Transcript Summary 5
Conclusions

Workshop on User-Centered Design of Language Archives
20-21 February 2016
Co-Organizers: Christina Wasson and Gary Holton

Transcription by Heather Roth
15 July 2016

This material is based upon work supported by the National Science Foundation under Grants No. BCS-1543763 and BCS-1543828.

The material is available for use under a Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License.
<table>
<thead>
<tr>
<th><strong>Document Information</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Title</strong></td>
</tr>
<tr>
<td><strong>Author(s)</strong></td>
</tr>
<tr>
<td><strong>Original Creation Date</strong></td>
</tr>
<tr>
<td><strong>Version</strong></td>
</tr>
<tr>
<td><strong>Date of Current Version</strong></td>
</tr>
<tr>
<td><strong>Revised By</strong></td>
</tr>
<tr>
<td><strong>Rights Information</strong></td>
</tr>
<tr>
<td><strong>Licensing Information</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Revision History</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Previous Version</strong></td>
</tr>
<tr>
<td><strong>Changes</strong></td>
</tr>
</tbody>
</table>
Table of Contents

“Aha” Moments and Advice from Workshop Participants ................................................................. 1
Closing Remarks from Organizers ...................................................................................................... 8

Explanation of Links Between Transcript Summaries and Video/Audio Files

The transcript summaries of the workshop have been linked to the relevant video files. Hyperlinks are provided in blue text, and time code for the video is noted periodically.

At some moments during the workshop, the videocamera failed to record. For those spots only (which are in transcript summaries 2 and 3), we have provided hyperlinks to and time code for the relevant audio files.

See the Table of Contents: Transcripts and Recordings for a full mapping of the relationships among transcript summaries, video, and audio files.
“Aha” Moments and Advice from Workshop Participants

This portion of the workshop took place on February 21, 2016.

Video 9

[25:58] Christina: so one thought I had was to go around and ask everybody like what was your biggest "aha" from the workshop? And what is your one piece of advice for us? Does that make sense? Sounds good? Okay, let's start with you and just go around.

[26:23] Justin: I’m letting things marinate. I mean, I think just hearing from the people that are managing the archives, that you know hearing- the extent to which things aren’t working is important because I am somebody that does use archives and will slog through sometimes hours of recording just because I kind of enjoy it! But so I think that's- then- you know someone said that it feels a little bit isolating then to realize how few people within the community of linguists there are that maybe have that same patience or excessive you know- Yeah! And then I think it’s really, again, wearing the hat of representing linguists, research oriented linguists, it’s you know how do you get the word out that there are good things that we can do, if that is a community of interest, that one would like to expand into. I have a hard time envisioning exactly how that can be made, that it seems like (         work).

[27:47] Andrea: it's hard being at the beginning of the circle [laughs] yeah it takes me a long time to process stuff. I think that the door metaphor has a lot going for it. I gotta think about it a little more, but I mean that's an aspect of not just the shape of the door and the size of the door but I think also the ownership of the door is also important. I think that should be not forgotten in the conversation.

Christina: that's both an "aha" and some advice I guess?

Andrea: yeah!

Edward: [inaudible words] I appreciate what everyone had to say, every single person said, I believe, something different [from you?] and important. And I'm really appreciative to be here and I feel like I learned a lot. As far as like...what else?

Christina: an "aha" and a piece of advice for us.

Edward: yeah so I think kind of like had a lot of “ahas” what everybody's saying to me is an "aha" to me, you know, so that kind of [inaudible] this group. And piece of advice...I think it's important what you just said, kind of to always keep your eye out for those other user groups and maybe not overlook people, you know? Like you said research-oriented linguists, and I think that that's probably true for lots of micro-groups that we don't know that they're groups yet, right?

Christina: good point, yeah.
Daryl: likewise I am very appreciative of the opportunity to be here. Because of where I work, we live in that grey space between archives and community and trying to fill that gap int here. So if there is an “aha” it's just that the recognition that we all recognize that that gap exists and we struggle to know what to do with that. And I don't think there's an easy answer because the burden doesn't fully fall on either the archives or the tribal communities, it falls on both of us. So, how do we develop ourselves in a way that allows us to come together – connect - for a purpose that we make useful. The [inaudible, burden?] of these archives, is that what's most important to me, because my community [inaudible] speakers and we're archiving [inaudible] now. Over at Breath of Life I'm seeing that growing. There are more and more communities that are becoming document dependent, so you see that as an evolving narrative. My own bias for wanting to become involved in this, is that, because we are at the stage where we're starting to throw a big net out there in the archive world and we gather all known Miami [inaudible] materials, bring them into the Center, start the process of really going through those, and we're creating data. And to be honest with you we don't know what to do with that data. Because we live within this relationship between Tribe and University - the Tribe has an archive, the University has archives, the libraries - and we're just getting ready to re-write our [protections?] agreement because we share collections with the Tribal University. So I see this as an opportune time to think about how our language materials that we're gathering, the digital surrogates, but then also what we're producing in terms of our new data as a process. How does everything exist? Where are they going to live? Access? All those sorts of things. We're just right at that point where we're starting to wrestle with that reality. So I kind of see this as an opportunity to be part of the conversation, that will help us figure out what we need to do. So [inaudible].

Christina: do you have any advice?

Daryl: from my own perspective I realize that Tribal communities have their own restrictions. Sometimes they're cultural sometimes they're funding. But I'm a big advocate for empowering communities, communities have to learn to resolve their issues. It's been my experience that most archives are really worthless. Rarely ever have we had the instance where, you know, we've had some conflicting situations. And I'm sort of strictly talking about language communities, I'm talking about the whole [inaudible] realm, that's different [laughs]. And so it's really hinged on our development. You know, how can we be including the training of our young people who serve as our researchers? For us to be our own anthropologists and linguists and to start to ask [inaudible due to cough] this effort, this dream that we have of reclaiming our language, that burden falls on us. It doesn't mean that we don't have partners - we have a lot of partners - [inaudible] research partners. I'd say my advice is keep the conversation going, it's not an easy one. But there probably has been one around you just don't really realize it [I think that's what he said?].

Christina: that's really great advice, very good insights.

[33:47]
Loriene: so I was very cautious about invitations, especially when it's a crossing between Native Peoples and their cultures, and people who are technically outside. So I was - but I look at what the opportunities and connections bring to my students and to the tribal communities, which I have some connection as well. So that's part advice. And I think considering core values [inaudible], initiatives or efforts include the focus on community. I do hear some caution and some [inaudible]. You don't want to be like the Canadians, I must tell you, I love the Canadians. But last year I was at a meeting for the [inaudible, Truth and?] Reconciliation Commission, which wants people to go through the archive. And they - the meeting was on access and
copyright, and the archive [inaudible]. And as you know, for every year a First Nations person spent on a reservation they receive some funding. And for every year they - for every documented abuse, you know some of them have documented abuse and receive additional funding - but that was only provided with the story being recorded. And they quit taking release the forms, they were [uneven?] with taking the release forms. So many stories were recorded because people knew they would get paid to share something that was terrible. And then eventually the folks in charge of the archive said "oh we don't know quite sure who signed a release and who didn't so we're going to make everything open" And I said, "but where – and people can look online, by themselves, in the middle of the night, and see something they never knew about. They never knew their families went to these schools. They didn't know what the numerous cases of student on student abuse and there are the names." So “where is the healing? And I said, “can you have a space, a virtual space online where people can go when they are by themselves online and they see this and they need some help, they to go some place." And they said, "healing is over, we budget it for four months." And I said, "healing hasn't begun because the story in that database has not been-" and they said "the focus of this work is for the researchers and the educators." So they are leaving the communities behind and it's going to create more drama [inaudible]. Sorry, I guess the moral of the story is, remember who is most greatly impacted on the work that we all do. And so it's a conscience that we all carry. Don't do what the Canadians did. Although I love them.

Edward: at least they admitted that it happened. They don't even admit that it happened here or in Alaska.

Loriene: [inaudible] more visible here. At least in Canada, lots and lots of issues with [inaudible].

[37:27]
Santosh: yeah so this was...thanks to you and Crysta for bringing me, this was just an amazing experience. The "aha" moment was just understanding the depth of complexity, that it's so complex. [Inaudible] we're barely scratching the surface kind of thing. But we need to look here, we need to look at [inaudible] basic idea of our [rights?] archives that exist. It shows us what we need to do next. Let's take a look at what needs to be defined, which brings us to - what are the kinds of people we need a full analysis of? Even the user types. So there’s archival types, user types, then we can say, "okay now we at least appreciate the different [inaudible]" and then we can start thinking about all of them. And the analogies really help because as a designer I appreciate any [inaudible] any simple example that gives me [inaudible]. So the door, the [inaudible] create analogies because they inspire solutions. For my students, the first thing I would get them going is, what are the analogies [inaudible from 38:14 - 38:24] do something drastically different like take a [inaudible] and make it a complete, virtual reality, which is possible, but that [inaudible]. I really think we should do this! [Inaudible] I would like offer my class in case you have any topics to explore. My students definitely might be open to that, because in order to get the funding maybe you need some initial work. We could start there and then [inaudible]. Thank you.

[39:41]
Crysta: thank you for everyone. I think every single person in this room has provided me with an "aha" moment and more than one actually. It was very eye-opening, not having come from anywhere close to this area or type of technology use before. The entire, I mean, from the readings, I was excited about it. It's fascinating, maybe you're too deep in it to find it fascinating anymore! [laughs] compared to the outsider’s perspective, it really is! And I don't know if I have any useful advice yet, but I certainly hope that we can move forward and produce some good
things for you, because what you're trying to do is so important and meaningful. Thank you for letting me be with you.

[41:07]
Mandana: I mean I can start thanking everyone, too. For me, I mean having the possibility to think about user design after knowing about all the problems we have, because of that information organization or a monolingual English interface, which is killing me in terms of the message we're actually sending, philosophically, by having a monolingual interface in terms of multilingualism, you know [inaudible]. This has been amazing, when the invitation came I went "yes! I will be there. I can do it, I will do whatever I can." So thank you for making this up and - I've learned a lot and I think the thing at the same time - the "aha" - and at the same time the advice moment for me was this whole - this idea that we are such different groups that are excluding each other. So this kind of idea that we are creating something that is just for us and this way we actively exclude another potential user group or another potential person or another potential community. And I can really, honestly say, we are trying our best with the knowledge that we have, and we need more information, but if we don't talk to each other then we can't go anywhere and so what Daryl said it's a difficult conversation because we have different [inaudible] but there is no maliciousness from linguists or [inaudible] or whatever side. I have been working so hard to make the life of the depositors easier, trying to understand what their problems are. We're trying really our best to do this, and we try because we don't know. And it doesn't work. And I think in both ways it's not because we're actively engaging in colonization or decolonization or excluding or not, we just don't know, right? And also for us, we're so broad that it's - we can't take everyth - I think we try to take as much information as we can as possible to serve as many as possible. Of course what we lose is the specificity because we have to be so broad, it's not something that's done to offend or to exclude everybody, we just don't know better I think. Keep talking to get together, better, I think it's kind of good dialogue.

Christina: is that it?
Mandana: yes. Talk to me! Tell me what doesn't work so I can try to change it, I don't know. [inaudible].

[43:53]
Shobhana: okay so I was going to take the opportunity to thank Christina and Gary for coming together from two very different worlds to put these, this group of [inaudible] people together. There's so many enthusiastic takers and that I hope this is something interesting that's going to happen within the next few years, that's really a great – I think that's going to happen. I'm working on starting a language archive myself, and I realize that it's really difficult, so - do I really want to do this? [laughs] but I see that I will have a lot of help from all of you and it seems very complex but you've led the way and I'll be looking to you for help and I [inaudible, I'm feeling very good?] about that.

Christina: was that - what was the "aha" and what was the advice?
Shobhana: the "aha" moment is that it's very complex-
Christina: and the advice was?
Shobhana: the advice is, go forth and prosper! [laughter].
Alex: I think for me, sort of being the community archive, the "aha" moment was sort of seeing there's other resources out there that we could bring in and repatriate to revitalize the language with some of the archives that are out there. And while we need to [act?], those who want to share information with us, to get in touch with me.

Christina: was that the advice as well?

Alex: yeah I mean, the other advice is that I left some FirstVoices handouts there if anybody wants some. [laughter]

Felix: there were so many "aha" moments for me and I think I need to keep processing the whole thing. I think that, I've just looked through my notes, and I think one of the phrases I have liked very much – and I don't even know who said it – was that we should be designing to facilitate partnerships, and I think that's a very simple thing that we can - every individual archive cannot service every different user type and it should be a platform on which partnerships can [inaudible].

Christina: that's both the "aha" and the advice?

Felix: yes, it's one of the "ahas" yeah!

Christina: okay, thank you.

Michael: I think one of the things I came away with was just recognizing the strain that many of us in the archiving community are feeling with the different pressures that we're trying to work under. And that was a little bit of an "aha" for me, I know that language communities feel strain for how to get their materials successfully utilized and implemented, and stored effectively. But that same strain is happening in these archives that are tasked to do that. And then in that strain there's opportunity for experimentation, and rethinking, and it was a real "aha" to me that, how open some of the larger archives and some of the regional ones are to that opportunity. And at the same time you know, watching that process of, in many communities as these languages become more endangered because speakers are being diminished, how the value of that documentation gets heightened. And that value of that documentation becomes so much more important because it's a rare thing, it gets rarer and rarer. So how crucial it is that we're developing effective processes. My advice is be willing to experiment and to think about the way that the internet is evolving to be more flexible and mashable and collaborative and mobilized and to think about those ways that we're watching something like the Internet, which is developing so quickly and so unexpectedly. And to incorporate that into how we build these new tools.

Wesley: I've had lots of "aha" moments so thank you all for sharing these good examples. I liked Michael's comment about the strain and how, to me there's a strain as in sort of not enough funding, some of those other organizations getting – you know, all those sorts of strains. But there's a deeper strain that comes from some different knowledge systems, some of those [inaudible] academic disciplines or sort of their non-academic equivalent. And so my advice is to continue to critique that, those silos. You know, the idea that linguists have to publish in linguistics journals or it won't count, these sorts of things are incredibly [inaudible, hard?].
Bringing people together, sort or having conferences that are [inaudible] those things are incredibly important. So just everybody who's in that position to be able to critique that, people who are senior academics who are evaluating junior academics and things like that. That people in other [Inaudible] really promote that, because I think that those discussions are important, are crucial. And the specialized knowledge is crucial as well, things that come out of disciplines, but the language of course is not in there, in a discipline or a specific place, it's broad.

Christina: okay thanks.

[49:55]
Susan: so I have - it wasn't really an "aha" moment but it's more like [getting sucked in?]. That this needs to be done, and that I mean I've never ever thought that AILLA in particular was the best interface, and I know the problems the users have using it but at the same time, with very few resources, and feeling very over-extended, this wasn't really something that I wanted to address when I got the invitation to come. So this is a very personal perspective of what I thought, "Oh god, really?" and then the longer I sat here the more I thought, "yeah, this needs to happen." And this is the perfect opportunity to make that happen. And so kind of along that same line, the advice is very much what Michael says, things are changing faster than we can keep up with right now. And as a digital language archive, I'm really feeling the strain of how fast technology is changing and interfaces are changing. And you know, no sooner do I finish migrating from one system to another system, I mean, while I've been undergoing this migration - which involves the digital repository underneath which is called Fedora, in this configuration of Drupal on top which is called Islandora, well there's now a new release of Fedora - so no sooner do I finish my migration and my user interface, then I have to then start upgrading to the new Fedora and then I'll have to upgrade to the new Islandora! So it's changing faster than these small digital language archives can keep up with. So the needs of our users are changing faster than we can keep up with. And so I think that as we look to the future we need to make things as scalable as possible and as easy to change as possible also. I don't know how to do that [laughs] but we need to be flexible.

[52:09]
Jennifer: and I'll just echo some of the other comments that have been made and also just that – and both my "aha" moment and advice is I'm coming from someone who wears many different hats and who has different roles as both a practicing archivist, historian, and then also someone who's concerned as a tribal community member as well and trying to be an advocate for tribal needs. So, I think my "aha" moment is seeing and hearing the different challenges that all the different repositories and communities are facing. I think I knew most of them but it was really great to be able to actually hear them and hear the strain we are all under. We're trying to do the best job we can with the small resources and staffing that we have and I think even though, you know, it's great we're coming to do this, we should also celebrate how far we've come and the small things that we've done even though we are trying to develop I think we should also remember the good things that we are trying to do. I think in regards to advice, I think again I'll echo what has been said about the strain on all of us that we're dealing with. But particularly for repositories such as the one where I come from or regional repositories, or historical societies, other repositories like that, but the language archives are just one of the many collections you have responsibility for. So you're competing with a variety of different priorities, all at once, every single day. And so just to remember that we're doing the best that we can with so many different, competing priorities. The other advice is that, and I think this has been mentioned, is that, because in trying to think of what would be created for users, there are also other archives that are dealing with the same issue, and again this is more of a larger question, is so I think, bigger, and perhaps - I mean I know we're trying to create something specifically for
language archives, but is there something that can also be created that would serve all these other archives as well? So it's not just this isolated, single system, or whatever we would be creating, but that it might also serve other types of collections. To also speak of those other types of collections, archivists or specialists in this area, and I'm thinking more of like other ones I have mentioned. Like oral history, and audio, and other ones that are doing the same thing, but we all need to talk to each other as well. Because yes, we have these specialties, based on our expertise, but we all have similar needs. There might be some isolated ones, particularly for language archives, but there are a lot of overlapping needs. So make it something that can be also incorporated with larger systems, you know you already touched on like, [Hydra?] and Islandora and all of these that we're already having to develop and implement and there's other things out there like [inaudible] Toolkit, we've already mentioned Mukurtu. There's the databases that we use at Archives Grid and these different regional databases, repositories, DPLA, you have amazing projects being done by digital humanities folks. So just making sure that we understand all those different things that are out there and work to try and build off of that so we're not reinventing the wheel too much. And making sure it's something that talks to all of these other things, because from a practical point of view as a practicing archivist, we can't implement something unless it can talk to our systems. And if it's in the languages, the technical languages that the systems support, whether it's Drupal, or Toolkit, or all these different systems, we want to be able to make sure it can be supported.

[56:18]
Christina: thank you, those were great comments. And I have had that in the back of my mind to ultimately scaling up, to you know, not just language archives, but archives in general. So thank you so much for those comments. And so Heather has been quiet during this whole time and I don't want to put you on the spot but I did want to create space for you in case you wanted to add your own comments or "ahas" or whatever, but you don't have to.

Heather: sure, I'd love to, thank you for doing that. Thank you all for letting me be here, present, listening to all your stories and confiding. Just in the group hopefully we were able to create this sort of safe space but also a collaborative space at the same time. So I thank you for allowing me into that space, it's been enlightening and eye-opening in many ways. I've just recently delved into this world the past few months so I'm just still getting my bearings. In that sense I suppose my "aha" moment was, I've always been interested in user-centered design, didn't always know what it was. When I entered into the program and I got a better sense of what it was here at UNT, and with Christina. And what I'm realizing is sometimes it takes multiple user-centered design projects to come up with the best practices and guidelines. Something I had not considered before. And even in some of my own work I think - okay we can do this research project and create some guidelines here - but those research trajectories are going to take a couple of years to understand what are those best practices and guidelines. So I guess my advice is to urge people not to drop it and not to get discouraged because it's going to take a lot of time. And these kinds of recommendations seem really powerful, but unless they're translated into something that's actionable that actually works, then it's all for naught. And I would say you know, don't forget about language community members in particular. I've been thinking a lot of the comments about the underlying colonization, or colonial aspects of archives, and I've been reading about power struggles and the beginnings of education of Native Americans in the United States. And there are a lot of things that go together with that in the world of academia and in this communities. So that's something to always keep in mind, the decolonization or deconstruction of those ideas in some way. And then I would also like to encourage people to think or more innovative solutions in a way of bringing in information architects, or other types of engineers, or artists to think of different ways of doing a user-centered approach. Sometimes hackathons are a great way to do this. You get a bunch of people in a room, sometimes young
people these days who are working on these technologies, and are asked to come up with innovative ideas, and hopefully find something that works, that's the purpose of that. Thank you very much.

[59:02]
Christina: and I also, just to give everybody in the room an opportunity to speak if they would like - I don't know if you have comments [to Chris], but…

Chris: yeah sure, when Christina first asked me to volunteer or help or assist her in this effort. The more I learned about it early on, to me it was very complex and esoteric, and very distant from me, but just listening to these discussions over the last couple days I realized what a great necessity it is and to hear your specific applications for it, dealing with very sensitive issues of human dignity. And the comment made yesterday about not forgetting that it's a process, not just a design, a software program, but also leading people with escorts, or whatever you called them, so that you have the whole program design from the people all the way through the software. Being able to receive people, to guide them, to the ends that they are, that this effort is here to serve as well as have a well-designed program for them to use that for. I'm very excited to kind of see the reading material about this in the future as it develops. I think that everyone here, having made the trip, it’s really a testament to your investment and I have every faith that great things will come of it.

Closing Remarks from Organizers

[1:00:47]
Gary: well this was just amazing. I guess that the only closing remark I have would have to - when Christina and I first started this, and I was trying to figure out how to approach this, I really had no idea how to do it. All I could think about is, "I need to find some good people to help us think about this." And I just want to thank you all for taking your time, and giving - I know you’re all busy people and you have other things to do, and I’m just thrilled that you were willing to take the time to travel here and put effort into thinking about this issue because I do think it's very important, and in putting our collective heads together hopefully we can make some progress. So I just, again, thank you for coming forth and sharing your ideas and let's move forward and try to make better language archives.

[1:01:43]
Christina: and I would like to thank everybody and I've really enjoyed hearing everybody's stories, and comments, and wisdom, and so - everyone except Santosh and Crysta was invited by Gary, and I so want to thank you [to Gary] for finding all these wonderful people. And yeah, it's just really been such a rich conversation over the last few days, and so many doors, sort of intellectual doors have opened up for me of, you know, where this is going to go, what this is, and what are language archives, and just so many thoughts that I'm still processing like many people have said. But I'm very appreciative to be part of this and really happy that this has somehow emerged as a topic for us and I really look forward to staying with it and exploring it in the next couple years. And who knows where it'll go? But at least for the next couple of years to really, at least accomplish the goals that we've identified and who knows what will happen next. So, thank you everybody! And by a miracle we are done early which rarely happens [laughter] I was like pushing so hard to be quick before, but so we have a lunch, brunch, whatever, I mean it's Sunday, right, so we have a lunch scheduled at Hannah's.

End Video 9 [1:04:17]