Journeys to Participatory Digital Preservation:

Challenges for the Gold Museum as a Public Museum Engaging Communities with Geopark

|  |
| --- |
| **Yi-Ting Lin** |
| *Information Studies, University of Glasgow*  *United Kingdom*  *2542320L@student.gla.ac.uk*  *https://orcid.org/0000-0001-9605-0296* |
|  |

**Abstract – Using the Gold Museum in the Shui-Chin-Chiu Geopark as an example, this research simulated user journey maps to unpack usability issues and related problems in participatory digital preservation. This is in response to the Taiwanese government attempts to integrate digital content across museums.**

**Keywords – Community-Engagement, Geopark, Sustainability, Participatory-Digital-Archive, Museum-Communication**

**Conference Topics – Community**

# Introduction

The participation of community members in the digital preservation process can potentially change the policies and decision-making system in a museum. The community-based exhibit has been in museum practice since the 1990s [1], but museums have been improving community engagement strategies. For example, the Gold Museum in Taiwan has been a member of the Chiufen-Chinkuashih-Shueinandong Geopark (a.k.a. Shui-Chin-Chiu Geopark) since 2020 [2]. Before this, the Gold Museum has been practising a participatory budget, allowing local people to proffer their opinion on budget distribution since 2016. These new strategies bring new challenges to digital preservation, and this research aims to detect them by simulating user journey maps.

# Background

It is possible to conduct digital preservation in a geopark. Successful cases have been seen in Britain, such as the Shetland Museum and Archives. Located in Geopark Shetland, a global geopark in Scotland, the Shetland Museum and Archives annually welcomes 83,000 visitors [3] and has built an online catalogue. Its online catalogue currently contains more than 100,000 entries and still growing [4].

The Gold Museum has digitised its collection since 2010 [5], [6] as well. Until 2020, the Gold Museum had 3D scanned 12 contemporary metal crafts [6] and digitised 1,045 items with 2,907 images and 192 historical documents, including 20,375 pages and 25 individual pictures [5].

However, the preservation in the Gold Museum is a governmental instituted process. These created a delicate situation for the Gold Museum to participate in the Shui-Chin-Chiu Geopark. On the one hand, developing a participatory archival platform in the Gold Museum is difficult with limited funding. On the other hand, the Gold Museum needs to follow national policies, delivering digital collections to the public via the Consolidated Cultural Archives System (CCAS) [6, p. 19], which has poor usability [7], [8]. This arrangement might be why the Gold Museum only authorised seven cases to use their collection from 2018 to 2020 [5], [6], [9].

# Methodology

This research adopted the DCC curation lifecycle model [10] to illustrate how controversies developed while the museum balanced the need to engage with the public and follow the policies. In terms of detecting potential challenges in usability issues, this research borrowed the persona created by the National Archives to simulate user journey maps.

# Conclusion

This study is a pilot study in my PhD research. By scoping the problem with user journeys, this study provided a basis to understand users from the source community and the role of the museum. The result will continue to be examined in subsequent interviews. The observation from this study can assist museums in avoiding risk and conflict while developing a socially sustainable digital preservation plan. Specifically, this study discovered a range of subjects for museums to communicate with stakeholders and investigate in user research. In this way, the museum can effectively respond to conflicting requests from the local communities and the governmental agencies in the context of a geopark.

# REFERENCES

[1] R. B. Phillips, “Part 3: Community Collaboration in Exhibitions Section Introduction,” in *Museums and source communities : a Routledge reader*, L. L. Peers and A. K. Brown, Eds. New York: Routledge, 2003, p. 280.

[2] C.-C. (黃家俊) Huang, “The Role of Gold Museum in the Chiufen-Chinkuashih-Shueinandong Geopark (黃金博物館在九份金瓜石水湳洞地質公園的角色定位),” *臺灣博物季刊大地的變奏曲─譜寫人與自然的新關係／ Var. a Theme Earth Compos. New Human-Nature Relatsh. ｜*, vol. 150, no. 40, pp. 12–21, 2021, doi: 10.29879/TNS.

[3] Shetland Amenity Trust, “Shetland Museum and Archives,” *Official Website of the Shetland Amenity Trust*, 2022. https://www.shetlandamenity.org/shetland-museum-and-archives (accessed Mar. 07, 2022).

[4] Shetland Museum & Archives, “Online Resources,” *Official Website of Shetland Museum & Archives*, 2022. https://www.shetlandmuseumandarchives.org.uk/collections/archive/resources (accessed Mar. 07, 2022).

[5] N. T. C. G. (新北市立黃金博物館) Gold Museum, “The Annual Report of the Gold Museum: 2020(2020新北市黃金博物館年報),” New Taipei City, 2020. [Online]. Available: https://www.gep.ntpc.gov.tw/files/file\_pool/1/0L167693925174268441/2020年新北市立黃金博物館年報.pdf.

[6] N. T. C. G. (新北市立黃金博物館) Gold Museum, “The Annual Report of the Gold Museum: 2019 (2019新北市黃金博物館年報),” New Taipei City, 2019. [Online]. Available: https://www.gep.ntpc.gov.tw/files/file\_pool/1/0L167694738610611595/新北市立黃金博物館2019年報.pdf.

[7] S.-C. Chang, “Cataloging of Cultural Objects - Issues and Suggestions for Improvement: Example of the National Museum of Taiwan History (博物館藏品編目實務面向的問題與改善建議－以國立臺灣歷史博物館為例),” 博物館學季刊, vol. 32, no. 3, pp. 63–79, 2018, doi: 10.6686/MuseQ.201807\_32(3).0004.

[8] S.-J. (陳叔倬) Chen, “文化部文物典藏共構系統中分類欄位的標準化問題,” 國立自然科學博物館館訊, vol. 389, pp. 4–5, Apr. 2020, Accessed: Jun. 14, 2022. [Online]. Available: http://edresource.nmns.edu.tw/ShowObject.aspx?id=0b81a1f8c90b82107e75.

[9] N. T. C. G. (新北市立黃金博物館) Gold Museum, “The Annual Report of the Gold Museum: 2018 (2018新北市黃金博物館年報),” New Taipe City, 2018. [Online]. Available: https://www.culture.ntpc.gov.tw/files/file\_pool/1/0L167698121208750637/新北市立黃金博物館年報2018.pdf.

[10] S. Higgins, “The DCC Curation Lifecycle Model,” *Int. J. Digit. Curation*, vol. 3, no. 1, pp. 134–140, Dec. 2008, doi: 10.2218/IJDC.V3I1.48.