



# Scotland's National Audit *of museum and gallery collections, premises and*

## Part 2: Site-Specific Questionnaire

This is the second section of the National Audit questionnaire. The main questionnaire asks questions which relate to the museum organisation whereas this section should be filled in for every site (all museum venues and official stores). Some of the questions in this section have been specifically designed with exhibition venues in mind. Where a question is not applicable to eg a museum store, please write n/a next to the question. The organisation-wide questionnaire is being completed by a member of staff who will also be acting as a co-ordinator for the completion of these site specific questionnaires.

*Once you have filled in this questionnaire, it should be returned to the person who is co-ordinating the responses.*

Sticky Label

Name of museum site

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Address of site

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Post Code

PLEASE RETURN THIS QUESTIONNAIRE BY 18 JUNE 2001.

The Scottish Museums Council has been tasked by the Scottish Executive with carrying out the National Audit. The questionnaire will collect detailed information about what Scottish museums and galleries have in their collections, the significance of these collections in a national context and levels of stewardship, access and public services in museums in Scotland. The results from the National Audit will help the Scottish Museums Council and other organisations to assess need on a national basis, and to advise on the effective allocation of resources and future planning for the sector.

However, you are not on your own with this! We have set up a helpline for you to phone if you have any problems or queries:

Telephone helpline: 0131 476 8457  
or e-mail: [annabelb@scottishmuseums.org.uk](mailto:annabelb@scottishmuseums.org.uk)

The Scottish Museums Council has contracted MVA, an Edinburgh-based research company, to process the National Audit questionnaires. MVA will mail out and chase up the questionnaires. As soon as you have completed the questionnaires for your organisation, we ask that you return them to MVA in the reply-paid envelope.

On receipt of completed questionnaires, MVA will act solely as data processors. If at any time you want to access the data held on computer about your museum, as is your right under the Data Protection Act, contact the Scottish Museums Council who will be happy to provide this for you. If you would like to find out more information about the Data Protection Act 1998, this is available on the web at <http://www.legislation.hms.gov.uk/acts/acts1998/19980029.htm> and <http://www.dataprotection.gov.uk/>.

The information collected in this questionnaire will remain the property and copyright of the Scottish Museums Council.

Some of the information we receive will remain confidential to the Scottish Museums Council and permitted individuals. Confidential questions are identified by an asterisk in the questionnaire and no published results from these questions will ever be attributable to an individual museum or site. No addresses of stand alone museum stores, for which you have completed a separate questionnaire, will be published. Other information will be made available in the form of paper based and on-line statistical reports. Some of the information will be made available as an on-line database.

Please note that this questionnaire has been designed to collect information about every museum in Scotland from the largest to the smallest. We fully appreciate that not all questions might be appropriate for every museum and it is quite acceptable for

you to indicate that a question is not applicable by writing N/A next to the question. All information supplied should be correct for **1 May 2001**.

If you require additional copies of the site questionnaire, MVA will be happy to send these. MVA are also able to provide the questionnaire in alternative formats (such as disk or e-mail). For these and any other queries about the questionnaire distribution, phone Moira Porter or Emma Forster on 0131 557 5533, or e-mail [mporter@mva.co.uk](mailto:mporter@mva.co.uk) or [eforster@mva.co.uk](mailto:eforster@mva.co.uk)

You may find it useful to keep a copy of the questionnaire both for your own records and in the event of any queries about the information you have provided. Please contact the Scottish Museums Council by phone or e-mail on the above helpline if you do not have access to a photocopier, and we can provide a copy for you.

## Museum Details

1 Is this site primarily ...?

- ☐<sub>1</sub> A display space
- ☐<sub>2</sub> A museum store
- ☐<sub>3</sub> Both a display space and a museum store

2 Does your museum site have Registration status?

- ☐<sub>1</sub> Yes – Full Phase 1
- ☐<sub>2</sub> Yes – Provisional Phase 1
- ☐<sub>3</sub> Yes – Full subject to action
- ☐<sub>4</sub> Yes – Full Phase 2
- ☐<sub>5</sub> Yes – Provisional Phase 2
- ☐<sub>6</sub> Deferred
- ☐<sub>7</sub> Not applicable (museum store)
- ☐<sub>8</sub> Not registered

3 Registration number (if applicable) .....

4 How long has this site been operating in its current use ie as a museum venue or store?

.....

5 How many visitors did your museum site have in the calendar year 2000?  
*Where not known, please give an estimate.*

Known figure ..... or estimate .....

6 What was the estimated average spend per visitor at this site for the calendar year 2000?

.....

7 In the calendar year 2000, as an estimated percentage, where did your visitors come from?

- ☐<sub>1</sub> Local area (within 10 miles of your site)
- ☐<sub>2</sub> Rest of Scotland
- ☐<sub>3</sub> Rest of UK
- ☐<sub>4</sub> Outside UK
- ☐<sub>5</sub> Don't know

8 For the calendar year 2000, did you charge for admission to this site?

- ☐<sub>1</sub> Yes
- ☐<sub>2</sub> No

## Collections

9 \* Approximately what proportion of your total collections (by number) are currently held at this site ? *Please calculate as a percentage of numbers of objects.*

- ☐<sub>1</sub> Less than 10%
- ☐<sub>2</sub> 11-20%
- ☐<sub>3</sub> 21-30%
- ☐<sub>4</sub> 31-40%
- ☐<sub>5</sub> 41-50%
- ☐<sub>6</sub> 51-60%
- ☐<sub>7</sub> 61-70%
- ☐<sub>8</sub> 71-80%
- ☐<sub>9</sub> 81-90%
- ☐<sub>10</sub> 91-100%

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\* indicates that this information will remain confidential

## Premises and Buildings

10 Is this site located in a listed building?

*It may be that only part of the museum building is listed. Please tick the appropriate yes box if this the case.*

- ☐<sub>1</sub> Yes, A listed
- ☐<sub>2</sub> Yes, B listed
- ☐<sub>3</sub> Yes, C (S) listed
- ☐<sub>4</sub> No

11 Have you received a grant from Historic Scotland for the upkeep of this building in the last three years?

- ☐<sub>1</sub> Yes
- ☐<sub>2</sub> No

12 Please tick the box below that best describes your museum site building:

- ☐<sub>1</sub> Built for the purpose (as a museum or a store)
- ☐<sub>2</sub> Converted from a public building
- ☐<sub>3</sub> Converted from an industrial building
- ☐<sub>4</sub> Converted from a private home or dwelling
- ☐<sub>5</sub> Part of a larger building e.g. university, library
- ☐<sub>6</sub> Conversion from ecclesiastical/religious premises
- ☐<sub>7</sub> Other (please specify below):

.....  
.....

- 13 Age – please select the most appropriate box to describe the age of this building:

*If the building has been added to over the years, please give details of principal/original part of the building.*

- ☐<sub>1</sub> Pre-1800  
☐<sub>2</sub> 1800-1900  
☐<sub>3</sub> 1901-1945  
☐<sub>4</sub> 1946-1960  
☐<sub>5</sub> 1961-present

- 14 Does your museum organisation own this building?

- ☐<sub>1</sub> Yes ☐<sub>2</sub> No

- 15 Have any maintenance works been completed on this site in the last year (12 months prior to 1 May 2001)?

- ☐<sub>1</sub> Yes ☐<sub>2</sub> No

- 16 If you answered 'Yes' to above, please indicate what type of work was carried out:

- ☐<sub>1</sub> Emergency repairs  
☐<sub>2</sub> Routine maintenance  
☐<sub>3</sub> Building conversion  
☐<sub>4</sub> Planned refurbishment  
☐<sub>5</sub> New building  
☐<sub>6</sub> Other (please specify below):

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.....  
.....

## General Curation

- 17 Do you have collection study facilities or a designated space for public research at this site?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

## Security

*For questions 18-24.*

*'Security measures' refers to locks, alarms, CCTV, security staff etc. A museum may not have all these measures, but should have at least one in each instance.*

- 18 \* Are your security measures based on an assessment of the risk to your collections and staff from threats such as fire, water, theft and vandalism (either in-house or with experts: fire brigade, local police or crime prevention officers)?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 19 \* Do you have security measures for all doors in/out of building?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 20 \* Do you have security measures for all windows?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 21 \* Do you have security measures for staff offices?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 22 \* Do you have security measures for all connecting buildings (if applicable)?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

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\* indicates that this information will remain confidential



23 \* Do you have security measures for all exhibition cases?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

24 \* Do you have security measures for all public areas?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

25 \* Do you train staff in all aspects of security, including drills and rehearsals?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

26 \* Do you have a system of key control for this building?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

27 \* Do you have a routine for locking the building(s)?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

28 \* Do you have fire detection devices that are tested regularly?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

29 \* Do you have 24 hour security staff on these premises?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

30 Have the security measures in all or part of this site been approved by the MGC/Resource Security Adviser for the purposes of Government Indemnity?  
*These are published standards, available from resource (formerly the Museums and Galleries Commission), that specify minimum security standards for the*

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\* indicates that this information will remain confidential

display of objects under the Government Indemnity scheme. See [www.resource.gov.uk/factsheets.html](http://www.resource.gov.uk/factsheets.html)

☐<sub>1</sub> Yes

☐<sub>2</sub> No

## Conservation

- 31 Does a named individual have the responsibility for carrying out environmental monitoring and maintaining the equipment required?

*Environmental monitoring is the process of measuring, recording and interpreting environmental information in order to ensure that appropriate environmental conditions for the collections are maintained.*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 32 What percentage of critical areas are monitored for temperature and relative humidity within a five year period?

*Critical areas are all areas of the museum site where objects are housed, displayed or used.*

☐<sub>1</sub> Less than 25% ☐<sub>2</sub> 25-50% ☐<sub>3</sub> 51-75% ☐<sub>4</sub> 76-100%

- 33 Based on collected environmental monitoring data, in what percentage of critical areas are you able to achieve a stable relative humidity in the range 40-70%?

☐<sub>1</sub> Less than 25% ☐<sub>2</sub> 25-50% ☐<sub>3</sub> 51-75% ☐<sub>4</sub> 76-100%

- 34 Before a change of use, or alterations to this building, is the impact of the changes on the collection always assessed?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 35 In the last year, what percentage of your museum site spaces have had risk assessments carried out (for hazards that may cause damage to collections)?

*Hazards are any material, agent or action that could result in damage to collections, e.g. overhead water pipes, open or ill-fitting windows, birds nests in attic spaces.*

☐<sub>1</sub> Less than 25% ☐<sub>2</sub> 25-50% ☐<sub>3</sub> 51-75% ☐<sub>4</sub> 76-100%

- 36 Do your environmental control systems operate continuously over a 24 hour period all year round?  
*Environmental control systems include heating, humidification/dehumidification and air-conditioning units that can be set by humidistat or thermostat to maintain a stable environment.*

☐<sub>1</sub> Yes ☐<sub>2</sub> No

- 37 What is the longest period that could elapse before environmental problems in the building were brought to the attention of the responsible officer?

☐<sub>1</sub> A day ☐<sub>2</sub> A week ☐<sub>3</sub> A month ☐<sub>4</sub> Over a month

- 38 Do you have a report from a building survey of the site (roof, foundations, walls, windows and doors, plumbing, heating and electricity) that is less than five years old?

☐<sub>1</sub> Yes ☐<sub>2</sub> No

## Collection Care

- 39 Have you tested your procedures for dealing with an emergency at this site in the last five years?

*These are the procedures that relate to the protection and salvage of the collections in the event of an emergency such as flood or vandalism. They do not refer to the statutory requirements for public health and safety.*

☐<sub>1</sub> Yes ☐<sub>2</sub> No

- 40 Have you identified all objects housed on this site that are priorities for salvage or rescue in the event of fire or flood?

☐<sub>1</sub> Yes ☐<sub>2</sub> No

- 41 What percentage of your objects are an open display at this site?  
*Open display is the practice of displaying collections outside show-cases, but still inside a building (e.g. on top of furniture or shelves).*

☐<sub>1</sub> Less than 25% ☐<sub>2</sub> 25-50% ☐<sub>3</sub> 51-75% ☐<sub>4</sub> 76-100%

## Interpretation, Education and Learning

- 42 Do you have a room (or area) dedicated to educational activities at this site?  
*In smaller museums, a corner of a room with tables and chairs is sufficient.*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 43 Do you have a programme of outreach visits to schools?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 44 Do you provide teachers packs?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 45 Do you design exhibitions with reference to the Scottish schools curriculum/programme?

*If your museum is in e.g. the Borders, and uses the English curriculum, please tick the yes box.*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 46 Do you have leaflets, fact sheets (or similar) about the collection for educational use within this museum/site?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 47 Do you provide loans boxes?

*A pack of objects from the collection, specified for handling, that may be taken out with the museum/gallery for workshops, talks and other activities.*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 48 How many members of staff do you have with specific responsibility for education at this site?

*This total should be calculated on the basis of full-time equivalence, not the numbers of staff in total.*

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- 49 Are there any digitised images from your collections at this site available through your website (or any other portals) e.g. Scottish Cultural Resources Access Network (SCRAN) [www.scran.ac.uk](http://www.scran.ac.uk)?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 50 Are there any educational resources applicable to this site available through the museum website?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 51 Do you have an interpretation strategy for this site?  
*An interpretation strategy defines the museum's approach to presenting objects, ideas and information to attract and engage its target audiences and maximise learning opportunities for visitors.*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 52 Do you evaluate the interpretation strategy at least every five years?  
*Evaluation may include asking visitors what types of interpretation they like, testing different media with them and asking for feedback.*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 53 Does your museum site use orientation aids (signage, floor plans, leaflets etc)?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

54 Please indicate the types of interpretation which have been used over the last six months:

- ☐<sub>1</sub> Written material e.g. text panel/leaflet
- ☐<sub>2</sub> Hands-on/interactive exhibits
- ☐<sub>3</sub> Guided tours/talks
- ☐<sub>4</sub> Audio guide
- ☐<sub>5</sub> Working models
- ☐<sub>6</sub> Video/audio visual display
- ☐<sub>7</sub> Drama/live interpretation
- ☐<sub>8</sub> IT display/multi-media
- ☐<sub>9</sub> Other (please specify below):

.....

## Physical, Sensory and Intellectual Access

55 Has there been a professional Access Audit of this site in the last 5 years?  
*An access audit is a thorough examination of a museums services, facilities, procedures and policies in terms of access.*

- ☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

56 Have you consulted disabled users or local access groups about access issues at this site?

- ☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

57 If you answered 'Yes' to questions 55 and 56, have you included their recommendations in your access provision?

- ☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

58 Is your publicity material available in alternative formats e.g. large print or Braille?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 59 Do you have designated car parking spaces for disabled people or drop off points adjacent to the building?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 60 Do you have a level, ramped or lift entrance for the public?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 61 Are all public areas including displays/ information and desk/ shop/ café fully accessible to wheelchair users?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 62 Do you have fully accessible toilets?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 63 Do you have an advertised induction loop system?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 64 Do you have sound enhancement systems (including portable) in galleries and/or lecture rooms?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 65 Is the text size of all labels 14 point or larger?  
*This is the size of 14 point.*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 66 Is there any information about facilities for disabled users at this site available on-line?  
*Does the museum either have its own website, or is there any information available through another organisation's website?*

☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

- 67 Do you have an evacuation procedure in the event of fire etc?

☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

- 68 If you have answered 'Yes' to question 67, does this policy include provision for the evacuation of disabled people?

☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

- 69 Do you have any information in audio form such as audio guides or talking labels?

☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

- 70 Is the first level of information about displays in clear, easily understood language?  
*Is the first sentence of any communication with the visitor, whether written text or audible, in 'Plain English' i.e. using simple words and a short sentence?*

☐<sub>1</sub> Yes                      ☐<sub>2</sub> No

- 71 Do most of your museum displays require prior knowledge of the subject matter?

☐<sub>1</sub> Yes                      ☐<sub>2</sub> No



## Community Involvement/Audience Development

- 72 Have you carried out a visitor survey in the last three years?  
*A visitor survey may identify who visits your museum, whether they have a positive and enjoyable visit, and who does not visit and why.*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 73 Have you identified any target groups in the local community with which the museum site would like to develop better links?  
*Only answer 'Yes' to this question if you have formally identified a target group (in e.g. your forward plan) with the approval of the trustees/governing body.*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 74 Does your awareness of the local community in terms of its socio-economic profile influence some of your exhibitions and displays?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 75 Do you undertake any outreach work with the local community – taking collections outwith the museum and using them with non-traditional museum visitors/local groups and societies?  
*Outreach work includes giving talks/lectures outwith museum, travelling exhibitions, handling objects. (This question does not refer to schools outreach, which is covered separately in question 43).*

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 76 Do you undertake any oral history or reminiscence work?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

- 77 Does your museum site involve volunteers in its work?  
*Unpaid staff who may perform a variety of tasks from e.g. exhibitions, documentation/accessioning, research, maintenance, security, guided tours etc.*

☐<sub>1</sub> Yes ☐<sub>2</sub> No

- 78 If your museum site charges for admission, are there opportunities for free entry on some days of the year or at certain times of the day?

☐<sub>1</sub> Yes ☐<sub>2</sub> No ☐-99 Not applicable

## User Facilities

- 79 Are you a member of the Scottish Tourist Board's Visitor Attraction Grading Scheme?

☐<sub>1</sub> Yes ☐<sub>2</sub> No

- 80 If you have answered 'Yes' to question 79, what grading does your museum venue have?

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- 81 Is there public transport to your site?

☐<sub>1</sub> Yes ☐<sub>2</sub> No

- 82 Do you have toilets on site?

☐<sub>1</sub> Yes ☐<sub>2</sub> No

- 83 Do you have refreshment facilities?

☐<sub>1</sub> Yes ☐<sub>2</sub> No

84 Does your museum site have a retail outlet?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

85 Do you have seating for visitors in the display areas?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

86 Do you have storage for pushchairs, wheelchairs, coats, bags etc?

☐<sub>1</sub> Yes

☐<sub>2</sub> No

87 Are your opening times:

☐<sub>1</sub> Seasonal

☐<sub>2</sub> All year round

88 Is your museum site open:

☐<sub>1</sub> Under 5 days a week

☐<sub>2</sub> 5-6 days a week

☐<sub>3</sub> 6½ or 7 days a week

Thank you for taking the time to complete this questionnaire.

It is important that all the questionnaires be returned together.

Once you have completed all the questions in this questionnaire, it should be returned to the person in your organisation who is co-ordinating the responses. They will check over your answers and send back all the questionnaires together to MVA in the reply-paid envelope.

If you have any additional questions, contact:

Scottish Museums Council,

County House,

20/22 Torphichen Street

Edinburgh,

EH3 8JB.

Tel: 0131 476 8457

END OF QUESTIONNAIRE