

# New challenges for museum interactive installation design

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Interactive experiences in museums are nowadays digitalised in the form of mobile applications and websites but also shared tactile surfaces in the form of tablets, kiosks, audio systems and custom setups. Due to the pandemic, museums are removing those surfaces to prevent any contagion among visitors. Interactive experiences therefore need to be designed, and redesigned, with a new major constraint: No tactile.

Having to design interactive systems without shared tactile surfaces implies an overhaul of the existing. Designers could, for example, more deeply explore interaction using motions, spatiality, disposable items, or they could push mobile applications and virtual tours even further with the potential risk of decreasing in situ visits.

There is a need to compose with technology already in place to avoid funding new material in time where the cultural sector has shrunk budget, but also to avoid additional stress on staff that would have to handle new systems alongside sanitary measures. There is a need to rethink how groups of visitors would interact with systems and between each other as gatherings are not recommended. There is a need to design with future in mind to prevent another overhaul if a similar situation happens again. On top of that, museums have to cooperate to find solutions together; the pandemic has shown that mutual aid can be beneficial now more than ever. As museums already are reinventing themselves through digitalisation and social media, the new challenging times are an opportunity to design affordable, accessible, customisable, innovative, and cooperative solutions.