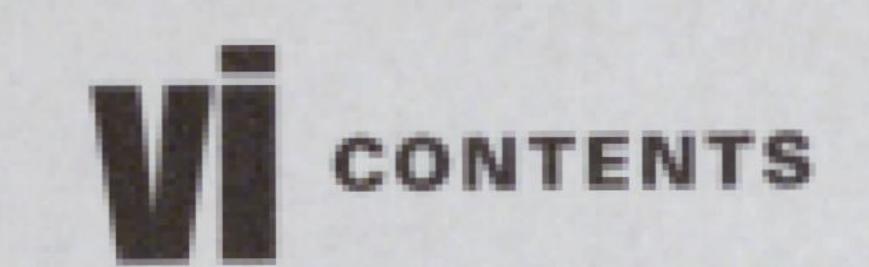
CONTENTS

	Lists of Figures	xi
	Lists of Boxes	xiii
	Acknowledgements	XV
	Foreword by Professor E. Nardi, President, International Council of Museums	xix
SECTION	1 INTRODUCTIONTO MUSEUMS	
UNIT 1.1	ABOUT THIS HANDBOOK	3
UNIT 1.2	ABOUT MUSEUMS	5
UNIT 1.3	TYPES OF MUSEUMS	7
UNIT 1.4	MAKING THE CASE FOR MUSEUMS	10
SECTION	2 THE MUSEUM AND ITS RESPONSIBILITIES	15
UNIT 2.1	MUSEUMS AND SUSTAINABILITY	17
UNIT 2.2	MUSEUMS AND SOCIAL JUSTICE	18
UNIT 2.3	MUSEUMS AND THEORY	20
UNIT 2.4	MUSEUMS AND ETHICS	21
UNIT 2.5	MUSEUMS AND DECOLONISATION	22
UNIT 2.6	THE ROLE OF MUSEUMS IN CLIMATE JUSTICE	23
UNIT 2.7	MUSEUMS AND CONFLICT	24
CECTION	O THE BUILDELING AND ITC HOEDO	
	3 THE MUSEUM AND ITS USERS	29
UNIT 3.1	MUSEUMS ARE FOR PEOPLE	31
UNIT 3.2	MUSEUMS AND THEIR LOCATION	33



UNIT 3.3	UNDERSTANDING YOUR MARKET CONTEXT	35
UNIT 3.4	MUSEUMS AND THEIR COMMUNITIES	42
UNIT 3.5	EQUALITY, DIVERSITY AND INCLUSION	44
UNIT 3.6	SPECIAL AUDIENCES: MUSEUMS AND PEOPLE WITH DISABILITIES AND SPECIAL NEEDS	46
UNIT 3.7	DEVELOPING NEW AUDIENCES	49
UNIT 3.8	WORKING WITH FRIENDS' ORGANISATIONS AND VOLUNTEER GROUPS	51
UNIT 3.9	RESEARCHERS AS USERS	54
UNIT 3.10	MARKETING AND PROMOTING YOUR MUSEUM	55
UNIT 3.11	PUBLIC RELATIONS AND THE MEDIA	61
SECTION	4 THE MUSEUM AND ITS SERVICES	71
UNIT 4.1	THE MUSEUM VISIT	73
UNIT 4.2	MUSEUM WEBSITES	76
UNIT 4.3	INFORMATION SERVICES	78
UNIT 4.4	FACILITIES FOR VISITORS	81
UNIT 4.5	ACCESS AND ACCESSIBILITY	84
UNIT 4.6	PROVIDING SERVICES: SHOPS AND SALES POINTS	86
UNIT 4.7	PROVIDING SERVICES: FOOD AND DRINK	89
UNIT 4.8	PROVIDING FACILITIES FOR HIRE	92
UNIT 4.9	MUSEUM PUBLICATIONS	94
UNIT 4.10	SOCIAL MEDIA AND MUSEUMS	97
SECTION	5 LEARNING INTHE MUSEUM	103
UNIT 5.1	ENGAGEMENT AND PARTICIPATION	105
UNIT 5.2	LEARNING IN MUSEUMS	106
UNIT 5.3	LEARNING INSIDE THE MUSEUM	108
UNIT 5.4	LEARNING BEYOND THE MUSEUM	112
UNIT 5.5	LEARNING RESOURCES	113

UNIT 5.6	EVENTS AND ACTIVITIES: CREATING PROGRAMMES	115
UNIT 5.7	LEARNING PARTNERSHIPS	122
UNIT 5.8	EVALUATING LEARNING PROGRAMMES	124
SECTION 6	PRESENTING AND INTERPRETING COLLECTIONS	129
UNIT 6.1	INTRODUCING INTERPRETATION	131
UNIT 6.2	PLANNING NEW DISPLAYS AND EXHIBITIONS	135
UNIT 6.3	RESEARCH FOR DISPLAYS AND EXHIBITIONS	138
UNIT 6.4	BRIEFING A DESIGNER	139
UNIT 6.5	DISPLAY AND EXHIBITION DESIGN AND PRODUCTION	143
UNIT 6.6	WRITING TEXT	147
UNIT 6.7	PRESENTATION TECHNIQUES: GRAPHICS	151
UNIT 6.8	PRESENTATION TECHNIQUES: THREE-DIMENSIONAL	153
UNIT 6.9	PRESENTATION TECHNIQUES: AUDIO-VISUAL	155
UNIT 6.10	PRESENTATION TECHNIQUES: INTERACTIVES	159
UNIT 6.11	PRESENTATION TECHNIQUES: REPLICAS AND RECONSTRUCTIONS	160
UNIT 6.12	PRESENTATION TECHNIQUES: USING PEOPLE	162
UNIT 6.13	DIGITAL MEDIA	164
UNIT 6.14	MUSEUM LIGHTING	165
UNIT 6.15	MUSEUM SHOWCASES	167
UNIT 6.16	EVALUATING DISPLAYS AND EXHIBITIONS	169
UNIT 6.17	MAINTAINING DISPLAYS AND EXHIBITIONS	172
SECTION 7	COLLECTING AND COLLECTIONS DEVELOPMENT	177
UNIT 7.1	TYPES OF COLLECTIONS	179
UNIT 7.2	POLICIES FOR COLLECTING	181
UNIT 7.3	SENSITIVE OBJECTS AND HUMAN REMAINS	182
UNIT 7.4	POLICIES FOR DISPOSAL	185
UNIT 7.5	DONATIONS AND PURCHASES	187

UNIT 7.6	LOANS	191
UNIT 7.7	COLLECTING AND FIELD DOCUMENTATION	193
UNIT 7.8	OBJECT RESEARCH	194
UNIT 7.9	FIELDWORK AND RECORD CENTRES	197
UNIT 7.10	PHOTOGRAPHY, VIDEO AND 3D IMAGING	199
UNIT 7.11	AUDIO RECORDING AND ORAL HISTORY	201
UNIT 7.12	THE ROLE OF COLLECTIONS IN RESEARCH	206
UNIT 7.13	REPATRIATION AND ETHICAL CONSIDERATIONS	207
UNIT 7.14	MUSEUM ARCHIVES AND MUSEUM HISTORY	208
SECTION 8	MANAGING AND CARING FOR COLLECTIONS	213
UNIT 8.1	COLLECTIONS AUDITS	215
UNIT 8.2	COLLECTIONS MANAGEMENT PLANS	217
UNIT 8.3	DOCUMENTATION SYSTEMS	220
UNIT 8.4	CONSERVATION PLANS	225
UNIT 8.5	PREVENTIVE CONSERVATION: PRINCIPLES	229
UNIT 8.6	ENVIRONMENTAL MONITORING AND CONTROL: LIGHT	233
UNIT 8.7	ENVIRONMENTAL MONITORING AND CONTROL: HUMIDITY AND TEMPERATURE	236
UNIT 8.8	ENVIRONMENTAL MONITORING AND CONTROL: AIR POLLUTION/PEST AND INSECT ATTACK	239
UNIT 8.9	MATERIALS TESTING	241
UNIT 8.10	HEALTH HAZARDS IN COLLECTIONS	243
UNIT 8.11	COLLECTIONS STORAGE: PRINCIPLES	246
UNIT 8.12	COLLECTIONS STORAGE: PRACTICE	249
UNIT 8.13	HANDLING, PACKING AND MOVING COLLECTIONS	254
UNIT 8.14	REMEDIAL CONSERVATION: PRINCIPLES	257
UNIT 8.15	REMEDIAL CONSERVATION: PRACTICE	258
UNIT 8.16	DISASTER PLANNING	260
UNIT 8.17	INSURANCE	263

UNIT 8.18	COLLECTIONS SECURITY: PHYSICAL AND ELECTRONIC	266
UNIT 8.19	COLLECTIONS SECURITY: SYSTEMS AND PROCEDURES	268
UNIT 8.20	COPYRIGHT	271
SECTION 9	THE MUSEUM AND ITS BUILDINGS	275
UNIT 9.1	MUSEUMS AND THEIR PHYSICAL SETTING	277
UNIT 9.2	MUSEUM BUILDINGS: FORM AND FUNCTION	279
UNIT 9.3	OPTIONS ANALYSIS AND FEASIBILITY ASSESSMENT	282
UNIT 9.4	WORKING WITH ARCHITECTS	287
UNIT 9.5	MUSEUM BUILDINGS: PLANNING FOR ACCESS	291
UNIT 9.6	ORIENTATION AND SIGNAGE	295
UNIT 9.7	ATMOSPHERE, PACE AND FLOW	297
UNIT 9.8	MUSEUM BUILDINGS: PHYSICAL SECURITY	300
UNIT 9.9	MUSEUM BUILDINGS: SUSTAINABILITY	302
UNIT 9.10	MUSEUM BUILDINGS: MANAGEMENT AND MAINTENANCE	306
UNIT 9.11	MOVING THE MUSEUM	309
SECTION 10	THE MUSEUM AND ITS GOVERNANCE AND MANAGEMENT	315
UNIT 10.1	LEGAL STATUS, GOVERNANCE AND MANAGEMENT	
	STRUCTURES	317
UNIT 10.2	WORKING WITH OTHERS	319
UNIT 10.3	NETWORKING	322
UNIT 10.4	POLICY DEVELOPMENT AND MANAGEMENT PLANNING	323
UNIT 10.5	DEVELOPING A FORWARD PLAN	326
UNIT 10.6	MEASURING PERFORMANCE IN MUSEUMS	333
UNIT 10.7	EVALUATING THE MUSEUM'S SUCCESS	336
UNIT 10.8	PROJECT MANAGEMENT	337
UNIT 10.9	FINANCIAL MANAGEMENT	341
UNIT 10.10	SOURCES OF INCOME	348

CONTENTS

UNIT 10.11	FUNDRAISING	354
UNIT 10.12	MUSEUM CLOSURE	359
SECTION 11	THE MUSEUM AND ITS STAFFING	363
UNIT 11.1	STAFF STRUCTURES	365
UNIT 11.2	VOLUNTEERS IN MUSEUMS	366
UNIT 11.3	RECRUITING MUSEUM STAFF	368
UNIT 11.4	CONDITIONS OF SERVICE	371
UNIT 11.5	PERFORMANCE STANDARDS FOR THE INDIVIDUAL	373
UNIT 11.6	JOB APPRAISAL AND ASSESSING PERFORMANCE	375
UNIT 11.7	STAFF TRAINING AND PROFESSIONAL DEVELOPMENT	377
UNIT 11.8	MANAGEMENT OF CHANGE	379
UNIT 11.9	INTERNAL COMMUNICATIONS	381
UNIT 11.10	USING CONSULTANTS AND OUTSOURCING	384
UNIT 11.11	HEALTH AND SAFETY	388
UNIT 11.12	ADMINISTRATIVE PROCEDURES	392
UNIT 11.13	INFORMATION TECHNOLOGY AND THE MUSEUM	394
UNIT 11.14	HYBRID WORKING	397
SECTION 1:	2 SUPPORTING RESOURCES	401
UNIT 12.1	SOURCES OF INFORMATION AND SUPPORT	403
UNIT 12.2	RESOURCES FOR MUSEUMS ON THE INTERNET	406
	Glossary	409
	Select bibliography	413
	Index	417