

**SEMLAC
RESOURCES PACK**

1. Planning and Project Management

- 1.1 Project Management
- 1.2 Project Planning
- 1.3 Needs Assessment
- 1.4 Options Analysis
- 1.5 Project Risk Management

2. Financial and Business Planning

- 2.1 Financial Planning
- 2.2 Fundraising and Sponsorship

3. Organisational Structure

- 3.1 Organisational Review
- 3.2 Legal Status
- 3.3 Governance
- 3.4 Staffing
 - 3.4.1 Staff Development
 - 3.4.2 Volunteers

4. Access

- 4.1 Broadening Access
- 4.2 Disability
- 4.3 Learning
- 4.4 Interpretation

5. Audience Development

- 5.1 Social Inclusion
- 5.2 Marketing
- 5.3 Market research and Visitor Studies

6. Design and Display

6.1 Design and Display

7. ICT Projects

7.1 Digitisation

8. Collections Management

8.1 Care of Collections

8.2 Acquisitions and Disposal

8.3 Documentation

9. Risk Management

9.1 Security

9.2 Vetting

10. Commercial Activities

10.1 Retail and Merchandising

10.2 Catering

10.3 Location Hire

10.4 Publishing & Copyright

11. Working with Consultants and Contractors

11.1 Managing Contractors and Consultants

11.2 Tendering

1.0 Planning and project management

1.1 Project Management

<p><i>The Complete Guide to Creating & Managing New Projects for Voluntary Organisations</i> A Lawrie ISBN 1 900360 87 X</p>	<p>Directory of Social Change</p>	<p>2001</p>	<p>£12.50</p>	<p>This guide offers advice on how to both create and manage a voluntary sector project. The new edition includes material on project management, creating a business plan and on monitoring and evaluation.</p> <p>Available from http://www.dsc.org.uk</p>
<p>'Museum Management 2: Managing Projects' V Thackeray <i>Museum Practice</i> 15:34-37</p>	<p>Museums Association</p>	<p>2000</p>		<p>Guidance on how to keep project on track and to time and budget. This article is available online at http://www.museumsassociation.org to subscribers to <i>Museum Practice</i>.</p>
<p>Creating Excellent Buildings</p>	<p>Commission for Architecture & the Built Environment</p>	<p>2003</p>	<p>Free</p>	<p>A guide for clients setting out ten key success factors for the creation of excellent buildings. The guide also includes a number of useful case studies.</p> <p>Available online: http://www.cabe.org.uk/publications/</p>
<p>'When time is money' <i>Museum</i></p>	<p>Museums Association</p>	<p>2003</p>		<p>How to manage a major museum project successfully. Available online http://www.museumsassociation.org to</p>

<p><i>Practice</i>, Summer 2003, 37-40</p>				<p><i>Museum Practice</i> subscribers.</p>
<p><i>Project Management for Library and Information Service Professionals</i> K Black ISBN 0 85142 366 3</p>	<p>Aslib</p>	<p>1996</p>	<p>£13.99</p>	<p>Concise guide for library and information service professionals, with checklists and strategies for effectively organising and managing projects.</p>

1.2 Project Planning

<i>Planning a New Record Repository</i>	The National Archives	2004	Free	A practical guide to planning a new archive building from objective setting to choosing a site and planning the functions of the building. Available online at: http://www.nationalarchives.gov.uk/archives/pdf/memo2.pdf
<i>Training Plans</i>	Heritage Lottery Fund	2003	Free	A guide to preparing a training plan, including training needs analysis, a training schedule and monitoring and evaluation. Available from Heritage Lottery Fund on 020 7591 6042
<i>The Manual of Museum Planning</i> G D Lord & B Lord ISBN 0 11 290576 5	The Stationery Office	1999	£40	This manual covers the diversity of communities, the importance of knowing the market, understanding the needs of the museum visitor, fund raising, site selection methods and the role of directors, trustees, staff and local authority.
<i>Long Range Planning: a How-to-do-it Manual for Public Libraries</i> S W Brenner & S M Palmatier ISBN: 1555701620	Neal-Schuman Publishers	1994	£41.50	This US manual aims to help smaller public libraries to make the best use of the planning process. It guides the reader through the process in precise, steps, using concrete examples, timetables, worksheets and checklists for an effective and user-friendly experience.

1.3 Needs Assessment

<p><i>Planning and Conducting Needs Assessments: A Practical Guide</i> B R Witkin & J W Altschuld ISBN 0803958099</p>	Sage Publications	1995	£31.00	Provides a framework for systematically investigating critical needs, agreeing on needs-based priorities, and using the information to develop quality programs, for all types of organizations.
<p><i>Community Needs Assessment</i></p>	Arizona State Library, Archives and Public Records	nd	Free	<p>This guide to needs assessment for libraries forms parts of the Collection Development Training for Arizona Libraries (CDT) site. It offers an introduction to the process of needs assessment, explains how best to go about it and what can be gained from doing one. It offers a step-by-step guide to organizing a study and reducing both time and costs.</p> <p>Available online http://www.dlapr.lib.az.us/cdt/commneeds.htm</p>

1.4 *Options analysis*

<p><i>Feasibility Analysis for Museums</i> T Silberberg and K Brown</p>	<p>Lord Associates</p>	<p>2003</p>	<p>Free</p>	<p>This article sets out a definition of a feasibility study for a museum; the rationale for why a feasibility study needs to not only test for but maximize the viability of a project; the common elements of a museum feasibility study; and discusses the need for realistic and credible projections.</p> <p>Available online http://www.lord.ca/publications/articles/Feasibility_anal_museum.html</p>
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1.5 *Project risk management*

<i>Risk Management</i> SBJ Stephenson	AIM	2002	£4.50	AIM Focus paper. Available from http://www.museums.org.uk/aim
'Building Projects and How to Survive Them' R Hobby <i>Museum Practice</i> 9:22-25	Museums Association	1998		Using two recent building projects undertaken by the Ashmolean Museum, the article suggests some key requirements for successful capital projects. This article is available online at http://www.museumsassociation.org to subscribers to <i>Museum Practice</i> .

2.0 Financial and Business Planning

2.1 Financial Planning

<i>Business Plans: Helping your application</i>	Heritage Lottery Fund	200 1	Free	This booklet sets out the issues to be considered and information required to create a business plan with special reference to an application to the HLF.
<i>A Guide to Business Planning: For Leisure and Environmental Managers</i> N Reeves	ILAM	200 2	£30	A practical step-by-step approach to putting a plan together, from concept through to completion. Available from: http://www.ilam.co.uk/books
<i>The Manual of Museum Planning</i> G D Lord & B Lord ISBN 0 11 290576 5	The Stationery Office	199 9	£40	This manual covers the diversity of communities, the importance of knowing the market, understanding the needs of the museum visitor, fund raising, site selection methods and the role of directors, trustees, staff and local authority.
<i>Managing the Museum - Planning</i>	West Midlands Regional Museums	nd	Free	Information Sheet 3 Available online: http://www.wm-museums.co.uk/download/info3.pdf

	Council			
<i>Creating and Implementing Business Plans</i> M Day	AIM	199 7	£4.50	AIM Focus paper. Available from http://www.museums.org.uk/aim
<i>Museum Planning for Urban Engagement</i> G Lord and D Grewcock	Lord Associates	200 2	Free	A paper which presents a framework for planning for urban museums wanting to 'engage with the core issues and concerns of the specific environment in which they operate, positioning themselves as a fundamental part of the local public realm and not a discretionary service constantly on the "at risk" register. Available online http://www.lord.ca/publications/articles/museum_planning_urban_engagement.html
'Getting the Sums Right' J Alexander. <i>Locum Destination Review Spring 2003:18-22</i>	Locum Destination	200 3	Free	Lessons learnt from working on capital projects. Available online: http://www.locum-destination.com
<i>Financial Planning for Libraries</i> (The Library Administration Series) A E Prentice ISBN:	Scarecrow Press	199 6	£30.9 0	This American publication presents information on preparing and implementing budgets, and discusses the implications of budgeting and financial management activities for staff and governing boards.

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<p><i>The NEW Planning for Results A Streamlined Approach</i> S Nelson ISBN: 0-8389-3504-4</p>	<p>American Library Association</p>	<p>200 1</p>	<p>\$55.0 0</p>	<p><i>Planning for Results</i> aims to help public librarians envision, evaluate, and respond to community needs with distinctive programmes and services. It outlines a tested, results-driven planning process - revamped and streamlined to enable libraries to respond quickly to rapidly changing environments. It focuses on the essential steps necessary to draft a forward-looking plan for any public library, regardless of organizational structure or size.</p>

2.2 Fundraising and Sponsorship

<i>Effective Fundraising: An Informal Guide</i> L Fitzherbert ISBN 1 903991 40 4	Directory of Social Change	2003	£7.95	This starter guide for fundraisers is one of a number of useful publications about aspects of fundraising for the voluntary sector. A full list is available at http://www.dsc.org.uk
<i>The Sponsorship Manual</i>	Arts and Business		£15	The 'essential guide' to sponsorship of the arts: includes a five-step plan of how to obtain sponsorship. Available from http://www.aandb.org.uk
<i>Brief Introduction for Arts & Museums to gaining sponsorship</i>	Arts & Business	nd	Free	A short overview of the basic principles of raising sponsorship from business. Available online: http://www.aandb.org.uk

<i>Fundraising for Museums</i> E Anderson and A de Mille	AIM	200 1	£4.5 0	AIM Focus paper. Available from http://www.museums.org.uk/aim
<i>Fundraising factsheets</i>	Scottish Museums Council	200 3	Free	Seven factsheets on fundraising, primarily aimed at museums but also relevant to other domains Available online: http://www.scottishmuseums.org.uk/information_services/factsheets_list/Fundraising.asp
<i>Applying for grant-in-aid</i>	The National Archives	200 4	Free	A basic guide to the primary sources of grant-in-aid for archives with sources of further information. Available online at: http://www.nationalarchives.gov.uk/archives/advice/pdf/applying_grant_aid.pdf
<i>Library Fundraising On the Web A Practical Guide for Libraries</i>	Northern Lights Internet Solutions Ltd		Free	A Canadian site but one with some interesting ideas. Available online: http://www.lights.com/how-to/libraries.html
<i>An Introduction to Fundraising for Archives</i>	National Council for Archives	199 9	Free	This guide is designed as an introduction to fundraising for archives. It is aimed primarily at creating an understanding of the different fundraising methods and some general principals for applying them. Fictitious examples and case studies are used to stimulate ideas and a creative approach to fundraising.

				Available online: http://nca.archives.org.uk/FUNDRAIS.PDF
<i>Preparing Funding Applications for Preservation and Conservation Projects</i>	National Preservation Office	nd	Free	Available online: http://www.bl.uk/services/preservation/freenandpaid.html

3.0 Organisational Structure

3.1 Organisational Review

Benchmarking Manual	Locum Destination Consulting /Hampshire County Council/SEMS/Southern Tourist Board/Hampshire Training Enterprise Council	2000	Free	A guide to measuring and comparing the performance of organisations.
<i>Developing your Organisation</i> A Lawrie ISBN 1 900360 66 7	Directory of Social Change	2000	£12.50	Designed for 'those who feel their organisation is getting stale and needs to adapt to meet new challenges'. Using case studies, practical exercises and questionnaires, the book examines ways in which manager and trustees can identify blocks and barriers, strengthen and develop their organisation, and achieve real change.
<i>Heritage Visitor Attractions: An Operations Management Perspective</i> A Leask & I Yeoman ISBN 0 304702927	Cassell	1999	£15.00	A guide to applying the principles of operations management to heritage visitor attractions. There are sections on management, design, improvement, capacity and strategy.
<i>Building a successful</i>	Facet Publishing	2002	£34.95	A good practice guide to an element

<p><i>customer-service culture: A guide for library and information managers</i> M Melling and J Little, editors ISBN 1-85604-449-1</p>			<p>of strategic or operational management with the customer placed at centre stage. This book looks at the users' perspective; planning and policy making; leadership and management; human resource planning; marketing as a tool for LIS managers; assuring quality; planning buildings for customers and services; developing a service culture through partnerships; virtual service.</p>
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Peoples' Network Change Management Toolkit	Museums, Libraries and Archives Council /CILIP	2003	Free	The People's Network Toolkit is designed to support libraries in the use of the People's Network computer infrastructure, which now links more than 4,000 libraries across the country. The kit provides ideas and insights that can be applied through key principles to support individual libraries in the process of change. The kit has a chronological approach to facing relevant issues which can be worked through systematically, encouraging discussion and consultation.
<i>Making a Charge for Library and Information Services</i> Sylvia P. Webb ISBN 0851423396	Aslib	1994	£13.99	Useful and practical advice to aid those contemplating charging for the first time
<i>Managing change: libraries and information services in the digital age</i> Lawrence W.H. Tam & Averil C. Robertson	Emerald Insight		Free	This paper outlines the characteristics of the information society, describes various aspects of the challenges facing libraries, both externally and internally, and makes suggestions as to how library managers can make changes within their organisations in order to ensure that they retain their place in the information world. Available online http://www.emeraldinsight.com/pdfs/awards2003/lm2.pdf

<p><i>Measuring Performance</i> Patricia Methven</p> <p>ISBN 0 902886 45 2</p>	<p>Society of Archivists</p>	<p>1993</p>	<p>£15</p>	<p>The first in the SoA's Best Practice Series, this is a practical guide for use in the setting of standards and measurement of collection policy, document production, repository facilities, cataloguing, indexing, outreach and user satisfaction,</p>
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3.2 *Legal Status*

<p><i>The Legal Status of Museum Collections in the United Kingdom</i> J Warren (ed)</p> <p>ISBN 0 948630 40 X</p>	<p>Museums & Galleries Commission</p>	<p>1996</p>	<p>£7.50</p>	<p>These guidelines are designed to assist trustees and curators who have custody of collections.</p> <p>Available from the Museums, Libraries and Archives Council.</p>
<p><i>Charitable Status: A Practical Handbook</i> A Phillips with Bates, Wells & Braithwaite</p> <p>ISBN 1 900360 83 7</p>	<p>Directory of Social Change</p>	<p>2003</p>	<p>£9.95</p>	<p>A step-by-step guide to registering a new charity and a practical handbook for established charities in the UK.</p>

3.3 Governance

<i>The Good Trustee Guide</i> P Dyer ISBN 0 7199 1610 0	National Council for Voluntary Organisations	2003	£25	This guide provides trustees of charitable organisations with practical information on all aspects of a trustee's role, including legal, management and financial responsibilities.
<i>Boards that Work: A Guide for Charity Trustees</i> D Fishel ISBN 1 903991 16 1	Directory of Social Change	2003	£16.95	This book asks why boards and management committees are needed, how can board and committee members best contribute and what risks are they exposed to. It examines the key underlying question of how to keep the board motivated and purposeful. Useful for both new and experienced board members and staff of voluntary organisations, it covers responsibilities, processes, and resources.
<i>Leading the Organisation: The Relationship between Chairs and Chief Executives</i>	Association of Chief Executives of Voluntary Organisations	nd	£12.50	This guide addresses the various issues that arise between chairs and chief executives and suggests ways of achieving maximum effectiveness. Available from: http://www.acevo.org.uk
<i>Care, Diligence & Skill</i> G Berry and P Pia	Scottish Arts Council	2002	£5.00	The 5 th edition of a handbook designed to help board members of arts organisations understand their duties and responsibilities

3.4 Staffing

3.4.1 Staff development

<i>Training Plans</i>	Heritage Lottery Fund	2003	Free	A guide to preparing a training plan, including training needs analysis, a training schedule and monitoring and evaluation. Available from Heritage Lottery Fund on 020 7591 6042
<i>Assessing Skills and Training Needs</i>	Australian Museums & Galleries Online	2000	Free	Available online: http://amol.org.au/recollections/5/3/index.htm
<i>Handbook of good practice: employing disabled people</i> A Delin ISBN 0-7287-0794-2	Arts Council England	2000 (includes 2003 update)	£15	Based on the Arts Council Apprenticeship Scheme Programme, this handbook takes employers, advisors and employees through all aspects of good practice, recruitment and retention. Includes case studies and example documents Summary available online http://www.artscouncil.org.uk/downloads/information/handbookdisabled.doc
<i>CILIP Equal Opportunities Briefing</i>	Chartered Institute for Library and Information Professionals	2003	Free	Briefings currently available include: <ul style="list-style-type: none"> Library and Information Services for Disabled People

				<ul style="list-style-type: none"> ▪ Library and Information Services for Deaf and Hearing Impaired People ▪ Library and Information Services for Visually Impaired People ▪ The Employment of Disabled People in Library Services ▪ Organising Meetings, Courses and Conferences ▪ Sexual Orientation and Libraries <p>Further briefings will be produced in 2004 relating to age, learning disabilities, and cultural and racial diversity.</p> <p>Available online http://www.cilip.org.uk/practice/equalopp.html</p>
<p><i>Developing Academic Library Staff for Future Success</i> M Oldroyd, editor ISBN 1-85604-478-5</p>	Facet Publishing	March 2004	£39.95	<p>An effective academic library must have a staff development policy implemented by its manager, and its training function must be fully integrated with other departments in the organisation. This book is the first to address these issues in an academic library context.</p>

3.4.2 *Volunteers*

<i>Managing Volunteers</i>	National Centre for Volunteering		Free	A downloadable fact sheet Available online: http://www.volunteering.org.uk/workwith/sheets.htm Other factsheets on volunteering are available online at http://www.scvo.org.uk/information/management/people/b29.html http://www.navb.org.uk/ http://www.voluntaryarts.org/publications/briefings/bfw13_volunteering.HTM
<i>The Good Practice Guide</i> 2 nd edition	National Centre for Volunteering	2002	£12.50	Covering the basics and recent developments affecting including criminal records screening, changes to the benefits rules, and why extra care needs to be taken with volunteers' expenses payments. Can also be used as a training toolkit to help train others who work with volunteers. Suitable for both new and experienced volunteer managers.
<i>Managing Volunteers</i>	Australian Museums & Galleries Online	2000	Free	Available online: http://amol.org.au/recollections/5/pdf/volunteers.pdf
<i>Recruiting volunteers - attracting the people you need</i> F Dyer and U Jost	Directory of Social Change	2002	£13.45	This guide is designed to help anyone who seeks volunteers for their organisation
<i>Involving Volunteers in Public Libraries: Guidelines</i>	The Library Association	2001	Free	These guidelines for involving volunteers in public libraries were prepared following research

ISBN 0 9537404 2 0				commissioned by The Library Association in 1999. The guidelines are divided into three sections: policy, recruitment and management Available on http://www.la-hq.org.uk/directory/prof_issues/ivpl.html
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4.0 Access

4.1 Broadening Access

<i>Ethical Guidelines: Access</i>	Museums Association	1999	Free	<p>The guidelines offer four key questions for museums to consider when hoping to widen their access, with suggested areas of investigation:</p> <ul style="list-style-type: none"> ▪ Enhancing the visitor experience ▪ Increasing the visitor numbers ▪ Extending the use and appreciation of museum collections ▪ Ensuring that the range of diversity of users is as wide as possible <p>Available online http://www.infosite.co.uk/masite/ethics.htm</p>
<i>Helping your application: Oral history projects</i>	Heritage Lottery Fund		Free	<p>HLF have produced this guidance note to help organisations think about a possible application to HLF for an oral history project.</p> <p>Available online: http://www.hlf.org.uk/cgi-bin/hlfframemast.pl?K=183406</p>
<i>CILIP Equal Opportunities Briefing</i>	Chartered Institute for Library and Information Professionals	2003	Free	<p>Briefings currently available include:</p> <ul style="list-style-type: none"> ▪ Library and Information Services for Disabled People ▪ Library and Information Services for Deaf and Hearing Impaired People ▪ Library and Information Services for Visually Impaired People ▪ The Employment of Disabled People in

				<p>Library Services</p> <ul style="list-style-type: none"> ▪ Organising Meetings, Courses and Conferences ▪ Sexual Orientation and Libraries <p>Further briefings will be produced in 2004 relating to age, learning disabilities, and cultural and racial diversity.</p> <p>Available online http://www.cilip.org.uk/practice/equalopps.html</p>
<i>Standard for Access to Archives – a working document</i>	Public Services Quality Group	2000	Free	<p>The PSQG standard is intended to guide archive services in the management of access. Archive services, users and third parties may also use it as a means of assessing the quality of the service. The standard sets out general principles which describe the levels of service that the archive service is required to aim for when following the standard, and include principles for setting objectives, planning, performance measurement and stakeholder communication.</p> <p>Available online from: http://www.nationalarchives.gov.uk/archives/psgg/access.htm</p>
<i>Recommendation (2000/13) on a European policy on access to archives</i>	Council of Europe	2000	Free	<p>This Recommendation, adopted by the Committee of Ministers on 13 July 2000, covers policy, procedures and professional measures immediately linked to access to archives.</p>

				Available online: https://wcm.coe.int/ViewDoc.jsp?id=366245&Lang=en
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4.2 Disability

<i>The Disability Portfolio</i>	Museums, Libraries and Archives Council	2003	Free	This collection of 12 guides has a predominantly practical focus, and aims to give museum, archive and library managers all the information they need to develop inclusive services and practices for disabled people. They aim to give the reader an understanding of the barriers that restrict participation by disabled people, and practical solutions to overcome them. Available online: http://www.mla.gov.uk/information/publications/00pubs.asp Other factsheets on disability issues are available on the Museums, Libraries and Archives Council's website: http://www.mla.gov.uk
<i>Disability Directory for Museums & Galleries</i>	Museums, Libraries and Archives Council	2001	Free	Guidance for museums and galleries on how to improve their services for all disabled people. It outlines the principles which should underpin best practice, contains practical advice and provides extensive contacts lists. Available online http://mla.gov.uk/documents/disdir.pdf
'Limited Access' <i>Museum Practice</i> , Winter 2003, 39-42	Museums Association	2003		Guide to compliance with the Disability Discrimination Act. Available online on http://www.museumsassociation.org to <i>Museum Practice</i> subscribers
<i>Arts organisations and rights of access to goods, facilities and services. Part III of the Disability Discrimination</i>	Arts Council England	1999	Free	Explains Part III of the Disability Discrimination Act 1995 Available online http://www.artscouncil.org.uk/downloads/information/dda3briefingpaper.pdf

<i>Act 1995</i> ISBN 0-7287-0790-X				
<i>Disability Discrimination Act 1995 and the arts</i> ISBN 0-7287-0832-9	Arts Council England	1999	Free	Explains the Disability Discrimination Act 1995 and its implications for arts organisations Available online http://www.artscouncil.org.uk/downloads/information/ddaandthearts.pdf
<i>Libraries and Learning Centres Good Practice Guide: The Disability Discrimination Act</i>	Disability Rights Commission	2002	Free	This booklet provides a brief outline of the Disability Discrimination Act and offers ideas on approaches to compliance in providing libraries, learning centres and related resources. Available online http://www.skill.org.uk/info/drc_guides/libraries.doc
<i>CILIP Equal Opportunities Briefing</i>	Chartered Institute for Library and Information Professionals	2003	Free	Briefings currently available include: <ul style="list-style-type: none"> ▪ Library and Information Services for Disabled People ▪ Library and Information Services for Deaf and Hearing Impaired People ▪ Library and Information Services for Visually Impaired People ▪ The Employment of Disabled People in Library Services ▪ Organising Meetings, Courses and Conferences ▪ Sexual Orientation and Libraries <p>Further briefings will be produced in 2004 relating to age, learning disabilities, and cultural and racial diversity.</p> <p>Available online http://www.cilip.org.uk/practice/equalopps.html</p>
RNIB Accessibility	RNIB		Free	A wide range of free factsheets and paid publications which offer

Publications				e practical advice on enabling service provision for a wide range of requirements. http://www.rnib.org.uk/wesupply/publicat/welcome.htm
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4.3 Learning

<i>Inspiring Learning for All</i>	Museums, Libraries and Archives Council	2002	Free	<p>A new learning and access framework drawing on current best practice to help museums, archives and libraries reach new audiences and improve opportunities for all. The Museums, Libraries and Archives Council hopes that its initiative will increase collaboration between the domains, and will encourage the development of accessible and inclusive collections.</p> <p>Available online http://www.mla.gov.uk/documents/insplearn_1_eaflet.pdf</p>
<i>Museum Learning Online: guidelines for good practice</i> P Clarke	Museums, Libraries and Archives Council	2001		<p>The guide is for museums and galleries developing good practice in museum learning projects for the web medium Museum Learning Online aims to provide guidance for projects that intend to use museum and gallery collections to stimulate, develop and enhance learning via the web medium.</p> <p>Available online http://www.mla.gov.uk/action/learnacc/museum/start.asp</p>

<i>Education for Smaller Museums</i> H Moffatt	AIM	1997	£4.50	AIM Focus paper Available from http://www.museums.org.uk/aim
'Working Knowledge: Education Spaces' <i>Museum Practice</i> Summer 2003, 45-61	Museums Association	2003		A guide to creating new education rooms and improving existing ones, bringing together the advice and experience of many museum professionals. Available online at http://www.museumsassociation.org to <i>Museum Practice</i> subscribers
<i>Guidelines for Establishing, Managing and Using Handling Collections and Hands on Exhibits in Museums, Galleries and Children's Centres</i> V Munday	Museums, Libraries and Archives Council	2002		The purpose of these guidelines is to identify how to manage this process in order to reconcile the museum's duty to preserve and protect the objects in its care with its obligation to make collections accessible for learning and enjoyment. Available online http://www.mla.gov.uk/documents/handling.doc and http://www.mla.gov.uk/documents/handling.pdf
<i>Culture and learning: Creating arts and heritage education projects</i>	Heritage Lottery Fund/Arts Council of England	2002	Free	This guide aims to help people working in the arts and heritage sectors to plan and deliver high-quality education projects. It sets out to provide advice, examples of good practice

ISBN 0-7287-0885-X				<p>and details of ways accessing other resources with the aim of increasing access for as many people as possible.</p> <p>Available online http://www.artscouncil.org.uk/downloads/information/culturelearning.pdf</p>
<p><i>Museum and Gallery Education: A Manual of Good Practice</i> H Moffatt & V Wollard (Editors) ISBN: 0742504085</p>	AltaMira Press	2000	£32.95	This text addresses the educational role museums play from an international perspective. The contributed essays provide reviews of the key themes, and case studies offer practical examples of the research of museums and their educational impact.
<p><i>Choosing and Using a Museum Education Consultant or Freelance Educator</i> R Briant, Y Hamstra & A James</p>	GEM	nd	Free	This information sheet aims to help museums and galleries in appointing briefing and working with freelance educators or museum education consultants.

4.4 *Interpretation*

'Interpretation' <i>Museum Practice</i> 5:33-93	Museums Association	1997		<p>Survey of media and techniques for communication information and ideas about museum objects and collections.</p> <p>This article is available online at http://www.museumsassociation.org to subscribers to <i>Museum Practice</i>.</p>
'Interpretation Strategies'. F Swift <i>Museum Practice</i> 13:50-55	Museums Association	2000		<p>A guide to producing an interpretation strategy and a checklist of key questions involved in the decision-making process.</p> <p>This article is available online at http://www.museumsassociation.org to subscribers to <i>Museum Practice</i>.</p>

5.0 Audience Development

5.1 Social Inclusion

<i>Taking Part: An Audit of Social Inclusion work in archives</i>	National Council on Archives	2001	Free	An audit of the extent to which archives are contributing to social inclusion with recommendations for extending that practice. Available online at: http://www.ncaonline.org.uk/materials/takingpart.pdf
<i>Marketing the Museum</i> Fiona Mclean	Routledge	1997	£68.11	This study shows how museums can overcome the numerous hurdles on the route to achieving a marketing orientation. It gives practical guidelines to the specific ways in which marketing can be tailored to the needs of museums and play a useful and acceptable role in today's museums, in achieving their ultimate purpose of serving the community.
<i>Building Bridges: Guidance for museums and galleries on audience development</i> J Dodd & R Sandell	Museums & Galleries Commission	1998	£12.00	Advice and information on how museums can develop their audiences in practical and imaginative ways. Available from Museums, Libraries and Archives Council.
<i>A guide to audience development</i> H Maitland ISBN 0-7287-0750-0	Arts Council England	2000	£5.00	Guide to developing and managing audience development projects. Includes case studies from a wide range of arts organisations

<i>The family factor</i> C Rose ISBN 0-9523278-5-6	Arts Council England	2002	£12.50	A practical guide to making arts venues and events more accessible and appealing to family audiences
<i>Libraries, Museums, Galleries and Archives for All: Co-operating across the sectors to tackle social exclusion</i>	Department For Culture, Media and Sport	2001	Free	This document sets out the Government's vision of the contribution that libraries, museums and archives can make to tackling social exclusion Available online at http://www.culture.gov.uk/global/publications/archive_2001/ (12/02/2001)
<i>So You Think You're Multicultural</i>	VSO	2003	Free	This report provides a picture of attitudes to, and experiences of, multiculturalism across Britain. It draws on three pieces of original research commissioned by VSO, which reveals that the majority of the UK public are not connecting with other cultures and they don't see that this is a problem. Available online http://www.vso.org.uk/culturalbreakthrough/cb_report.pdf

5.2 Marketing

<i>Marketing and Public Relations Handbook for Museums, Galleries, and Heritage Attractions</i> S Runyard and Y French ISBN 0-7425-0407-7	AltaMira Press	2000	\$44.95	This guide, by British authors, describes the role of marketing and effective marketing and public relations techniques any museum or heritage site can utilise. Available from: http://www.altamirapress.com .
<i>Marketing in Travel and Tourism</i> V Middleton ISBN 0 750609737	ILAM	2001	£26.99	Classic textbook on marketing within the tourism industry.
<i>Marketing Concepts for Libraries and Information Services</i> E Elliott de Sáez 1-85604-426-2	Facet Publishing	2002	£29.95	This textbook introduces practitioners to a wide range of marketing concepts and techniques suitable for library and information services. Fully revised and updated, this second edition contains an extensive new chapter on marketing in the digital age, which explores the potential of e-marketing for librarians and information managers; data mining and customer relationship management; and the current marketing focus.
<i>How to market your library service effectively</i>	Aslib	1998	£13.99	A guide to marketing library services for beginners. Available from http://www.aslib.co.uk/pubs

<p>H Coote & B Batchelor ISBN 0 851142 396 5</p>				
<p><i>Building a successful customer-service culture: A guide for library and information managers</i> M Melling & J Little (ed) ISBN 1-85604-449-1</p>	<p>Facet Publishing</p>	<p>2002</p>	<p>£34.95</p>	<p>A good practice guide to an element of strategic or operational management with the customer placed at centre stage. This book looks at the users' perspective; planning and policy making; leadership and management; human resource planning; marketing as a tool for LIS managers; assuring quality; planning buildings for customers and services; developing a service culture through partnerships; virtual service.</p>

5.3 Market Research and User Surveys

<i>Prove it! A practical guide to market research for museums and visitor attractions.</i> A Millman	Bedfordshire Museums, Hertfordshire Museums & South Eastern Museums Service	1999	Free	Available online: http://www.museums.bedfordshire.gov.uk/proveit
'Update: Visitor Studies' <i>Museum Practice</i> 21:53-73	Museums Association	2002		Practical introduction to the aims and methods of visitor studies This article is available online at http://www.museumsassociation.org to subscribers to <i>Museum Practice</i> .
<i>Market Research: A Valuable Tool or an Optional Extra?</i> T Costley	AIM	1995	£4.50	AIM Focus paper. Covers surveying techniques, analysis of data and other market research techniques. Available from http://www.museums.org.uk/aim
'Getting to know your visitors.' P McManus <i>AHI Journal</i> 2003	Association for Heritage Interpretation	2003	Free	Available online: http://www.heritage-interpretation.org.uk/journals/j4c-vis.html

<p><i>Public Libraries User Surveys</i></p>	<p>Institute of Public Finance</p>	<p>1995</p>		<p>This guidance outlines how to collect information about library users. The standards incorporate good survey practice.</p> <p>Available online to IPF members only</p>
<p><i>Understanding statistics and market research data</i> D Mort ISBN 0 85142 459 7</p>	<p>Aslib</p>	<p>2001</p>	<p>£35</p>	<p>A guide to the terminology, definitions and concepts associated with published statistics and market data.</p> <p>Available from: http://www.aslib.co.uk/pubs</p>

6.0 Design and Display

6.1 Design and display

<i>Designing Galleries: The Complete Guide to Developing and Designing Spaces and Services for Temporary Exhibitions</i> M Sixsmith ISBN 0 7287 0780 2	Arts Council	1999	£19.99	The book covers the process of planning a gallery and creating a design brief.
<i>The Manual of Museum Exhibitions</i> B Lord & G D Lord (eds) ISBN 0 7591 0234 1	Altamira Press	2002	£40	A practical hands-on guide to the process of planning, designing, producing and evaluating exhibitions for museums of all kinds. Available from http://www.altamirapress.com
<i>Museum Collections in Industrial Buildings: A design and adaptation guide</i> ISBN 0 948630 38 1	Museums & Galleries Commission	1996		Available from the Museums, Libraries and Archives Council http://www.mla.gov.uk
'Display of Objects in Museums and Galleries'	Museums Association	1996		Survey of the equipment and techniques used to display objects in museums and galleries. This article is available online at

<i>Museum Practice</i> 2:41-88				http://www.museumsassociation.org to subscribers to <i>Museum Practice</i> .
'Audio Visual and Multimedia' <i>Museum Practice</i> 9:35-87	Museums Association	1998		Survey of the use of audio-visual techniques as part of museum displays and multimedia for the display and interpretation of collections. This article is available online at http://www.museumsassociation.org to subscribers to <i>Museum Practice</i> .
'Update: Display' <i>Museum Practice</i> 18:44-74	Museums Association	2001		Updates survey of the equipment and techniques used to display objects in museums and galleries This article is available online at http://www.museumsassociation.org to subscribers to <i>Museum Practice</i> .
'Update: Signage' <i>Museum Practice</i> 20: 49-46	Museums Association	2001		Update on best practice in signage This article is available online at http://www.museumsassociation.org to subscribers to <i>Museum Practice</i> .
<i>Checklist of Library Building Design Considerations</i> W Sannwald	ALA Editions	2001	£33.95	The Checklist offers advice on evaluating current space, and planning new facilities.
<i>BS 5454 Recommendations for storage and exhibition of archival documents</i> ISBN 0 580 33151 2	British Standards Institution	2000	£84	This BSI Standard provides recommendations for the storage and exhibition of archival documents. Available online to BSI subscribers. http://www.bsi-global.com

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7.0 ICT Projects

7.1 Digitisation

'Working Knowledge: Digitisation <i>Museum Practice</i> Winter 2003, 43-61	Museums Association	2003		How to plan and manage the digitisation of objects. Available online at http://www.museumsassociation.org to <i>Museum Practice</i> subscribers.
mda Fact Sheets On-line	mda		Free	These cover in the following areas: <ul style="list-style-type: none"> • Documentation • Information Technology • Legal Available online: http://www.mda.org.uk/facts.htm
<i>Managing New Technology Projects in Museums and Galleries</i> Ed. M Stiff ISBN 1 900642 10 7	mda	2002	£12.50	This guide provides simple guidelines and principles for those about to embark on a digitisation project. Available from: http://www.mda.org.uk
<i>UK Data Archive Guide: Good Practice in Data Documentation</i>	UK Data Archive/University of Essex	2001	Free	This guide informs data creators about the need to document adequately their materials in order to enable preservation and usage. It also provides examples of what information should, and may, be included.

				Available online:: http://www.data-archive.ac.uk/creatingData/goodPractice.pdf
<i>'Audio Visual and Multimedia' Museum Practice 9:35-87</i>	UK Data Archive/University of Essex	2001	Free	<i>This guide informs data creators about the need to document adequately their materials in order to enable preservation and usage. It also provides examples of what information should, and may, be included.</i> Available online: http://www.data-archive.ac.uk/creatingData/goodPractice.pdf
<i>AHDS Guides to Good Practice</i>	Arts & Humanities Data Service	2002	Free	<i>Computer Aided Design: Guide to Good Practice</i> Available online http://ads.ahds.ac.uk/project/goodguides/cad/ <i>Creating and Documenting Electronic Texts</i> http://ota.ahds.ac.uk/documents/creating/ <i>Creating and Using Virtual Reality</i> http://vads.ahds.ac.uk/guides/vr_guide/index.html <i>Creating Digital Resources for the Visual Arts: standards and good practice</i> http://vads.ahds.ac.uk/guides/creating_guide/contents.html The guide was produced in 2000; for the latest guidance on generic digital image issues see http://www.tasi.ac.uk/advice/advice.html

				<p><i>Creating Digitised Audio Materials for Use in Research and Teaching</i> Available online http://ota.ahds.ac.uk/documents/creating/</p> <p><i>Digital Archives from Excavation and Fieldwork: Guide to Good Practice</i> http://ads.ahds.ac.uk/project/goodguides/excavation/</p> <p><i>Digitising History: A Guide to Creating Digital Resources from Historical Documents</i> http://hds.essex.ac.uk/g2gp/digitising_history/index.asp</p>
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<i>Guidelines for Digitization Projects for collections and holdings in the public domain</i>	International Federation of Library Associations	2002	Free	<p>These guidelines identify and discuss the key issues involved in the conceptualisation, planning and implementation of a digitisation project, with recommendations for 'best practice' to be followed at each stage of the process. Coverage is concerned only with the paper-based documentary heritage, that is with manuscripts, printed books and photographs.</p> <p>Available online http://www.ifla.org/VII/s19/pubs/digit-guide.pdf and http://www.ifla.org/VII/s19/pubs/digit-guide-app.pdf</p>
<i>Managing the Digitisation of Library, Archive and Museum materials</i>	National Preservation Office	2001	Free	<p>This leaflet aims to introduce library, archive and museum professionals to the management of the digitisation process, of digitisation projects and of digital image archives.</p> <p>Available online http://www.bl.uk/services/preservation/dig.pdf</p>
<i>Preservation Management of Digital Materials; A Handbook</i>	British Library	2001	Free	<p>This handbook provides an internationally authoritative and practical guide to the subject of managing digital resources over time and the issues in sustaining access to them. It aims at both identifying good practice</p>

				<p>in creating and managing and preserving digital materials and provides a range of practical tools to assist in that process.</p> <p>An updated online edition is available at http://www.dpconline.org/graphics/handbook/index.html</p>
<i>Web Content Accessibility Guidelines.</i>	World Wide Web Consortium	1999	Free	<p>These guidelines explain how to make Web content accessible to people with disabilities. The guidelines are intended for all Web content developers (page authors and site designers) and for developers of authoring tools. While their primary goal is to promote accessibility, following them will also make Web content more available to <i>all</i> users, whatever user agent they are using (e.g., desktop browser, voice browser, mobile phone, automobile-based personal computer, etc.) or constraints they may be operating under (e.g., noisy surroundings, under- or over-illuminated rooms, in a hands-free environment, etc.). Available online: http://www.w3.org/TR/WAI-WEBCONTENT/</p>
<i>New Opportunities Fund: NOF-Digitise Technical Standards and Guidelines</i>	New Opportunities Fund	2001	Free	<p>The NOF-digitise programme supports the creation of a significant body of digital resources. The Fund has developed a web-based resource providing practical information and advice on technical standards for content</p>

				<p>creation. These include standards for accessibility, availability, document and file formats, search and request protocols, security and e-commerce, preservation and metadata. Compliance with these standards is a condition of the grant contract for the NOF-Digitise programme.</p> <p>Available online http://www.peoplesnetwork.gov.uk/content/technical.asp</p>
<i>Digital Culture: Maximising the Nation's Investment</i>	National Preservation Office	1999	Free	<p>A synopsis of a number of studies on digital archiving. This is an advisory publication, commissioned by the Digital Archiving Working Group, to encourage those who are about to embark on a digitisation project to consider the long-term archiving of the files they are about to create.</p>

8.0 Collections Management

8.1 Care of Collections

<i>Benchmarks in Collections Care for Museums, Libraries and Archives</i>	Museums, Libraries and Archives Council	2002	Free	<p>A self-assessment checklist to help organisations identify how well they are caring for their collections and provide a framework for measuring future progress.</p> <p>Available online: http://www.mla.gov.uk/documents/benchmarks.pdf</p>
<i>Stewardship Resources on the Web</i>	Museums, Libraries and Archives Council	2003	Free	<p>Over 100 sites have been examined and graded according to the usefulness to individuals or organisations engaged in any aspect of stewardship.</p> <p>Available to download: http://www.mla.gov.uk/documents/id693rep.pdf Or http://www.mla.gov.uk/documents/id693rep.doc</p>
<i>Standards in the Museum Care of Collections</i>	Museums & Galleries Commission	1992-1996		<p>These publications promote best practice in caring for museum collections. Standards are set out in the following</p>

				<p>subject areas:</p> <p><i>Archaeological Collections</i> (1992)</p> <p><i>Biological Collections</i> (1992)</p> <p><i>Costume and Textile Collections</i> (1998)</p> <p><i>Geological Collections</i> (1993)</p> <p><i>Larger and Working Objects</i> (1993)</p> <p><i>Musical Instruments</i> (1995)</p> <p><i>Photographic Collections</i> (1996)</p> <p>Available from Museums, Libraries and Archives Council</p>
<i>Guidelines on the Management of Human Remains</i>	Museum Ethnographers Group	1994	Free	<p>Guidelines on the storage, display, interpretation and return of human remains in ethnographical collections in the UK.</p> <p>Available online: http://www.museumethnographersgroup.org.uk</p>
<i>Environmental Management: Guidelines for Museums and Galleries</i> M Cassar ISBN 0 415 10559 5	Museums & Galleries Commission/ Routledge	1995	£40	This book presents a strategic approach to environmental management, outlining the theory and practice of achieving an appropriate museum environment for both collections and people.
<i>Guidelines on Pollution Control in Museum</i>	Museums Association	2000	£10	The guidelines are intended to address the concerns of managers and designers over

<i>Buildings</i> N Blades, T Oreszczyn, B Bordass & M Cassar ISBN 0 902102 81 8				indoor air. They are equally applicable to museums, galleries, libraries and archives.
<i>BS 5454</i> <i>Recommendations for</i> <i>storage and exhibition of</i> <i>archival documents</i> ISBN 0 580 33151 2	British Standards Institution	2000	£84	This BSI Standard provides recommendations for the storage and exhibition of archival documents. Available online to BSI subscribers. http://www.bsi-global.com
<i>The application and use of</i> <i>standards in the care and</i> <i>management of libraries</i> <i>and archives</i>	National Preservation Office	nd	Free	Available online: http://www.bl.uk/services/preservation/freeandpaid.html this is one of a number of standard guidelines available from the NPO at this website.
<i>HMC Standard for Record</i> <i>Repositories</i>	Historic Manuscripts Commission	2001	Free	Available online: http://www.hmc.gov.uk/pubs/inprint.htm

8.2 *Acquisitions & Disposal*

<i>Ethical Guidelines: Acquisition</i> <i>Ethical Guidelines: Disposal</i> <i>Buying in the Market</i>	Museums Association	1996	Free	These guidelines aim to help museum professionals apply ethical principles when acquiring, items for, or disposing from, their permanent collections. Available online: http://www.museumsassociation.org
<i>Restitution and Repatriation: Guidelines for Good Practice</i>	Museums & Galleries Commission	2000	£8.50	The guidelines aim to encourage museums holding material in their collections which might form the subject of a repatriation request to be proactive in considering how to respond. Available from Museums, Libraries and Archives Council
<i>Terms of Loan for Privately Owned Archives: A Guidance Note for Record Repositories</i>	The National Archives	2004	Free	Simple guidance on loan agreements with a handy checklist of points to include in a loan agreement. Available online at: http://www.nationalarchives.gov.uk/archives/advice/pdf/loanagreement.pdf
<i>Archive Collection Policy Statement: Checklist of Suggested Contents</i>	Historical Manuscripts Commission	1995 (revised)	Free	An updated version of the checklist, first published in 1995, this checklist shows the categories of information which archive

		2000)		<p>custodians should consider including in any archive collection policy statement that is issued in order to comply with the HMC <i>Standard for record repositories</i>.</p> <p>Available online: http://www.nationalarchives.gov.uk/archives/advice/pdf/archive_collection_policy.pdf</p>
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8.3 Documentation

<i>Interoperability Protocol</i>	National Council on Archives	Nov 2003	Free	The protocol aims to provide guidance and a minimum standard for ensuring that internet resources have a common data structure, that aims ultimately allows resources to be searched through a single interface. Available online: http://www.ncaonline.org.uk/materials/interoperabilityprotocol.pdf
<i>SPECTRUM The UK Museum Documentation Standard</i>	mda	1997	£90	SPECTRUM represents a common understanding of good practice for museum documentation. SPECTRUM contains all those functions that are common to most museums, to a level required by most practitioners. Available from orders@mda.org.uk
<i>Standards in Action: A guide to using SPECTRUM</i> M Pedley (ed)	mda	1998	£10	Looks in detail at different sections of SPECTRUM to enable a fuller understanding of how SPECTRUM can be put to work. Available from: orders@mda.org.uk
Documentation for Registration	mda		Free	The aim of this set of resources is to help museums gauge whether their institution's documentation system meets the

				<p>standard recommended for Phase II of the Museums & Galleries Commission Registration Scheme.</p> <p>The heart of the set is a Documentation Checklist, which poses a series of questions to help to evaluate what needs to be done. This is intended to provide a framework and a focus for a museum's self-assessment</p>
<i>General International Standard Archival Description (ISADG)</i>	International Council on Archives (ICA)	1999	Free	<p>This standard provides general guidance for the preparation of archival descriptions. It is intended for use in conjunction with existing national standards or as the basis for the development of national standards. The ICA Standard contains general rules for archival description for any form or medium of archival material.</p> <p>Available online: http://www.ica.org/biblio/cds/isad_g_2e.pdf</p>
<i>International Standard Archive Authority Record for Corporate Personal and Families (ISAA(/CPF))</i>	International Council on Archives (ICA)	1996		<p>The purpose of ISAAR (CPF) is to support the preparation of consistent, appropriate, and self-explanatory description of corporate bodies, persons and families.</p> <p>Available online: http://www.ica.org/biblio/cds/isaar_eng.html</p>

9.0 Risk Management

9.1 Security

<i>Security in Museums, Archives and Libraries – a Practical Guide</i>	Museums, Libraries and Archives Council	2003	Free	A guide to the complex task of providing security for collections and ensuring that they are both safe and accessible to the public.
'Security' <i>Museum Practice</i> 8:38-75	Museums Association	1998		Guide to the process and practicalities of planning and implementing security measures in museums and galleries. This article is available online at http://www.museumsassociation.org to subscribers to <i>Museum Practice</i> .
'Museum Management 5: Planning for Emergencies' F Swift <i>Museum Practice</i> 18: 41-43	Museums Association	2001		A guide to the preparation and contents of an emergency plan This article is available online at http://www.museumsassociation.org to subscribers to <i>Museum Practice</i> .
<i>Emergency Manual for Historic Buildings and Collections</i>	East Midlands Museums Service (EMMS)	1999	£29.50	Available on CD Rom. Order form at http://www.emms.org.uk/Marketing%20Leaflet.pdf
<i>Disaster Management in British Libraries: Project Report with Guideline for Library Managers</i> ISBN 0 7123 3306 1	British Library/National Preservation Office	1996		The report provides practical advice and suggestions on disaster management for library and information service managers.
<i>Security Matters</i>	British Library	1992-	Free	A series of three booklets produced on security

		1996		<p>matters in libraries. All available online.</p> <p><i>Carrying out a library security survey and drafting a security policy</i> (1992) http://www.bl.uk/services/preservation/lss.pdf</p> <p><i>How to deal with crime and anti-social behaviour</i> (1994) http://www.bl.uk/services/preservation/casb.pdf</p> <p>Designing out crime (1996) http://www.bl.uk/services/preservation/doc.pdf</p>
<i>Protecting Cultural Objects in the Global Information Society</i> R Thorne ISBN 0 89236 495 5	The Getty Information Institute	1997	Free	<p>Describes the core standard, Object ID, used to describe cultural objects and outlines the ten categories of information used. Available from http://www.getty.edu/publications</p>

9.2 Vetting

<i>Screening and police checking</i>	National Centre for Volunteering		Free	This online publication explains how screening can help to reduce the risk of recruiting volunteers who may be unsuitable to work with children or other vulnerable people. Available online: http://www.volunteering.org.uk/workwith/screening.htm
<i>Safety Checks – the vetting of adults with responsibility for children</i>	South West Museums, Libraries and Archives Council	2002	Free	This advisory note sets out the current position for the 'vetting' of adults who will be responsible for children in museums and galleries in England. Available online: http://www.swmlac.org.uk/index.php?SID=27&ID=28
<i>Safe from harm: a code of practice for safeguarding the welfare of children in voluntary organisations in England & Wales</i>	Home Office	1993	Free	This code of practice sets out principles and guidelines which will help voluntary organisations to safeguard the welfare of the children and young people under 16 years of age with whom they work. Available online: http://www.homeoffice.gov.uk/docs/harm.html

10.0 Commercial Activities

10.1 Retail and merchandising

<i>Creative Industry: Generating Income for Museums & Galleries</i>	Museums & Galleries Commission	1999	£25	The report reviews UK museums income generation activities, and provides guidance based on examples of good practice. Available from the Museums, Libraries and Archives Council
<i>Museum Store Management</i> M Theobald	MSA	2000	\$28.75	Available from: http://www.museumdistrict.com/About/MSAbooks.cfm
<i>Retail Guidelines for Small Museums</i>	AIM	2003	£4.50	AIM Focus paper. A guide to running a museum shop, including merchandise selection, display, and profitability. Available from http://www.museums.org.uk/aim
'Anatomy of a Refit; C Chapman-Cameron <i>Museum Shop & Publishing News 12:10-12</i>	Museum Trading & Publishing Group	2000		A good practice guide to the design of museum shops, using the new shop at the Royal Pavilion, Brighton, as a case study.
<i>Ethical Guidelines: Trading and Commercial Activities</i>	Museums Association	1996	Free	Guidelines to help museums take account of ethical principles in their commercial and trading activities. Covers Pricing Policy, Retail, Catering, Location Hire, Copyright, Sponsorship and Auctions. Available online: http://www.museumsassociation.org

'Ethical Trading' K White <i>Museum Shop & Publishing News</i> 10:4-5	Museum Trading and Publishing Group	1999		A guide to the challenges and pitfalls of product sourced from the developing world.
<i>Retailisation: The Here, There and Everywhere of Retail</i> R Hunt & F de Chatel	Aslib	2003	£16.99	Investigates the current state of selling. Available from http://www.aslib.co.uk/pubs
<i>Making a charge for library and information services</i> S Webb ISBN 0 85142 339 6	Aslib	1994	£13.99	Practical advice on charging, from market research to user consultation, terms of business and budgetary control. Available from http://www.aslib.co.uk/pubs
<i>Charities and Trading: Law, Accounting and Tax Issues</i> P Framjee ISBN 0 9512940 1 6	Charities Advisory Trust	nd	£9.95	A practical guide to the complex legal and tax issues which surround charity trading. Available from http://www.charitiesadvisorytrust.co.uk
<i>Get the Message Online: making Internet shopping accessible to blind and partially-sighted people</i>	RNIB	nd	£5.00 or free on web	This report provides information on making e-commerce accessible. It is available as a free electronic download. http://www.rnib.org.uk/digital/webshop.htm

10.2 Catering

<i>Creative Industry: Generating Income for Museums & Galleries</i>	Museums & Galleries Commission	1999	£25	The report reviews UK museums income generation activities, and provides useful guidance based on examples of good practice.
<i>Food Safety in the Hospitality Industry</i> T Knowles	ILAM	2002	£19.95	Available from http://www.ilam.org.uk
'Culture and Cuisine: A Recipe for Conflict.' N Lander. <i>Locum Destination Review Spring 2002</i>	Locum Destination	2002	Free	Guide to the philosophy behind catering in arts institutions. Available online: http://www.locum-destination.com
<i>Ethical Guidelines: Trading and Commercial Activities</i>	Museums Association	1996	Free	Guidelines to help museums take account of ethical principles in their commercial and trading activities. Covers Pricing Policy, Retail, Catering, Location Hire, Copyright, Sponsorship and Auctions. Available online: http://www.museumsassociation.org

10.3 Location hire

<i>Film and Photography for Historic Houses and Gardens</i> N Hudson	Historic Houses Association	1996	£15.95	An in-depth guide to working with film companies and still photographers. Includes recommended list of fees for location work. Available from http://www.hha.org.uk
<i>Creative Industry: Generating Income for Museums & Galleries</i>	Museums & Galleries Commission	1999	£25	The report reviews UK museums income generation activities, and provides guidance based on examples of good practice. Available from the Museums, Libraries and Archives Council
<i>Venue and Location Hire</i>	AIM	1999	£3.50	AIM Focus paper. Introduction to hiring out museums for filming, photo shoots, functions, weddings and conferences. Available from http://www.museums.org.uk/aim
<i>Ethical Guidelines: Trading and Commercial Activities</i>	Museums Association	1996	Free	Guidelines to help museums take account of ethical principles in their commercial and trading activities. Covers Pricing Policy, Retail, Catering, Location Hire, Copyright, Sponsorship and Auctions. Available online: http://www.museumsassociation.org

10.4 Publishing and Copyright

<i>Creative Industry: Generating Income for Museums & Galleries</i>	Museums & Galleries Commission	1999	£25	The report reviews UK museums income generation activities, and provides guidance based on examples of good practice. Available from the Museums, Libraries and Archives Council
<i>A Guide to Copyright for Museums & Galleries</i> P Wienand, A Booy and R Fry ISBN 0 415 21721 0	Museums & Galleries Commission	2000	£19.99	A guide to copyright for museums and galleries, covering ownership and exploitation of copyright, merchandising and publishing, Internet and electronic licensing and sample agreements.
<i>The Aslib Guide to Copyright</i> Ed R Wall ISN 1353 1530	Aslib	2003	£160	Loose-leaf guide updated 3 times per year
<i>Copyright for Archivists</i> <i>Tim Padfield</i> ISBN: 1-903365-13-9	Public Record Office	2001	£20.00	This is a handbook for archivists and users of archival materials that seeks to set out the statutory and case law in a readable way

11 Working with consultants and contractors

11.1 Working with Contractors and Consultants

<i>Creating Excellent Buildings</i>	Commission for Architecture & the Built Environment	2003	Free	A guide for clients setting out ten key success factors for the creation of excellent buildings. The guide also includes a number of useful case studies. Available online: http://www.cabe.org.uk/publications/
<i>Working with Contractors: Guidelines on Environmental and Security Protection during Construction Work in Museums</i>	Museums & Galleries Commission	1998	Free	The guidelines are designed to prevent human injury, safeguard collections and avoid damage to cultural heritage by avoidable accidents or negligence during building work. Available from the Museums, Libraries and Archives Council.
<i>RIBA Standard Form of Agreement for Appointment of an Architect</i>	RIBA	1996	£10	Available online from http://www.ribabookshop.com
<i>Using the Consultant Database</i>	Online Register of Trainers & Consultants for the Arts		Free	Four useful web pages on using consultants: <i>Making Consultancy Work</i> <i>Choosing & Using a Consultant</i> <i>Getting the most from a fundraising post</i> <i>Briefing Consultants.</i> Available online: http://www.arts-consultants.org.uk/using/using.htm

<i>Choosing and Using a Museum Education Consultant or Freelance Educator</i> R Briant, Y Hamstra & A James	GEM	nd	Free	This information sheet aims to help museums and galleries in appointing briefing and working with freelance educators or museum education consultants.
<i>Design Project Management</i> Griff Boyle ISBN 0 7546 1831 5	Ashgate	2003	£50	A guide to working with designers and successfully managing design projects.
<i>Choosing and Working with a Conservator: The Conservation Register</i>	UKIC	2003	Free	A guide to appointing and working with freelance conservators. Available online http://www.conservationregister.com

11.2 Tendering

<i>Procedures for competitive tendering for Australian Museum: Exhibition construction</i>	Australian Museum	2003	Free	Outline of the tendering system used by the Australian Museum. Available online: http://www.austmus.gov.au
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