

Design for Diversity

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

Amanda Rust and Sarah Sweeney
Northeastern University Libraries
Digital Scholarship Group
@Des4Div



Who and thanks

Grant team

Julia Flanders

Cara Messina

Amanda Rust

Sarah Sweeney

Who and thanks

Advisory Board

Moya Bailey
Marty Blatt
Kimberly Christen
Wendy Hui Kyong Chun
Ellen Cushman
Élika Ortega
Giordana Mecagni
Trevor Muñoz
Angel Nieves
Bethany Nowviskie
Kelcy Shepherd

Grant team

Julia Flanders
Cara Messina
Amanda Rust
Sarah Sweeney

Library colleagues

Caroline Klibanoff
Jen Kleinman
Jennie Robbiano
Janet Morrow
Patrick Yott

Case study presenters

Amber Billey	Sercan Şengün
Emily Drabinski	Ricky Punzalan
Karen Li Lun Hwang	Heather Moulaison Sandy
Sari Altschuler	Catherine Knight Steele
Mark Matienzo	Purdom Lindblad
	Molly Brown

Core Design Group

Erin Baucom	Purdom Lindblad
Michelle Caswell	Deborah Maron
Zoe Chao	Sonoe Nakasone
Themba Flowers	Katie Rawson
Julia Gray	Todd Suomela
Lisa Hinchliffe	

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>

User interface

Data structures and models, vocabularies

Software applications

Network

Communication and interaction protocols

Operating systems

Programming languages, character encoding

Hardware and chip design

Prior work: <https://goo.gl/ptES6P>

User interface

Bardzell, S. (2010). Feminist HCI: taking stock and outlining an agenda for design. In CHI '10 Proceedings of the SIGCHI Conference on Human Factors in Computing Systems (pp. 1301–1310). Atlanta, GA.

Fiesler, C., Morrison, S., & Bruckman, A. S. (2016). An Archive of Their Own: A Case Study of Feminist HCI and Values in Design. In CHI '16 Proceedings of the 2016 CHI Conference on Human Factors in Computing Systems (pp. 2574–2585). Santa Clara, CA.

Sadler, B., & Bourg, C. (2015). Feminism and the Future of Library Discovery. Code4Lib: Special Issue on Diversity in Library Technology, 28.

Data structures and models, vocabularies

Software applications

Prior work: <https://goo.gl/ptES6P>

User interface

Data structures and models, vocabularies

Billey, A., Drabinski, E., & Roberto, K. R. (2014). "What's Gender Got to Do with It? A Critique of RDA 9.7." *Cataloging & Classification Quarterly*, 52(4), 412–421.

Cherry, Alissa, and Keshav Mukunda. "A Case Study in Indigenous Classification: Revisiting and Reviving the Brian Deer Scheme." *Cataloging & Classification Quarterly*, vol. 53, no. 5–6, July 2015, pp. 548–67

Drabinski, E. (2013). *Queering the Catalog: Queer Theory and the Politics of Correction*. *The Library Quarterly*, 83(2), 94–111.

Swanson, Raegan. "Adapting the Brian Deer Classification System for Aanischaaukamikw Cree Cultural Institute." *Cataloging & Classification Quarterly*, vol. 53, no. 5–6, July 2015, pp. 568–79.

Prior work: <https://goo.gl/ptES6P>

User interface

Data structures and models, vocabularies

Software applications

Noble, Safiya Umoja. Google Search: Hyper-Visibility as a Means of Rendering Black Women and Girls Invisible – InVisible Culture.

Sercan Şengün. "Toward Design Principles for Culturally Situated Virtual Identity Systems" (<http://hdl.handle.net/2047/D20259756>)

Sweeney, Latanya. "Discrimination in Online Ad Delivery." Communications of the ACM, vol. 56, no. 5, 2013, pp. 44–54.

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

A stylized illustration of a plant with a grey stem and several branches. The leaves are in various colors: a red leaf at the top, a light green leaf, a light blue leaf, a yellow leaf, a light purple leaf, and an orange leaf. The background is white.

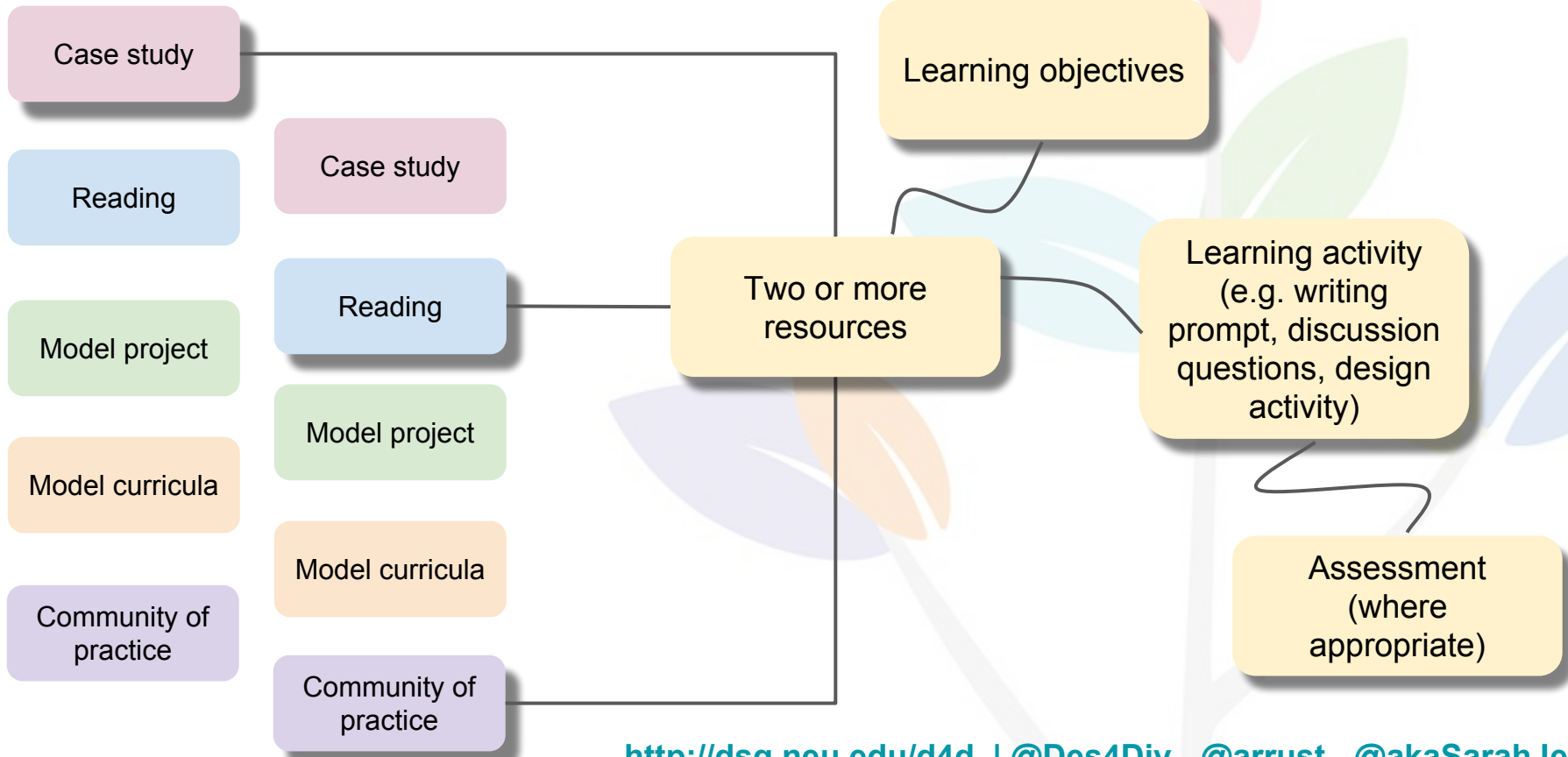
Redefine “efficient” and “optimized”

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

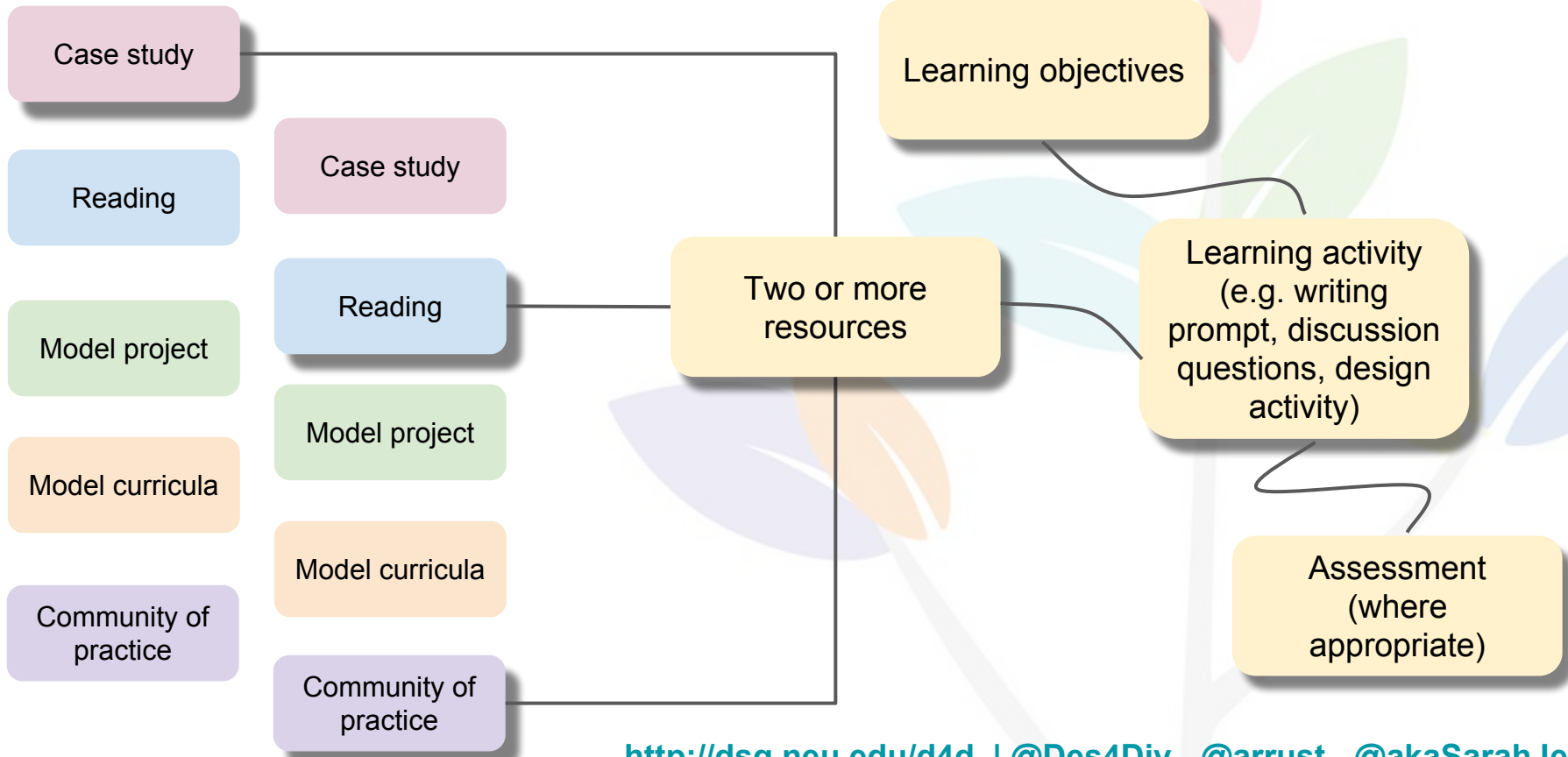
Resources

Study Path



Resources

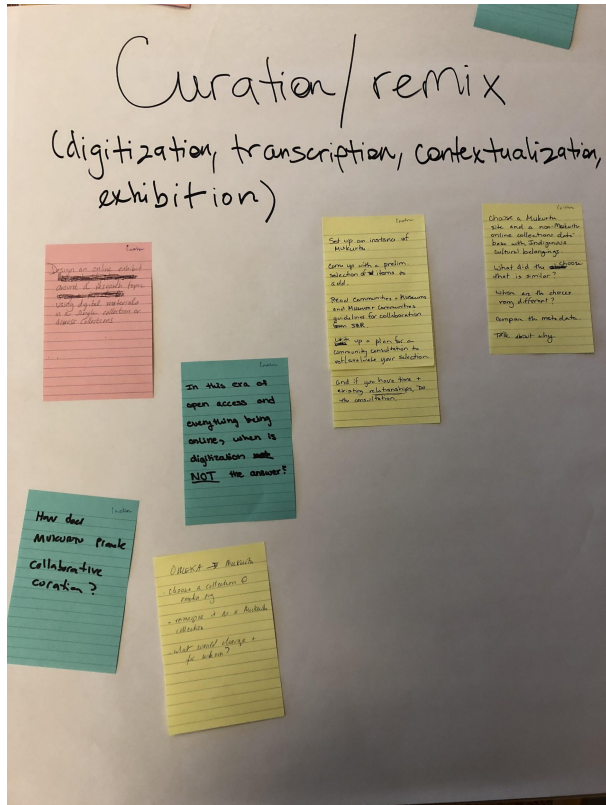
Study Path



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

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!

Amanda Rust and Sarah Sweeney
Northeastern University Libraries
Digital Scholarship Group
@Des4Div

