
The Accreditation Scheme for Museums in the United Kingdom

Accreditation Standard

MLA's Accreditation Scheme sets nationally agreed standards for UK museums.

To qualify, museums must meet clear basic requirements on how they care for and document their collections, how they are governed and managed, and on the information and services they offer to their users.

Accreditation benefits museum visitors and the users of museums services. It supports museum managers and governing bodies in planning and developing their services, and it provides a benchmark for grant-making organisations, sponsors and donors.

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Introduction to the Accreditation Standard

The Museum Accreditation Scheme was first launched in 1988 under the title of the Registration Scheme for Museums and Galleries, and was revised in 1995. Its aim is to set minimum standards for museums and galleries in the United Kingdom. The Museums, Libraries and Archives Council (MLA) has responsibility for maintaining the Standard as part of its core roles of developing capacity and promoting innovation and change.

The Scheme was revised again in 2004, to ensure its continuing relevance to museums and their users. Some requirements have been refined; others are new.

The new name of the Scheme – The Accreditation Scheme for Museums in the United Kingdom – better reflects its value and purpose, and more accurately conveys the achievement of those museums which reach the standard. It also represents the first stage in work to give the Scheme a higher profile.

The Scheme has been endorsed by a wide range of organisations including the Department for Culture, Media and Sport, the local government associations, and the Heritage Lottery Fund.

Throughout the Standard the term ‘museum’ encompasses art galleries with permanent collections.

‘Staff’ in the context of the Standard includes both paid staff and volunteers and the term is used with that meaning throughout this document. In some parts it also explicitly includes members of governing bodies and managing committees

Aims of the Accreditation Scheme

The overall aim of the Museum Accreditation Scheme is to identify a minimum level of standards and to encourage improvement through planning. More specifically, the Scheme has three aims:

- 1 To encourage all museums and galleries to achieve agreed minimum standards in museum management, user services, visitor facilities and collection management
- 2 To foster confidence in museums as bodies which (a) hold collections in trust for society and (b) manage public resources appropriately
- 3 To reinforce a shared ethical basis for all bodies which meet the definition of a ‘museum’.

How the Accreditation Standard relates to the Museums Association Code of Ethics

The principles and values embodied in the Code of Ethics of the Museums Association underpin the Accreditation Scheme. The Code, however, represents best practice, whereas Accreditation is a minimum standards Scheme; adherence to the Code in every particular may well therefore exceed Accreditation requirements, but there should be no case where the Accreditation requirements conflict with the Code.

Benefits of the Registration/Accreditation Scheme

According to the results of a survey carried out in 2002 by MLA, museums considered the following to be the main benefits resulting from being part of the then Registration Scheme.

- Public recognition that a museum meets approved standards in certain key areas of museum management, collection care and public services;
- Fostering of confidence amongst potential donors of objects or collections that a Registered museum is, in principle, a suitable repository;
- Improvement in staff morale and motivation;
- Raised awareness of the importance of core curatorial work in supporting user services;
- General eligibility for grant-aid, awards, etc. offered by a range of organisations. Registered status is also taken into account by other bodies such as the National Heritage Memorial Fund which administers the Heritage Lottery Fund.

Ultimately, the Scheme benefits everyone who uses museums and galleries, but more specifically, the beneficiaries of the Scheme are the staff, management, external funders, policy-makers and opinion-formers.

Structure of the Standard

The Standard is organised in the following way:

- Introductory material that covers the background to the Accreditation Scheme, eligibility, how to apply, and how to retain Accredited status.
- The main body of the Standard containing the Requirements for Accreditation is divided into four sections:

Governance and Museum Management

User Services

Visitor Facilities

Collections Management

- Appendices which contain supporting information and an extensive list of information sources.

The Accreditation Committee

The Scheme is overseen by the Accreditation Committee, whose members are senior museum professionals with a spread of knowledge and expertise relating to museums of all types throughout the UK. Half of the Committee membership is appointed through open recruitment, and half is appointed in consultation with the Museums Association, the Association of Independent Museums, the regional agencies for museums, archives and libraries in England, the Scottish Museums Council, the Northern Ireland Museums Council and CyMAL.

The assessing organisations

All applications must be submitted to the museum's assessing organisation. The assessing organisations are the regional agencies for museums, libraries and archives in England, the Museum Councils in Scotland and Northern Ireland, CyMAL in Wales, and MLA itself in the case of all government-funded national museums.

Eligibility for the Accreditation Scheme

Definition of a museum

Museums must meet the Museums Association 1998 definition of a museum:

‘Museums enable people to explore collections for inspiration, learning and enjoyment. They are institutions that collect, safeguard and make accessible artefacts and specimens, which they hold in trust for society.’

All terms used in the Museums Association definition are explained in full in Appendix 1. No specific questions are asked on eligibility in the application form but museums will be able to show that they meet the definition in the course of completing the application; for example, museums will provide evidence of the constitutional basis on which the museum is set up and how it operates.

The following categories of organisations will not normally be deemed eligible for Museum Accreditation:

- science centres and planetaria, natural and archaeological sites, historical and industrial buildings and sites, and heritage centres, not having associated permanent collections
- institutions displaying live specimens (e.g. zoos, aquaria, botanical gardens)
- educational loan services
- venues for temporary exhibitions with no permanent collections
- records centres (e.g. biological, environmental, archaeological sites or monuments)
- libraries and archives (including sound, film or photographic archives)
- institutions whose collections are accessible only via the Internet

Consideration may be given to such institutions if they form part of a museum service which itself conforms with the Accreditation requirements.

Non-government-funded museums using 'national' or equivalent words in their name

Museums which have chosen to style themselves 'national' by using such a term (or its equivalent) in their name, are required to meet additional criteria in recognition of the user expectations created by the title. These criteria and additional guidance are given at the ends of sections 2, 3, and 4 and repeated in Appendix 2. This requirement does not apply to those museums with national status conferred through legislation.

Organisations operating on several sites

In the case of nationally-based heritage organisations (e.g. the National Trust, English Heritage), the ability of the organisation to meet the requirements of the Scheme and therefore be approved as a museum authority must be confirmed before applications from individual museums are considered. Each individual museum must demonstrate that it qualifies for Museum Accreditation. Documents common to more than one museum need only be submitted once and information common to more than one museum need be given in detail on only one form. Assessment as a museum authority is the responsibility of MLA and assessment of the sites is carried out by the relevant assessing organisation.

When museum services operating more than one museum (such as those run by local authorities, some universities and other organisations) operate under a single governing or managing arrangement, an application must be made for each museum. Documents common to more than one museum need be submitted only once and information common to more than one museum need be given in detail on only one form. A museum service wishing to apply in this way must first discuss with its assessing organisation whether it is appropriate to do so.

Collections stores, offices and other facilities

Collections stores, offices and other facilities are covered by the eligibility of the related museum site/s. Consideration will be given to awarding separate Accredited status to those stores, etc. which incorporate services and facilities for visitors.

Applying for Accredited status

Application

Museums currently in the Accreditation Scheme will be invited by MLA to re-apply for Accredited status, according to a schedule agreed with the assessing organisations. A period of 6 months will be allowed for the preparation and submission of the application.

Museums who are new to the Accreditation Scheme and who wish to apply for Accredited status must approach their assessing organisation in the first instance to ascertain if their application is appropriate. If it is, they will then be sent the application pack.

All applications must be submitted to the museum's assessing organisation. The assessing organisations are the regional agencies for museums, libraries and archives in England, the Museum Councils in Scotland and Northern Ireland, CyMAL in Wales, and MLA itself in the case of all government-funded national museums.

Applications must be made on the Application Form provided by MLA. Applications may be submitted either electronically or on paper, and application packs will be supplied by the assessing organisations. The organisation of the application form matches that of this Accreditation Standard, and the numbering of each question matches the number of the Requirement it relates to. This is to help applicant museums ensure that their responses supply the evidence required as accurately as possible.

In addition to completing the application form, museums will be asked to supply additional documents as supporting evidence. The provision of evidence to support the application is a major element in the process of application. The application form makes it quite clear whenever there is an expectation that supporting documents will be necessary.

Assessment

An assessment of each application is carried out by the relevant assessing organisation to ensure that it is complete and that all associated evidence has been received. The assessor will look for evidence which demonstrates that the arrangements you make and the services you offer are appropriate to a museum of your type, size and location. In certain cases, evidence of meeting the requirements could be externally accredited status – e.g. Investors in People (IiP) in the case of staff management, or Visit Britain's Visitor Attraction Quality Assurance Scheme (VAQAS) in the case of visitor services. It should be noted, however, that because the content of such schemes are outside the MLA's control, their continued use as evidence cannot be guaranteed. Based upon the information provided in the application, a recommendation on the status is made. It is then forwarded to MLA for a decision by an Accreditation Panel.

Accreditation Panels (comprising members of the Accreditation Committee) are held monthly to take decisions on Accreditation applications. Representatives of the relevant assessing organisations are present when applications from their areas are assessed. The Accreditation Panels consider each application and will decide whether a museum attains:

- Full Accreditation – i.e. the museum satisfies all the Accreditation requirements; or
- Provisional Accreditation – i.e. the museum is unable to meet all the Accreditation requirements immediately, but has demonstrated a willingness and intention to work towards achieving what is required within one year.

The Accreditation Committee meets in full at least once a year to review the progress of the Museum Accreditation Scheme and to consider matters of policy and practice.

Quality assurance

MLA is responsible for the quality assurance of the Accreditation Scheme and ensuring that the criteria in the Scheme are applied consistently. The results of all quality assurance exercises are reported to the Accreditation Committee.

Appeals

Complaints relating to the facts on which the decision on an application was taken should be made to the assessing organisation's Accreditation Manager in the first instance. If the reply does not resolve matters, the complaint can be considered by a Review Panel of the Accreditation Committee.

Complaints about standards of service

Complaints about standards of service can be made in the first instance to the Accreditation Manager of the assessing organisation. Complaints will proceed under the relevant organisation's complaints procedure.

Full details of the appeals and complaints procedures are available from the assessing organisations.

Retention of Accredited status

Continuing to meet the requirements of the Accreditation Standard

Once a museum has been granted Accredited status, it must fulfil certain requirements in order to maintain that status.

1 Accreditation return

The museum must demonstrate that it continues to meet the requirements of the Scheme by submitting an Accreditation return to the assessing organisation every two years or as required by MLA.

2 Working towards and achieving specified objectives

It is expected that museums will have in place their own systems of reporting regularly to their governing body or managing committee on their achievements. Such reports are likely to be on an annual basis and to cover progress towards reaching their specific objectives as stated in their Forward Plans for the period being reported upon. Copies of such reports will form part of the biennial return referred to above.

If a museum is unsure whether or not its reporting system will satisfy this requirement, it should contact its assessing organisation for advice.

It should not be necessary for a report to be prepared especially for Accreditation purposes.

Changes to the Accreditation Standard

It is expected that, over time, changes will be made to the requirements in the Accreditation Standard to ensure that it remains up to date and in line with current practice.

When changes are made, all museums in the Scheme will be alerted to the changes, and an appropriate interval will be allowed before they are expected to meet the revised requirement in order to retain their Accredited status.

Changes to Accredited status

Over a period of time, museums may regress as well as progress and if the Accreditation requirements do not continue to be met it may be necessary for a museum to be moved to provisional status or removed from the Scheme altogether. Such steps will only be taken as a result of a decision taken by an Accreditation Panel and after discussion between the museum and the relevant assessing organisation.

Museums which fail to submit their Accreditation returns within the timescale allowed will be considered for removal from the Scheme.

A museum may also request that it be removed from the Scheme if it so desires.

Section 1: Governance and Museum Management

Requirements for Accreditation

- 1.1 Acceptable constitution for the governing body
 - 1.2 Proper management arrangements
 - 1.3 Satisfactory arrangements for the ownership of the collections
 - 1.4 Secure arrangements for occupancy of premises
 - 1.5 Sound financial basis
 - 1.6 Forward plan, including statement of purpose, key aims, specific objectives and spending plan
 - 1.7 Emergency planning
 - 1.8 Staff appropriate in numbers and experience to fulfil the museum's responsibilities
 - 1.9 Staff employment and management procedures
 - 1.10 Access to professional advice
 - 1.11 Professional input to policy development and decision making
 - 1.12 Compliance with relevant legal, safety and planning regulations
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1.1 Acceptable constitution for the governing body

1.1.1 The museum must be covered by an acceptable constitution. Details of the types of constitutions which are deemed acceptable can be found in the box below.

Museum Constitutions

The following constitutions are deemed acceptable:

- Those based on an Act of Parliament.
- Those based on a Royal Charter.
- Those based on Local Government Acts and forming the subject of a local authority resolution. If it is not possible to locate the original committee minute an alternative would be a declaration by the Chief Executive of the authority to the effect that the authority operates a museum under the powers of the Public Libraries & Museum Act (1964), or the equivalent Scottish or Northern Ireland legislation.
- Those based on the formal decision of a University Council, Governing Body or Court. If it is not possible to locate the original committee minute an alternative would be a declaration by the Vice-Chancellor/Secretary of the university to the effect that the university operates a museum under the powers of the university charter or other governing instrument, or the deed constituting the trust on the university.
- Those based on an acceptable memorandum and articles of a company with charitable status limited by guarantee and with no share capital.*
- Those based on an acceptable deed of trust of a charitable trust.*
- Any constitution which is charitable, which meets the criteria set out in this document, including the non-distribution of profits, and which is acceptable to MLA.*

* subject to revision following the outcome of both the Cabinet Office's consultation document 'Private action, public benefit: a review of charities and the wider not-for-profit sector', September 2002, and the new arrangements being put in place in Scotland.

1.1.2 A museum applying for Accreditation for the first time must submit a copy of its most recent constitution including any amendments. A museum which was fully Registered under Phase 2 need only submit a copy if the constitution has been amended since its Phase 2 application.

1.1.3 For charitable organisations in England or Wales, further guidance from the Charity Commission for England and Wales is available on its website. For organisations in Scotland or Northern Ireland, advice is available from the Inland Revenue website. → Appendix 9.

1.2 Proper management arrangements

1.2.1 Information must be provided about the museum's managing committee if this is not the same as the governing body named in its constitution. It must explain how the managing committee relates to the governing body. In the case of university and other non-local authority organisations which have functions in addition to operating a museum, both the composition of the managing committee and its terms and conditions must be provided, and evidence that they have been agreed by the governing body.

1.2.2 Museums must also provide evidence as to which body or individual has powers to approve policy documents such as the Acquisition and Disposal Policy and the Forward Plan.

1.2.3 Where the organisation managing the museum is separately constituted from the body which owns the collection, a copy of the constitution of the managing organisation and the formal agreement between the two organisations must be provided, in addition to the constitution of the body which owns the collection. Examples of this situation might be an agreement between a regimental museum trust and a local authority museum, or between a local authority and a charitable managing organisation to provide museum services.

1.3 Satisfactory arrangements for the ownership of the collections

1.3.1 Since the museum collections are held in trust for society, as stated in 'Eligibility' (see pages 6 and 7), the museum must provide evidence to demonstrate that satisfactory arrangements regarding the ownership of the collections are in place. This includes information on significant objects or groups of material on loan to the museum and the percentage of loans in relation to the total collection.

1.4 Secure arrangements for occupancy of premises

1.4.1 There is no minimum period for the occupancy arrangement, but there must be written occupancy terms which are sufficiently long term to provide security for the collections and to enable forward planning. Museums must provide details of the status of occupancy of buildings including whether they are:

- freehold
- leasehold
- tenanted
- licence

The acceptability of other forms of arrangement will be considered on a case by case basis.

1.5 Sound financial basis

1.5.1 A museum must be able to demonstrate that it has a sound financial basis. It should be sufficiently well supported and financially viable irrespective of any valuation placed on the items in a collection. In no circumstances must those items be mortgaged or offered as security for a loan.

1.5.2 Museums in England and Wales which are constituted as charities must submit audited accounts for the last two years available, in the form required by charity law. Further information is given in Appendix 3. Since there is, as yet, no guidance equivalent to SORP 2000 in Scotland and Northern Ireland, charities there should follow the SORP 2000 in so far as they can. Scottish charities, though, may need to provide additional disclosure to comply with local regulations.

1.5.3 All other museums, including local authority and university museums, must provide copies of statements of the previous two years' expenditure. These statements must have been validated by an authorised signatory. If the museum's finances are consolidated within a larger organisational or departmental financial system, the museum must supply an estimated summary of museum expenditure for the previous two years.

1.5.4 If a museum-managing organisation is in place, such as described in paragraph 1.2.3, its accounts for the previous two years must be provided in addition to those of the governing body.

1.6 Forward Plan, including statement of purpose, key aims, specific objectives and spending plan

1.6.1 The museum must provide the following, in appropriate detail:

- (a) statement of purpose of the museum
- (b) key aims relating to the museum
- (c) specific objectives for the museum, to be achieved within the current planning cycle
- (d) spending plan

1.6.2 Planning is a prerequisite of good management. Museums must have a Forward Plan, approved by the governing body or under delegated powers. This will normally be the plan drawn up as part of its own management arrangements and it is not expected that a second document will need to be produced for the Accreditation Scheme. If the museum's specific objectives are contained within a larger corporate plan and expressed in only general terms, as might be the case for example in a university or a local authority, then the museum must supply in addition a copy of a more precisely focused document which it uses for its own management purposes. This document does not have to have been agreed by the governing body.

1.6.3 There is no single template recommended for plans as different types of museum will need different approaches, and therefore the length and complexity of the plan may vary in accordance with the scale of a museum's

operation. Planning cycles also vary, with some being annual and others being on a longer timescale. → Appendix 9.

1.6.4 Details must be supplied of the projected spending plan for both the current year and the year following. It is understood that figures going beyond the current year may not have received formal approval of the governing body at the time of application, and may still be at an outline stage. However, they are required as evidence of the museum's forward planning capabilities and in support of the implementation of the museum's specific objectives.

1.7 Emergency planning

1.7.1 Museums must have an emergency plan (or disaster plan, as these are sometimes called), and must show a copy to their assessing organisation on request. The plan must include:

- (a) the arrangements for staff and visitors
- (b) the arrangements for collections and buildings
- (c) a risk assessment of threats such as fire, water, theft and vandalism or other disasters
- (d) procedures to be followed by staff on discovery of an emergency.

1.7.2 Museums must review emergency plans every five years as a minimum. The date of the last review must be provided.

1.7.3 Guidance on drafting an emergency plan is given in Appendix 4.
→ Appendix 9.

1.8 Staff appropriate in numbers and experience to fulfil the museum's responsibilities

1.8.1 'Staff' includes both paid staff and volunteers and the term is used with that meaning throughout the Standard. In some parts of this section, it also explicitly includes members of governing bodies and managing committees.

1.8.2 Staffing arrangements must be in place to ensure delivery of user services, visitor facilities, proper operation of the museum, and management of the collections. Museums must therefore ensure that procedures and work allocations are adequate to ensure that the museum's responsibilities are carried out.

1.8.3 Museums must provide information about the numbers of their staff and the nature of their work, whether paid or unpaid. The appropriate number of staff and their areas of work will depend on the museum's responsibilities.

1.9 Staff employment and management procedures

1.9.1 The term 'staff' in this context refers to both paid staff and volunteers.

1.9.2 Museums must ensure that they meet all their legal requirements regarding recruitment and employment, including that of members of the governing body.

1.9.3 A full induction of new staff is an essential part of their development and ensures that staff have the basic information about the museum and their role in it. Museums must ensure that all new staff receive induction, and that induction is available and routinely offered to new members of the governing body; it is recognised, however, that museums cannot always ensure the take up of induction by new members.

1.9.4 Continuous training and staff development is essential to ensure museums have staff with a broad base of the requisite skills and knowledge. Museums must provide information about training provided and planned, and the basis on which they have assessed the training needs of their staff. As with the Forward Plan, the scale of training provision will be in accordance with the size and scale of the museum and its operation. Appropriate training need not lead to a formal qualification, and some forms of training have no direct cost attached, such as coaching, mentoring, and shadowing.

1.10 Access to professional advice

1.10.1 Museums must have access to professional advice on all aspects of museums' work, either from their own staff, or externally.

1.10.2 Museums must give details of the arrangements for obtaining professional curatorial advice. Museums must either employ a museum professional or have the services of a Curatorial Adviser. The minimum qualifications and experience required by the Accreditation Scheme are as follows:

- Museum professionals must have a relevant degree, or a diploma in museum studies (or equivalent), or experience of the principles and practice of museum operation and management
- Curatorial Advisers must have a relevant degree, or diploma in museum studies (or equivalent) AND recent relevant experience of the principles and practice of museum operation and management

Interpretation of 'equivalent qualifications' and 'relevant experience' will be determined on a case by case basis.

1.10.3 In the case of a small museum which does not have the services of a qualified and/or experienced museum professional, the museum's governing body must make arrangements to receive advice on a regular basis from a Curatorial Adviser with the qualifications and experience as described in the above paragraph. This person must be formally appointed by the museum's governing body and evidence of his or her appointment must be provided, in the form of a signed and dated committee minute. The museum must seek its Curatorial Adviser's advice when preparing the Accreditation application, and the Adviser must also counter-sign the application form. Curatorial Advisers must also provide a brief report to the assessing body as part of the Accreditation monitoring process.

1.10.4 Further information on the role of Curatorial Advisers is available in Appendix 5, and full details are in the Curatorial Adviser's Pack, available from MLA.

1.11 Professional input to policy development and decision making

1.11.1 Where a museum professional is employed, he or she must have a direct input into both policy development and decision making. This may be accomplished by an efficient line of communication between the senior museum professional and the appropriate committee of the museum's governing body. Where different relationships apply, for instance the cabinet-style decision making in local government, the museum must give details of the arrangements in place.

1.11.2 Where a museum has a Curatorial Adviser, details must be provided of the formal lines of communication between the museum's governing body and the Curatorial Adviser. See also section 1.10.3.

1.12 Compliance with relevant legal, safety and planning regulations

1.12.1 The museum's governing body is required to undertake that it has ensured and will continue to ensure that all relevant legal, safety and planning requirements are complied with. The evidence for this undertaking will be the signed declaration on the application form.

Section 2: User Services

Requirements for Accreditation

- 2.1 Published information on location, opening arrangements and services
- 2.2 Services and facilities that support access by a broad range of users
- 2.3 Consultation with users in relation to services provided
- 2.4 Collections and associated information available to users
- 2.5 Interpretation of the collections in ways which support users' learning and enjoyment

Additional requirements for non-government-funded museums using 'national' or equivalent words in their name

- 2.6 The museum's display policy must reflect the full range of its collections
 - 2.7 The museum must provide professional and authoritative expertise and advice in all its fields to the public and other museums
 - 2.8 The museum must offer visitor facilities of a quality appropriate to a museum purporting to provide a national facility
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Section 2: User Services

2.1 Published information on location, opening arrangements and services

2.1.1 Museums must publish information on the existence of the museum, its location, opening times and arrangements, and services and facilities. There is no minimum requirement for the opening times, but the arrangements must be appropriate to the nature and location of the museum. The museum must adhere to its published opening arrangements. Methods of publishing the information may include leaflets, guidebooks, posters, and use of a website. All methods used must include information on access arrangements for disabled people.

2.1.2 Some museums have limited opening times – e.g. only in the summer months. Where out-of-hours opening and visits by prior arrangement complement the published opening hours, these are considered as part of normal operations, and must be included in the application information.

2.1.3 There are sometimes clear security and/or legal reasons for restricting access to a museum, such as to a regimental museum on an army base, or to a museum of historical pathology. In such cases, the museum must include in its application form details of what the restrictions are (e.g. visits by appointment only), why they apply, and of the services and arrangements which it provides so that the public may benefit from the collections. The museum must show that these arrangements are appropriate to both the users and the collections.

2.1.4 Remote electronic access alone is not sufficient, but it is accepted as an additional means of access where opening arrangements and/or physical access are restricted.

2.2 Services and facilities that support access by a broad range of users

2.2.1 Users of a museum are all those who may derive benefit from the services it provides, by visiting it, using its services directly or remotely, or in any way involving themselves with its activities, services and facilities.

2.2.2 The museum must have a mechanism for assessing who its users currently are as a preliminary step towards broadening its range of users. There are a range of ways of carrying this out – e.g. analysis of visitors books, exit surveys, or market research.

2.2.3 The museum must provide evidence that access issues are being identified and addressed. Access is about more than physically being able to visit the museum; it is about people of all ages and backgrounds being able to use the collections in a variety of ways. By understanding the factors which might impede usage of the museum, ways of overcoming these problems can be developed. Help and guidance on access issues can be found in MLA's Access for All toolkit. → Appendix 9.

2.3 Consultation with users in relation to services provided

2.3.1 The museum must carry out consultation in order to establish the views of users on for example, visitor facilities, opening arrangements, services, etc., and the user consultation process must take place at regular intervals.

2.3.2 The museum must have a mechanism for analysing and responding to the results of the consultation.

2.3.3 Methods of user consultation are many and varied, and may be very simple. The museum should use whatever methods are most appropriate to it – e.g. visitor books, comments cards, complaints mechanisms, consultation with the Friends group, focus groups and interviews. → Appendix 9.

2.4 Collections and associated information available to users

2.4.1 The museum must display items from its own collections. These may be long term displays, short term displays which occur at least annually, or a combination of both.

2.4.2 The museum must provide arrangements for access to stored collections.

2.4.3 The museum must give details of the services it provides to communicate knowledge and information related to objects in its care. There are many approaches which a museum may adopt – e.g. electronic access to information about the collections, facilities for users to carry out research on the collections, and the results of research on collections carried out by staff.

2.4.4 Information about collections must be provided for users; this can done in various ways – e.g. labels, displays panels, audio-visual systems, guides, or catalogues. The RNIB, MENCAP and Plain English Campaign guidelines, as well as MLA's Disability Portfolio, provide guidance on creating and presenting accessible information. → Appendix 9.

2.5 Interpretation of the collections in ways which support users' learning and enjoyment

2.5.1 Learning is a core purpose of museums. In the context of Accreditation, 'learning' includes both formal and informal learning and 'learners' covers people of all ages.

2.5.2 The museum must provide a range of approaches to interpretation so that people can use the collections for learning and enjoyment. Interpretation is the way in which museums communicate ideas and information about their collections to visitors; it supports museums' educational and social aims by playing a part in making their collections accessible. The museum must provide a main means of interpretation, and at least one subsidiary means of interpretation

2.5.3 Activities which support learning, both on-site and as part of an outreach programme, may include lectures, provision of study packs, electronic media, role play, creative workshops, guided tours or interactive activities.

2.5.4 Help and guidance on developing and assessing learning activities is available on the Inspiring Learning for All website, which contains information and learning materials. → Appendix 9.

Additional requirements for non-government-funded museums using 'national' or equivalent words in their name

2.6 The museum's display policy must reflect the full range of its collections

2.6.1 The range of collections on display must reflect and justify the use of the word 'national'. It is recognised that a museum may have substantial collections but insufficient space to represent all its holdings in permanent displays. In these circumstances evidence must be provided of access to collections held in store – e.g. by appointment.

2.7 The museum must provide professional and authoritative expertise and advice in all its fields to the public and other museums

2.7.1 To justify using the term 'national', a museum must recognise its obligation to the museum community as a whole, particularly its role in providing specialist advice to other museums working in the same or similar fields. It must also recognise its obligation to national and international scholarship by providing adequate staffing levels and accommodation to deal with such enquiries and by actively publishing scholarly works. Evidence must be provided of these activities.

2.8 The museum must provide study and research facilities for the public

2.8.1 Evidence that these facilities are provided and used must be submitted. For example, a description of the facilities and the number of users recorded by the museum could be provided as evidence.

Section 3: Visitor Facilities

Requirements for Accreditation

- 3.1 A range of accessible public facilities, or information on the location of nearest facilities where these are not available on site
- 3.2 Orientation and signage arrangements, both internal and external
- 3.3 Arrangements for visitor care
- 3.4 Formal arrangements for the maintenance of areas used by visitors

Additional requirements for non-government-funded museums using 'national' or equivalent words in their name

- 3.5 the museum must offer visitor facilities of a quality appropriate to a museum purporting to provide a national facility
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Section 3: Visitor Facilities

3.1 A range of accessible public facilities, or information on the location of nearest facilities where these are not available on site

3.1.1 Museums must provide either a range of accessible public facilities such as toilets, refreshments and parking, or information as to where they can be found locally. This may be in the form of a leaflet produced by the local authority or tourist board, something similar produced by the museum, or as information given orally. Museums may wish to make clear that giving information on the location of such facilities does not mean that they are making any recommendations.

3.2 Orientation and signage arrangements, both external and internal

3.2.1 Museums must provide orientation information, both externally to guide visitors to the museum itself, and internally for the layout of the building and collections. The role of orientation and signage is to assist visitors to discover their position in relation to their surroundings. It is understood, however, that external and internal signage may not always be within the control of the museum. In such cases, the museum must demonstrate the measures it has taken to ensure that appropriate information is available.

3.2.2 Information may be provided in different ways including orally and in writing. The size and complexity of the premises or site will determine the arrangements for orientation and signage. Guidance from organisations such as the Sign Design Society, MENCAP and RNIB is recommended, as well as MLA's Disability Portfolio. → Appendix 9.

3.3 Arrangements for visitor care

3.3.1 Museums must have appropriate arrangements in place to ensure that their visitors and other users (e.g. telephone callers) are treated with courtesy and care.

3.3.2 Legal issues must be adhered to when children, young people and vulnerable adults are welcomed on to the premises. Museums must ensure that they have appropriate policies and practices for the supervision of children to meet their legal obligations. The Home Office has published a code of practice for voluntary organisations in England and Wales, and similar guidance is available in Scotland and Northern Ireland. → Appendix 9. This is a new area of legislation, which is covered by the declaration of compliance at the end of the Accreditation application form.

3.3.3 Useful sources of information and advice on visitor care in general include the National Tourist Boards' Visitor Attraction Quality Assurance Scheme, CharterMark, and the Visitor Studies Group. → Appendix 9.

3.4 Formal arrangements for maintenance of areas used by visitors

3.4.1 Maintaining the cleanliness and tidiness of areas used by visitors is an essential factor in ensuring the comfort, health and safety, and enjoyment of visitors. Arrangements for the maintenance of areas used by visitors must be in place. (It should be noted this excludes the cleaning of objects in the collection – care of the collection is covered in Section 4.) These arrangements will usually be made in such a way that all areas are covered at appropriate intervals. In some cases, the museum's own staff (paid or volunteer) will carry out these functions and in other cases there will be a formal contract with an external organisation.

Additional requirements for non-government-funded museums using 'national' or equivalent words in their name

3.5 The museum must offer visitor facilities of a quality appropriate to a museum purporting to provide a national facility

3.5.1 Evidence must be provided that these facilities are provided by the museum and meet the needs of the visitors the museum is aiming to serve.

Section 4: Collections Management

Requirements for Accreditation

- 4.1 An Acquisition and Disposal Policy, approved by the governing body or under delegated powers
- 4.2 Maintenance of a Documentation Procedural Manual
- 4.3 Maintenance of the primary documentation procedures as defined by SPECTRUM
- 4.4 Creation of a written Documentation Plan, setting out actions, including the timescale, for dealing with any backlog
- 4.5 Actions to minimise the risk of damage to and deterioration of the collection
- 4.6 Expert assessment of security arrangements, to be obtained and implementation of recommendations to be underway; review to take place at least every five years

Additional requirements for non-government-funded museums using 'national' or equivalent words in their name

- 4.7 The museum must already have a substantial collection in relation to its stated objectives
 - 4.8 The policy and practice of the museum must be to collect a range of objects of national scope and importance and associated information in its particular fields
 - 4.9 The museum's collections must be subject to appropriate standards of care
-

Section 4: Collections Management

4.1 An Acquisition and Disposal Policy, approved by the governing body or under delegated powers

4.1.1 A copy of the museum's Acquisition and Disposal Policy meeting the Accreditation Standard must be provided, together with evidence that it has been formally approved by the museum's governing body in the form of a dated committee minute signed by a properly authorised person. Where the structure of the governing body (e.g. a Cabinet style of local government) does not permit this, evidence must be provided that the policy has been approved under delegated powers.

4.1.2 An outline for the policy is provided, and is attached as Appendix 6. The outline takes into account relevant parts of the Museums Association Code of Ethics (2002). In particular, the following sections of the code place on museums an obligation to:

- Acquire items honestly and responsibly
- Safeguard the long term public interest in the collections
- Recognise the interests of people who made, used, owned, collected or gave items in the collections

4.1.3 The UK ratified the UNESCO 1970 Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property, with effect from 1 November 2002. This Convention requires the United Kingdom to ensure that no museum accepts into its permanent collection any items that have been illegally exported. Any museum which does accept illicitly traded items may commit an offence under the Dealing in Cultural Objects (Offences) Act 2003. The DCMS will issue guidance on the responsible acquisition of cultural property in 2005.
→ Appendix 9.

4.1.4 Arguments for and against the return of cultural property depend not only on legal considerations but also on ethical, emotional and, on occasion, political factors. Museums holding in their collections material which might well form the object of a request for return, are advised to establish policies and procedures which will make handling such requests easier to address.
→ Appendix 9.

4.1.5 Disposal of items from museum collections is not ruled out where there are sound curatorial reasons for pursuing this course, but unless each museum governing body accepts the principle of 'strong presumption against disposal', the whole purpose of the museum, and public trust in it, may be called into question.

4.2 Maintenance of a Documentation Procedural Manual

4.2.1 Documentation has a number of important functions. A museum must know at any time exactly which items it is legally responsible for (this includes loans as well as permanent collections), and where each item is located.

Appropriate levels of documentation will enable the museum to meet this obligation and will:

- enable access to the items in a collection
- provide a method of audit for staff
- give public accountability and evidence of ownership
- enable interpretation of items and collections, particularly through associating objects and specimens with their histories.

Furthermore, it is a prerequisite for the successful implementation of acquisition and disposal policies.

4.2.2 It is recognised that the format of documentation records will differ between museums, but each museum must demonstrate that these broad principles are reflected in its procedures. The museum must provide information on how it documents its collections.

4.2.3 The museum must have an up-to-date Documentation Procedural Manual to guide the work of staff involved in documentation at all levels. Such a manual will set out the documentation practices and procedures of a museum in order that information about documentation systems, both manual and computerised, may be available to all museum staff, ensuring consistency and continuity of practice. It must be reviewed on a regular basis to maintain its currency.

4.2.4 Documentation support is available to museums from mda, an agency offering support on collections management and use, through a range of services from information sheets to individual advice. → Appendix 9.

4.3 Maintenance of the primary documentation procedures as defined by SPECTRUM

4.3.1 SPECTRUM: The UK Museum Documentation Standard (produced by mda) is the nationally accepted standard for documentation and it enables museums to fulfil their fundamental responsibilities for collections and the information associated with them.

4.3.2 The Accreditation Standard is drawn from the SPECTRUM Minimum Standard for the Primary Procedures listed below. Fuller information about these procedures is given in Appendix 7 and each procedure is defined in detail in SPECTRUM.

The primary procedures are:

SPECTRUM Procedure: Object entry

SPECTRUM Procedure: Acquisition

- (a) the maintenance of an accession register
- (b) the maintenance of a security copy of the accession register
- (c) marking and/or labelling objects with accession numbers.

SPECTRUM Procedure: Location and movement control

SPECTRUM Procedure: Cataloguing

(a) provision of appropriate indexing

SPECTRUM Procedure: Object exit

SPECTRUM Procedure: Loans in

SPECTRUM Procedure: Loans out

4.4 Creation of a written Documentation Plan, setting out actions, including the timescale, for dealing with any backlog

4.4.1 A documentation backlog exists when the setting up of the Primary Procedures listed in 4.3 has not taken place and their maintenance is not up to date for all items in the permanent collection and those on loan.

4.4.2 The Documentation Plan will set out the scale of the backlogs to be tackled and will describe

(a) how the Primary Procedures will be implemented,

(b) how SPECTRUM minimum standards will be met for items to be retained for the permanent collection or retained on loan

(c) the timescales for this work.

4.4.3 When addressing backlogs, a museum should have an accession record and a location record for all items, or groups of items, in its collection. If it does not, then it must start by making an inventory of all items in its care. The inventory will enable an overview of the museum's position relating to documentation backlogs to be established and should be completed within a short time span. Each inventory entry must contain an accession number (if this has already been allocated) or temporary number, a simple object name or brief description, and the object's location. Every un-numbered item, or groups of items, listed in the inventory must be labelled with a temporary number. More information about making an inventory can be found in mda's Documentation for Accreditation Pack which is available on the mda website.

4.4.4 Having created an inventory, the museum must then compare the inventory with existing documentation records to identify and resolve any anomalies and see if any unnumbered items match existing documentation.

4.4.5 The museum must then complete the process of bring the SPECTRUM Procedures up to date for all items in the permanent collections and for loans. This is accomplished most effectively if the museum establishes priorities for items or groups of items.

4.4.6 Support is available from mda through a range of services from information sheets to individual advice. → Appendix 9.

4.5 Actions to minimise the risk of damage to and deterioration of the collection

4.5.1 In order that museums may ensure provision of the greatest possible level of access to their collections, both now and in the future, it is crucial that the collections are cared for properly. Care of collections underpins access

and learning, and maintaining sustainable care arrangements for collections is therefore critical to these activities. Caring for objects and whole collections can be a complex and daunting task, but progress can be made on a day-to-day basis. Each museum must aim to store, handle, display and use its collections in such a way as to minimise the risk of damage and deterioration, thereby increasing long-term access to and appreciation of the collections.

4.5.2 Museums must meet the minimum standards for collections care as set out in the box below, which takes into account both the requirements in Phase 2 of the Museum Registration Scheme and the Basic level given in Benchmarks in collection care for museums, archives and libraries: a self-assessment checklist.

(a) Collection condition overview: to ensure that awareness of the condition and needs of all items in the collection is maintained

An appropriate programme is in place to ensure that a visual inspection of all the collections is carried out. Sensitive or vulnerable items are identified, and appropriate action planned.

(b) Environmental monitoring: to alert staff to potentially damaging environmental conditions

An appropriate programme is in place to measure relative humidity, temperature and light levels (visible and ultraviolet) in galleries and stores. Any environmental data collected, such as spot measures of temperature and humidity or light levels, is recorded, evaluated and retained. Monitoring can be carried out using simple as well as sophisticated instruments. Any monitoring equipment is stored and calibrated as recommended by the manufacturer.

(c) Environmental control: to ensure that collections are not at risk of damage from unsuitable environmental conditions

The collection is housed such that it is protected from potentially harmful environmental conditions. The museum has determined the level of control of the environment (temperature, relative humidity, light and pollutants) which it wishes to achieve, and measures are taken to control the environment to these levels. Control can be achieved using simple as well as sophisticated measures; simple measures to be taken are closing doors, moving lights, providing entrance mats and controlling temperature and light levels.

Material is displayed and stored away from sources of heating, air-conditioning vents and windows, or otherwise protected from their damaging effects.

The overall exposure of all light-sensitive material to light is reduced as much as possible. Blinds, shutters, curtains and/or ultraviolet filters are used to reduce visible and ultraviolet light in all areas housing such collections. Sunlight does not fall directly on any light-sensitive material while on display.

Vulnerable items in the collection are protected from excessive dust by being housed in appropriate enclosures such as cupboards or cases.

All windows and doors can be closed so that the building provides some protection from airborne pollutants, both gaseous and particulate.

(d) Provision of suitable building conditions: to ensure that the building contributes towards providing appropriate environmental conditions for the different elements of the collection.

Buildings used to house collections are sufficiently robust and well constructed to be fit for the purpose of housing the collections. They therefore provide sufficient protection from the elements and are of appropriate strength and quality of construction. Floors, particularly in storage areas are capable of safely supporting the load.

Buildings used to house collections are regularly inspected; potential threats to collections from, for example, leaky roofs, poor wiring, internal pipe work, blocked gutters and ill-fitting windows or doors, are identified and assessed during these inspections, and a programme is put in place to remedy identified faults. Plant and equipment is inspected periodically.

Buildings that are unoccupied for parts of the year are visited and inspected regularly.

(e) Housekeeping: to reduce the likelihood of pest infestation and damage to material from mould or from abrasive or acidic particles, by careful cleaning of collections and the areas in which they are housed

All display and storage areas and storage furniture are cleaned and inspected regularly.

Advice has been sought as to the appropriate techniques, materials and equipment used for display and storage and for cleaning storage areas – e.g. in avoiding the potential damage to photographic images from chlorine or peroxides released by some commercial cleaning products, or ozone from photocopiers and printers.

All incoming material and acquisitions are examined for signs of infestation, dampness or mould. Advice is sought on appropriate remedial action and action is taken to deal with any problems identified.

All items which show signs of pest infestation are kept isolated from the rest of the collection until treated. Advice is sought and action is taken on appropriate treatments.

Display and storage areas are monitored for the presence of insects and rodents, and traps are regularly checked. Trapped insects are identified.

(f) Planned programme to institute improvements in collection care: to ensure that necessary improvements are made over time, on the basis of priority

Periodic reviews are held to evaluate the condition of the collection and summarise priorities for improvements. Recommendations for action are produced and an action plan is formulated for carrying out the priorities identified as necessary within a specified time period.

(g) Conservation and collection care advice and services: to ensure that the museum has developed informed policies and procedures relating to the preventive and remedial conservation of its collections

The museum receives regular advice from a conservator or collection care

adviser, or other appropriately qualified/experienced person on museum approach to collection care activities.

Remedial conservation work is carried out by or under the supervision of a conservator. Any conservator or conservation practice that is contracted to provide advice or services is included on the Conservation Register operated by UKIC and, where available, a professionally accredited conservator is used.

Any cleaning and minor repair of collections is carried out by staff working under the instruction of a conservator or other appropriately experienced or qualified person.

4.5.3 In addition to the above, Conservation Treatment Records as described in SPECTRUM Procedure: Conservation & collections care must be maintained at the SPECTRUM minimum standard for any items in the collection undergoing conservation treatment.

4.6 Expert assessment of security arrangements, to be obtained and implementation of recommendations to be underway; review to take place at least every five years

4.6.1 Arrangements for the security of collections are an integral part of collections care. The museum must obtain appropriate expert advice – e.g. from a Crime Prevention Officer or from a specialist security adviser (in-house or external), and must provide evidence to show what steps have been taken in the light of such advice. The security arrangements must be reviewed at least every five years.

4.6.2 Security advice must cover all museum premises, their immediate locations and the collections. Where museum collections are housed in stores, offices or off-site, the security arrangements there must also have received expert assessment.

4.6.3 Measures such as identifying particularly vulnerable collections, installation of physical protection and alarm systems, staff invigilation, inventory check procedures, etc, should be considered although it is recognised that this may not be appropriate for all museums, and expert advisers may make different recommendations.

4.6.4 Security arrangements relating to staff and visitors as well as collections must be considered.

4.6.5 Advice sheets are available on the MLA website. → Appendix 9. Further information is also available in the series Standards in the Museum Care of Collections, published by the Museums & Galleries Commission. → Appendix 9.

Additional requirements for non-government-funded museums using 'national' or equivalent words in their name

4.7 The museum must already have a substantial collection in relation to its stated objectives

4.7.1 The term 'substantial collection' means that the collection is a significant and fully representative collection of national importance and international interest. This 'substantial collection' should directly reflect the existing status of the museum and provide substantial evidence to support its use of the word 'national'. Having a regional content, even with the intention of building up a national collection, is not sufficient. Neither should the word 'national' be used solely as a marketing tool for expansion of collections and status.

4.8 The policy and practice of the museum must be to collect a range of objects of national scope and importance and associated information in its particular fields

4.8.1 Evidence not only of such policy, but also of its practice must be submitted in the form of details of recent acquisitions which exemplify this policy, such as a list of objects with dates of acquisition or a published catalogue.

4.9 The museum's collections must be subject to appropriate standards of care

4.9.1 The museum must provide evidence to demonstrate that it has adequate resources and is committed to conserve and preserve the collections.

Appendix 1: Explanation of terms as used in the definition of a museum

The definition given on page 6 is that adopted by the UK Museums Association in 1998:

'Museums enable people to explore collections for inspiration, learning and enjoyment. They are institutions that collect, safeguard and make accessible artefacts and specimens, which they hold in trust for society.'

Given below are definitions of the terms as they are used in that definition for Accreditation purposes.

A **collection** is an organised assemblage of selected **material evidence** of human activity or the natural environment, accompanied by **associated information**. As well as objects, scientific specimens or works of art held within a museum building, a collection may include buildings or sites.

- **material** indicates something that is tangible, while **evidence** indicates its authenticity as the 'real thing'.
- **associated information** represents the knowledge which prevents a museum object being merely a curio and also includes all records relating to its past history, acquisition and subsequent usage.

Institution implies an establishment which has a formal governing instrument and a long-term purpose. Museums and collections privately owned by individuals or organisations are not eligible for Accreditation.

Safeguarding includes undertaking conservation, security and collections management.

Making accessible includes undertaking interpretation, education, **exhibition**, outreach, **documentation**, research and publication, within or outside the museum's own buildings.

- **exhibition** confirms the expectation of visitors that they will be able to see at least a representative selection of objects in the collections. It also assumes that the museum will be open to the public at appropriate times and for reasonable periods of time.
- **documentation** emphasises the obligation to maintain records.

Collects embraces all means of acquisition. It should also imply the museum's possession of, or intention to acquire, permanent collections in relation to its stated objectives.

Hold in trust for society reflects the current thinking that museums provide a service to society by holding collections in trust and ensuring that they remain within the public domain. It also implies that a museum should not be a profit-distributing organisation.

Appendix 2: Requirements for non-government-funded museums using 'national' or equivalent words in their name

This section applies to museums which use the term 'national' or equivalent in order to reflect a pre-eminent role to which they aspire in the interpretation of a particular subject. It does not apply to museums which have a national role as a result of being established by primary legislation.

The Accreditation Scheme seeks to establish minimum standards, but if a museum uses the term 'national' or equivalent in its title (see below for list of terms), higher standards are required than in an application from a museum which does not use the term.

Museums are encouraged to use the opportunity of Accreditation for publicity purposes. However, this may create problems when the expectations of the visitor are not met by museums whose standards, while conforming to the Accreditation criteria, are not of generally high quality. In the case of museums which purport to be fulfilling a national or equivalent role, it is particularly important that Accreditation is not seen by the public to be endorsing services and facilities which fall well below what might be reasonably expected from the museum's title.

'National' and equivalent words

The following names should be regarded as equivalent to 'national' and therefore subject to the criteria below: International; World; Nation; Europe; European; United Kingdom; Great Britain; Britain; British; England; English; Scotland; Scottish; Wales; Welsh; Cymru; Cymreig; Ulster; Northern Ireland; Northern Irish; Commonwealth; Empire. Note that these requirements do not apply where the word 'British' or other similar relates solely to the geographical origin of artefacts – e.g. The Museum of British Pewter. Guidance on the appropriate use of the title will be provided by the assessing organisation.

Requirements

To be eligible for Accreditation, a museum wishing to use the word 'national' or equivalent must, in addition to meeting all the other requirements of the Accreditation Scheme, also meet the following criteria and provide evidence that it does so:

2.6 The museum's display policy must reflect the full range of its collections

The range of collections on display must reflect and justify the use of the word 'national'. It is recognised that a museum may have substantial collections but insufficient space to represent

all its holdings in permanent displays. In these circumstances evidence must be provided of access to collections held in store – e.g. by appointment.

2.7 The museum must provide professional and authoritative expertise and advice in all its fields to the public and other museums

To justify using the term 'national', a museum must recognise its obligation to the museum community as a whole, particularly its role in providing specialist advice to other museums working in the same or similar fields. It must also recognise its obligation to national and international scholarship by providing adequate staffing levels and accommodation to deal with such enquiries and by actively publishing scholarly works. Evidence must be provided of these activities.

2.8 The museum must provide study and research facilities for the public

Evidence that these facilities are provided and used must be submitted. For example, a description of the facilities and the number of users recorded by the museum could be provided as evidence.

3.5 The museum must offer visitor facilities of a quality appropriate to a museum purporting to provide a national facility

Evidence must be provided that these facilities are provided by the museum and meet the needs of the visitors the museum is aiming to serve.

4.7 The museum must already have a substantial collection in relation to its stated objectives

The term 'substantial collection' means that the collection is a significant and fully representative collection of national importance and international interest. This 'substantial collection' should directly reflect the existing status of the museum and provide substantial evidence to support its use of the word 'national'. Having a regional content, even with the intention of building up a national collection, is not sufficient. Neither should the word 'national' be used solely as a marketing tool for expansion of collections and status.

4.8 The policy and practice of the museum must be to collect a range of objects of national scope and importance and associated information in its particular fields

Evidence not only of such policy, but also of its practice must be submitted in the form of details of recent acquisitions which exemplify this policy, such as a list of objects with dates of acquisition or a published catalogue.

4.9 The museum's collections must be subject to appropriate standards of care

The museum must provide evidence to demonstrate that it has adequate resources and is committed to conserve and preserve the collections.

Change of name

Museums which have achieved Full Accredited status or Provisional under the main Standard and wish to change their name to include 'national' or equivalent in their title must submit evidence to demonstrate that they meet all the requirements. A decision on a museum's status will then be made by an Accreditation Panel or the Accreditation Committee.

Provisional status

Non-government-funded museums using 'national' or equivalent words in their title must meet all the requirements of the Scheme fully, including those listed in this appendix, and Provisional status is not available to them.

Appendix 3: Statement of Recommended Practice (SORP 2000) for museums which are charities

1. Museums which are charities must comply with the provisions of the Statement of Recommended Practice issued by the Charity Commission. The accounting guidance (SORP 2000) should be followed.
2. Development and other non-recurring transactions should be distinguished from operating revenue and expenses in the accounts. In addition, a note to the accounts should state the cumulative total of any grants received from bodies which would require repayment if the museum ceased to operate or was wound up.
3. Museums which are Registered Charities in England and Wales must comply with the provisions of the SORP 2000, which requires that historic and inalienable assets, such as collections, must be capitalised in the balance sheet. However, such assets need not be capitalised where reliable cost information is not available or where there are significant costs involved in obtaining a valuation, which would outweigh the benefits of undertaking such an exercise.
4. The SORP requires that the Acquisition and Disposal Policy for inalienable and historic assets be included in the accounting policy notes. It is not necessary to include the whole Acquisition and Disposal policy; a brief statement only is required. MLA would expect the statement to follow the paragraph 12a of Disposal Procedures in Appendix 6 of the Standard
5. Historic buildings should broadly be treated in the same way as other historic and inalienable assets. One exception is where historic buildings are used separately and exclusively for commercial reasons, such as for a shop or café. In these circumstances, the building should be capitalised and depreciated, as would be the case with any other building.

Appendix 4: Guidance on emergency planning

Any organisation may at some time suffer a major disaster either as a result of natural causes – e.g. fire, flood, or subsidence, or as a result of criminal action. It is important, therefore, to be prepared for such eventualities and to have systems in place which will allow the organisation to respond to an emergency swiftly and effectively. The information provided here is intended as a brief introduction to emergency planning.

Producing an Emergency Plan or Manual

An effective approach is outlined below:

- Appoint a crisis management team to assess the risks and produce the Plan.
- Analyse the current situation, and remove or reduce risks through detection systems, security procedures and good housekeeping.
- Research the experience of others, and learn from their mistakes and successes.
- Record the contact details of those organisations that will be jointly responsible for managing any situation (Fire Service, Police, and Ambulance)
- Devise a call-out system, relevant for any crisis, nominating telephone advisers who can call out personnel from home or another office for a full scale response.
- Publicise your plan to those involved, including staff, emergency services, volunteers, local and specialist contractors, storage facilities, sources of transport.
- Practise and improve your plan.

Full Emergency Plan

This may usefully include some or all of the following, in addition to the required elements listed in 1.7 (arrangements for staff, visitors, collections and buildings, risk assessment, and the procedures to be followed on discovery of an emergency):

- The membership and responsibilities of the Crisis Management Team (a high level group responsible for resolving the crisis and taking strategic decisions)
- The membership and responsibilities of the Incident Management Team (a cross-disciplinary group responsible for carrying out or supervising the reconstruction or salvage work)
- Assessment of the risk
- Alert procedures, evacuation and safety procedures, assembly points, incident control points, collection and holding points for witnesses or people affected by any incident
- Contact details of on-call staff and relevant departments of the governing body if appropriate
- Contact details of essential services, contracted services, local

'on call' services, conservators, consultants, security, media management, insurers and loss adjusters, building surveyor

- Floorplans which identify key features of the building and its contents to help salvage and loss control
- Details of suppliers of specialist equipment and services
- Checklists of routine maintenance to reduce risk
- Staff Awareness procedures - alarm sounds, location of fire alarms and fire fighting equipment, how to use extinguishers, fire and evacuation drills, bomb scare procedure, key control procedures, first aid procedure

Both the East Midlands Museum Service and the North West Museum Service produced helpful manuals on emergency planning. → Appendix 9.

Overview Emergency Plan

Once a Full Emergency Plan has been produced, museums might find it useful to create an Overview Emergency Plan. This should be relatively short and concise, probably no more than 10 pages. It should simply provide enough information to gather together the right individuals at the right location to make the right decisions to manage the first 24 hours of the crisis, and should contain reminders and checklists to help initiate the recovery process.

Appendix 5: Curatorial Advisers

Curatorial Advisers are a vital element of the Accreditation Scheme, ensuring that museums without their own professional staff can meet the Standard.

The essential responsibilities of the Curatorial Adviser and the museum are summarised below. The leaflet *Working with your Curatorial Adviser* and the *Curatorial Adviser's Pack* (both issued by MLA) contain more detailed guidance and advice.

The Adviser's role is to observe and appraise the general performance of the museum and to suggest ways in which it could be improved. This is most effectively carried out in a relationship of good communication, mutual trust and friendship.

Museums must ensure that the Adviser is invited to a meeting of the governing body at least once a year and the Adviser must attend this meeting and visit the museum at least once a year. MLA considers this to be the minimum level of useful contact although two or three visits may be a more appropriate level in order to discuss the museum's development and provide informal advice. It is recognised that some museums may require more time and advice particularly in the early stages. The Adviser must not however interfere with, or be held responsible for, the ability of the governing body to take independent action.

Curatorial Advisers must not be asked or be tempted to carry out programmes of work themselves. They are not necessarily able to provide specialist advice across the full range of museum disciplines but should be able to point the museum in the direction of other advisers or sources of information. A large part of their value is that they will be able to identify when other specialist help is required.

A written agreement is recommended as a useful way of setting out the expectations and responsibilities of a museum and its Adviser and a suggested format is given in the leaflet and the Pack.

Responsibilities of the Museum

The Museum must assist the Adviser to fulfil his or her role by providing appropriate access to both information and individuals involved in the museum. Museums must therefore:

- seek the Adviser's advice when preparing the Accreditation application
- make good use of the Curatorial Adviser's subject expertise, knowledge of other museums, current museum issues and sources of advice and information
- send all papers and minutes of the governing body whether or not the Adviser is due to attend a particular meeting
- inform the Curatorial Adviser of all dates of governing body meetings well in advance
- give the Adviser an opportunity at governing body meetings to report on the museum's progress in achieving or maintaining

Accreditation Standards, provide general reports on museum issues, or identify agenda items for future meetings.

- provide access to all aspects of the museum's work
- provide a single contact who can be readily available to discuss museum issues.

Responsibilities of the Curatorial Adviser

The Curatorial Adviser must assist the museum to gain and maintain Full Accreditation by:

- endorse the museum's Accreditation application
- make good use of subject expertise, knowledge of other museums, current museum issues and sources of advice and information in advising the museum
- receive all papers and minutes of the governing body,
- attend and contribute to at least one meeting of the governing body each year
- visit the museum at least once a year
- provide information and advice in relation to the Accreditation Standard
- provide details of where he or she can be readily contacted
- make reports covering the museum and its ability to meet the Standard as part of MLA's Accreditation monitoring procedures.

Appendix 6: Acquisition and Disposal Policy

The outline policy in this Appendix has been revised from that used in Registration Phase 2 to bring it up to date, and to reflect recent legal changes. As the wording of this outline differs from that used in Registration Phase 2, all museums must review their existing Acquisition and Disposal Policies to ensure that they meet the current Standard. Just as museums should periodically review their policies to ensure that they are up to date, so too will MLA review its requirements in the matter of acquisition and disposal policies, to ensure that the Standard reflects changes in current thinking. This outline policy is available as a Word document from the Accreditation pages of the MLA website

Acquisition and Disposal Policy

[Name of museum]

[Name of governing body]

[Date on which this policy was approved by governing body]

[Date at which this policy is due for review]

1. Existing collections, including the subjects or themes for collecting

[Please describe existing collections, including subjects or themes]

2. Criteria governing future collecting policy, including the subjects or themes for collecting

[Please list criteria]

3. Period of time and/or geographical area to which collecting relates

[Please define period of time and/or geographical area]

4. Limitations on collecting

The museum recognises its responsibility, in acquiring additions to its collections, to ensure that care of collections, documentation arrangements and use of collections will

This outline contains the minimum wording necessary to meet the requirements of the Accreditation Standard. Using the text displayed in bold and following the instructions in square brackets will ensure that Accreditation requirements are met. Any variation from the wording given in the outline must not conflict with the sense of the wording. Museums may, of course, include more stringent conditions.

There are certain cases where the governing statute, or constitution of a museum makes specific provisions regarding the acquisition and disposal of items which have an impact on one or more of the paragraphs given in the outline policy, for instance a complete prohibition on disposing of items. In such cases, the museum is strongly advised to seek advice from its assessing organisation on the need to amend the relevant paragraphs to fit its own circumstances.

Any museum can obtain advice on the wording of any aspect of its Acquisition and Disposal Policy from its assessing organisation.

meet the requirements of the Accreditation Standard. It will take into account limitations on collecting imposed by such factors as inadequate staffing, storage and care of collection arrangements.

5. Collecting policies of other museums

The museum will take account of the collecting policies of other museums and other organisations collecting in the same or related areas or subject fields. It will consult with these organisations where conflicts of interest may arise or to define areas of specialisms, in order to avoid unnecessary duplication and waste of resources.

Specific reference is made to the following museum(s):

[Please list museums]

6. Policy review procedure

The Acquisition and Disposal Policy will be published and reviewed from time to time, at least once every five years. The date when the policy is next due for review is noted above.

[Government-funded national museums should include the following paragraph]

MLA will be notified of any changes to the Acquisition and Disposal Policy, and the implications of any such changes for the future of existing collections.

[All other museums should include the following paragraph]

The Regional Agency / Museum Council / CyMAL will be notified of any changes to the Acquisition and Disposal Policy, and the implications of any such changes for the future of existing collections.

7. Acquisitions not covered by the policy

Acquisitions outside the current stated policy will only be made in very exceptional circumstances, and then only after proper consideration by the governing body of the museum itself, having regard to the interests of other museums.

8. Acquisition procedures

a. The museum will exercise due diligence and make every effort not to acquire, whether by purchase, gift, bequest or exchange, any object or specimen unless the governing body or responsible officer is satisfied that the museum can acquire a valid title to the item in question.

b. In particular, the museum will not acquire any object or specimen unless it is satisfied that the object or specimen has not been acquired in, or exported from, its country of origin (or any intermediate country in which it may have been legally owned) in violation of that country's laws. (For the purposes of this paragraph 'country of origin' includes the United Kingdom).

c. In accordance with the provisions of the UNESCO 1970 Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property, which the UK ratified with effect from November 1 2002, and the Dealing in Cultural Objects (Offences) Act 2003, the museum will reject any items that have been illicitly traded. The governing body will be guided by the national guidance on the responsible acquisition of cultural property issued by DCMS in 2005.

d. [Please include either of the following paragraphs, as appropriate]

So far as biological and geological material is concerned, the museum will not acquire by any direct or indirect means any specimen that has been collected, sold or otherwise transferred in contravention of any national or international wildlife protection or natural history conservation law or treaty of the United Kingdom or any other country, except with the express consent of an appropriate outside authority.

The museum will not acquire any biological or geological material.

e. [Please include either of the following paragraphs, as appropriate]

The museum will not acquire archaeological antiquities (including excavated ceramics) in any case where the governing body or responsible officer has any suspicion that the circumstances of their recovery involved a failure to follow the appropriate legal procedures, such as reporting finds to the landowner or occupier of the land and to the proper authorities in the case of possible treasure as defined by the Treasure Act 1996 (in England, Northern Ireland and Wales) or reporting finds through the Treasure Trove procedure (in Scotland).

The museum will not acquire any archaeological material.

f. Any exceptions to the above clauses 8a, 8b, 8c, or 8e will only be because the museum is either:

acting as an externally approved repository of last resort for material of local (UK) origin; or

acquiring an item of minor importance that lacks secure ownership history but in the best judgement of experts in the field concerned has not been illicitly traded; or

acting with the permission of authorities with the requisite jurisdiction in the country of origin; or

in possession of reliable documentary evidence that the item was exported from its country of origin before 1970.

In these cases the museum will be open and transparent in the way it makes decisions and will act only with the express consent of an appropriate outside authority.

9. Spoliation

[Government-funded national museums should include the following paragraph]

The museum will use 'Spoliation of Works of Art during the Holocaust and World War II period: Statement of Principles and Proposed Actions', issued by the National Museum Directors' Conference in 1998, and report on them in accordance with the guidelines.

[All other museums should include the following paragraph]

The museum will use the statement of principles 'Spoliation of Works of Art during the Nazi, Holocaust and World War II period', issued for non-national museums in 1999 by the Museums and Galleries Commission.

10. Repatriation and Restitution

[The following statement must also be included, if relevant to the museum]

The museum's governing body, acting on the advice of the museum's professional staff, if any, may take a decision to return human remains, objects or specimens to a country or people of origin. The museum will take such decisions on a case by case basis, within its legal position and taking into account all ethical implications.

11. Management of archives

[If the museum holds or intends to acquire archives, the following statements must also be included. The museums should use either 'holds' or 'intends to acquire' as appropriate]

As the museum holds / intends to acquire archives, including photographs and printed ephemera, its governing body will be guided by the Code of Practice on Archives for Museums and Galleries in the United Kingdom (3rd ed., 2002).

12. Disposal procedures

a. By definition, the museum has a long-term purpose and should possess (or intend to acquire) permanent collections in relation to its stated objectives. The governing body accepts the principle that, except for sound curatorial reasons, there is a strong presumption against the disposal of any items in the museum's collection.

b. The museum will establish that it is legally free to dispose of an item. Any decision to dispose of material from the collections will be taken only after due consideration.

c. When disposal of a museum object is being considered, the museum will establish if it was acquired with the aid of an external funding organisation. In such cases, any conditions attached to the original grant will be followed. This may include repayment of the original grant.

d. Decisions to dispose of items will not be made with the principal aim of generating funds.

e. Any monies received by the museum governing body from the disposal of items will be applied for the benefit of the collections. This normally means the purchase of further acquisitions but in exceptional cases improvements relating to the care of collections may be justifiable. Advice on these cases will be sought from MLA.

f. A decision to dispose of a specimen or object, whether by gift, exchange, sale or destruction (in the case of an item too badly damaged or deteriorated to be of any use for the purposes of the collections), will be the responsibility of the governing body of the museum acting on the advice of professional curatorial staff, if any, and not of the curator of the collection acting alone.

g. Once a decision to dispose of material in the collection has been taken, priority will be given to retaining it within the public domain, unless it is to be destroyed. It will therefore be offered in the first instance, by gift, exchange or sale, directly to other Accredited Museums likely to be interested in its acquisition.

h. If the material is not acquired by any Accredited Museums to which it was offered directly, then the museum community at large will be advised of the intention to dispose of the material, normally through an announcement in the Museums Association's Museums Journal, and in other professional journals where appropriate.

i. The announcement will indicate the number and nature of specimens or objects involved, and the basis on which the material will be transferred to another institution. Preference will be given to expressions of interest from other Accredited Museums. A period of at least two months will be allowed for an interest in acquiring the material to be expressed. At the end of this period, if no expressions of interest have been received, the museum may consider disposing of the material to other interested individuals and organisations.

j. Full records will be kept of all decisions on disposals and the items involved and proper arrangements made for the preservation and/or transfer, as appropriate, of the documentation relating to the items concerned, including photographic records where practicable in accordance with SPECTRUM Procedure on deaccession and disposal.

Appendix 7: Documentation procedures

The Accreditation requirement for documentation systems is that the following procedures are in place. These procedures are explained in full in SPECTRUM: The UK Museum Documentation Standard, the nationally accepted standard for documentation. Using SPECTRUM enables museums to fulfil their fundamental responsibilities for collections and the information associated with them. The museum must meet the SPECTRUM minimum standard for each procedure listed below.

It is understood, however, that in certain cases one or more of these procedures will not apply to a museum, such as in the case where the museum's constitution prohibits it from lending or borrowing items. Similarly, if a museum is addressing a backlog, Object entry and Object exit records cannot be created retrospectively. Advice on whether or not a procedure will apply in particular circumstances may be obtained from the museum's assessing organisation in the first instance.

SPECTRUM Procedure: Object entry

There must be a unique written record of any item which enters the museum, whether for identification, loan or as potential acquisition.

SPECTRUM Procedure: Acquisition

(a) Accession : The museum must maintain an accessions register which records the formal acceptance of items into the museum's permanent collection, allocates a unique identity number, and provides sufficient information for collections management purposes.

(b) Security Copy of Accession Records: A second, back-up copy of the museum's accession records must be created and maintained. Both registers must be held securely, with one available to authorised staff for reference and the other stored off-site. Where accession information is wholly computerised, it must be supported by a copy of key accession information produced in an alternative medium which meets proven archival standards. Updates must be made to the stored copy at regular intervals so that the two copies remain consistent.

(c) Marking and Labelling : Each accessioned item, or group of items, must be marked and/or labelled with its/their unique identity number in a way that is as permanent as possible without damaging the item.

SPECTRUM Procedure: Location and movement control

The location and movement of items within the museum must be recorded.

SPECTRUM Procedure: Cataloguing

(a) Provision of appropriate indexing: The museum must maintain appropriate indexes or equivalent information retrieval facilities. The accessions register provides a method of retrieving information about items in the collection by their identity number. There must be at least one other method of retrieving information, such as by location, donor or subject classification, according to the needs of museum users.

SPECTRUM Procedure: Object exit

There must be a unique written record of any permanent collection item which leaves the museum premises. In the case of an object returning to its owner, (eg. an unwanted offer of a gift) it will not be necessary to create separate exit documentation as the object did not enter the permanent collection and its removal will be logged on the appropriate entry form. In other cases a separate exit record will need to be created.

SPECTRUM Procedures: Loans in, Loans out

The museum must maintain records of all loans, whether incoming or outgoing. Loans should be for fixed terms and for a stated purpose. There may be an option for renewal at the end of the term. The phrase 'permanent loan' is ambiguous and must be avoided. The museum must operate an effective collection management regime which includes auditing loans on a regular basis. It is also advisable to review periodically the terms and conditions relating to all loans.

Detailed advice on all procedures is available in SPECTRUM and related mda publications. → Appendix 9.

Appendix 8: Beyond Accreditation

It is expected that museums which meet the Accreditation Standard will consider what they might do by way of further development and improvement. Listed below are some areas of activity which museums may wish to consider. They are ways of building on the minimum standards required by Accreditation and moving on to good and best practice.

There is no obligation for any museum to take forward any of these suggestions. For further advice and support, the first point of contact is your assessing organisation.

Governance and Museum Management

- Improving occupancy arrangements
- More fully developed Emergency Plan
- Adopt MA Code of Ethics
- Development of staffing profile in order to develop new areas of responsibility; professional knowledge and skills, management training, current awareness of relevant legislative developments, and leadership
- Provide customer care training for all staff
- Arrangements for formal development of staff – e.g. Personal Development Plans, regular staff appraisals, training budget, evaluation of training, lIP
- Development of Staff Handbook
- Disability Equality and Race Awareness Training
- Development of a volunteer policy, volunteer handbook, volunteer agreements, and volunteer role descriptions
- Achievement of a staff complement and a governing body which are representative of the community served by the museum.
- Succession planning, including arrangements for the training of future staff, documentation of procedures, and the methods of passing on skills and knowledge

User Services

- Improving services for learners as indicated by use of Inspiring learning for all framework
- Piloting and testing improvements resulting from user consultation, including audience profile and development
- Regular monitoring, feedback and reviewing of consultation process
- Expand consultation process to identify and include non-users
- Regular review of the accessibility, following user consultation
- Overcoming barriers to access and learning
- Schedule for the upgrading of all information on collections to ensure that it is accurate, clear and accessible
- Provide publicity information in alternative formats and in community languages

- Schedule for upkeep of displays
- Schedule of improvements to publications programme
- Schedule of improvements to website
- Provision of, or upgrade to, study facilities for users
- Forming appropriate partnerships to enhance services
- Provision of, or upgrade to, outreach programmes
- Evaluation of impact of user services
- Enhanced publicity drives using news media releases, etc.
- Marketing initiatives and other joint collaborative projects amongst museums group and with other agencies
- Provide public access to detailed documentation records

Visitor Facilities

- Improving visitor facilities based on visitor research/consultation
- Establishing a customer care policy or code of practice
- Gaining Accreditation in a recognised visitor attraction Scheme
- Improving orientation and signage based on visitor research/consultation

Collections Management

- Upgrade records relating to the primary procedures to the full SPECTRUM standard
 - Using Benchmarks in Collections Care, working towards 'Good' and 'Best Practice' and assess which parts of their collections would most benefit from improved conditions.
 - Implementing all the recommendations received from security experts and be considering an increased level of security as appropriate.
 - Provide public access to detailed documentation records.
-

Appendix 9: Sources of information

All supporting material referred to in the Standard is listed here, with details of how to obtain the items. Many other sources of help and advice are included, but the list is not exhaustive, and nor are you required to refer to any of these sources. For updates to this list, please refer to the Accreditation pages of the MLA website.

All websites named in this list were available to view at the time of writing (28 September 2004) but that is no guarantee of their continuing availability.

MLA is developing its website to include an Collections Advice Network which will cover some of the MLA publications listed here as well as other material. The network will be available early in 2005.

General

Code of ethics for museums. – Museums Association, 2002. Available at <http://www.museumsassociation.org> or from the Museums Association, 24 Calvin St, London E1 6NW, Tel: 020 7426 6970, Fax: 020 7426 6961, Email: info@museumsassociation.org

Free for all? : a study of free professional help available to voluntary and community organisations. – Home Office, Active Community Unit, 2001. Available at <http://www.homeoffice.gov.uk/docs/freforall.pdf> or from the Active Community Unit, Horseferry House, Dean Ryle Street, London SW1P 2AW, Tel: 020 7217 8400, or Email: public_enquiry.acu@homeoffice.gsi.gov.uk.

Voluntary matters 1 + 2 : online learning for the voluntary sector. – The Media Trust. Available at <http://www.voluntarymatters1and2.org/>. Further information from Voluntary matters 1 + 2, The Media Trust, 3–7 Euston Centre, Regent's Place, London NW1 3JG, Tel: 020 7874 7629 or email: voluntarymatters1and2@mediatrust.org

Section1: Governance and Museum Management

Accounting & reporting by charities : Statement of Recommended Practice (SORP 2000). – Charity Commission for England and Wales, 2000. Available at <http://www.charity-commission.gov.uk/publications/pdfs/sorptext.pdf> or by phoning 0870 333 0123 or 01823 345427

Accreditation of voluntary work. – National Centre for Volunteering. Available at <http://www.volunteering.org.uk/missions.php?id=427> or from the Information Service, National Centre for Volunteering, Regent's Wharf, 8 All Saints Street, London N1 9RL, Tel: 0800 028 3304, Fax: 020 7520 8910 or Email: Information@thecentre.org.uk

Applications for charitable status. – Inland Revenue. Available at

http://www.inlandrevenue.gov.uk/charities/chapter_2.htm#24 (Northern Ireland). or from IR Charities, St Johns House, Merton Road, Bootle, Merseyside L69 9BB, Tel: 08453 02 02 03, Fax: 0151 472 603

Charities : information from the Inland Revenue. Available at <http://www.inlandrevenue.gov.uk/charities> or from IR Charities, St Johns House, Merton Road, Bootle, Merseyside L69 9BB, Tel: 08453 02 02 03, Fax: 0151 472 603

Charity Commission for England and Wales. Further information from <http://www.charity-commission.gov.uk>, or Charity Commission, Harmsworth House, 13–15 Bouverie Street, London EC4Y 8DP, Tel: 0870 333 0123, Fax: 020 7674 2300 or Email: enquiries@charitycommission.gsi.gov.uk

Creating and implementing business plans. – Association of Independent Museums, 1997 (Focus paper 6). £4.50. Available from AIM Publications, Lindford Cottage, Church Lane, Cocking, Midhurst, W Sussex GU29 OHW, Tel/Fax: 01730 812419 or Email: heavyhorse@mistral.co.uk

Curatorial Adviser's Pack. – MLA, 2004. Will be available on the MLA website (www.mla.gov.uk) from late 2004.

Developing and training staff in museums and galleries. 2nd ed. – Museums & Galleries Commission and South West Museums Council, 2000 (Guidelines for good practice). – Free. – ISBN 0 948630 93 0. Available at <http://www.swmlac.org.uk/docs/develop-staff-museums.pdf> or from The South West Museums Libraries & Archives Council, Creech Castle, Bathpool, Taunton, Somerset TA1 2DX, Tel: 01823 259696, Fax: 01823 270933, or Email: general@swmlac.org.uk

Emergency manual for historic buildings and collections : EMMS guidance on drawing up emergency plans. Interactive CD ROM (2001). – £29.50. Available from <http://www.emms.org.uk/public.htm> (Date accessed 28 September 2004) or East Midlands Museums Service, PO Box 7221, Colston Bassett, Nottingham NG12 3WH, Tel: 01949 81734, Fax: 01949 81859 or Email: emms@emms.org.uk

Finding out about volunteering. – National Centre for Volunteering. Available at <http://www.volunteering.org.uk/workwith/findingout.htm> or from the Information Service, National Centre for Volunteering, Regent's Wharf, 8 All Saints Street, London N1 9RL, Tel: 0800 028 3304, Fax: 020 7520 8910 or Email: Information@thecentre.org.uk

Free for all? : a study of free professional help available to voluntary and community organisations. – Home Office, Active Community Unit, 2001. Available at <http://www.homeoffice.gov.uk/docs/freforall.pdf> or from the Active Community Unit, Horseferry House, Dean Ryle Street, London SW1P 2AW, Tel: 020 7217 8400, or Email: public_enquiry.acu@homeoffice.gsi.gov.uk

Fundraising for museums. – Association of Independent Museums, 2001 (Focus paper 14). £4.50. Available from AIM Publications, Lindford Cottage, Church Lane, Cocking, Midhurst,

W Sussex GU29 0HW, Tel/Fax: 01730 812419 or Email: heavyhorse@mistral.co.uk

Get it right from the start : volunteer policies, the key to diverse volunteer involvement. – National Centre for Volunteering.

Available at <http://www.volunteersweek.org.uk/Getitright.doc> or from the Information Service, National Centre for Volunteering, Regent's Wharf, 8 All Saints Street, London N1 9RL, Tel: 0800 028 3304, Fax: 020 7520 8910 or Email: Information@thecentre.org.uk

Good practice guide. 2nd ed. – National Centre for Volunteering, 2002 – £12.50 – ISBN 1 87708 98 4. Available at <http://www.volunteering.org.uk/managing/publications.php?id=291> or from the Information Service, National Centre for Volunteering, Regent's Wharf, 8 All Saints Street, London N1 9RL, Tel: 0800 028 3304, Fax: 020 7520 8910 or Email: Information@thecentre.org.uk

Good trustee guide. – National Council for Voluntary Organisations, 2003. – £25.00 ISBN 0 7199 1610 0. Further information at <http://www.ncvo-vol.org.uk> & available from NCVO, PO Box 5001, Manchester, M60 3SW, Tel: 0800 2 798 798

Governing independent museums. 2nd ed., rev. – Association of Independent Museums, 2002. (Focus paper 1). £4.50. Available from AIM Publications, Lindford Cottage, Church Lane, Cocking, Midhurst, W Sussex GU29, Tel/Fax: 01730 812419 or Email: heavyhorse@mistral.co.uk

Guide to the CharterMark criteria. – Cabinet Office, 2004. Available at <http://www.cabinet-office.gov.uk/chartermark> or from Charter Mark Team, Cabinet Office, Kirkland House, 4th Floor, 22 Whitehall. London SW1 2WH, Tel: 020 7276 1755 or Email: chartermark@cabinet-office.x.gsi.gov.uk

Handbook for friends. – British Association of Friends of Museums, 1996. – £5.00. Available from <http://www.bafm.org.uk>

Handbook for heritage volunteer managers & administrators. – British Association of Friends of Museums, 1999. – £6.80. Available from <http://www.bafm.org.uk>

Health and safety for volunteers. – National Centre for Volunteering. Available at <http://www.volunteering.org.uk/centre/info/Health%20and%20safety.doc> or from the Information Service, National Centre for Volunteering, Regent's Wharf, 8 All Saints Street, London N1 9RL, Tel: 0800 028 3304, Fax: 020 7520 8910 or Email: Information@thecentre.org.uk

Introductory Guide to the Charities Accounts (Scotland) Regulations 1992. – Scottish Council for Voluntary Organisations. Available at http://www.scvo.org.uk/essentials/toolkit/charities_accounts/index.htm or from SCVO, Mansfield Traquair Centre, 15 Mansfield Place, Edinburgh EH3 6BB, Tel: 0131 556 3882, Fax: 0131 556 0279 or Email: enquiries@scvo.org.uk

Investors in People UK. Further information at <http://www.iipuk.co.uk/> or from Investors in People UK, 7–10 Chandos Street, London W1G 9DQ, Tel: 020 7467 1900, Fax: 020 7636 2386 or Email: information@iipuk.co.uk

Model governing documents. – Charity Commission for England and Wales. Available at <http://www.charity-commission.gov.uk/Accreditation/mgds.asp> or from Charity Commission, Harmsworth House, 13–15 Bouverie Street, London EC4Y 8DP, Tel: 0870 333 0123, Fax: 020 7674 2300 or Email: enquiries@charitycommission.gsi.gov.uk

Museums, record office and historic properties emergency manual. – MLA North West. – £14.00. Available from <http://www.mlanorthwest.org.uk/> MLA North West, Malt Building, Wilderspool Park, Greenalls Lane, Warrington WA4 6HL, Tel: 01925 625050, Fax: 01925 243453 or Email: info@mlanorthwest.org.uk

Performance breakthroughs : improving performance in public sector organisations. – Audit Commission, 2002 (National report). – £25.00. – ISBN 1 86240 396 1. Available at <http://www.audit-commission.gov.uk/reports>, from the Audit Commission, 1 Vincent Square, London SW1P 2PN, Tel: 0800 502030 or Email: enquiries@audit-commission.gov.uk

Producing a forward plan. – Museums & Galleries Commission, 1996 (Guidelines for good practice)

Recruitment and retention : a public service workforce for the 21st century. – Audit Commission, 2002 (National report). – £25.00. – ISBN 1 86240 392 9. Available at <http://www.audit-commission.gov.uk/reports/>, from the Audit Commission, 1 Vincent Square, London SW1P 2PN, Tel: 0800 502030 or Email: enquiries@audit-commission.gov.uk

Risk management for museums. – Association of Independent Museums, 2000 (Focus paper 12). £4.50. Available from AIM Publications, Lindford Cottage, Church Lane, Cocking, Midhurst, W Sussex GU29 0HW, Tel/Fax: 01730 812419 or Email: heavyhorse@mistral.co.uk

Safety checks : advisory notice for museums, libraries and archives. – SWMLAC, 2002 (Briefing note). Available at <http://www.swmlac.org.uk/docs/safety-checks-briefing-note.pdf> or from SWMLAC, Creech Castle, Bathpool, Taunton, Somerset TA1 2DX, Tel: 01823 259696, Fax: 01823 270933 or Email: general@swmlac.org.uk

Screening and police checking. – National Centre for Volunteering. Available at <http://www.volunteering.org.uk/missions.php?id=435> or from the Information Service, National Centre for Volunteering, Regent's Wharf, 8 All Saints Street, London N1 9RL, Tel: 0800 028 3304, Fax: 020 7520 8910 or Email: Information@thecentre.org.uk

Setting up a charity in Scotland. – Inland Revenue (IR2004). Available at <http://www.inlandrevenue.gov.uk/pdfs/ir2004.htm#a> or from IR Charities, Meldrum House, 15 Drumsheugh Gardens, Edinburgh EH3 7UL, Tel: 0131 777 4040, Fax: 0131 777 4045

Supervision of charities in Scotland : a brief guide. – The Scottish Charities Office. Available at <http://www.crownoffice.gov.uk/publications/scowebpage.doc> or from the Scottish Charities Office, 25 Chambers Street, Edinburgh EH1 1LA, Tel: 0131 226 2626 or by email from scottishcharitiesoffice@copfs.gsi.gov.uk

Types of insurance policy which cover volunteers.

– National Centre for Volunteering. Available at <http://www.volunteering.org.uk/workwith/insurance.htm> or from the Information Service, National Centre for Volunteering, Regent's Wharf, 8 All Saints Street, London N1 9RL, Tel: 0800 028 3304, Fax: 020 7520 8910 or Email: Information@thecentre.org.uk

Volunteering : a code of good practice. – Home Office, Active Community Unit. – (Compact : getting it right together) Available at <http://www.homeoffice.gov.uk/docs/goodprac.pdf> or from the Active Community Unit, Horseferry House, Dean Ryle Street, London SW1P 2AW, Tel: 020 7217 8400, or Email: public_enquiry.acu@homeoffice.gsi.gov.uk

Section 2: User Services

Access for all toolkit : enabling inclusion for museums, libraries and archives. – MLA, 2004. Available at http://www.mla.gov.uk/documents/access_mla_tk.doc or in other formats from MLA

Access to museums, archives and libraries for disabled users: self-assessment toolkit 1. – MLA, 2002. Available at <http://www.mla.gov.uk/documents/distkit01.doc> or in other formats from MLA

Am I making myself clear? : MENCAP's guidelines for accessible writing. – MENCAP, 2000. Available from MENCAP, Tel: 020 7696 5551, Email: accessibility@mencap.org.uk. Further information at http://www.mencap.org.uk/html/accessibility/accessibility_services.htm

Building bridges : guidance for museums and galleries on developing new audiences. – Museums & Galleries Commission, 1998. – £12.00

Directions in diversity : current opinion and good practice. – Audit Commission, 2002 (Management paper). – £18.00. – ISBN 1 86240 410 0. Available at <http://www.audit-commission.gov.uk/reports/>, from the Audit Commission, 1 Vincent Square, London SW1P 2PN, Tel: 0800 502030 or Email: enquiries@audit-commission.gov.uk

Disability portfolio. – MLA, 2003/4. (Contains 12 booklets giving advice, information and guidance on how best to meet the needs of disabled people as users and staff in museums, archives and libraries. – 1. Disability in Context; 2. Meeting Disabled People; 3. Training for Equality; 4. Audits; 5. The Disability Discrimination Act (DDA); 6. Inclusive Information; 7. Using Technology; 8. Access on a Shoestring; 9. Accessible Environments; 10. Outreach and Partnerships; 11. Consulting Disabled People; 12. Employment at Every Level). Available at <http://www.mla.gov.uk/information/publications/00pubs.asp> or in other formats from MLA

Disability directory for museums and galleries. – MLA, 2001. Available at <http://www.mla.gov.uk/documents/disdir.pdf> or in other formats from MLA

Disability Rights Commission. Further information from www.drc-gb.org or DRC Helpline, FREEPOST MID02164, Stratford upon Avon, CV37 9BR, Tel: 08457 622 633, Textphone: 08457 622 644, or Fax: 08457 778 878

Easy access to historic properties. – English Heritage, 1995, rev. 2000. – Free. Available at http://www.english-heritage.org.uk/Filestore/publications/pdf/free/easy_access.pdf or from English Heritage Customer Services, PO Box 569, Swindon SN2 2YR, Tel: 0870 333 118, Fax: 01793 414 926 or Email: Customers@english-heritage.org.uk

Education for smaller museums. – Association of Independent Museums, 1997. (Focus paper 7) £4.50. Available from AIM Publications, Lindford Cottage, Church Lane, Cocking, Midhurst, W Sussex GU29 0HW, Tel/Fax: 01730 812419 or Email: heavyhorse@mistral.co.uk

Effective exhibitions. – Museums & Galleries Commission, 1998 (Guidelines for good practice). – Free

Ethical guidelines 4. Access. – Museums Association, 1999. Available at http://www.museumsassociation.org/asset_arena/text/ss/Access.pdf or from the Museums Association, 24 Calvin St, London E1 6NW, Tel: 020 7426 6970, Fax: 020 7426 6961, Email: info@museumsassociation.org

Designing exhibitions to include people with disabilities : a practical guide / Gail Nolan. – NMS Enterprises Ltd, 1997. – ISBN 1 901663 00 0 Available from NMS Enterprises – Publishing, National Museums of Scotland, Chambers Street, Edinburgh EH1 1JF Tel: 0131 247 4164; Fax: 0131 247 4012; or Email publishing@nms.ac.uk

Get the message : making information accessible for blind and partially sighted people. – RNIB, 1999 (Campaign report 11). – £5.00. – ISBN 1 85878 283 X. Available from RNIB UK National Customer Service Centre, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU, Tel: 0845 702 3153 or email cservices@rnib.org.uk

Guidelines for establishing, managing and using handling collections and hands on exhibits in museums, galleries and children's centres. – MLA, 2002. Available at <http://www.mla.gov.uk/documents/handling.doc> or in other formats from MLA

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Listen up! : effective community consultation. – Audit Commission, 1999 (Management paper). – £15.00. – ISBN 1 86240 196 6. Available at <http://www.audit-commission.gov.uk>

commission.gov.uk/reports/, from the Audit Commission, 1 Vincent Square, London SW1P 2PN, Tel: 0800 502030 or Email: enquiries@audit-commission.gov.uk

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Plain English Campaign. Further information from <http://www.plainenglish.co.uk> or Plain English Campaign, PO Box 3, New Mills, High Peak SK22 4QP, Tel: 01663 744409, Fax: 01663 747038 or Email: info@plainenglish.co.uk

See it right pack. – RNIB, 2000. – ISBN 1858784743 (Contains 12 booklets with practical advice on planning, designing and producing accessible information. – 1 Information matters; 2 Websites; 3 Clear print; 4 Handwriting; 5 Making information accessible to deafblind people; 6 Signs; 7 Large print; 8 Videos; 9 Tape; 10 Braille; 11 E-text; 12 Information for all). Available from <http://www.rnib.org.uk/seeitright> or RNIB UK National Customer Service Centre, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU, Tel: 0845 702 3153 or email cservices@rnib.org.uk

Sign Design Guide. – Sign Design Society and JMU Access Partnership. – £22.00. – ISBN 1 85878 412 3. Available from The Sign Design Society, 66 Derwent Road, Kinsbourne Green, Harpenden, Herts AL5 3NX, Tel/fax: 01582 713556 or Email: enquiries@signdesignsociety.co.uk Further information at <http://www.signdesignsociety.co.uk/>

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Am I making myself clear? : MENCAP's guidelines for accessible writing. – MENCAP, 2000. Available from MENCAP, Tel: 020 7696 5551, Email: accessibility@mencap.org.uk . Further information at http://www.mencap.org.uk/html/accessibility/accessibility_services.htm

Get the message : making information accessible for blind and partially sighted people. – RNIB, 1999 (Campaign report 11). – £5.00. – ISBN 1 85878 283 X. Available from RNIB UK National Customer Service Centre, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU, Tel: 0845 702 3153 or email cservices@rnib.org.uk

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W Sussex GU29 OHW, Tel/Fax: 01730 812419 or Email: heavyhorse@mistral.co.uk

Protecting children : a code of good practice for voluntary organisations in Scotland working with children and young people. – Volunteer Development Scotland £6.50. – 0 1786 47959 3. Available from Volunteer Development Scotland, Stirling Enterprise Park, Stirling FK7 7RP, Tel: 01786 479593, Fax: 01786 449285 or Email: information@vds.org.uk

Protection of Children (Scotland) Act 2003 : information notes. – Scottish Executive Education Department, 2003. Available at <http://www.scotland.gov.uk/library5/social/pcaain-00.asp>

Safer organisations, safer children. – Dept of Health, Social Services and Public Safety (Northern Ireland Executive), 2002. Available at <http://www.dhsspsni.gov.uk/publications/2002/saferchild.pdf> or from Social Services Inspectorate, The Department of Health, Social Services and Public Safety, C4, Castle Buildings, Stormont, Belfast BT 4 3SJ, Tel: 028 9052 0517 or Email: webmaster@dhsspsni.gov.uk

Safety checks : advisory notice for museums, libraries and archives. – SWMLAC, 2002 (Briefing note). Available at <http://www.swmlac.org.uk/docs/safety-checks-briefing-note.pdf> or from SWMLAC, Creech Castle, Bathpool, Taunton, Somerset TA1 2DX, Tel: 01823 259696, Fax: 01823 270933 or Email: general@swmlac.org.uk

See it right pack. – RNIB, 2000. – ISBN 1858784743 (Contains 12 booklets with practical advice on planning, designing and producing accessible information. – 1 Information matters; 2 Websites; 3 Clear print; 4 Handwriting; 5 Making information accessible to deafblind people; 6 Signs; 7 Large print; 8 Videos; 9 Tape; 10 Braille; 11 E-text; 12 Information for all). Available from <http://www.rnib.org.uk/seeitright> or RNIB UK National Customer Service Centre, Bakewell Road, Orton Southgate, Peterborough, PE2 6XU, Tel: 0845 702 3153 or email cservices@rnib.org.uk

Sign Design Guide. – Sign Design Society and JMU Access Partnership. – £22.00. – ISBN 1 85878 412 3. Available from The Sign Design Society, 66 Derwent Road, Kinsbourne Green, Harpenden, Herts AL5 3NX, Tel/fax: 01582 713556 or Email: enquiries@signdesignsociety.co.uk Further information at <http://www.signdesignsociety.co.uk/>

Visitor Attraction Quality Assurance Service : the benefits of participation. – English Tourism Council, 2002. Available at http://www.tourismtrade.org.uk/uktrade/Images/42_13973.pdf or from VAQAS Tel: 01473 825 633 or Email: vaqas@eetb.org.uk

Visitor attractions : including core criteria for the Visitor Attraction Quality Assurance Service. – English Tourism Council, 2001. Further information at <http://www.visitbritain.com/ukindustry/> or from VAQAS Tel: 01473 825 633 or Email: vaqas@eetb.org.uk

Visitor Studies Group. Further information from <http://www.visitors.org.uk>

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Access to archives. – Standing Conference on Archives and Museums, 1999 (Archives in museums information sheet 4). Available at <http://www.archivesandmuseums.org.uk/scam/Infosheet4.htm> (Date accessed: 28 September March 2004)

AdviceNet : the collections knowledge exchange. – mda. Further information from <http://www.casportal.org.uk>

Archaeological collections. – Museums & Galleries Commission 1992 (Standards in the museums care of collections). – Under revision; will be available on the MLA website (www.mla.gov.uk) from early 2005

Archival listing and arrangement. – Standing Conference on Archives and Museums, 1999 (Archives in museums information sheet 2). Available at <http://www.archivesandmuseums.org.uk/scam/Infosheet2.htm>

Archive preservation and conservation. – Standing Conference on Archives and Museums, 1999 (Archives in museums information sheet 3). Available at <http://www.archivesandmuseums.org.uk/scam/Infosheet3.htm>

Basic remedial conservation and environmental monitoring. – Association of Independent Museums, 2000 (Focus paper 13). £4.50. Available from AIM Publications, Lindford Cottage, Church Lane, Cocking, Midhurst, W Sussex GU29 0HW, Tel/ Fax: 01730 812419 or Email: heavyhorse@mistral.co.uk

Benchmarks in collection care for museums, archives and libraries : a self-assessment checklist. – MLA, 2002. Available at <http://www.mla.gov.uk/documents/benchmarks.pdf> or in other formats from MLA. – Under development. – Will be available in an MS Access version, with User Guide, on the MLA website (www.mla.gov.uk) from early 2005

Biological collections. – Museums & Galleries Commission, 1992 (Standards in the museums care of collections). – Under revision; will be available on the MLA website (www.mla.gov.uk) from early 2005

Blue Shield. – United Kingdom and Ireland Blue Shield Organisation. Further information at <http://www.bl.uk/blueshield/> or from the National Preservation Office, The British Library, 96 Euston Road, London NW1 2DB, Tel: 020 7412 7612, Fax: 020 7412 7796 or Email: npo@bl.uk

Care of photographic materials and related media. – Museums & Galleries Commission, 1998 (Guidelines for good practice). – Under revision; will be available on the MLA website (www.mla.gov.uk) from early 2005

Cataloguing made easy. 2nd ed. – mda, 2002. – £23.50. – ISBN 1 900642 09 3. Available from mda, The Spectrum Building, The Michael Young Centre, Purbeck Road, Cambridge CB2 2PD. Fax: 01223 415960 or Email: orders@mda.org.uk

Code of practice on archives for museums and galleries in the United Kingdom. – Standing Conference on Archives and

Museums, 2002. Available at <http://www.archivesandmuseums.org.uk/scam/code.pdf>. Also contained in Standards in Action, Book 4 – Managing archive collections in museums. – mda.

Collection descriptions. – mda, 2003 (SPECTRUM fact sheet). Available at <http://www.casportal.org.uk/resources/cdf.htm> or from mda, The Spectrum Building, The Michael Young Centre, Purbeck Road, Cambridge CB2 2PD. Fax: 01223 415960 or Email: information@mda.org.uk

Collections policy and management. – Standing Conference on Archives and Museums, 1999 (Archives in museums information sheet 1). Available at <http://www.archivesandmuseums.org.uk/scam/Infosheet1.htm>

Conservation Register. – United Kingdom Institute for Conservation. Available at <http://www.conservationregister.com> Further information from UKIC, 702 The Chandlery, 50 Westminster Bridge Road, London SE1 7QY, Tel: 020 7721 8246, Fax: 020 7721 8722 Email: register@ukic.org.uk [NB – UKIC will become the Institute of Conservation in late 2004, and will be moving premises in 2005]

Convention on the Means of Prohibiting and Preventing the Illicit Import, Export and Transfer of Ownership of Cultural Property. – UNESCO, 1970. Further information at http://www.unesco.org/culture/laws/1970/html_eng/page1.shtml

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Environmental management : guidelines for museums and galleries. – Routledge, 1995. – ISBN 0 415 10559 5

Ethical guidelines 1. Acquisition. 2nd ed. – Museums Association, 2004. Available at http://www.museumsassociation.org/asset_arena/text/ns/ethics_acquisitions.pdf See above under 'Code of ethics' for contact details of MA.

Ethical guidelines 2. Disposal. – Museums Association, 1996. Available at http://www.museumsassociation.org/asset_arena/text/al/Disposal.pdf See above under 'Code of ethics' for contact details of MA.

Facts & artefacts : how to document a museum collection. 2nd ed. – mda, 1998. – £10.00. – ISBN 1 900642 05 0. Available from mda, The Spectrum Building, The Michael Young Centre, Purbeck Road, Cambridge CB2 2PD. Fax: 01223 415960 or Email: orders@mda.org.uk

Geological collections. – Museums & Galleries Commission, 1993 (Standards in the museums care of collections). – Under

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- Guidance for museums, libraries and archives on the responsible acquisition of cultural property.** – DCMS, 2005 [title not confirmed at time of publication]
- Guide to assessing the security requirements for museums and galleries.** – MLA, 2002. Available at <http://www.mla.gov.uk/information/advice/secure04.asp> or in other formats from MLA
- Health, safety and security.** – English Heritage, 2000. – £14.99. – ISBN 1 85074 661 3. Available from English Heritage, c/o Gillards, Trident Works, Temple Cloud, Bristol BS39 5AZ, Tel: 01761 452966, Fax: 01761 453408 or Email: ehsales@gillards.com
- HMC standard for record repositories.** 3rd ed. – HMC, 2001. Available at <http://www.nationalarchives.gov.uk/archives/framework/pdf/hmcstandard.pdf> or from The National Archives, Kew, Richmond, Surrey, TW9 4DU, Tel: 020 8876 3444, Email: enquiry@nationalarchives.gov.uk
- How to write a documentation plan.** – mda, 2003. (SPECTRUM fact sheet). Available at <http://www.casportal.org.uk/resources/plan.htm> or from mda, The Spectrum Building, The Michael Young Centre, Purbeck Road, Cambridge CB2 2PD. Fax: 01223 415960 or Email: information@mda.org.uk
- Illustrated guide to the care of costume and textile collections.** – Museums & Galleries Commission, 2000 (Guidelines for good practice). – ISBN 0 948630 95 7
- Insurance for Museums.** – MLA, 2004. – ISBN 1–903743–50–8. Available at <http://www.mla.gov.uk/action/managingrisk/managingrisk.asp>
- Integrated pest management.** – Museums & Galleries Commission, 1998, updated 2004). – Will be available on the MLA website (www.mla.gov.uk) from late 2004
- Interpreting environmental data for museums.** – Museums & Galleries Commission, 2000 (Guidelines for good practice)
- Larger & working objects : a guide to their preservation and care.** – Museums & Galleries Commission, 1997 (Guidelines for good practice). – Will be available on the MLA website (www.mla.gov.uk) from late 2004
- Looking after antiques / Frances Halahan and Anna Plowden.** – National Trust, 2003. – £35.00. – ISBN 0–7078–0286–5
- Managing a museum's administrative records.** – Standing Conference on Archives and Museums, 2003 (Archives in museums information sheet 5). Available at <http://www.archivesandmuseums.org.uk/scam/Infosheet5.htm> (Date accessed: 28 September March 2004)
- Museum collections in industrial buildings : a selection and adaptation guide.** – Museums & Galleries Commission, 1996 (Guidelines for good practice). – £12.00. – Will be available on the MLA website (www.mla.gov.uk) from late 2004
- Museum practice.** – Museums Association, (3 issues p.a.). Further information available at <http://www.museumsassociation.org> or from the Museums Association, 24 Calvin St, London E1 6NW, Tel: 020 7426 6970, Fax: 020 7426 6961, Email: info@museumsassociation.org
- Musical instruments.** – Museums & Galleries Commission, 1995 (Standards in the museums care of collections). – Under revision; will be available on the MLA website (www.mla.gov.uk) from late 2004
- Photographic collections.** – Museums & Galleries Commission, 1996 (Standards in the museums care of collections). – Under revision; will be available on the MLA website (www.mla.gov.uk) from 2005
- Relative humidity and temperature pattern book : a guide to understanding and using data on the museum environment.** – Museums & Galleries Commission, 2000
- Restitution and repatriation.** – Museums & Galleries Commission, 2000 (Guidelines for good practice). – £6.00. – ISBN 0 948630 91 4
- SPECTRUM : the UK museum documentation standard.** 2nd ed. – mda, 1997. – £90.00 (£70.00 to members). Further information at <http://www.mda.org.uk/spectrum.htm> or from mda, The Spectrum Building, The Michael Young Centre, Purbeck Road, Cambridge CB2 2PD. Fax: 01223 415960 or Email: orders@mda.org.uk
- Spectrum knowledge : standards for cultural information management.** – mda, 2001. – £35.00. – ISBN 1 900642 08 5. Available from mda, The Spectrum Building, The Michael Young Centre, Purbeck Road, Cambridge CB2 2PD. Fax: 01223 415960 or Email: orders@mda.org.uk
- Spoliation of Works of Art during the Holocaust and World War II period.** – National Museum Directors' Conference, 2003. Available at <http://www.nationalmuseums.org.uk/spoliation.html> [Contains information intended primarily to assist with the worldwide search for works of art that may have been wrongly taken during the Holocaust and World War II.]
- Standards in Action, Book 1. A guide to using SPECTRUM.** – mda, 1998. – £10.00. – ISBN 1 900642 04 2 Available from mda, The Spectrum Building, The Michael Young Centre, Purbeck Road, Cambridge CB2 2PD. Fax: 01223 415960 or Email: orders@mda.org.uk
- Standards in Action, Book 4. Managing archive collections in museums.** – mda, 2003. – £18.50. – ISBN 1 900642 13 1 [contains Code of practice on archives for museums and galleries in the United Kingdom]. Available from mda, The Spectrum Building, The Michael Young Centre, Purbeck Road, Cambridge CB2 2PD. Fax: 01223 415960 or Email: orders@mda.org.uk
- Standards in the museum care of collections.** – Museums & Galleries Commission. – 1992–8. Contains 7 volumes – Archaeological collections, Biological collections, Geological

collections, Larger & working objects, Musical Instruments, Photographic collections, Costume and textile collections. – For further details see entries under individual titles.

Statement of Principles and Proposed Actions on Spoliation of Works of Art during the Holocaust and World War II period (1998). – National Museum Directors' Conference, 1998.

Available at http://www.nationalmuseums.org.uk/spoliation_statement.html or from NMDC, c/o Imperial War Museum, Lambeth Road, London SE1 6HZ, Tel: 020 7416 5208, Fax: 020 7416 5485, Email: nmdc@iwm.org.uk

Stealing history : the illicit trade in cultural material.

– ICOM UK and Museums Association. Available at http://www.mcdonald.cam.ac.uk/IARC/iarc/illicit_trade.pdf or from Illicit Antiquities Research Centre, McDonald Institute for Archaeological Research, Downing Street, Cambridge, CB2 3ER, Tel: 01223 339291, Fax: 01223 333536

Touring exhibitions. – Museums & Galleries Commission, 1995
– Will be available on the MLA website (www.mla.gov.uk) from early 2005

Working with contractors. – Museums & Galleries Commission, 1998 (Guidelines for good practice). – Free. – ISBN 0 948630 60 4. – Will be available on the MLA website (www.mla.gov.uk) from late 2004

Working with independent conservators. – Museums & Galleries Commission, 2000 (Guidelines for good practice) . – Under revision; will be available on the MLA website (www.mla.gov.uk) from late 2004

In addition, there are many factsheets on security issues on the MLA website available at <http://www.mla.gov.uk/information/advice/00security.asp>.

Please note that location of the information sheets on the MLA website will change during 2004 and 2005, as they are brought together as part of the Collections Advice Network.

There are also factsheets produced by mda on a wide range of documentation, IT and legal matters on their website, some of which have been individually listed above. All of their factsheets, however, are available at <http://www.mda.org.uk>

Glossary of terms as used in the Accreditation Standard

Access now usually seen in terms of identifying barriers which prevent participation and developing strategies to dismantle them. Barriers may be physical, sensory, intellectual, attitudinal, social, cultural or financial. This approach encompasses the social model of disability, which emphasises the disabling barriers created by society rather than focusing on the impairment.

Accessible has a wide definition. It includes all forms of access – being open to visitors, by appointment, to specific user groups, via the Internet – and should be considered in conjunction with Section 3 User Services. Museums which offer alternative forms of access to their material instead of regular opening hours must be able to demonstrate substantial public benefit. They should discuss their eligibility with the assessing organisation.

Governing body those individuals who corporately exercise the ultimate responsibility for the governance of the museum, and in whom legal title of the museum's assets is vested.

Learning a process of active engagement with experience. It is what people do when they want to make sense of the world. It may involve the development or deepening of skills, knowledge, understanding, awareness, values, ideas and feelings, or an increase in the capacity to reflect. Effective learning leads to change, development and the desire to learn more. (From Inspiring learning for all, as adapted from the Campaign for Learning definition)

Managing committee a committee established by the museum's governing body with powers to operate the museum on a day to day basis on behalf of the governing body.

Managing organisation a body, legally separate from the museum's governing body, with powers to operate the museum on behalf of the governing body. These powers are defined in the constitution of the managing organisation and described in a written agreement between it and the governing body.

Orientation the provision of information through plans, signage and/or advice from staff/volunteers which enables and empowers visitors to select and locate exhibits and facilities.

Outreach the provision of museum services or activities beyond the usual museum environment, for instance to schools and communities.

Current news, developments and information are available to
view or download from www.mla.gov.uk

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