

## Interview Scripts

### Email Pre-Screener Script - Museum Expert / API Novice

Subject: Calling [Future] Museum Professionals

We hope this email finds you safe and healthy.

The Cooper Hewitt, Smithsonian Design Museum will soon be launching an API which will be used to help shine a light on the collection and connect individuals with the data they need to gather insights and develop new projects.

As a [future] museum professional, we are seeking your unique insight in order to understand how Cooper Hewitt can present the documentation needed to help individuals understand how they can get the most out of the API.

If you are interested in providing this insight, please take the following [survey](#) so we can understand your current familiarity with museum science and APIs before practicing in an interview where we will gather your feedback.

Regarding your privacy and confidentiality, our collected data will only be used for research purposes and will only be handled and shared by our research team.

If you have any questions, feel free to contact us via email and we are more than happy to help.

Thank you for your interest.

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## Email Post-Screener Script

Hello [Insert Name],

Thank you for filling out our survey! We greatly appreciate your participation and interest.

Would you still like to move forward? If so, respond to this email with your written confirmation and select your preferred date / time to participate **here**. [Using Calendly]

Please note: These interviews are expected to take 45 minutes and your data / identity will remain confidential.

If you have any questions or comments, let us know and we are more than happy to help.

Looking forward to your insights!

## Interview Screener

Please access the interview screener here:

[https://docs.google.com/forms/d/17ZzxfyEo6bwDK\\_RqW5n4dJZcGRCuFOUjAUH3G6Gllxg/edit?usp=sharing](https://docs.google.com/forms/d/17ZzxfyEo6bwDK_RqW5n4dJZcGRCuFOUjAUH3G6Gllxg/edit?usp=sharing)

## Interview Format

### Goals:

- Understand what the strengths and weaknesses are of competitor's documentation sites
- Understand how museum professionals are able to understand APIs
  - What documentation is necessary in order to facilitate this understanding
- Understand how API experts are able to understand museum terminology
  - What documentation is necessary in order to facilitate this understanding
- Understand which lessons we can learn from competitor API sites

### Competitor API Documentation to Evaluate:

- The Met
- Cleveland Art Museum

### Questions for Museum Experts/API Novice:

- What is your current understanding of APIs?
- What do you think the purpose of this website is?
- Have you ever interacted with an API documentation site before?
- How effective is this site in helping you understand how to use the API?
- Which website was most helpful in helping you understand what an API is?
  - What about this website made it helpful?
- What would you do with this?

### Questions for API Experts/Museum Novice:

- What is your current understanding of museum collections?
- What do you look for when interacting with an API documentation site?

- How effective is this site in helping you understand the data this API delivers?
- What is your favorite aspect of this website?
- What does this page tell you about the museum collections or museum data?
- Which website was most helpful in helping you understand museum collection data?
  - What about this website made it helpful?

## Tasks

### 5-Second Impression Test

- Which three words would you use to describe the site?
- What is it about? What products or services are offered and for whom?
- How does this website make you feel?

## Check-Out Process

ie. write a command, find a piece of museum collection through API, etc.

- What was the worst thing about your visit to this website?
- Which aspects of the experience could be improved?
- What did you like about the website?
- What other comments do you have?
- Do you have a good example for documenting API (to API people)
- Non-API Experts
  - Has the site helped you understand the difference between an object and an agent?
  - Which endpoint would you use to find out when an artist was born?
  - Write an API call that finds all artwork by [artist name].
- API: Write a query to deliver the result for a specific thing
  - Write a query to find the art by the artist [artist name] created in [year].
  - Write a query to find 100 results of [artist names] work

## Interview Script

### 1.1 Introductions (5 mins)

Thank you so much for joining me today. My name is *[name]*. I'm a graduate student at Pratt Institute studying Information Experience Design. *I'm joined here by my research partner who will be helping me by taking notes. Research partner I'll let you introduce yourself now.*

*Participant(s) would you mind introducing yourself?*

[Participant Introduction]

I first want to ask if you consent to having this interview recorded for research purposes. If you consent, would you mind saying "I give permission" once the recording starts? Your name will not be associated or reported with any data or findings from this evaluation. Do I have your permission to record?

*Once recording has started...*

## **1.2 Study Explanation (5 mins)**

I wanted to give you a little information about what you will be looking at and give you time to ask any questions you might have before we get started.

Today we are asking you to serve as an evaluator of an API documentation site for the Cooper Hewitt, Smithsonian Design Museum and to complete a set of tasks. Our goal is to see how easy or difficult you find the explanation and use of the API is.

As part of this session, I will ask you to share your browser screen with me. Would you please go to this link [[LINK](#)] and start sharing your screen with me?

Thank you.

During this session, I would like you to think aloud as you work to complete the tasks. I will not be able to offer any suggestions or hints, but from time to time, I may ask you to clarify what you have said or ask you for information on what you were looking for or what you expect to have happened.

## **1.3 Test Participant's Role**

While you are using this API please remember:

- There is no right or wrong answer. If you have any questions, comments or areas of confusion while you are working, please let me know.
- If you ever feel that you are lost or cannot complete a task with the information that you have been given, please let me know.
- I may ask you other questions as we go and we will wrap up questions at the end.
- Please let me know if you need to pause or stop completely and any point

Do you have any questions before we begin?

Let's get started!

## **2.1 General Impressions (10 mins)**

**Both Groups:** For the next few minutes we ask that you explore this API documentation site at your own pace. Pay particular attention to how the site provides instruction on how to use the API and think of how this API might be useful in your own work. Feel free to talk aloud while going through the site and at the end of this period, we will ask you to provide your feedback.

*[Participant exploration]*

## 2.2 Reflection (5 mins)

**Both Groups:** Thank you! We now have a few questions that will ask you to reflect on your experience.

1. On a scale of 1-5 with 1 being extremely difficult and 5 being extremely easy, what was your experience of navigating the site?
2. How does the website make you feel?
3. Which words would you use to describe the site?
4. What purpose do you see this site offering?

## 3.1 Tasks (20 mins)

**Both Groups:** For the remainder of the study, we will ask that you do your best to complete a series of tasks associated with the site. If you have any questions or difficulty with the completion of these tasks feel free to let me know. Once you have completed the tasks we will again ask you to reflect on your experience.

**Both Groups: (Skip if user talked about it during General Impressions)**

1. By looking at this website, can you tell me what you can use the Cooper Hewitt API for?
2. What would a response to a typical query look like?
  - a. If you are not sure, where would you think to locate this information on the site?
    - i. **Success:** User finds anatomy of a record

### API Novice:

1. How would you go about creating a search query? You do not need to write anything, and instead can just walk me through how you would do this by looking at the site.
  - i. **Success:** User looks at the search for objects part of the site and can describe how they would write the query by combining information presented on the page.
2. Imagine you were searching for all objects created from 1950 to 1960. Would you please walk me through how you would do this?
  - i. **Success:** User can explain the concept of searching for fields.
3. Could you please write a general query?

### Curator

1. Imagine you are working with a developer to produce tombstones/caption for the objects in an exhibition. How would you point the developer to the important data to be used from this API documentation?
    - a. Adam's feedback: Instead of an "exhibition" "in an online/in a gallery interactive"
      - i. **Success:** User takes a look at the anatomy of the record and explains which field would be important to display on a tombstone
- Imagine you are trying to collect objects for a digital exhibition. How would you go and describe developer to find your specific exhibition package, using this API

documentation?

2. Imagine you are trying to find objects to feature for an upcoming digital exhibition. How would you describe to a developer what your specific exhibition package is using this API documentation?
  - a. Adam's feedback: take a step back - imagine you are trying to describe to a developer what an exhibition package is and what information is in an exhibition package. How would you describe what they'll find when searching the data, and what types of data that are not currently in our exhibition packages would you like to see?
  - b. <https://collection.cooperhewitt.org/api/methods/cooperhewitt.exhibitions.getList/explore/>
    - i. Hit "make it so" to return exhibition package data
3. What are your thoughts on the term agent vs. constituent?
4. Do you understand the term "Anatomy of a Record"?
5. Does the jargon translator help you understand any of the API content?

*Adam's feedback: exhibition package = list of objects in an exhibition - organizational structure within collection data that is used to present all objects in an exhibition. Often used online and done algorithmically so there are a list of exhibitions, exhibitions presented on collection site, list of objects is presented and also used on the collection tables to display the objects in the galleries online (digital interactives and on the website)*

*We know that we want to have documentation about exhibition packages. What information would you want to give to a developer to get this information? (How this information can be displayed)*

*What information is missing from our current exhibition packages that you'd want to give to a developer?*

- *Probably will say A text (big text on the wall of exhibition) and B text (smaller section titles)*
- *Don't group exhibition objects on the page the way they are grouped in an exhibition*

*How would you like to see objects grouped on the page? Is there section text related to the objects that are important?*

### **API Expert:**

1. If you were to use this API for an application that fetches the list of drawings available on the Cooper Hewitt Museum database, what would you need to know about it *[the API]*?
  - a. Can you find what you need by looking at this website?
    - i. **Success:** User defines at least one thing, and finds it either by looking at the website or the links provided.
2. Can you write a query that fetches every record that contains "chair" and sort the results by their creation date? (Alternative: every record that contains "chair")

- i. **Success:** User creates a complex command, using the information on the website.
  - b. How do you think you could make this query fetch more than 250 results?
    - i. **Success:** User finds the pagination information and employs it to write the query.
3. How would you implement this into your own code?

### 3.2 Reflection (5 mins)

**Both Groups:** Thank you! We now have a few questions that will ask you to reflect on your experience.

1. How difficult did you find these tasks to complete?
2. Were there any tasks you feel that you didn't successfully complete?
3. What could this website do to make these tasks easier to complete?

### Conclusion (5 mins)

Thank you so much for all of your help. This data is going to be used for our research report and final paper, so your feedback is very much appreciated.

Before we let you go, I just wanted to ask if you had anything else you had questions about or any additional opinions you'd like to share?

[Address questions]

Thank you again, if anything comes up don't hesitate to reach out to either me or my research partner and have a good [day/night]!