an Augmented Reality Sandbox in the space, which volunteers also facilitate
- Until recently, kiosk was deactivated while a volunteer was working in the space



THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

# Previous Kiosk Iterations: Open-Ended Interactive

- Most recent kiosk that “felt” like the current generation of the design
- Point-and-click thematic categories that opened to new landing pages with relevant playlist
- Included a thematic category for SOS films
- Very little SOS control outside of dataset selection
- Had a secret button combination to lock controls while volunteer was present
- Designed to be a “stand-alone” experience with no facilitation



THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

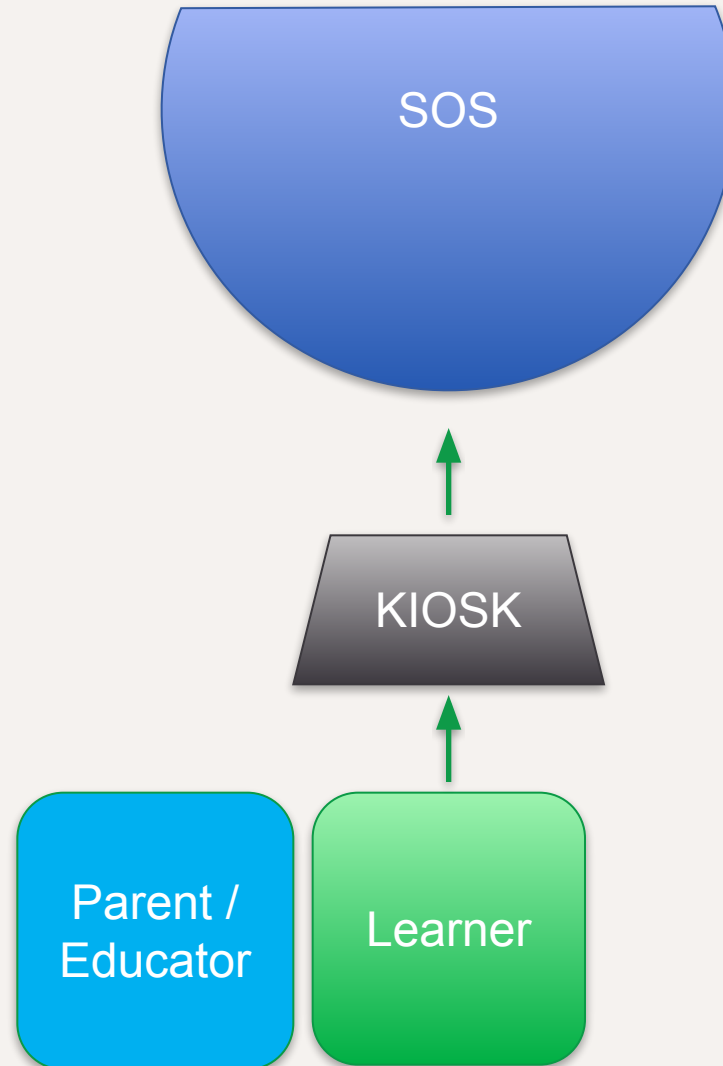
# Previous Kiosk Iterations: “Stories” Re-Design

- Addressed need to help visitors make connections between datasets, and between data and their own lives, through playlist-based narratives
- Maintained previous design goal to create a “stand-alone” experience with no facilitation
- Swipe left and right to move through “stories” comprised of text on the kiosk paired to curated datasets, sometimes including custom voice-overs
- Several stories based on themes or topics, like earthquakes, ocean currents, Kepler mission, etc
- Kept kiosk lock to deactivate while iPad was used



THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

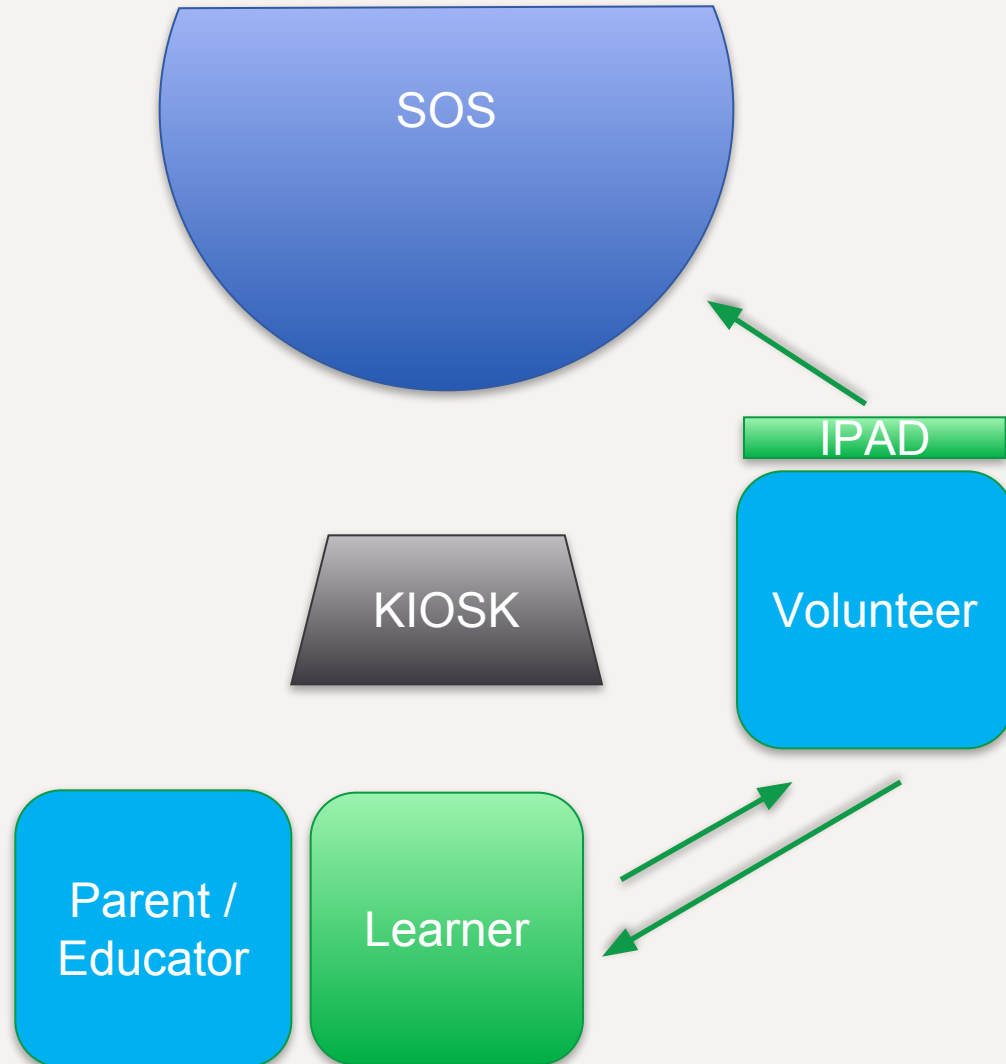
# Previous Kiosk Iterations : The Parent/Educator-Learner-SOS Connection





THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

# Previous Kiosk Iterations : The Volunteer-Learner-SOS Connection





THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

# Current Kiosk: Design Principles

## Science Learning Activation

- Fascination, Values, Scientific Sensemaking, Competency Beliefs

## User-Generated Needs

- Rapid update/iteration capabilities, especially for “In the News”
- Accessibility, simple navigation, and minimal landing-page text
- Providing, communicating, and empowering depth of SOS control
- Prompting/priming visitors to define relevancy, especially focusing on connecting local phenomena to larger systems
- Engaging for volunteers *and* visitors to use, especially together, without a need for either party to be “in charge”
- SOS Remote app and kiosk must be able to run simultaneously
- Facilitated or not, user should leave experience feeling more capable of interacting with SOS and thinking with models
- Make the above especially true for educators and parents, thereby generating relevancy as well as capacity for future facilitation
- Fun!

## Features to come

- “More information” button
- Button to change all text to Spanish, then other languages






THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

# Current Kiosk: Demonstration & Exploration



Touch below to explore.

-  Earth Images and Data
-  Space Images and Data
-  In the News
-  Just for Fun

Explore Earth, Space, and More with  
Science On a Sphere®!



Drag the sphere  
below to rotate the  
Science On a Sphere.



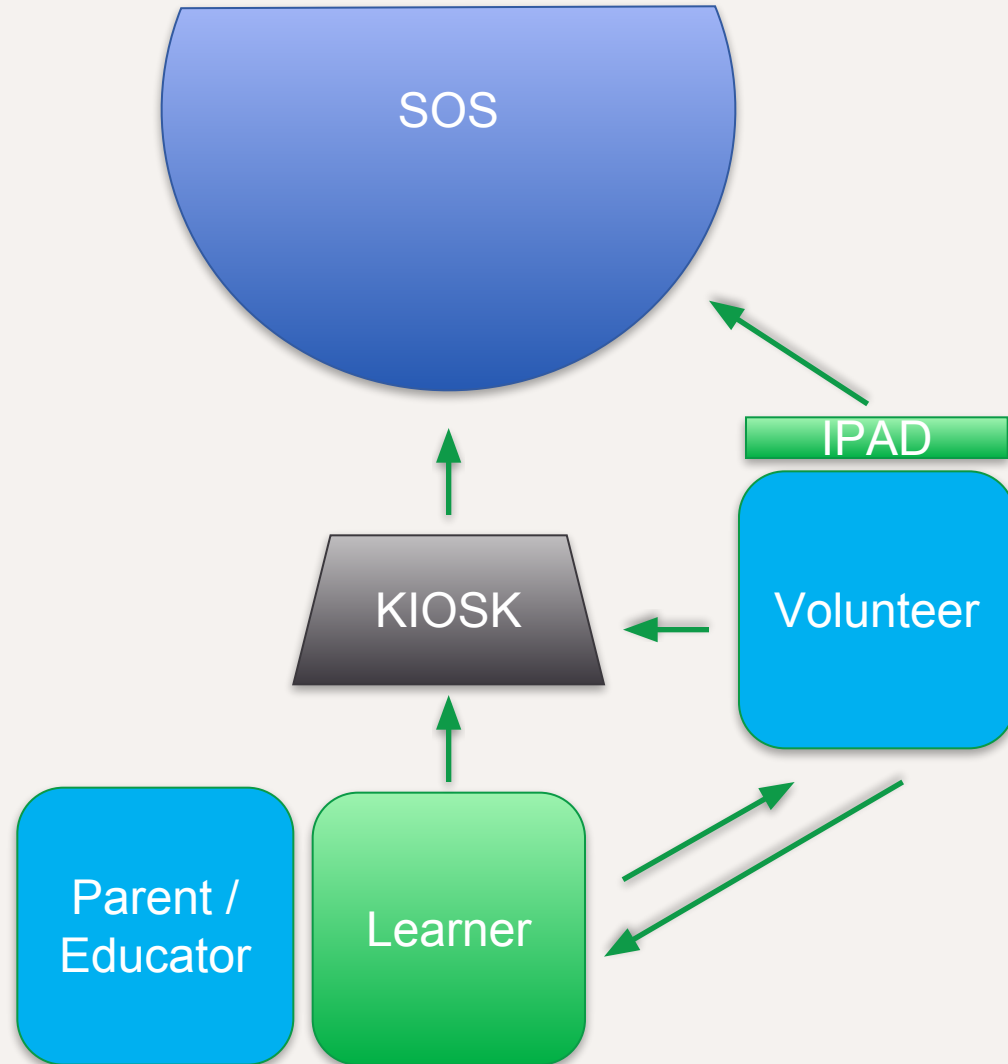
ORIENTATION RESET  
↺

Explore using the touch-screen nearest the entrance.



THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

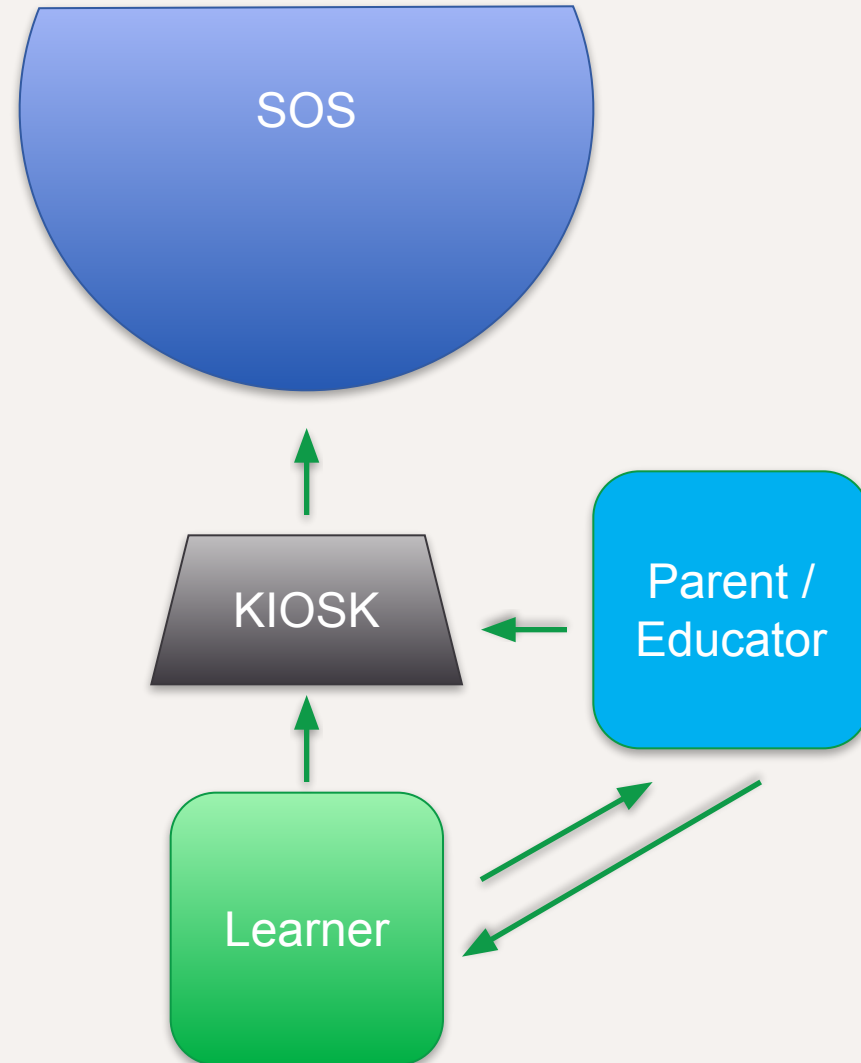
# Current Kiosk: The Volunteer-Learner-SOS Connection





THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

# Current Kiosk: The Parent/Educator-Learner-SOS Connection





THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

## Discussion:

### Guiding Questions:

- Does your institution have a kiosk? If so, how is it currently used? How might you iterate upon the current design?
- What is the relationship between volunteers and a kiosk or iPad at your institution? Where does the visitor fit into that relationship?
- How has your institution worked to make the technology of the SOS, and the data it visualizes, more relevant to your stakeholders?



THE LAWRENCE  
HALL OF SCIENCE  
UNIVERSITY OF CALIFORNIA, BERKELEY

# Thank you!

Contact Information:

Dustin Perry, Floor Manager  
[dustin.perry@berkeley.edu](mailto:dustin.perry@berkeley.edu)

John Erickson, Earth and Space Sciences Learning Lab Lead  
(Planetarium and Science On a Sphere)  
[jerick@berkeley.edu](mailto:jerick@berkeley.edu)