

THROUGH
THE LENS OF
THE PUBLIC

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This tool will enable you to document an existing museum experience through adopting a visitor's point of view. It's one of the best starting points for beginning to understand the area in which you want to take action, which we will refer to here as the mediation context.

Whether it involves improving an existing digital tool or enhancing a traditional tour route, it is necessary to note down every detail relating to them, with a focus on the emotional and sensory dimensions of the experience! Doing so will enable you to characterize a mediation situation already in place through considering its strengths, weaknesses, special features and limitations, in order to pinpoint possible actions.

- Sharpen your sense of observation, sensitivity and critical eye as you yourself explore a mediation context in which you want to intervene.
- You therefore have to describe the experience you had in that context (whether it was taking part in an activity, using a tool or visiting an exhibition gallery), listening to your feelings and instincts. Share what you truly feel, and don't censor yourself!
- Another two tools will enable you to adapt a comprehensive view of the experience you evaluated from other perspectives: Visitor observation notes and Meeting its audience. They will foster the creation of an overall picture of your experience by making the needs and desires of your visitors evident.



Self-observation chart

What are my impressions or expectations at the beginning of the experience?

Was there a moment during the experience when I had a feeling of satisfaction?

What did this experience make me think of?

What did I mainly feel during the experience?

Did I encounter any annoyances?
If so, what were they?

Were my goals or expectations met?



Self-observation chart

What do I remember in terms of the content on view?

Who experienced this with me?
Was interacting with those people enriching?

Where did I have the experience?
What do I remember about that place?

What tools did I need for the experience?
Were they effective?

How could I have had a better experience,
or benefited more from it?