



ABERDEENSHIRE MUSEUMS SERVICE

ACCESS POLICY

Mission Statement

- 1.1. Bringing communities and collections together, improving physical, digital, and intellectual access to and appreciation of our heritage

Commitment to Access

- 2.1. Aberdeenshire Council Museums Service is committed to putting access to collections at the centre of all work, short and long term, to develop and improve the service, making continuous improvements as resources allow
- 2.2. Recognising that there are many barriers to access (physical, financial, cultural, social, intellectual, psychological and emotional) Aberdeenshire Council Museums Service will endeavour to remove, reduce or mitigate these wherever possible
- 2.3. Aberdeenshire Council Museums Service is committed to ensuring that opportunities for access are fair and equal for all – regardless of gender, gender assignment, marital status, age, disability, race, religion, family status or sexual orientation.

Access to Collections

- 3.1 Aberdeenshire Council Museums Service headquarters and storage building was designed and built in 2004 as an open storage building, with access in mind, and as such is available for members of the public, visitors and researchers to view and handle collections, facilitated by a member of staff. We will expand this service, increasing weekend opening hours and awareness of the facility.
- 3.2. Digital access to collections will be improved – with searchable online access to the Aberdeenshire Council collection database, and an improved online presence in partnership with other services

- 3.3. Access to and display of archives will be facilitated wherever possible, both digitally and in person, within compliance of the Data Protection Act
- 3.4. Aberdeenshire Council Museums Service will strive to improve access to and engagement with collections:
 - Through inspirational lifelong learning, in accordance with the Aberdeenshire Council Cultural Strategy
 - Through quality displays and exhibits in museums
 - Through a rolling programme of temporary changing exhibitions, pop-up museums and highlighted object tours
 - Through engaging events, activities and partnership work
- 3.5. Access to and display of human remains will be facilitated in accordance with good practice guidelines in the *DCMS Guidance for the Care of Human Remains in Museums*

Access to Services and Buildings

- 4.1. Aberdeenshire Council Museums Service acknowledge that physical access to the historic buildings some museums are based in can be challenging, but will endeavour to continually improve this as resources allow
- 4.2. Aberdeenshire Council Museums Service are aware of the need for continuous evaluation, review and improvement, and a two-way conversation with visitors and service users. We will engage with users and non-users in order to improve service delivery and allocate resources appropriately
- 4.3. Aberdeenshire Council Museums Service front of house services are accredited through the World Host scheme, and we will continue to train new and existing staff to that level, maintaining accreditation