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Heritage Care Preservation  
Management

# **The Engaging Museum Developing Museums For Visitor Involvement Heritage Care Preservation**

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*The Engaging Museum Developing  
Museums for Visitor  
Involvement Routledge*

*In the second edition of their 2000  
book, John H. Falk and Lynn D.*

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*Dierking offer an updated version  
of the Contextual Model of  
Learning, as well as present the  
latest advances in museum  
research, theory, and practice in  
order to provide readers an inside  
view of how and why people learn*

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*from their museum experiences.*

*How can museums capture  
visitors' attention? And how can  
their attention be sustained? In this  
important volume, leading visitor  
researcher and educational  
psychologist Stephen Bitgood*

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*proposes a model—the attention-  
value model—that will help museum  
practitioners create more effective  
museum environments. A major  
advance beyond earlier efforts, the  
attention-value model shows how  
both personal and exhibit design*

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*variables influence the capture,  
focus, and engagement of attention.*

*Bitgood also offers extensive  
background in the visitor attention  
literature, details of his extensive  
testing of the attention-value tool,  
and guidelines for its application.*

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*Balancing theory, research, and practical application, Attention and Value is a must-read for exhibition developers at all levels—from students to seasoned practitioners. This very practical book guides museums on how to create the*

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*highest quality experience possible  
for their visitors. Creating an  
environment that supports visitor  
engagement with collections means  
examining every stage of the visit,  
from the initial impetus to go to a  
particular institution, to front-of-*



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*house management, interpretive  
approach and qualitative analysis  
afterwards. This holistic approach  
will be immensely helpful to  
museums in meeting the needs and  
expectations of visitors and  
building their audience. This book*

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*features: includes chapter  
introductions and discussion  
sections supporting case studies to*

*show how ideas are put into  
practice a lavish selection of tables,  
figures and plates to support and  
illustrate the discussion boxes*

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*showing ideas, models and  
planning suggestions to guide  
development an up-to-date  
bibliography of landmark research.  
The Engaging Museum offers a set  
of principles that can be adapted to  
any museum in any location and*

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*will be a valuable resource for  
institutions of every shape and size,*

*as well as a vital addition to the  
reading lists of museum studies  
students.*

*Transmedia, Participation, Ethics*

*Museum Gallery Interpretation and*

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*Material Culture*

*Engaging Communities Through*

*Civic Engagement in Art Museum*

*Education*

*Attention and Value*

*Museums and the Challenge of*

*Change*

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*Redisplaying Museum Collections*

*Keys to Understanding Museum*

*Management*  
*Visitors*

***In his book, Graham Black  
argues that museums  
must transform  
themselves if they are to***

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***remain relevant to 21st  
century audiences - and  
this root and branch  
change would be  
necessary whether or not  
museums faced a funding  
crisis. It is the result of***

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***the impact of new  
technologies and the  
rapid societal  
developments that we  
are all a part of, and  
applies not just to  
museums but to all arts***



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**bodies and to other**

Heritage Care Preservation  
**agents of mass**  
Management

**communication. Through  
comment, practical  
examples and truly  
inspirational case  
studies, this book allows**

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***the reader to build a picture of the transformed 21st century museum in practice. Such a museum is focused on developing its audiences as regular users. It is***

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***committed to  
participation and  
collaboration. It brings  
together on-site, online  
and mobile provision and,  
through social media,  
builds meaningful***

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***relationships with its  
users. It is not restricted  
by its walls or opening  
hours, but reaches  
outwards in partnership  
with its communities and  
with other agencies,***

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***including schools. It is a  
haven for families  
learning together. And at  
its heart lies prolonged  
user engagement with  
collections, and the  
conversations and***

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***dialogues that these  
inspire. The book is filled  
to the brim with practical  
examples. It features: an  
introduction that focuses  
on the challenges that  
face museums in the 21st***

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***century an analysis of  
population trends and  
their likely impact on  
museums boxes showing  
ideas, models and  
planning suggestions to  
guide development***

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***examples and case studies illustrating practice in both large and small museums an up-to-date bibliography of landmark research, including numerous***



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***websites Sitting  
alongside Graham Black's  
previous book, The  
Engaging Museum, we  
now have a clear vision of  
a museum of the future  
that engages, stimulates***

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***and inspires the publics it  
serves, and plays an***

***active role in promoting  
tolerance and***

***understanding within and  
between communities.***

***Drawing on her***

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*experience working in  
and with museums in the*

*US and throughout the*

*world, Author Elaine*

*Heumann Gurian explores*

*the possibilities for*

*making museums more*

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**central and relevant to  
society.**

**Exhibit Labels: An  
Interpretive Approach is  
a vital reference tool for  
all museum professionals.  
Beverly Serrell presents**

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***the reader with excellent  
guidelines on the process  
of exhibit label planning,  
writing, design, and  
production.***

***The year 2007 marked  
the bicentenary of the***

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***Act abolishing British  
participation in the slave***

***trade. Representing***

***Enslavement and***

***Abolition on Museums-***

***which uniquely draws***

***together contributions***

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***from academic  
commentators, museum  
professionals, community  
activists and artists who  
had an involvement with  
the bicentenary - reflects  
on the complexity and***

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***difficulty of museums'  
experiences in presenting***

***and interpreting the***

***histories of slavery and***

***abolition, and places***

***these experiences in the***

***broader context of***



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***debates over the  
bicentenary's significance  
and the lessons to be  
learnt from it. The history  
of Britain's role in  
transatlantic slavery  
officially become part of***

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***the National Curriculum  
in the UK in 2009; with***

***the bicentenary of 2007,***

***this marks the start of  
increasing public***

***engagement with what  
has largely been a***

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***'hidden' history. The  
book aims to not only  
critically review and***

***assess the impact of the  
bicentenary, but also to  
identify practical issues  
that public historians,***

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***consultants, museum  
practitioners, heritage  
professionals and policy  
makers can draw upon in  
developing responses,  
both to the increasing  
recognition of Britain's***

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***history of African  
enslavement and  
controversial and  
traumatic histories more  
generally.***

***Challenges and  
Opportunities***

*Page 37/222*

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***Cultural Tourism in a  
Digital Era  
Contemporary Display  
and Interpretation in  
British Museums  
Research on e-Learning  
and ICT in Education***

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***Transforming Museums in  
the Twenty-first Century***

Heritage Care Preservation  
Management  
***The Participatory  
Museum***

***Museums and Higher  
Education Working  
Together***

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*Visits to museums have long been an important aspect of the education of young people and in recent years it has been increasingly recognised that education is core to*



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*the purpose of the museum.  
Not only do they introduce  
students to the many and  
varied forms of our  
material culture, they  
also introduce them to  
social, historical and*

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*scientific encounters that  
are difficult to find  
elsewhere. The second  
edition of this popular  
book takes account of the  
ongoing changes in both  
museums and education to*

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*provide a comprehensive  
introduction for student*

*teachers, practising*

*teachers and other*

*educators to all that is*

*required to make good*

*educational use of*

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*museums. It explores what  
a museum is, their value  
in primary and secondary  
education and why they  
require special teaching  
skills. It then goes on to  
look at the practicalities*

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*of planning, preparing and  
conducting a visit,  
including risk assessment.  
Next, it introduces the  
basic skills involved in  
working with the resources  
that are required to make*

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Management  
the best educational use  
of museums, including  
online and digital  
resources. Finally, the  
author considers ways of  
following-up work done  
outside the classroom,

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Management  
*including some of the  
longer term strategies  
that teachers should  
consider.*

*Engaging the Visitor  
addresses some of the most  
fundamental issues*

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*relating to  
interpretation, exhibition  
design and the visitor  
experience, in a format  
which is attractive,  
approachable - and above  
all actionable.*



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*Challenging many  
preconceptions, this book  
is firmly rooted in the  
results of museum-based  
scientific research. Deep  
and effective engagement  
with exhibit content is*

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*still the exception in  
very many museums. When  
most visitors pass an  
exhibit with only a  
glance, it will fail to  
engage. And until the  
visitor is engaged no*

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*informal learning – or any  
other satisfying  
experience – will  
happen... This book will  
help you answer such  
questions as: How often do  
visitors really engage*

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Management

*with the content of the  
exhibitions in our museum?  
Why do our visitors engage  
with some of our exhibits  
and not others? How can we  
increase our visitors'  
engagement through better*

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*exhibit design?*

*Only a decade ago, the  
notion that museums,  
galleries and heritage  
organisations might engage  
in activist practice, with  
explicit intent to act*

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upon inequalities,  
Heritage Care Preservation  
injustices and  
Management  
environmental crises, was  
met with scepticism and  
often derision. Seeking to  
purposefully bring about  
social change was viewed

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*by many within and beyond  
the museum community as*

*inappropriately political  
and antithetical to*

*fundamental professional  
values. Today, although*

*the idea remains*

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*controversial, the way we  
think about the roles and  
responsibilities of*

*museums as knowledge*

*based, social institutions*

*is changing. Museum*

*Activism examines the*



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*increasing significance of  
this activist trend in*

*Heritage Care Preservation  
Management*  
*thinking and practice. At*

*this crucial time in the  
evolution of museum*

*thinking and practice,*

*this ground-breaking*

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*volume brings together  
more than fifty*

*contributors working  
across six continents to*

*explore, analyse and*

*critically reflect upon*

*the museum's relationship*

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*to activism. Including  
contributions from  
practitioners, artists,  
activists and researchers,  
this wide-ranging  
examination of new and  
divergent expressions of*

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*the inherent power of  
museums as forces for  
good, and as activists in  
civil society, aims to  
encourage further  
experimentation and enrich  
the debate in this nascent*

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and uncertain field of  
Heritage Care Preservation  
museum practice. Museum  
Management  
Activism elucidates the  
largely untapped potential  
for museums as key  
intellectual and civic  
resources to address

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*inequalities, injustice  
and environmental  
challenges. This makes the  
book essential reading for  
scholars and students of  
museum and heritage  
studies, gallery studies,*

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*arts and heritage  
management, and politics.*

*It will be a source of  
inspiration to museum  
practitioners and museum  
leaders around the globe.*

*Respected museum*

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For Visitor Involvement  
professionals discuss  
Heritage Care Preservation  
Management  
contemporary issues and  
successful programs, and  
offer practical guidelines  
and information, up-to-  
date references, and  
lively illustrations in



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*this wide-ranging volume.  
Interpreting Historic  
House Museums captures the  
big picture and important  
details. Its scope and  
accessibility will make it  
useful and relevant for*

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*both students and  
practicing professionals.*

*Museum Communication and*

*Social Media*

*Museum Activism*

*Technological, Pedagogical*

*and Instructional*

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*Perspectives*  
*Developing Museums for*  
*Visitor Involvement*  
*The Personalization of the*  
*Museum Visit*  
*Beyond the Mausoleum*  
*Old Institutions in a New*

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*World*

Engaging Communities in  
Museum Management  
is designed for  
museum professionals who are  
hungry for information about how  
to design experiences in  
partnership with their

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Management

communities. Providing an  
overview of the many ways that  
museums around the world have  
begun to listen more attentively  
to their audience, the book  
highlights the importance of  
listening to community and

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discusses the idea of relationship-building as an entry point to relevancy. Drawing on interviews and discussions with museum professionals around the world, as well as tangible, real-world examples, Allison showcases the

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many ways that museums, both  
large and small, are actively

working with their communities

and also provides a roadmap

that demonstrates how museum

professionals can listen more

effectively to their audiences as

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they craft new experiences. The  
book also explores the

fascinating nexus of community  
engagement and exhibit and

experience development, thus  
taking museum professionals on

a journey of discovery around



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community responsiveness and  
attention to audience. Engaging

Communities in Museums

provides a thorough comparison  
of development models from  
disparate venues, making the  
book a must-read for museum

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professionals who are looking for purpose and common-sense techniques that can guide their work with the communities that they serve. Students in museum studies courses will also find the text useful as a primer on

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community engagement in  
museums.

In his book, Graham Black  
argues that museums must  
transform themselves if they are  
to remain relevant to 21st  
century audiences – and this root

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and branch change would be necessary whether or not museums faced a funding crisis. It is the result of the impact of new technologies and the rapid societal developments that we are all a part of, and applies not

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just to museums but to all arts  
bodies and to other agents of

mass communication. Through

comment, practical examples  
and truly inspirational case

studies, this book allows the

reader to build a picture of the

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transformed 21st century

Heritage Care Preservation  
museum in practice. Such a  
Management  
museum is focused on

developing its audiences as  
regular users. It is committed to  
participation and collaboration. It  
brings together on-site, online

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and mobile provision and,  
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Management  
through social media, builds  
meaningful relationships with its  
users. It is not restricted by its  
walls or opening hours, but  
reaches outwards in partnership  
with its communities and with

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other agencies, including  
schools. It is a haven for families  
learning together. And at its

heart lies prolonged user  
engagement with collections,  
and the conversations and  
dialogues that these inspire. The



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book is filled to the brim with  
practical examples. It features:

an introduction that focuses on  
the challenges that face

museums in the 21st century an  
analysis of population trends and  
their likely impact on museums

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boxes showing ideas, models  
and planning suggestions to

guide development examples

and case studies illustrating

practice in both large and small

museums an up-to-date

bibliography of landmark

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research, including numerous  
websites Sitting alongside

Heritage Care Preservation  
Management  
Graham Black's previous book,  
The Engaging Museum, we now  
have a clear vision of a museum  
of the future that engages,  
stimulates and inspires the

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publics it serves, and plays an active role in promoting tolerance and understanding within and between communities.

The Manual of Museum Planning has become the definitive text for museum professionals, trustees,

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architects, and others who are concerned with the planning, design, construction, renovation, or expansion of a public gallery or museum. This new edition has been updated to meet the needs of professional museum practice

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in the 21st century.

The museum today faces  
complex questions of definition,  
representation, ethics, aspiration  
and economic survival.

Alongside this we see  
burgeoning use of an array of

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new media including increasingly  
dynamic web portals and

content, digital archives, social  
networks, blogs and online

games. At the heart of this are  
changes to the idea of 'visitor'

and 'audience' and their

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participation and representation  
in the new cultural sphere. This

insightful book unpacks a  
number of contradictions that  
help to frame and articulate  
digital media work in the  
museum and questions what



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constitutes authentic  
participation. Based on original  
empirical research and a range  
of case studies the author  
explores questions about the  
museum as media from a  
number of different disciplines

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and shows that across museums  
Heritage Care Preservation  
and the study of them, the  
Management  
cultural logic is changing.

Manual of Museum Planning  
Journal of Museum Education  
33:3 Thematic Issue  
Using Museums as an

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Educational Resource  
Heritage Care Preservation  
Designing Museum Experiences  
Management  
Expanding Practice in Science  
Museums  
Sustainable Space, Facilities,  
and Operations

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First Published in 2016. Routledge is an imprint of Taylor & Francis, an Informa company.

Visitor engagement and learning, outreach, and inclusion are concepts that have long dominated professional museum discourses. The

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recent rapid uptake of various forms  
of social media in many parts of the

world, however, calls for a

reformulation of familiar

opportunities and obstacles in

museum debates and practices.

Young people, as both early adopters

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of digital forms of communication and latecomers to museums, increasingly figure as a key target group for many museums. This volume presents and discusses the most advanced research on the multiple ways in which social media

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operates to transform museum communications in countries as diverse as Australia, Denmark, Germany, Norway, the UK, and the United States. It examines the socio-cultural contexts, organizational and education consequences, and

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methodological implications of these transformations.

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National Museums is the first book to explore the national museum as a cultural institution in a range of contrasting national contexts.

Composed of new studies of



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countries that rarely make a showing  
in the English-language studies of

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museums, this book reveals how

these national museums have been  
used to create a sense of national self,  
place the nation in the arts, deal with  
the consequences of political change,

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remake difficult pasts, and confront those issues of nationalism, ethnicity and multiculturalism which have come to the fore in national politics in recent decades. National Museums combines research from both leading and new researchers in the fields of

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history, museum studies, cultural studies, sociology, history of art, media studies, science and

technology studies, and anthropology. It is an interrogation of the origins, purpose, organisation, politics, narratives and philosophies

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of national museums.

Museum Gallery Interpretation and  
Material Culture publishes the  
proceedings of the first annual  
Sackler Centre for Arts Education  
conference at the Victoria and Albert  
Museum (V&A) in London. The

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conference launched the annual series by addressing the question of how gallery interpretation design and management can help museum visitors learn about art and material culture. The book features a range of papers by leading academics,

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museum learning professionals,  
graduate researchers and curators  
from Europe, the USA and Canada.  
The papers present diverse new  
research and practice in the field,  
and open up debate about the role,  
design and process of exhibition

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interpretation in museums, art galleries and historic sites. The authors represent both academics and practitioners, and are affiliated with high quality institutions of broad geographical scope. The result is a strong, consistent representation

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of current thinking across the  
theory, methodology and practice of  
interpretation design for learning in  
museums.

Creating Meaningful Museum  
Experiences for K-12 Audiences  
How to Connect with Teachers and



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Engage Students

A Manual for Museums and

Historical Organizations

Ambiguous Engagements

Creating the Visitor-Centered

Museum

New Studies from Around the World

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The Reflective Museum Practitioner  
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Visitor participation is a hot topic in the contemporary world of museums, art galleries, science centers, libraries and cultural organizations. How can your institution do it and do it well?

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The Participatory Museum is a practical guide to working with community members and visitors to make cultural institutions more dynamic, relevant, essential places. Museum consultant and exhibit designer Nina Simon

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weaves together innovative design techniques and case studies to make a powerful case for participatory practice. "Nina Simon's new book is essential for museum directors interested in experimenting with audience

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participation on the one hand  
and cautious about upending the  
tradition museum model on the  
other. In concentrating on the  
practical, this book makes  
implementation possible in most  
museums. More importantly, in

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describing the philosophy and  
rationale behind participatory

activity, it makes clear that action  
does not always require new  
technology or machinery.

Museums need to change, are  
changing, and will change further

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in the future. This book is a  
Heritage Care Preservation  
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helpful and thoughtful road map  
for speeding such

transformation." -Elaine

Heumann Gurian, international  
museum consultant and author  
of Civilizing the Museum "This

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book is an extraordinary  
Heritage Care Preservation  
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resource. Nina has assembled  
the collective wisdom of the field,  
and has given it her own brilliant  
spin. She shows us all how to  
walk the talk. Her book will make  
you want to go right out and start



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experimenting with participatory  
projects." -Kathleen McLean,

participatory museum designer

and author of Planning for

People in Museum Exhibitions "I

predict that in the future this

book will be a classic work of

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museology." --Elizabeth Merritt,  
Heritage Care Preservation  
Management  
founding director of the Center  
for the Future of Museums

What does a museum do with a  
kindergartner who walks through  
the door? The growth of interest  
in young children learning in

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museums has joined the national conversation on early childhood education. Written by Sharon Shaffer, the founding Executive Director of the innovative Smithsonian Early Enrichment Center, this is the first book for

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museum professionals as well as students offering guidance on planning programming for young children. This groundbreaking book:-Explains the various ways in which children learn-Shows how to use this knowledge to

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design effective programs using  
a variety of teaching models-

Includes examples of successful  
programs, tested activities, and a  
set of best practices

Winner of the 2018 Ontario

Museum Association Award of

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Excellence Winner of the 2019  
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Canadian Museum Association

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Award of Outstanding

Achievement in the Research -  
Cultural Heritage Category

Creating Exhibits that Engage: A  
Manual for Museums and

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Historical Organizations is a  
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concise, useful guide to  
developing effective and  
memorable museum exhibits.  
The book is full of information,  
guidelines, tips, and concrete  
examples drawn from the

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author's years of experience as a curator and exhibit developer in the United States and Canada. Is this your first exhibit project? You will find step-by-step instructions, useful advice and plenty of examples. Are you a small



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museum or local historical  
society looking to improve your  
exhibits? This book will take you  
through how to define your  
audience, develop a big idea,  
write the text, manage the  
budget, design the graphics,

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arrange the gallery, select  
artifacts, and fabricate, install  
and evaluate the exhibit. Are you  
a museum studies student  
wanting to learn about the theory  
and practice of exhibit  
development? This book

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combines both and includes references to works by noted authors in the field. Written in a clear and accessible style, *Creating Exhibits that Engage* offers checklists of key points at the end of each chapter, a

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glossary of specialized terms,  
and photographs, drawings and  
charts illustrating key concepts  
and techniques.

Do you love museums? Do you  
believe in their wonder and  
power? Do you want to

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contribute to a wider museum  
community? Do you want to build  
a satisfying independent career?

Museum Mercenary is for you.

This book is for anyone who  
believes in museum work but  
struggles to find satisfaction in

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traditional museum jobs. It is for those who want to be challenged and inspired by a wider network of colleagues. It is for the creative, committed, and curious who want to live fulfilling lives while building meaningful

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careers. It is for those just hitting the job market, for those looking for a mid-career shift, or those wanting to contribute after retirement. It is for those who hope to balance making money with making a difference.

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Museum Mercenary shares how  
a dedicated museum worker can  
launch and sustain a successful  
and satisfying career as an  
independent museum  
professional. This book is a  
toolkit for anyone looking to build



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a career consulting for  
Heritage Care Preservation  
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museums. It provides practical  
advice about establishing your  
business, building your network,  
and managing projects to ensure  
long-term success and  
satisfaction. This book will help

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you answer key questions, such as: How do you market your services and find clients? Which skills should you develop and how? How do you manage taxes and insurance? What professional standards should

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you follow? How do you plan for  
the future? And, most

importantly, how do you do all of  
that while doing museum work

that makes you proud? Museum

Mercenary bridges the gap

between guides for doing great

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museum work and guides for  
building a successful freelance  
career. It prepares you to

become freelance professional  
engaged in transforming the  
museum field. Use the tips,  
tactics, and activities in this book

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to navigate freelancing and then  
get back to the business of  
meaningful museum work.

Creating Exhibits That Engage  
The Collected Writings of Elaine  
Heumann Gurian

Museum Experience Revisited

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Engaging Communities in  
Heritage Care Preservation  
Museums

Museum Mercenary

Representing Enslavement and  
Abolition in Museums

Museum Educator's Handbook

***Museums and the Challenge of***

*Page 134/222*

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***Change explores the profound challenges facing museums and charts ways forward that are grounded in partnership with audiences and communities on-site, online, and in wider society. Facing***

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***new generations with growing  
needs and desires, growing  
population diversity, and a  
digital revolution, the museum  
sector knows it must change -  
but it has been slow to  
respond. Drawing on the***



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***expertise and voices of  
practitioners from within and  
beyond the sector, Black calls  
for a change of mind-set and  
radical evolution***

***(transformation over time,  
learning from the process,***

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*For Visitor Involvement,  
Heritage Care Preservation  
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**rather than a 'big bang'  
approach). Internally, a  
participative environment  
supports social interaction  
through active engagement  
with collections and content -  
and Black includes an initial**

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***typology of participative  
exhibits, both traditional and  
digital. Externally, the museum  
works in partnership with local  
communities and other  
agencies to make a real  
difference, in response to***

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***societal challenges. Black  
considers what this means for  
the management and structure  
of the museum, emphasising  
that it is not possible to  
separate the development of a  
participative experience from***

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*the ways in which the museum  
is organised. Museums and the  
Challenge of Change is highly  
practical and focused on  
initiatives that museums can  
implement swiftly and cheaply,  
making a real impact on user*

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*engagement. The book will  
thus be essential reading for*

*Heritage Care Preservation  
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museum practitioners and  
students of museum studies  
around the globe.*

*This book covers the entire  
spectrum of cultural and*

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***digital tourism and presents  
the latest findings, examples  
and cases, highlighting  
innovations for the tourism  
industry from both an  
academic and a practical point  
of view. The book invites***

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***readers to discover ongoing  
developments and recent  
trends in fields like heritage  
and museum management;  
sports tourism; tourism  
economics and policy; e-  
marketing and e-business; and***



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***many other fields, making it of  
value to researchers in tourism  
management, practitioners  
and policymakers alike. The  
book was edited in  
collaboration with the  
International Association of***

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***Cultural and Digital Tourism -  
IACuDiT - and includes the  
proceedings of the First  
International Conference on  
Cultural and Digital Tourism.  
This is the first book to  
examine, in depth, the multi-***

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***million pound redisplay and  
reinterpretation process in***

***British museums in the early  
twenty-first century.***

***Acknowledging the importance  
of the Heritage Lottery Fund  
(HLF) as project catalyst,***

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***Hannah Paddon explains and  
explores the complex process,***

***from the initial stages of***

***project conceptualisation to***

***the final stages of museum re-***

***opening and exhibition***

***evaluation. She also provides***

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*For Visitor Involvement  
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***an in-depth look, using three  
case study museums, at the  
factors which shape each  
museum redisplay project  
including topics such as  
museum architecture,  
government agendas and the***

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***exhibition team. Finally, the  
book offers discussions and***

***conclusions around pitfalls and  
successes and thoughts about  
the future of collection  
redisplay.***

***The first book to take a***

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*"visitor's eye view" of the  
museum visit, updated to  
incorporate advances in*

*research, theory, and practice  
in the museum field over the  
last twenty years.*

*Institution Wide Interpretive*

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**Planning**  
**Re-imagining the Museum**  
**Civilizing the Museum**  
**Engaging the Visitor:**  
**Designing Exhibits That Work**  
**Learning from Museums**  
**The Engaging Museum**



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***A Handbook for Independent  
Museum Professionals***

The Reflective Museum Practitioner  
explores a range of expansive and  
creative ways in which the concept of  
“reflective practice” has been applied  
in the informal STEM (science,

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technology, engineering, and mathematics) learning environments of museums and zoos. It seeks to demonstrate how such a process can inspire lifelong learning in practitioners, to the benefit of practitioners and visitors alike.

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Presenting six projects that employed reflective practice, the contributors examine how each project has encouraged and sustained reflection, and the outcomes thereof. The projects cover a wide range of different practitioners—including administrators,

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scientists, educators, and other front-line and back-room staff—who work at different junctures of their

organizations. Collectively, they raise key questions about changing communities of practice in Informal Science Learning institutions. The

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projects and concept of “reflective practice” are fully defined and contextualized by the editors, who offer in-depth analysis, along with a cultural-historical activity theory framework, for understanding how changes in museum practice unfold in an

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institutional context. The Reflective Museum Practitioner offers museum professionals insight into “reflective practice,” as practiced by other institutions in their sector, providing practical examples that can be adapted to their needs. It will also be of interest

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to scholars and students focusing on science museums, or professional practice development in museums. This special edition of the Journal of Artistic and Creative Education (JACE) brings together authors from across Australia discussing issues

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central to the ongoing development and  
importance of education within

museums. What are the distinctive  
characteristics and significance of

museum education? How does learning  
occur in museums and what does it  
look like? Who is engaged in museum



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education and where does it take  
place? What are some of the benefits of  
museum education? This edition

explores these broad questions through  
nine articles that individually address  
the role of museum learning as  
providing a transformative experience

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in a rich, 'hands-on' and diverse environment. The authors present a wide array of case studies and examples from their institutions and their research, providing practical and invigorating discussions on the purpose, pedagogy and practice of

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museum education. At a time when there are significant cuts being made to education budgets in Australia, thereby often limiting excursions to museums and other cultural sites, it seems timely to publish a special edition that sheds light on the power of learning in

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museums and to make a case for  
museum learning. Moreover, museums

are already producing effective

learning experiences that are highly  
appreciated by their users, and these

deserve to be celebrated. This

celebration will hopefully lead to

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increased appreciation and understanding of the educational possibilities in museums and galleries, of why professionals have chosen to work in particular ways and the outcomes of their work.

## The Personalization of the Museum

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Visit examines a fundamental shift in  
institutional behavior in museums

located in the United States and the  
United Kingdom. Contending that art

museums have moved toward a new  
paradigm of public engagement, it

posits that modern museum visitors are

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treated as self-directed "clients", with the agency to make meaning for themselves. The book then considers how this change has come about, examining factors such as the onset of a new museology, an experience economy, and a marketing revolution.

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Drawing on extensive research undertaken at Britain's Tate Modern, the book examines a range of issues, including visitor engagement, curatorial practice, and museum management. A visit experience that is customizable to the individual visitor,



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in which curators and marketers work together with visitor-clients to create an experience of personalized meaning, is, Rodney argues, rising in prevalence in the art museum field, but it is also being stymied by certain structural impediments. This book examines such

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obstacles, including institutional division of labor, long-standing conceptions, or misconceptions, of the museum's mission, and the orientation of museums toward a certain conceptual model of their visitors. The Personalization of the Museum Visit is

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essential reading for scholars and students engaging with issues of visitor engagement, curatorial practice, and museum management. With a particular focus on the role of business interests and public policy, the book should also be of interest to those

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undertaking research in fields outside  
of museum and visitor studies.

As art museum educators become more  
involved in curatorial decisions and  
creating opportunities for community  
voices to be represented in the  
galleries of the museum, museum

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education is shifting from responding to works of art to developing authentic opportunities for engagement with their communities. Current research focuses on museum education experiences and the wide-reaching benefits of including these experiences

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into art education courses. As more universities add art museum education to their curricula, there is a need for a text to support the topic and offer examples of real-world museum education experiences. Engaging Communities Through Civic

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Engagement in Art Museum Education  
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deepens knowledge on museum and art

education and civic engagement and  
Management  
bridges the gap from theory to

practice. The chapters focus on various  
sectors of this research, including  
diversity and inclusion in museum

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experiences, engaging communities through new techniques, and museum and university partnerships. As such, it includes coverage on timely topics that include programs and audience engagement with the LGBTQ+, refugee, disability, and senior



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communities; socially responsive museum pedagogy; and the use of student workers. This book is ideal for museum educators, museum directors, curators, professionals, practitioners, researchers, academicians, and students who are interested in updated

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knowledge and research in art  
education, curriculum development,  
and civic engagement.

Museums in the New Mediascape  
Interpreting Historic House Museums  
National Museums  
Exhibit Labels

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Museum Basics

Engaging Young Children in Museums

An Introductory Handbook for Students  
and Teachers

Museums throughout the world  
have common needs and face  
common challenges. Keeping up-

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to-date with new ideas and  
Heritage Care Preservation  
changing practice is challenging  
Management  
for small and medium-sized  
museums where time for  
reading and training is often  
restricted. This new edition of  
Museum Basics has therefore

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been produced for the many museums worldwide that operate with limited resources and few professional staff. The comprehensive training course provided within the book is also suitable for museum studies

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students who wish to gain a full understanding of work within a museum. Drawing from a wide range of practical experience, the authors provide a basic guide to all aspects of museum work, from audience

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development and education,  
through collections management  
and conservation, to museum  
organisation and forward  
planning. Organised on a  
modular basis with over 110  
Units, Museum Basics can be

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used as a reference work to  
assist day-to-day museum

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management and as the key

textbook in pre-service and in-

service training programmes. It

is designed to be supplemented

by case studies, project work



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and group discussion. This third  
edition has been fully updated

and extended to take account of  
the many changes that have

occurred in the world of  
museums in the last five years.

It includes over 100 new

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diagrams supporting the text, a glossary, sources of information and support as well as a select bibliography. Museum Basics is also now supported by its own companion website providing a wide range of additional

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resources for the reader.

Over the last twenty years the  
educational role of the museum  
has come to be central to its  
mission. There are now far  
more educational opportunities,  
new spaces, new interfaces -

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both digital and physical, and a growing number of education and interpretation departments, educational curators and public engagement programmes.

Despite these developments, however, higher education has

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remained a marginal collaborator compared to primary and secondary schools and to other forms of adult learning. This has meant that the possibilities for partnerships between universities, colleges,

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museums and galleries has remained relatively unexplored, especially in relation to their potential for generating innovative patterns of research and learning. This book addresses the key issues which

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are preventing such  
partnerships and examines how  
to enable more effective and  
creative connections between  
museums and higher education.  
The authors identify conceptual  
and practical barriers and

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explore whether current  
academic models are fit for  
purpose. They argue that as

pressures mount on public  
educational resources around  
the world, there needs to be an  
urgent increase in the exchange



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of knowledge across these  
sectors and the forging of world-  
class scholarly partnerships.  
Examples of research  
undertaken internationally offer  
best practice models for  
collaboration and integration.

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This book will be compulsory reading for museum and educational specialists and those interested in engaging in museum/higher education partnerships. It will also be of interest to those involved in

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policy and decision-making in  
education, the museum sector

and national and local  
government.

This timely book provides a  
critical look at one of the  
staples of museum education

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programming: the "field trip" for  
school groups. The K-12

audience is of major importance  
to museums: not only does  
reaching students relate directly  
to the educational mission of  
museums, but also our

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institutions rely on the revenue  
generated by school groups.

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An essential text for  
researchers and academics  
seeking the most  
comprehensive and up-to-date  
coverage of all aspects of e-

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learning and ICT in education,  
this book is a multidisciplinary

forum covering technical,

pedagogical, organizational,

instructional and policy aspects

of the topic. Representing the

best peer-reviewed papers from

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For Visitor Involvement

Heritage Care Preservation

Management

the 8th Panhellenic Conference  
on ICT in Education, special  
emphasis is given to applied  
research relevant to educational  
practice and guided by the  
educational realities in schools,  
colleges, universities and

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informal learning organizations.  
Heritage Care Preservation  
Management  
The volume encompasses the  
current trends and issues which  
determine and inform the  
integration of ICT in educational  
practice, including educational  
software, educational games,



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collaborative learning, virtual  
learning environments, social

networks, learning analytics,  
digital museums, as well as the  
evolution of e-learning.

An Interpretive Approach

Art Museums, Discourse, and

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Visitors

Heritage Care Preservation  
Management  
Gallery and Museum Education:  
Purpose, Pedagogy and Practice  
The Connected Museum  
First International Conference  
IACuDiT, Athens, 2014  
Sharing Vision, Creation and

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Development

*What does the transformation to a visitor-centered approach do for a museum? How are museums made relevant to a broad range of visitors of varying ages, identities, and social classes? Does*

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*appealing to a larger audience  
force museums to "dumb down"*

*their work? What internal changes  
are required? Based on a multi-  
year Kress Foundation-sponsored  
study of 20 innovative American  
and European collections-based*

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*museums recognized by their  
peers to be visitor-centered, Peter*

*Samis and Mimi Michaelson*

*answer these key questions for  
the field. The book describes key  
institutions that have opened the  
doors to a wider range of visitors;*

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*addresses the internal struggles  
to reorganize and democratize*

*these institutions; uses case  
studies, interviews of key*

*personnel, Key Takeaways, and  
additional resources to help*

*museum professionals implement*

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*a visitor-centered approach in  
collections-based institutions*

*Described by GEM\* as 'a very  
informative and practical book ...*

*worth having on any museum  
shelf', the Museum Educator's  
Handbook is a thorough and*

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*practical guide to setting up and  
running education services in all*

*types of museum, even the*

*smallest, in any geographical*

*setting. This third edition has*

*been comprehensively updated to*

*reflect the increased emphasis on*



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*the role of museums at all levels  
of education, from schools to  
further and higher education.*

*There are new sections which deal  
with the importance of risk  
management and quality  
assurance, as well as guidance on*

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*the prevalent use of policy  
documents and new marketing*

*methods. \*Group for Education in  
Museums*

*Designing Museum Experiences is  
a "how-to" book for creating  
visitor-centered museums that*

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*emotionally and intellectually  
connect with museum visitors,  
stakeholders, and donors.*

*Museums are changing from  
static, monolithic, and  
encyclopedic institutions to  
institutions that are visitor-*

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Management*

*centric, with shared authority that allows museum and visitors to become co-creators in content creation. Museum content is also changing, from static content to dynamic, evolving content that is multi-cultural and transparent*

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*regarding the evolution of facts  
and histories, allowing multi-  
person interpretations of events.  
Designing Museum Experiences  
leads readers through the  
methods and tools of the three  
stages of a museum visit (Pre-*

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*visit, In-Person Visit, and Post-visit), with a goal of motivating*

*visitors to return and revisit the museum in the future. This*

*museum visitation loop creates meaningful intellectual,*

*emotional, and experiential value*

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*for the visitor. Using the business-  
world-proven methodologies of*

*Heritage Care Preservation  
user centered design, Museum*

*Management  
Visitor Experience leads the*

*reader through the process of  
creating value for the visitor.*

*Providing consistent messaging at*

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*all touchpoints (website, social media, museum staff visitor services, museum signage, etc.) creates a trusted bond between visitor and museum. The tools used to increase understanding of and encourage empathy for the*



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For Visitor Involvement  
Heritage Care Preservation  
Management  
*museum visitor, and understand  
visitor motivations include:*

*Empathy Mapping, Personas,  
Audience segmentation, Visitor  
Journey Mapping, Service Design  
Blueprints, System Mapping,  
Content Mapping, Museum*

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*Context Mapping, Stakeholder  
Mapping, and the Visitor Value*

*Proposition. In the end, the reason  
for using the tools is to empower  
visitors and meet their emotional  
and intellectual needs, with the  
goal of creating a lifelong bond*

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*between museum and visitor. This  
is especially important as*

*museums face a new post*

*COVID-19 reality; only the most*

*nimble, visitor-centered museums*

*are likely to survive. The*

*companion website to Designing*

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*Museum Experiences features:*

*Links to additional visitor-*

*centered museum information*

*Downloadable sample documents*

*and templates Bibliography of*

*sources for further reading Online*

*glossary of museum visitor*

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*experience terms Daily checklists  
of "how-to" provide and receive  
visitor-centered experiences More  
than 50 associated Designing  
Museum Experiences documents  
Provides an analysis of a  
museum's history and links to*

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*popular culture and the media.*  
Heritage Care Preservation  
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