



CIVIC EPISTEMOLOGIES:

development of a Roadmap for Citizen Researchers in the age of Digital Culture

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CASE STUDIES



Case Studies explore new creative approaches for the citizens' engagement with cultural heritage

CASE STUDY 1 - 'Hidden' cultural heritage – inclusion, access and citizenship

'Hidden Spire' (multi-arts) project – Arts at Old Fire Station and Crisis co-located, Oxford, UK

<http://www.hidden-spire.co.uk>



'Hidden' Cultural Heritage

- Why hidden?
 - Notions of 'citizenship'
 - Absent from surveys of engagement with CH
 - Resides in memories, bodies, creative expressions
 - Usage of digital technologies not tracked
-Homeless and vulnerably housed people and professional artists working together = transformation

- **Methods** – participant observation, interviews, conversations. What digital tools do they use?

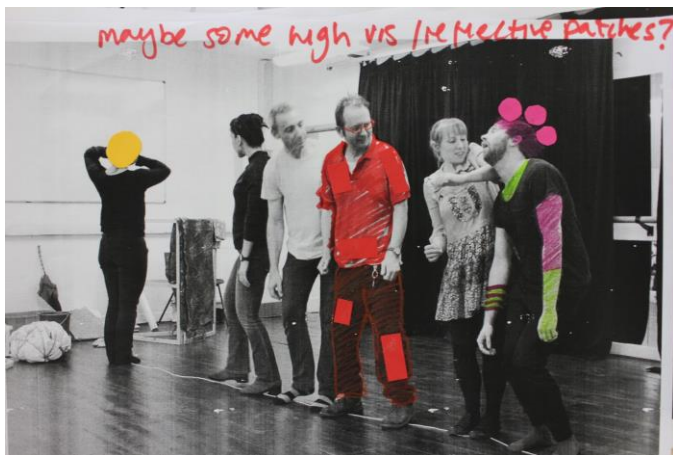
Social media, mobile technologies, portable computer platforms



Engagement with digital CH – what is needed?

- Accessible interfaces
- Content reflects community experience
- Contribution via free and accessible online platforms
- Build digital and information literacy networks that are user-friendly
- CH institutions make security and privacy concerns clear and explicit for the target groups
- Privacy and confidentiality
- Use of personal data is limited (e.g. for sign-in etc)
- No requirement for education level for engagement
- CH professionals aware of vulnerable groups and their needs
- Physical centres/institutions placed strategically to maximise access

- Arts as a tool for building sense of citizenship
 - Citizenship leads to feeling able to engage
 - Engagement = contribution
 - Contribution = citizen scientist
- (for HS participants, enhanced employability).....



- Hidden Spire as a co-creation participatory project was modelling citizen science – so not designed as a method for sourcing knowledge but generating the value of citizen knowledge and validating contributions
- Now HS participants are contributing themselves to cultural heritage by their work being shared/preserved– joining a new community of cultural producers, consumers and actors in the generation of cultural content



Case Study 2

- Local Cultural Heritage – inclusion, access and economic development: The value of Citizen Science
- Coventry city – a transforming city
- Tourism App that was designed by three very different institutions- the Serious Games International Ltd (Coventry University), the Coventry City Council and the Coventry Tourism department.
- Aimed at supporting new user perspectives and understandings of the role of local cultural heritage knowledge in local economic regeneration and growth and participation of digital tools.
- **Methods** – observation, interviews, focus groups



Findings

- Users tended to focus on the generational differences in their engagement and contribution.
- The gathering of users to test the tool led to a sense of belonging and community/social cohesion. The tool did not allow or invite contributions but the testing led to new knowledge emerging through engaging with the tool about the purpose/place/value of tourist apps and the potential for citizen engagement.



Citizen science and tourism

- Users emphasized the accumulation of its abilities and potentiality, and agreed that more and more citizen scientists should be interwoven into the development of new programmes and tools that are linked with the cultural heritage and tourism sectors.
- Developers should offer platforms for those citizen scientists to contribute their knowledge.





Thank you

<http://www.civic-epistemologies.eu/outcomes/pilot/>

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