

2nd International ENAT-Congress: Kaleidoscope-Session

Museum Sign Language Guide

Eva-Maria Dolezal, Schönbrunn Palace
Petra Plicka, equalizent Schulungs- und Beratungs GmbH

Vienna, Sept. 2009



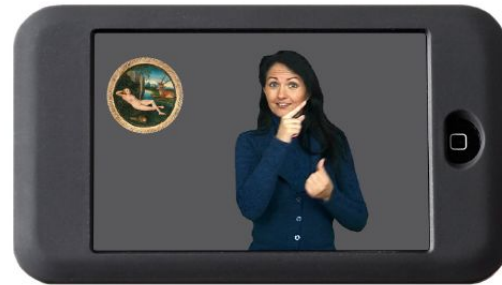
sign
language
guide

The Museum Sign Language Guide

International Standards for Museum Tours in Sign Language

What is the Museum Sign Language Guide?

- It is a **multi-media device**, displaying museum and exhibition contents on **videos** in local **sign language** and / or international sign.



The Museum Sign Language Guide

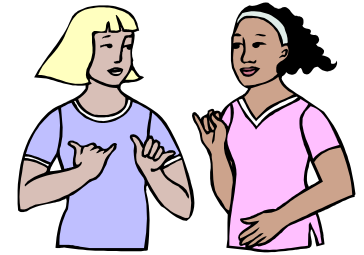
- This new technology targets the group of **sign language speakers**, and



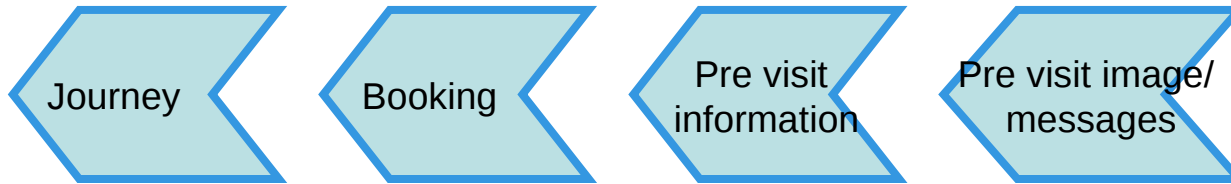
- it clearly focuses on one particular aspect of the tourism value chain: on **attractions and amenities**



Tourism Value Chain



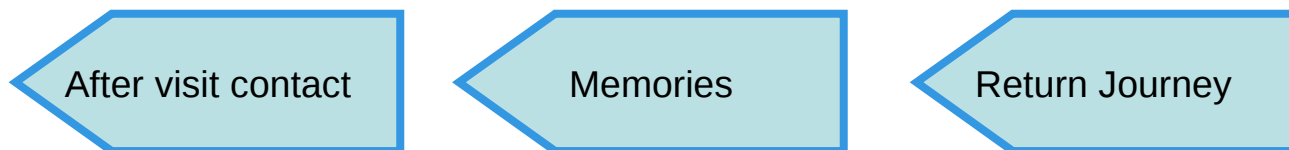
Phase 1: PRE-ARRIVAL



Phase 2: MOMENTS OF TRUTH



Phase 3: POST-DEPARTURE



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Why do we need it?

- **Written text is an inadequate** form of information for sign language native speakers as it is only an abstraction of spoken language.
- To grant accessibility to museums and exhibitions for deaf and hard of hearing people it is important to generate **information in sign language**.

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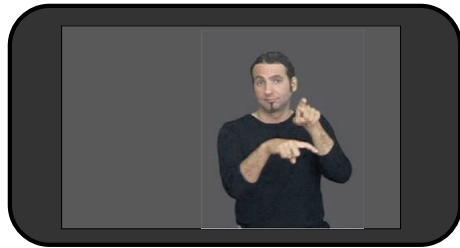
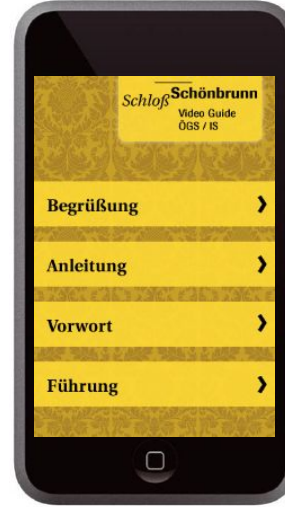
International Standards for Museum Tours in Sign Language

The Project “Museum Sign Language Guide”

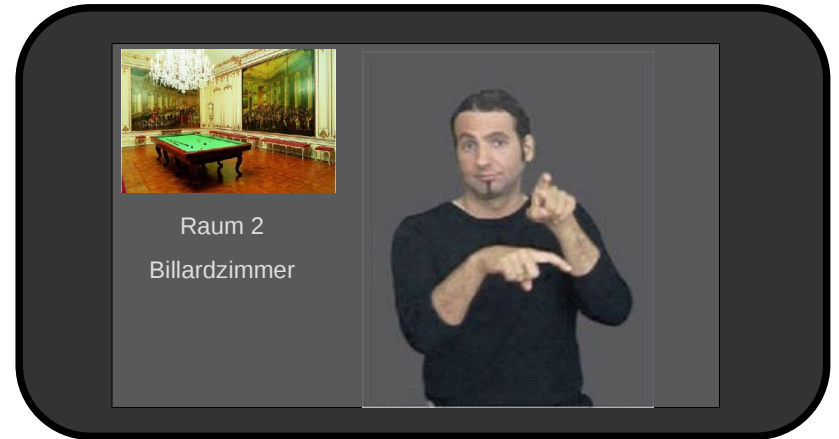
- Was developed and carried out in cooperation with
 - several **Museums** in Austria, Germany and Slovenia
 - organizations **specialized** on **Sign Language** and their sign language **native speaking staff and partners**
 - and companies, specialized on **multimedia museum guides** and **T-Coil**

The Result

Example: Schönbrunn Palace - Vienna



Welcoming
Introduction
Foreword



Test Phase - February to April 2009

- 5 guides containing
- 40 Videos in Austrian Sign Language
- describing the Grand Tour through the palace
- Number of visitors: about 50 registered
and approximately 30 to 50 non-registered visitors

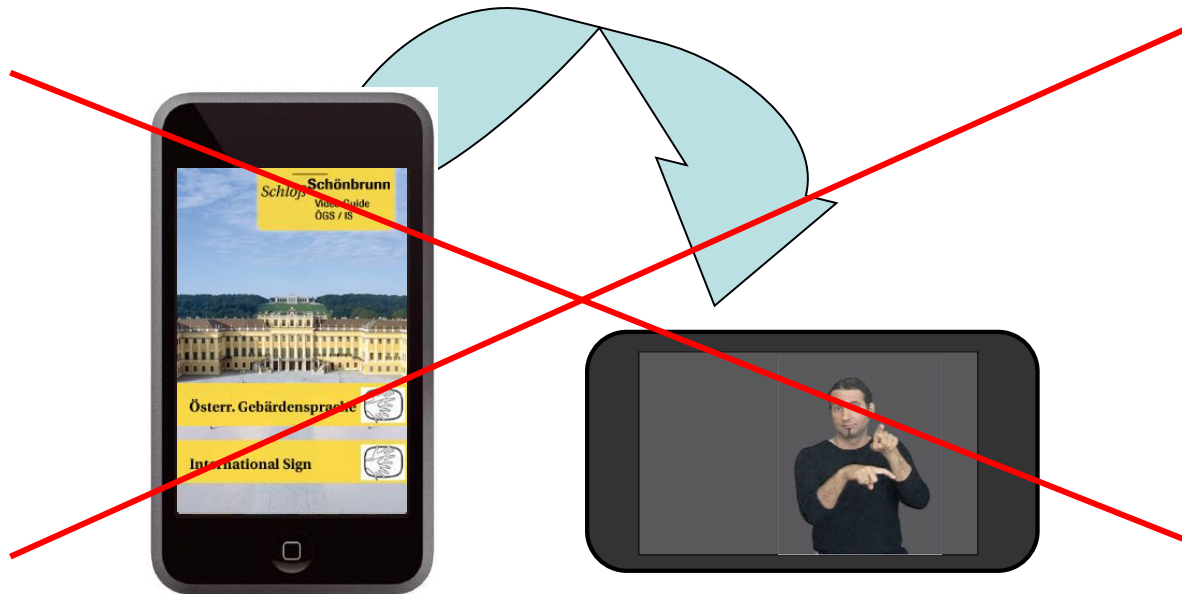


Test Phase - February to April 2009

- General feed-back
was thoroughly positive, visitors are happy and surprised about this special offer
- Feed-back in detail:
add subtitles for spelled / special words
expand the offer to entire area of Schönbrunn
turning the device was disturbing
grand tour is somehow too long (2 ½ hours)

Reactions on the feed back

- 40 videos in International Sign were added
- Within the new videos, special words were subtitled
- Future museum sign language guides will have a different layout: the device will not have to be turned



Further Information and Contact

Speakers:

Eva-Maria Dolezal – Schloss Schönbrunn

Petra Plicka – equalizent Schulungs- und Beratungs GmbH

Project Website:

www.sign-language-guide.at

Information videos in sign language:

<http://www.schoenbrunn.at/besucherinfo/audio-videoguides/oegs-guide.html>

<http://www.kunstsammlungen-coburg.de/ausstellung/coburg-1.html>

