



Northern Ireland Museums Council

# **Mapping Trends in Northern Ireland's Local Museums**

**2012**

## Mapping Trends in Northern Ireland's Local Museums 2012

The Northern Ireland Museums Council's aim is to support the local museums in Northern Ireland in maintaining and improving their standards of collections care and public service, and to promote a coherent framework of museum provision. A prerequisite to achieving this aim is gaining a good understanding of the governance and operation of our museums; what facilities they provide, how they care for and manage their collections, and how they service the needs of their visitors and users generally. To this end NIMC has undertaken regular surveys of the sector. This study is the third of its kind, the others having been published in 2002 and 2007.

While there are currently 42 recognised museums in Northern Ireland, including the four National museums, this report, in line with the Council's remit, focuses upon the thirty eight local museums recognised under the Museum Accreditation Scheme. Each was issued a standard questionnaire with the request to provide information on their operations and activities at a particular date in 2011. All of the museums surveyed made a return, although for various reasons not all were able to complete every section of the questionnaire. As a result we have a 'snapshot' of their key areas and functions, which, through using repeat questions as before, allows comparisons to be made over time and trends to be identified.

The context in which our museums operate has changed markedly since 2006. In March 2011 the Minister of Culture, Arts and Leisure launched the Northern Ireland Museums Policy. This is now one of the fundamental 'building blocks' of the Northern Ireland Assembly's *Programme for Government 2011-15*. The Policy sets out a ten-year vision for the development of the sector and establishes a series of goals across four areas – Developing Audiences; Education and Learning; Collections Development, Care, management and Use; and, Infrastructure, Investment and Resources. Given the fundamental importance of the policy, the information provided through the survey has been structured around these four headings and thus it may be used to establish 'baselines', from which actions and progress relating to the policy goals might be considered and evaluated further.

## Museum Infrastructure

Museum provision in Northern Ireland is supported by two key bodies – the National Museums Northern Ireland and the Northern Ireland Museums Council.

National Museums Northern Ireland (NMNI) "care for and present inspirational collections that reflect the creativity, innovation, history, culture and people of Northern Ireland"<sup>1</sup>, and operate four museum sites - the Ulster Museum, Ulster Folk and Transport Museum, Ulster American Folk Park, and the Armagh County Museum.

The Northern Ireland Museums Council (NIMC) was established in 1993 to assist local museums. It does so through providing grant assistance in support of exhibitions, events and conservation programmes at museums, as well as research in and around the

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<sup>1</sup> <http://nmni.com/home/about-us> accessed 11th July 2012

collections, and for the acquisition of objects. The Council also offers training, advice and information, undertakes research, maintains the standards programme and is the principle advocate for the local museum sector.

NMNI was established under the Museums and Galleries (Northern Ireland) Order 1998 and as such is funded directly by government through the Department of Culture, Arts and Leisure (DCAL). The Northern Ireland Museums Council is a company, with charitable status, that is principally funded through the Department of Culture, Arts and Leisure. Both are Non-Departmental Public Bodies and assist the Department with the delivery of the Northern Ireland Museums Policy.

## **Museum Governance**

The museum sector in Northern Ireland currently comprises 42 museums recognised under the Museum Accreditation Scheme. Of these, four come under the National Museums Northern Ireland. The other 38 make up the local museum sector.

Of the 37<sup>2</sup> museums surveyed

- 20 are run by local councils
- 17 are independent and voluntary museums

Details of each local museum included in this review are given at Appendix I.

### Local Councils

There are 26 city, district and borough councils in Northern Ireland. The Museums and Galleries (Northern Ireland) Order 1998 sets out how local district councils may provide museums and galleries, stating that,

*“a district council, either alone or together with another district council or any other person, may provide and maintain museums and galleries”*

Eight councils currently do not run a museum or museum service – Antrim Borough Council, Ards Borough Council, Belfast City Council, Castlereagh Borough Council, Cookstown District Council, Dungannon and South Tyrone Borough Council, Magherafelt District Council and Omagh District Council.

Mid-Antrim Museum Service comprises four museums and operates through a partnership between Ballymena, Larne, Newtownabbey and Carrickfergus Borough Councils.

The Causeway Museum Service is made up of four museums and operates through a partnership comprising Coleraine, Limavady and Ballymoney Borough Councils, and Moyle District Council.

The Derry Heritage and Museums Service, Carrickfergus Borough Council and the Craigavon Museum Service each operate two museums.

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<sup>2</sup> While the Museum of the Royal Irish Regiment was on the register of Accredited museums, it closed to the public in 2009, and for this reason it was not included in the survey.

### Independent and Voluntary museums

Of the independent and voluntary museums surveyed,

- 8 are run by two organisations established under statute (Armagh Public Library; and the National Trust, which operates seven museums)
- 4 are operated by Trusts (the three Regimental museums and the Police museum)
- 4 are constituted as companies limited by guarantee (Somme Heritage Centre; Flame – The Gasworks Museum of Ireland; Downpatrick Railway Museum and the Railway Preservation Society of Ireland)
- 1 is run by Queen's University (The Naughton Gallery)

### Charitable status

At present the Charity Commission for Northern Ireland is unable to commence the registration of charities operating in Northern Ireland until the associated legislation is changed. Until this happens HM Revenue and Customs oversees and grants charitable status. Such status, if granted, will entitle the organisation to certain tax benefits and consequently being recognised as a charity can be a vital component in maintaining sustainable financial operations and in gaining access to the funding of trusts and foundations.

Of the 37 local museums surveyed, none of the Council-run museums are registered charities, while 16 of the 17 independent museums have charitable status. The exception in the latter category is The Naughton Gallery at Queens<sup>3</sup>.

### **Museums and Standards**

In the United Kingdom the commonly accepted definition of a museum, formulated by the Museum Association in 1998, is;

‘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.’

Institutions must meet this definition in order to qualify for the UK minimum standards scheme for museums and galleries - The Museums Accreditation Scheme – which is now maintained and managed by Arts Council England (ACE). The Northern Ireland Museums Council (NIMC) is responsible for the administration of the scheme in Northern Ireland as it relates to the local museums (ie the non-National Museums). The National Museums Northern Ireland, currently comprising four museums, liaises directly with ACE concerning its recognition under the Scheme.

In 2011 the Scheme was relaunched following a comprehensive review. Over the next three years those museums currently within it will be invited to reapply. Museums seeking recognition under the revised standard will be assessed against criteria relating to Organisational Health, Collections, and Users and their Experiences.

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<sup>3</sup> Universities and other Higher Education Institutions have always been recognised as charities under the law of England and Wales, and while the tax position in Scotland and Northern Ireland is the same as in England and Wales, there are different charity law frameworks in Scotland and Northern Ireland. In time further guidance on the charitable status of universities in Northern Ireland may be issued by the Charity Commission for Northern Ireland

The profile of local museums recognised under the Museum Accreditation Scheme (and its previous iterations) is as follows.

	2001	2006	2011
Council-run museums	18	19	20
Independent museums	15	14	18 <sup>4</sup>

There have been four notable changes in the profile of local museums since the 2006 survey:

- The Banbridge District Council opened the F. E. McWilliam Gallery and Studio, which achieved recognition under the Museum Accreditation Scheme in 2010.
- Railway Preservation Society of Ireland became an Accredited museum in 2007.
- Museum of the Royal Irish Regiment closed to the public in 2009.
- In September 2009 three further National Trust properties became Accredited – Mount Stewart, Address and Hezlett House.

### Capital Programmes

The 2006 *Mapping Trends* reported the completion of eight local museum developments with a further eight in the pipeline. Of the latter, the new Mid-Antrim Museum at The Braid in Ballymena opened in February 2008, the redevelopment of the Inniskillings Museum in Enniskillen Castle was completed in September 2008, and the Roe Valley Culture and Arts Centre (home to the Limavady Borough Council museum service) opened in October 2010. The Armagh Public Library lead the restoration of the Grade A listed building at 5, Vicar’s Hill in Armagh as a new interpretation and exhibition centre. This was formally opened to the public in March 2011. Under the auspices of the NIMC Access Programme funding was provided to the Somme Heritage Centre and the Downpatrick and County Down Railway towards physical access improvements to these premises. In addition the Downpatrick and County Down Railway, with support from the Heritage Lottery Fund, completed the development of a new interpretation gallery.

The proposals for a purpose-built Police Museum and a new museum in Coleraine’s Market Yard continue to be developed.

### Staffing Levels

It goes without saying that the staff are a most vital resource in the fulfilment of any museum’s function. Various trends may be identified from the following tables charting the number of staff and their types of contract across the three surveys undertaken by NIMC.

	Permanent Full-time			Permanent Part-time		
	2001	2006	2011	2001	2006	2011
Local Authority museums	68	73	79	23	18	23
Independent museums	39	40	61	24	37	32
Total	107	113	140	47	55	55

<sup>4</sup> See footnote 2

	Temporary/Seasonal			Volunteers		
	2001	2006	2011	2001	2006	2011
Local Authority museums	14	19	20	10	13	16
Independent museums	81	94	158	151	157	299
Total	95	113	178	161	170	315

These tables reveal that, over the last five years

- There has been an 8% increase in the number of permanent, full-time staff at the museum operated by Councils, but a 52% rise in such posts across the independent museum sector. The total number of permanent full-time staff in local museums rose from 113 (2006) to 140 (2011).
- There has been an increase of five permanent, part-time posts in council-run museums, and a decrease of 5 posts in the independent museums. Thus across local museums the number of permanent, part-time posts has remained constant since the last survey.
- The number of seasonal or temporary staff employed in museums has risen significantly, with a 58% rise (65 posts) across the sector. All of these posts were in the independent museums, with one exception.
- The number of volunteers has risen sharply. There was an increase of 3 volunteers in council-run museums. 145 more volunteers now work in the independent museums, representing an 85% increase over the last five years.

The notable changes in the levels of staff across the local museums in Northern Ireland result in part from the increase in the overall number of local museums. Since 2006 one council-run museum, and 3 museums in the independent and voluntary-run museum sector became accredited.

The survey revealed that the F. E McWilliam Gallery and Studio operates with 6 temporary staff. When this is taken into account the underlying trend is a continuing rise in the number of permanent, full-time and part-time posts in council-run museums.

The three newly Accredited National Trust properties account for 11 permanent, full-time staff, 6 permanent, part-time posts, 55 seasonal or temporary staff, and 60 volunteers. The Museum of the Irish Regiment, now closed, had 2 full-time members of staff. Setting these to one side, the trend of a rising number of permanent full-time posts, temporary and seasonal posts and volunteers across the independent museum sector has continued over the last five years.

### Salaries and Wages

The 2011 questionnaire included a section on the pay of employees within the museum sector, broken down across salary bands. This follows on from the research undertaken in 2009 by NIMC on staffing and employment in museums.<sup>5</sup>

The following table includes the returns from local museums for both surveys, by way of comparison.

<sup>5</sup> A Review of Staffing and Employment Trends within Northern Ireland's Museums (2009) NIMC.

Salary bands	Local authority museums		Independent museums	
	2009	2011	2009	2011
Less than £10,000	15	15	106	174
£11,000 - £20,000	48	57	53	55
£21,000 - £30,000	38	39	15	15
£31,000 - £40,000	10	8	4	5
£41,000 - £50,000	3	3	2	2
£50,000 +	0	0	0	0

There are two notable changes regarding salary levels over the last two years. Within the council-run museums there has been a 19% rise in posts within the £11,000 to £20,000 range, split evenly across permanent full-time and permanent part-time posts. Across the independent museums the significant change has been in the number of temporary/seasonal staff within the sector, which is accounted for through the National Trust properties entering the Accreditation Scheme.

## Museum Visitors and Audience Development

### Visitors

Continuing the trend of the 1990's, the number of visitors attending Northern Ireland local museums has continued to rise year on year. The following table charts the total visitor numbers across both types of local museum for the three surveys undertaken to date.

	Local authority museums	Independent museums	Totals
2001	189,100	127,679	316,779
2006	225,615	205,265	430,880
2011	365,401	267,003	632,404

These figures highlight that:

- There was a 47% increase in the number of attendances to local museums between 2006 and 2011
- Attendances at council-run museums rose by 62% over the same period
- And, attendances at the independent museums rose by 30% over the same period

The most readily identifiable factors accounting for these increases are the completion of capital development of museums, the addition of one council-run museum to the number of such Accredited museums (F E McWilliam Gallery and Studio – 40,559), and four more Accredited independent museums (Three National Trust houses - Mount Stewart (27,567), Address (7,000) and Hezlett House (25,587) and the Railway Preservation Society of Ireland (9,500)).

When the attendances at the more recently Accredited museums are discounted, the underlying trend of a notable rise in the number of visitors to council-run museums remains (at 44%), but attendances across the independent museums surveyed in both 2006 and 2011 are virtually unchanged.

### Outreach

In addition, although not asked as part of the questionnaire, some museums declared that they had undertaken outreach work, and quantified the number of beneficiaries. As this area is gaining prominence in local museums' work, it needs to be monitored further.

### **Recording Visitors and Users**

Local museums record their visitor numbers in various ways, including till and ticket returns, automated counters (such as break beams) and manual counts, or a combination of these methods. The profile given below replicates that identified in 2006.

	<b>Local authority museums</b>	<b>Independent museums</b>
Manual count only	12	10
Electronic count only	5	4
Combination of manual and electronic counting	3	3

Bearing in mind the unique circumstances at each museum, arising from the scale and layout of the building, for instance, combined with such other factors as the levels of staffing, whether or not an admission charge is levied, and the reliance upon manual counting (by 60% of local museums) it is likely that discrepancies will occur in calculating attendance figures. Given the current value placed upon 'visitor numbers' as an indicator of performance by museum governing bodies, and prominence given to attendances within the Northern Ireland Museums Policy, further analysis with the aim of strengthening the accuracy of the measurement of attendance and usage is likely to be of benefit.

### **Visitor Services and Access**

The development of the capital infrastructure over the last ten years has led to considerable improvements to the services and facilities provided for museum visitors. In addition, recent legislation in the form of the Disability Discrimination Act and the Section 75 duties set out in the Northern Ireland Act 1998 has placed particular responsibilities upon museums concerning customer care.

### Physical Access

In 2003 an audit of physical accessibility at museums was commissioned from AdaptNI by the Northern Ireland Museums Council. This resulted in a report, with particular recommendations, being provided to each local museum, and subsequently work was undertaken at the Downpatrick Railway Museum and the Somme Heritage Centre to address immediate access issues. Further audit work through this partnership was undertaken in 2010 and 2011, in light of the recent redevelopment and construction of museum buildings.

There has been no change over the last five years in the percentage of museums (52%) affirming that their site was fully accessible. At the other 17 museums physical access is limited to varying degrees, where parts of the building or site are not easily accessible. Of these 17, thirteen occupy a listed building.

### Admissions policy

The responses received regarding admissions policies in 2011 show that there has been no change since 2006 in either the proportion of museums (58%) operating free admission, or in the profile of the local museums that do and do not charge an admission fee.

Three out of the 20 local authority museums charge an admission fee.

Ten of the 17 independent museums charge an admission fee.

### Opening Hours

The 2011 survey found that:

Across the 20 council-run museums;

- 18 are open during weekdays, Monday to Friday, although two are closed on Mondays,
- 16 are open on Saturdays,
- Seven are open on Sundays, with a further two opening on Sundays during the summer period,
- One council-run museum is only open by appointment, and one other is open on Sundays only,
- Four of the council-run museums operate seasonally (three being open six months in the year and one is open for two months).

In the independent museum sector;

- Eight of the 17 independent museums are open all the year round, with the other 9 operating seasonally, being open for between 7 and 11 months of the year,
- 15 are open on weekdays, with two museums not open on Mondays and one is closed on a Friday,
- 12 are open on Saturdays,
- 11 independent museums are open on Sundays, with one museum only opening at the weekend,
- Four independent museums are not open at weekends.

Overall, the opening hours across the local museums have changed little over the last five years. As may be appreciated from the findings given above, there is considerable variation in the days when museums are open. There are seven local museums which are not open at weekends, compared with 8 in 2006. But whereas 10 local museums did not open on a Sunday five years ago, this had risen to 15 by 2011.

Nine of the independent museums operate on a seasonal basis, opening for between seven and eleven months of the year. Amongst the council-run museums four indicated that they did not open all of the year round. Five years ago 10 museums were operating seasonally, half run by local authorities and half independently.

### Visitor Services

Five museums indicated that they are unable to provide toilet facilities for patrons generally, while one museum stated that its toilet facilities did not meet the needs of disabled visitors. In the previous survey four museums indicated that their toilet facilities were not suitable for disabled visitors.

There has been no change over the last five years in the number of local museums – 17 out of 38 - providing facilities for changing and feeding infants.

The number of local museums operating a shop or sales point rose from 24 to 30, thus while 71% did so in 2006, 79% of museums were doing so in 2011.

In 2006 a third of museums provided an induction loop system. By 2011 this had risen to 45%, and in addition four of the council-run museums indicated that they had members of staff able to sign for visitors with hearing difficulties. Four museums declared that they provided audio tours of their exhibitions, whereas in 2006 13 local museums stated that this was the case.

In response to a question regarding how museums cater for the needs of non-English speaking visitors, 8 museums stated that they had multi-lingual staff and/or volunteers, 8 other museums referred to print material in languages other than English, and two further museums had audio tours in a variety of languages.

### **Visitor Profiles**

As part of the 2011 survey, museums were asked to provide information on the profile of their visitors. Each museum was asked to indicate if attendees were 'repeat' visitors, non-local day trippers, or non-local and staying overnight. Museums were also asked if they analysed their visitors by geography, by socio-economic status and by Section 75 groupings

#### *Council-run museums:*

Twelve of the 20 museums provided information on 'repeat visitors', with estimates ranging from 12% to 85%. The respondents indicated that these estimates were arrived at through various methods, comprising; feedback from museum attendants, staff opinion, visitor evaluation exercises, and visitor books. The same museums used similar approaches in assessing the levels of non-local day trippers, estimating such attendances within the range of less than 10% to 70%. Eight museums provided estimates on non-local and staying overnight ranging from 5% to 40%.

40% of council-run museums (8) analysed their visitors by geography, No council-run museums analysed their visitors by socio-economic background, and one museum undertook analysis using Section 75 groupings.

#### *Independent museums:*

Of the 17 museums, 10 provided an estimate on the percentage of 'repeat visitors'. In the main these ranged from 10% to 50%, with one museum estimating a 90% 'repeat visitor' rate. The methods for arriving at these estimates included visitor interaction, visitor book analysis, sampling and 'guesswork'.

The estimated percentage of non-local day trippers ranged from 7% to 70%, with the basis of arriving at these estimate being similar to that for the 'repeat visitors'.

When it came to visitors who were 'non-local and staying overnight' the range for 8 of the 10 responding museums was between 5% and 25%, with one museums estimating 50% and another 80%. Similar methods for arriving at these estimates were used as for the other categories.

8 of the 17 independent museums analysed their visitors by geography, two museums did so by socio-economic status, but none undertook an analysis using Section 75 grouping.

### Users

A 'museum user' may be defined as someone who uses the services of a museum without necessarily visiting the venue. Users would include those participate in a museum's outreach programme, or other events and activities the museum may organise outside of its building. However, a fast growing group of museum users is that which accesses museum services virtually through digital technologies.

As part of the 2011 survey, museums were asked to provide information on the total number of 'visits' logged at their web site for the year in question, and the number of 'unique visitors' to the site over the same period. Of the 20 council-run museums, two did not respond to the question, 14 could not state the data requested, with three providing figures. Amongst the independent museums; 14 were unable to provide the related statistics, two museums provided estimates, with one giving precise figures on both counts.

### **Visitor Intelligence**

In 2006 17 museums declared that they had carried out market research in the last twelve months, of which 11 had undertaken some form of visitor profiling. Five years later 7 independent museums and 5 council-run museums had done a visitor satisfaction survey within the last year.

In 2011 five local museums indicated that they had undertaken research to assess what the main barriers were for people who did not visit their museum.

The following table illustrates the usage of various media by museums in 2011 to gather feedback from visitors.

	<b>Local authority museums</b>	<b>Independent museums</b>
Comment cards	18	9
Visitor books	18	15
Exit surveys	4	10
Focus groups	2	1
Evaluation forms	3	0
Web surveys	0	1
Facebook	1	0
Verbal feedback	1	4

Thirteen independent museums indicated that they captured e-mail addresses of visitors through these means, with 5 of these museums stating that they operate an e-marketing list. All of the 20 council-run museums reported that they captured e-mail addresses, with 8 museums actively undertaking e-marketing.

### **Promotion**

The local museums use a variety of media to promote themselves and the events and activities they puts on, as is demonstrated in the following table. Not all museums indicated usage across all of the fields.

	<b>Used Regularly</b>	<b>Used Occasionally</b>	<b>Never Used</b>
Leaflet	32	3	0
Press editorial	21	11	0
Press advert	9	14	3
Radio editorial	7	20	0
Radio advert	1	4	9
TV editorial	0	18	4
TV advert	0	1	14
Poster	16	14	1
Billboard	1	8	8
Website	30	4	0
Social media	11	4	4

#### Local museums

	<b>Used Regularly</b>	<b>Used Occasionally</b>	<b>Never Used</b>
Leaflet	19	1	0
Press editorial	12	5	0
Press advert	4	8	0
Radio editorial	3	9	0
Radio advert	0	3	0
TV editorial	0	7	0
TV advert	0	1	0
Poster	7	9	0
Billboard	0	3	0
Website	18	2	0
Social media	2	3	0

#### Local authority museums

	<b>Used Regularly</b>	<b>Used Occasionally</b>	<b>Never Used</b>
Leaflet	13	2	0
Press editorial	9	6	0
Press advert	5	6	3
Radio editorial	4	11	0
Radio advert	1	4	9
TV editorial	0	11	4
TV advert	0	0	14
Poster	9	5	1
Billboard	1	5	8
Website	12	2	0
Social media	9	1	4

#### Independent museums

Museums were also asked about their perception on the effectiveness of these promotional methods. The responses received are tabulated as follows:

	<b>Very Effective</b>	<b>Effective</b>	<b>Not Effective</b>
Leaflet	15	20	0
Press editorial	18	14	0
Press advert	5	20	4
Radio editorial	20	11	0
Radio advert	10	13	4
TV editorial	22	9	0
TV advert	19	9	2
Poster	11	20	0
Billboard	13	12	1
Website	23	10	0
Social media	16	12	0

#### Local museums

	<b>Very Effective</b>	<b>Effective</b>	<b>Not Effective</b>
Leaflet	9	11	0
Press editorial	9	9	0
Press advert	2	11	2
Radio editorial	12	5	0
Radio advert	6	6	1
TV editorial	15	2	0
TV advert	15	2	0
Poster	6	12	0
Billboard	8	6	0
Website	13	6	0
Social media	10	5	0

#### Local authority museums

	<b>Very Effective</b>	<b>Effective</b>	<b>Not Effective</b>
Leaflet	6	9	0
Press editorial	9	5	0
Press advert	3	9	2
Radio editorial	8	6	0
Radio advert	4	7	3
TV editorial	7	7	0
TV advert	4	7	2
Poster	5	8	0
Billboard	5	6	1
Website	10	4	0
Social media	6	7	0

#### Independent museums

The tables above point to five notable features:

- The leaflet remains a consistent and valued means of promotion amongst local museums generally.
- While television, radio and press editorial coverage are valued as being very effective in that order, the sector seems able to secure such coverage inversely
- Similarly, advertising through radio and television is perceived to be very effective, but few museums use these media for promotion. Through follow-up questioning, the governing factor in this is cost. This was also the reason for the occasional use of billboards, even though this medium was seen as being particularly effective.
- It is commonly accepted that web sites are a most valuable promotional tool and are used regularly to this end.
- However, when it comes to social media the perceived value is not matched by extensive usage as yet. There is a notable contrast in the level of social media usage between the council-run museums and the independent museums. The principle reason for this, gained through follow-up questioning, was the prevailing regulations and control within councils that precluded access and use of social media.

### Social media

Of the 10 independent museums using social media platforms, Facebook, Twitter and Flickr were to the fore, with seven museums using two or more of these media.

One council-run museum used Facebook and Twitter, two used Facebook alone and one used Flickr alone.

### Return on Investment

Of the 38 museums surveyed, 3 council-run institutions measured the return on investment on their marketing spend. This was done through an analysis of press/media coverage, visitor numbers and through 'evaluation procedures'. The 2 independent museums that measured return on investment did so through visitor feedback, web site visits and the number of press releases issued.

## **Education and Learning**

By definition museums undertake an educative function and in general terms the sector generally strives to provide education and learning programmes and resources. Elsewhere in the UK local authorities have a statutory remit for formal education, which allows councils to build closer links between museums and education providers. For local councils in Northern Ireland the provision of educational services in museums, and indeed the operation of museum services generally, remains a discretionary function. Yet councils have made a considerable commitment to education as a primary function of their museum, as evidenced by the investment in staff and facilities, particularly in the newly built museums.

The Northern Ireland Museums Council published *Learning within Museums in Northern Ireland* in 2009, part of which was a comprehensive overview of the learning provision across the sector. While the previous Museum Mapping surveys revealed that local museums catered for approximately 59,300 school visits in 2001 and 67,300 visits in 2006, the profile and development of the sector in recent years has rendered these figures somewhat redundant, so far as being useful comparators.

Across the 38 museums surveyed in 2011, 21 had an education/learning policy in place that had been agreed by the governing body. Eight of the 20 council-run museums had such a policy in place, compared with 13 of the independent museums. Ten museums had used Inspiring learning for All material to assist in developing learning programmes, with five of these indicating that they had used the associated evaluation materials.

Through the questionnaire museums were asked to provide an overview of the number of programmes and sessions each had provided across the seven curricular stages and to state the total attendance. This was supplemented with follow-up enquiries by way of completing the picture and confirming the data provided. Two council-run museums and five independent museums did not complete a return on education and learning. The information available is tabulated as follows:

	<b>Local authority museums (18/20 museums)</b>		<b>Independent museums (12/17 museums)</b>	
<b>Stage</b>	<b>Number of session given</b>	<b>Total attendance</b>	<b>Number of session given</b>	<b>Total attendance</b>
Pre-school	0	0	0	0
Foundation	10	250	16	522
Key Stage 1	44	1163	221	9418
Key Stage 2	426	10478	158	5075
Key Stage 3	106	2637	12	170
Key Stage 4	41	1019	6	
Post 16	55	609	0	0
			[plus number not broken down by stage]	4172
Non-curriculum	228	8893	60	860
Outreach to schools	67	3760	47	1308
Outreach to groups other than schools	96	5845	14	450
<b>Totals</b>		<b>34,654</b>		<b>21,975</b>

Of the seven museums which did not provide information on their education and learning programmes, four are known not to deliver such activity and three do have significant programmes. In light of this the number of beneficiaries from the local museums' education and learning programmes is likely to be markedly higher than the 56,629 recorded.

All of the respondent museums, with the exception of one independent museum, had a booking system in place to manage their education and learning activities.

In answer to the question relating to the promotion of their education programmes, the preferred methods are direct mail to schools and interested groups, website, e-mail and the production of leaflets.

Twenty of the museums providing education and learning programmes use evaluation forms to gain feedback and assess performance, one receives verbal feedback and the remainder do not have an evaluation process in place.

### Continuous professional development

Within the survey museums were asked how much they had spent on staff training in the last financial year, and what the perceived training needs of staff and volunteers were.

Fifteen of the 20 council-run museums answered this survey question, pointing to a total spend of £11,092, with no museum spending more than £2,000. Four museums stated that nothing had been spent on training in the previous year.

Across the 17 independent museums surveyed, 8 did not respond, with the other 9 museums spending a total of £17,650 on training in the past year. Of these nine, three declared no expenditure, and one museum spent £12,000.

All thirteen of the council-run museums responding to the question on staff training needs stated that collections care remained a principal area of training need. Eight highlighted a need for further training in customer care, four cited health and safety, with an equal number saying documentation training was needed, and three museums mentioned training was needed on education and learning matters.

In the independent sector 10 museums responded. Six stated a need for further training in collections care and conservation, with the same number mentioning customer care. Other subjects for which staff training was needed included management skills, health and safety, finance and ICT.

The independent museums stated collections care and customer care as the primary training needs of their volunteers, whereas the emphasis across the council-run museums was upon training their volunteers on documentation, object handling and basic health and safety

## **Collections Development, Care, and Management**

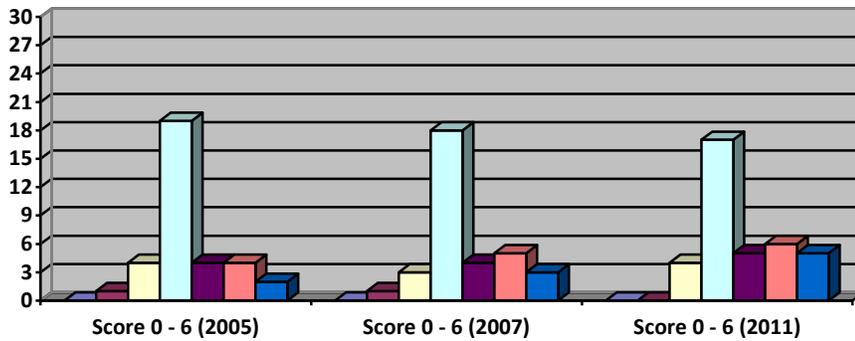
In 2007 the NIMC published the *Survey of Museum Collections in Northern Ireland*. As well as profiling the collections held in museums and mapping their significance, this presented the results of two exercises which set out to quantify the standards attained across the different areas of collections management and care. The first exercise, undertaken at the end of 2005, established a scoring system for museums across the museum environment, housekeeping, storage, documentation, and security and risk assessment. The second aspect was to repeat the exercise in 2007 in light of the further work which museums had undertaken to meet the requirements of the Accreditation Scheme.

In light of the time which has passed, the rise in standards expected within the revised Museum Accreditation Scheme, as well as the need to establish baselines regarding the goals of the Northern Ireland Museums Policy, the same series of questions were incorporated into the latest *Mapping Trends* questionnaire. The questions covered the principle requirements of collections management and the responses were matched against the range statements ascribed to each of the five areas, and from this a 'score' was arrived at for each museum. The results for local museums generally across the five areas are charted below, and broken down further according to governance type.

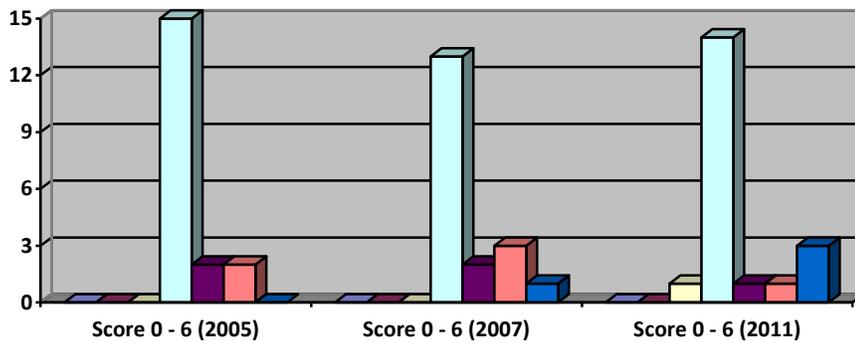
## Museum Environment

Maintaining the appropriate environmental conditions within museums is a primary means of protecting and preserving collections while on display or in storage. Given the individual nature of museum buildings and the specific requirements of the types of objects in collections, museums develop and maintain bespoke procedures for monitoring and regulating their environment. Nevertheless, museums are expected to monitor those common factors which might cause deterioration in the condition of objects, particularly temperature, humidity, lux and ultraviolet light levels, and to take steps to control the environmental conditions in which collections are held.

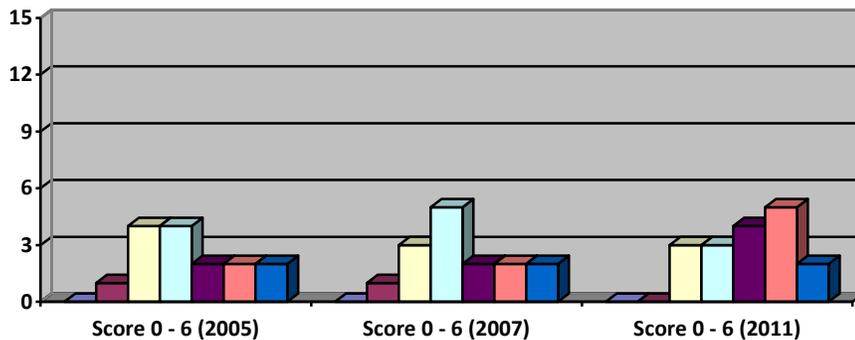
Level	Range Statement
0	No awareness of the preservation of collections
1	Awareness of preservation of collections as a basic function of museums
2	Basic knowledge of the environmental factors that can damage museum objects (eg light, moisture) Monitoring of some of these factors/occasional monitoring Measures taken to prevent severe damage
3	Basic understanding of museum environmental issues Basic monitoring and recording of relative humidity, temperature, lux and UV levels Monitoring equipment stored and calibrated appropriately Simple measures taken to control environment
4	As above, plus: Continuous monitoring devices used in parts of the museum Data recorded with associated information eg outside weather conditions Control maintained 50% of the time Conditions required for specialist collections identified
5	Full monitoring programme for stores and galleries Records regularly interpreted Control maintained 75% of the time Conditions required for specialist collections 75% complete
6	Monitoring programme has planned reviews and upgrades eg use of pollutant monitors Data informs planning and budgets Control maintained 90% of the time Conditions required for specialist collections 90% complete Assessment of potential pollution risks and spot checks



### Environment Scores – Local Museums



### Environment Scores - Local Authority Museums



### Environment - Independent Museums

Amongst the findings concerning museums environment are:

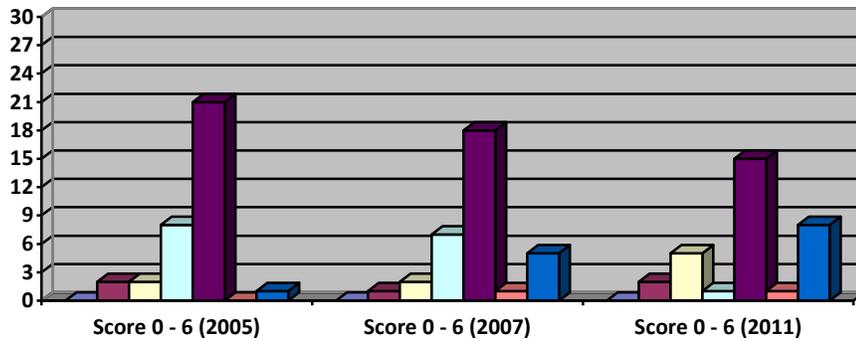
- The mean scores for local museums moved from 3.4 (2005), to 3.5 (2007) and to 4.75 (2011), indicating a gradual improvement across the sector since the first survey.
- All museums now indicate that their staff have at least a basic knowledge of the environmental factors that can damage museum objects, compared with 92% previously.
- 36 of the 37 museum surveyed have systems in place to control the environment, with 32 museums able to control the environment at least half of the time.

- 67% (50% in 2005) of local museums monitor temperature and humidity continuously
- 27% of local museums (18% in 2005) continuously monitor light levels, with 21% (3% in 2005) monitoring UV levels.
- 70% (73% in 2005) of local museums assess potential risks and carry out spot checks. Seven (12 in 2005) do so on a regular basis and 19 (25 in 2005) do so on an occasional basis.
- 17 out of 37 local museums now hold specialist collections requiring particular environmental controls, compared with 4 out of 34 in 2005.

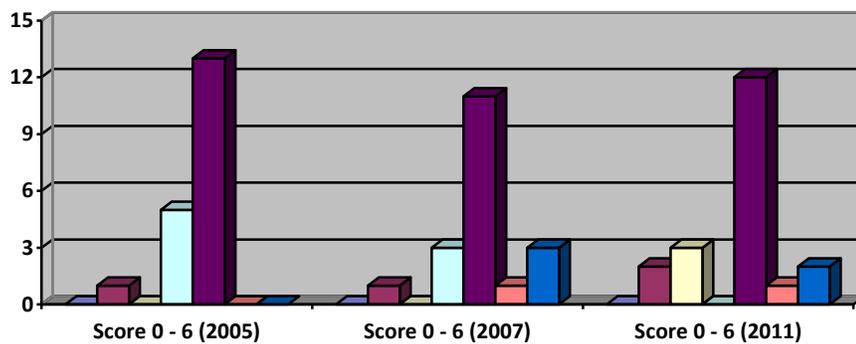
### Housekeeping

Housekeeping is the generic term for the care, handling, cleaning and the means by which collections are kept free of pest infestation. Good housekeeping routines are a fundamental means of protecting and preserving collections, and it is important that potential threats are monitored on a regular basis.

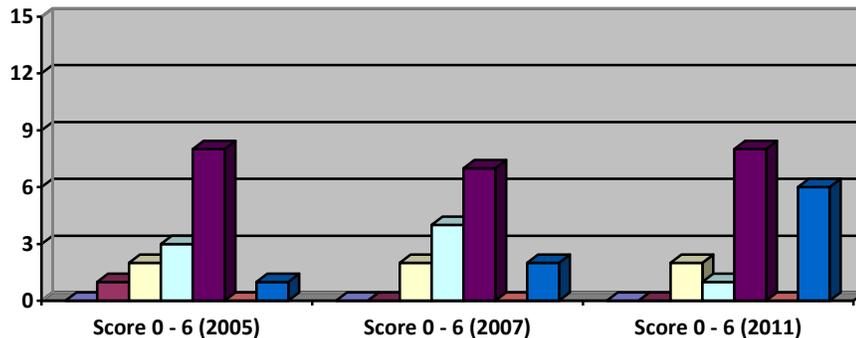
Level	Range Statement
0	No cleaning of spaces or objects undertaken
1	Some cleaning of spaces or objects
2	Regular cleaning, primarily of public spaces Occasional inspection for well-known pests eg woodworm Some understanding of handling objects
3	Regular cleaning, including dead spaces Appropriate cleaning of objects Knowledge of museum pests and how to spot their presence Objects entering the building inspected for any signs of infestation Staff trained in object handling
4	Regular cleaning programme includes museum stores Staff trained in basic object cleaning following specialist advice from a conservator Member of staff has responsibility for pest monitoring programme Conditions required for specialist collections identified
5	Integrated cleaning/care programme Objects requiring specialist care when being handled or moved are physically identified (label, box etc.) Isolation area to house all items entering the building prior to investigation for pest infection
6	Integrated housekeeping and pest management programme Handling of objects undertaken in accordance with relevant MGC □ Care of Collections Standards where appropriate Annual building and service checks undertaken by trained staff, with specialist input where necessary



### Housekeeping Scores – Local Museums



### Housekeeping Scores - Local Authority Museums



### Housekeeping - Independent Museums

Amongst the findings concerning museums housekeeping are:

- The mean scores for local museums moved from 3.4 (2005), to 3.8 (2007) and to 4.32 (2011), indicating a gradual improvement across the sector since the first survey.
- 82% (82% in 2005) of museums have staff trained in basic object cleaning
- The number of museums with an integrated cleaning/care programme moved from 5 out of 34 local museums in 2005, to 19 out of 37 museums in 2011.
- With one exception, all local museums indicated that they had knowledge of pests and how to spot their presence, carried out occasional inspections for pests, and

inspected objects as they entered the building. However, only 17 of the 37 museum surveyed had an isolation area for items coming into the museum prior to pest inspection.

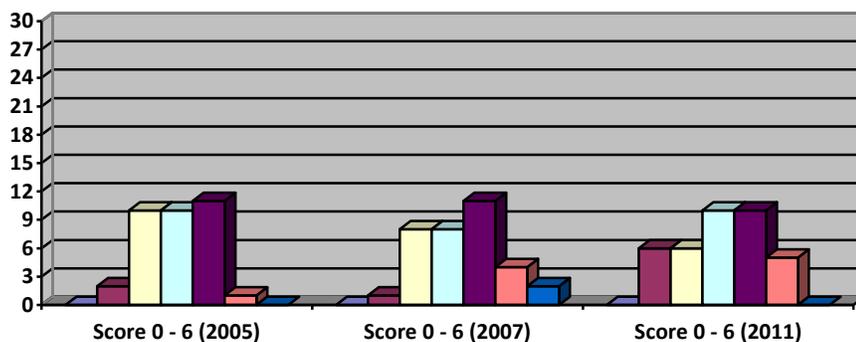
- 21 local museums or 55% (18% in 2005) have an integrated housekeeping and pest management programme.
- 87% (89% in 2005) of staff are trained in object handling and 87% (55% in 2005) routinely identify special handling requirements of objects.

## Storage

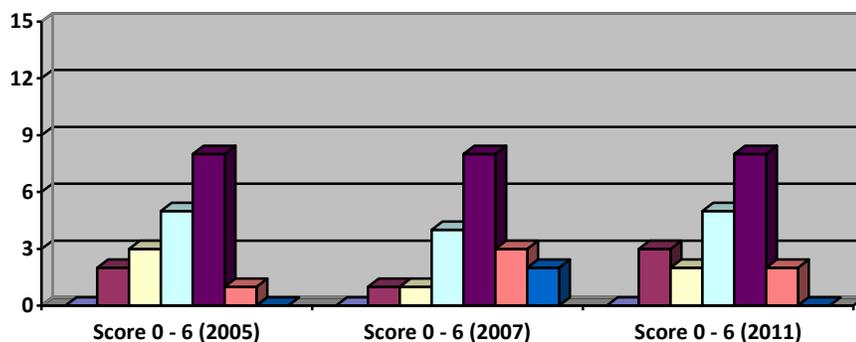
Storage areas in museums are, in the main, behind-the-scenes areas where collections are kept while not on display. There are two critical aspects to storing collections. The first is ensuring that there is sufficient space to accommodate the current collections and to allow the museum to collect across future years. The second relates to the conditions in which objects are stored, with a particular emphasis upon the use of suitable materials that meet the requirements of the collection.

Level	Range Statement
1	Recognition of the need to find long-term storage for objects not on display
2	Storage area identified eg room, cupboard Formal security if tenure for storage area Museum objects not stored with potentially damaging items eg cleaning materials Some use of boxes, racking etc to avoid damage to objects Awareness of problems or hazards
3	Store organised (planned approach to physical layout & visual identification marks) allowing safe access to objects Conservation-grade packing for vulnerable objects Flat surface available to unpack items Simple environmental monitoring and control- eg daylight excluded, protection from dust Controlled access
4	As above, plus: Conservation-grade packing used throughout (& pallets for large objects) Store included in cleaning programme Regular/random condition/pest checks Study area (if present) under constant supervision Inert store furniture and materials, or inappropriate materials (eg chipboard) are sealed
5	As above, plus: Well-organised and maintained indoor storage sufficient for current collection Store location records and plan & well-marked boxes so that individual objects are easily retrievable Objects not stored on floors or in aisles Integrated housekeeping/collection care plan involving systematic condition checks

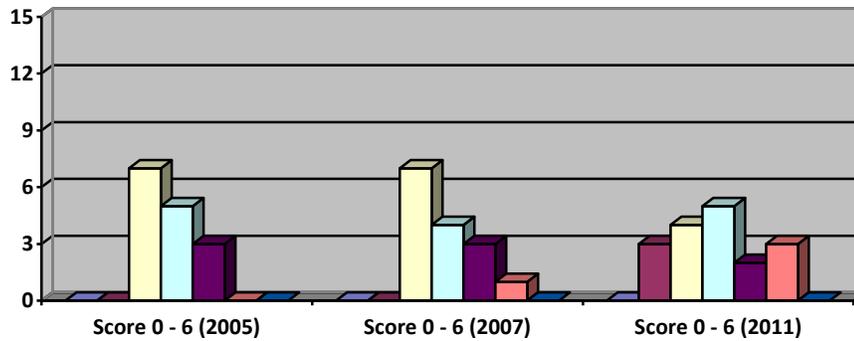
	Member of staff has responsibility for store Adequate space for largest objects
6	As above, plus: Sufficient space for future acquisitions, at the current rate, for c. 15 years Materials used for store furniture and fitting out are inert (and have been tested) Programme of replacement of conservation packing materials where appropriate Separate study area Storage areas covered by collections care plan and systems eg monitoring, security, cleaning and disaster response Objects stored in accordance with Museum & Galleries Commission Collections Standards where appropriate Provision for easy movement of large/heavy objects



#### Storage Scores – Local Museums



#### Storage Scores - Local Authority Museums



### Storage - Independent Museums

Amongst the findings concerning museums storage are:

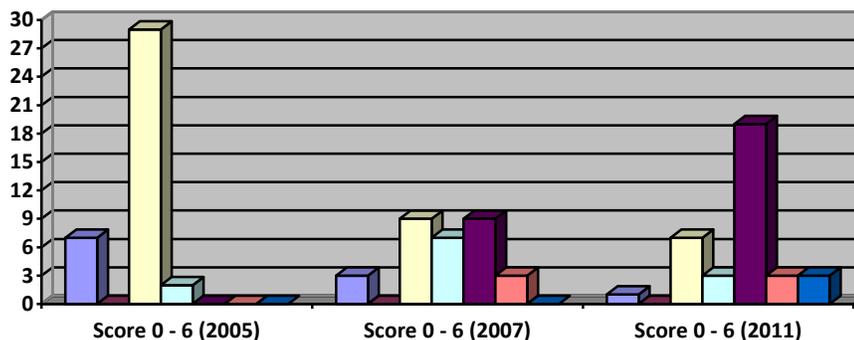
- The mean scores for local museums moved from 3.0 (2005), to 3.4 (2007) and to 4.0 (2011), indicating a gradual improvement across the sector since the first survey.
- 95% of museums have an identified storage area, with 92% having some form of security for this area, These percentages were the same in 2005.
- In 2005 89% of museums had controlled access to their stores, in 2011 this had risen to 100%.
- 29 of the 38 (76%) local museums now have store location records and well-marked boxes for the easy retrieval of objects, compared with 68% in 2005.
- In 2005 39% of museums had all their objects off floors and out of the aisles in their stores, and in 2011 44% of museums indicated this was the case.
- The same proportion of museums (44%) as in 2005 indicated that their stores were sufficient for their current collection.
- In 2005 84% of museums had over half their stored collections in boxes or on racks. By 2011, this figure had moved to 79%. However, 21 of the 38 (55%) museums indicated that more than 75% of their stored collections were in boxes or on racks compared with 44% in 2005.
- The percentage of museums holding potentially damaging items (such as cleaning materials) within the collections stores fell from 100% in 2005 to 92% in 2011.
- The percentage of museums using conservation grade packing materials throughout fell from 87% to 63%.

### **Documentation**

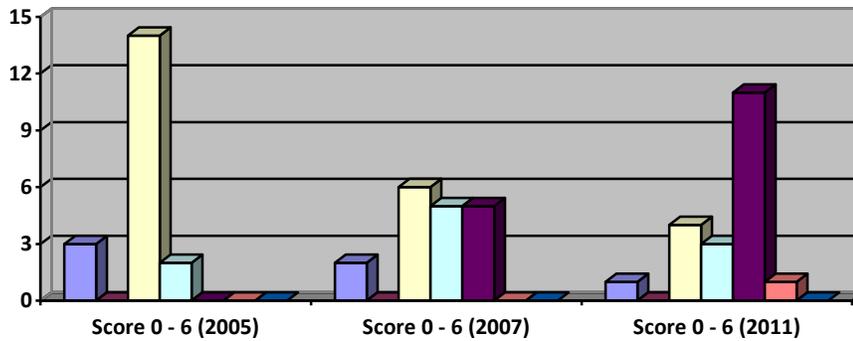
Documentation is the collection and management of the information and data on the objects within a museum's collection. The SPECTRUM procedures are the recognised industry standard for documentation covering the gathering, recording and storage of supplementary information about collections. The Museum Accreditation Scheme requires museums to have the primary SPECTRUM procedures in place in the form of a documentation procedural manual. The National Trust has developed and uses a documentation system called CATALYST, which is recognised for Accreditation purposes.

Level	Range Statements
0	No list of objects
1	Objects listed
2	Basic understanding of documentation (some SPECTRUM procedures in use eg marking & labelling, entry records) Awareness of major backlogs
3	Core SPECTRUM in use (requirements for Accreditation) Staff trained in SPECTRUM procedures Plan to address documentation backlog, with allocated budget and staff time
4	As above, plus: Documentation procedural manual New acquisitions records kept up to date Retrospective documentation at least 51% complete All provenance and process information (eg conservation) correlated to accession information Annual targets in documentation backlog plan are set and met
5	As above, plus: Documentation procedural manual forms part of the museums' collections management plan Materials and storage methods used for records are designed for long-term preservation All 20 SPECTRUM procedures followed where appropriate Retrospective documentation at least 75% complete
6	As above, plus: Wide range of SPECTRUM in use Full and complete documentation Documentation systems and software regularly reviewed, upgrading planned and budgeted

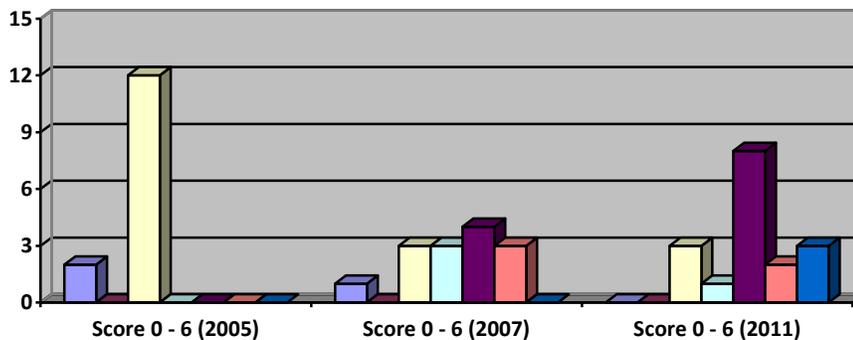
The following graphs show the scores attained across all local museums, as well as breakdowns according to the two governance types



#### Documentation Scores – Local Museums



### Documentation Scores - Local Authority Museums



### Documentation - Independent Museums

Amongst the findings concerning museums documentation are:

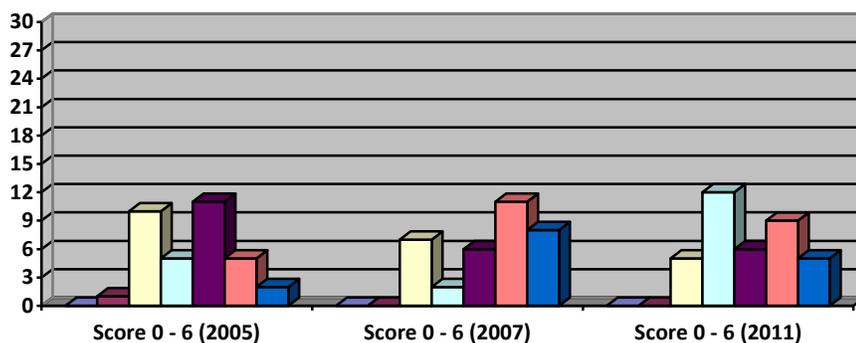
- The mean scores for local museums moved from 1.7 (2005), to 2.8 (2007) and to 4.56 (2011), indicating a significant improvement across the sector since the first survey.
- One museum remains without a basic inventory of all of its objects.
- 18 of the 38 museums indicated that their documentation was full and complete.
- In 2005 27% of local museums had 8 to 15 Spectrum procedures (or equivalent) in place, by 2011 this had risen to 68%.
- 32 of the 38 local museums indicated that their staff have been trained in Spectrum procedures (or equivalent), compared with 12 in 2005.
- 87% of museums have a Documentation Procedures Manual in place, compared with 37% in 2005.
- While in 2005 37% of museums had a documentation plan in place, this has now risen to 84%. Of those museums with a plan, 90% have associated annual targets in place. 44% met these targets during the previous year
- 92% (76% in 2005) of museums use documentation systems designed for long-term preservation.

### **Security and Risk Assessment**

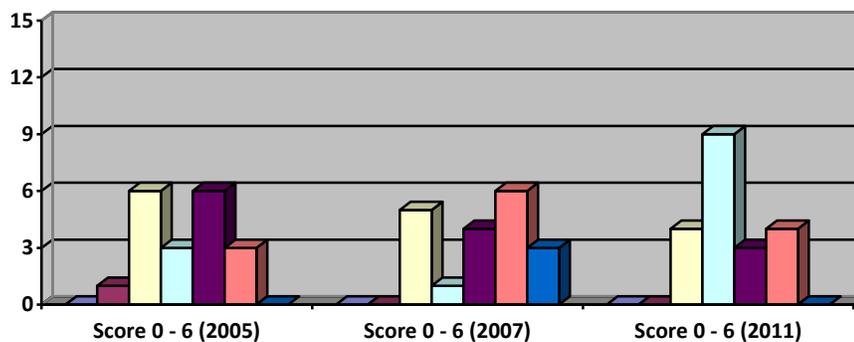
A museums is duty bound to provide a secure environment for the collections, for its staff and its visitors, balancing the need to protect objects in its care which enabling the public to access the collections as far as possible. As well as putting appropriate physical measures

in place, a security programme should assess the risks of potential disasters and emergencies (for visitors, staff, buildings and collections), incorporate a building maintenance programme, and a plan to deal with a variety of emergency situations.

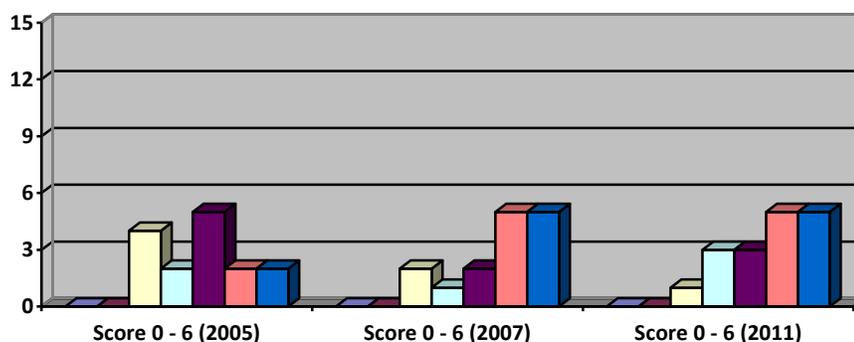
Level	Range Statement
0	No security measures in place
1	Very basic security measures in place
2	Doors and windows locked and secured Obvious security risks addressed Some understanding of the need to identify risks to property, collections and personnel, and to assess their probability
3	As above, plus: Appropriate physical and alarm measures in place Internal risk assessment carried out The need for emergency planning identified within museum policy documents Emergency response phone list in place
4	As above, plus: Expert advice received on improvements to security Plan for improvements to security costed and timetabled Work in progress on Emergency Plan (some elements in place)
5	As above, plus: Emergency Plan in place Regular risk assessment carried out Improvements to security in progress, with budget
6	As above, plus: Emergency Plan reviewed annually Rehearsals carried out and regular training undertaken by all staff All security recommendations in place



Security Scores – Local Museums



### Security Scores - Local Authority Museums



### Security - Independent Museums

Amongst the findings concerning museums security are:

- The mean scores for local museums moved from 3.5 (2005), to 4.1 (2007) and to 4.9 (2011), indicating a gradual improvement across the sector since the first survey.
- As reported in the previous surveys, all museums have basic security measures in place and have addressed the obvious security risks.
- Similarly, all museums have appropriate physical and alarm measures in place
- With one exception, all museums declared that they had completed internal risk assessments. In 2005 29 of the 34 local museums had undertaken such assessments.
- In 2005 only half of the museums surveys had an emergency plan in place. By 2011, 34 of the 38 local museums had a plan in place, with emergency plans being developed at the other four. Notably, only 11 museums with an emergency plan had undertaken a rehearsal and associated training with staff.
- Eight of the 38 local museums in 2011 indicated that they had not received expert advice on improvements to security within the last five years. Notably half of the council-run museums in receipt of such advice stated that the necessary improvements had not been costed and timetabled.

## Mapping Trends –Findings and Analysis

As indicated at the outset of this report, the Northern Ireland Museums Policy is now one of the 'building blocks' of the Programme for Government, and as such is the principle reference point for developing the museum sector. The policy is structured around a series of goals across four areas – Developing Audiences; Education and Learning; Collections Development, Care, management and Use; and, Infrastructure, Investment and Resources.

In relation to infrastructure, the 2011 survey highlights that the development of the sector generally has continued, through the completion of most of the capital programmes that were at the planning stage five years ago. Service reviews at the Derry Heritage and Museum Service and the Craigavon Museum Service will likely have an impact upon the buildings run by both, and the current review of the Regimental museums will also have an impact on the associated infrastructure. In addition a large capital programme is underway at Mount Stewart House, one of the Accredited museums operated by the National Trust. Thus over the last ten years half of the local museums will have undergone some degree of capital refurbishment. However, at this point there are relatively few new proposals coming forward, in contrast to recent times.

The survey reveals that the underlying trend of rising numbers of permanent full-time, temporary and seasonal posts at local museums, identified previously, has continued over the last five years. It is likely that this is connected with developments in the infrastructure and it remains to be seen if this continues, bearing in mind the level of new proposals for development, the overarching economic climate and the proposals for the reorganisation of local government in Northern Ireland. There has been a notable rise in the number of volunteers working within Northern Ireland local museums over the last five years, specifically at the independent museums. The returns point to an 85% increase over the last five years. Part of this rise relates to the inclusion for the first time of three National Trust recently Accredited properties. The Trust has traditionally encouraged and extensively used volunteers and while the inclusion of Mount Stewart, Hezlett House and Ardross saw an additional 60 volunteers being declared in 2011, this only accounts for less than half of the increase in volunteers. Since 2006 there has been a doubling of the number of volunteers at the other National Trust museums, a notable rise (from 22 to 43) in volunteers at the Regimental museums, and an additional 10 volunteers at the Downpatrick and County Down Railway.

When asked what the main challenges for the future were perceived to be, 15 of the 20 council-run museums cited budgetary pressures, and in a similar vein 10 of the 17 independent museums highlighted concerns over maintaining budgets and income generation. In addition, although interestingly not mentioned by the survey respondents, the review of local government will have a significant impact upon the governance, funding and operation of all local museums. Through the Programme for Government 2011-15, the Northern Ireland Executive has stated its commitment to proceed with the reorganisation of local government by 2015. This will see a reduction in the number of local councils, from 26 to 11, the aspiration being to create stronger more efficient councils delivering additional services while being responsive to the needs, aspirations and concerns of citizens. It is vital that the sector prepares for this change in order to mitigate any disruption and make the most of the opportunities it will bring.

Critical to this change process and thereafter will be the need for museums, collectively and individually, to demonstrate their contributions to local and central government objectives and show how they meet public needs and demands. One indicator that museums are making progress on the latter count is the continuing trend of increasing

attendances at local museums, with the survey pointing to a 47% increase over the last five years. Traditionally museums have measured 'visitor numbers', ie people who physically attend, but as the survey suggests, the number of museum 'users' is on the increase, whether through the outreach programmes presented or more notably through the virtual accessing of services. The assessment of returns points to museums employing diverse methods in counting usership, whether 'actual' or 'virtual', and as a consequence the tallies may not be as robust as they could be. There would be merit in the sector collectively pursuing a more standardised approach to the collection of data on the number of users. Similarly, a more consistently applied and standardised process for gaining an understanding of the diversity, needs and aspirations of visitors and users would strengthen museums' position regarding the reform of local government and directly advance a number of the Museum Policy goals.

Many of the questions included in the 2011 survey related directly to some of the Museum Policy goals, most notably those seeking to strengthen the position of museums as key components of Northern Ireland's tourism offering and creative industries through which they make a direct contribution to local and national economic development. The associated questions received the lowest level of responses and many of the returns received demonstrated that museums were not capturing the data in a form which was readily declarable on the questionnaire. This too suggests a need to further develop an agreed and standardised set of data that could provide a solid foundation for measuring progress across the period of the Museum Policy.

The Policy also stresses the need for museums to have a clear understanding of how their learning provision links with the education curriculum. The 2011 survey demonstrates that local museums do have such an understanding, with all museums delivering education programmes being able to demonstrate clear associations with the curriculum, compared with 66% ten years ago and 89% five years ago. Local museums are now able to provide a broad range of activities linked to nearly all stages, with the exception of Pre-School. The associated table above provides an overview of provision, where there is a clear emphasis in both the council-run and independent museums to cater for Key Stages 2 and 3. Of late more precise detail on the type and focus of education services in local museums, together with insights on the learning outcomes of the programmes provided has been made available through the newly developed NIMC website.

The responses to the survey suggest that further development could be made through museum governing bodies, particularly local councils, moving to formally adopt education and learning policies and strategies by way of consolidating extant services, as well as providing leadership and direction. It is obvious that museums have built up close relationships with local schools and associated bodies, with the number of education visits remaining relatively constant and through the use of targeted promotional methods. Again, the new NIMC website will contribute to the general promotion of educational services and allow users access to detailed information about a programmes curricular links.

Given the multiple prevailing pressures, schools will only use museum programmes if there is direct and demonstrable benefit to the requirements of the curriculum. It will be increasingly important for museums to show these benefits. A primary way of doing so is through the constant evaluation and monitoring of performance. The survey suggests that, with only two-thirds of museums providing education programmes undertaking evaluations, there is room for strengthening the processes by which museums demonstrate the worth of their programmes and that they achieve notable standards.

When it came to assessing the standards of collections management, care and development, the same methodology was used in 2011 as that used in previous mapping exercises undertaken in 2005 and 2007. Across all five areas – environment, housekeeping, storage, documentation and security – there have been notable improvements, most notably in the documentation of collections. The declarations concerning collections point to some key issues that will need to be addressed in the years to come. These include the increasing number of local museums that now hold specialist collections that require particular environmental controls; that more than half of local museums do not have storage that is suitable for their current collections; and the significant number of museums that have not been able to follow through on the security recommendations they have received.

When the questions used to assess the standards across museum collections, are transposed across the range statements, specific areas of improvement may be identified across each of the five aspects of collections management at individual museums. While this may inform particular actions that may be undertaken at site level, it also points to areas for strategic development that should be brought forward by the Northern Ireland Museums Council within the context of the Museums Policy. Proven methods for doing so are through the Council's grant programmes and the training it provides, and with specific reference to the latter, it is interesting to note that the primary training needs identified by respondents continue to be across the service and maintenance of their collections.

## Directory of museums included in Museum Mapping 2012

**Armagh Public Library**

Tel: 028 3752 3142

[www.armaghrobinsonlibrary.org](http://www.armaghrobinsonlibrary.org)

**Causeway Museum Service**

[www.colerainebc.gov.uk/show.php?id=253](http://www.colerainebc.gov.uk/show.php?id=253)

**Ballycastle Museum**

Tel: 028 2076 2024

[www.moyle-council.org/attractions/?id=5](http://www.moyle-council.org/attractions/?id=5)

**Ballymoney Museum**

Tel: 028 2766 0235

[www.visitballymoney.com/ballymoney-museum.aspx](http://www.visitballymoney.com/ballymoney-museum.aspx)

**Coleraine Museum**

Tel: 028 7034 7234

[www.colerainebc.gov.uk/show.php?id=784](http://www.colerainebc.gov.uk/show.php?id=784)

**Green Lane Museum**

Tel: 028 7034 7234

<http://www.limavady.gov.uk/visiting/attractions/10/>

**Craigavon Museum Services**

<http://www.craigavonhistoricalsociety.org.uk/museum.html>

**Waterside House**

Tel: 028 3834 1635

**Barn Museum**

Tel: 028 3834 1635

**Derry Heritage and Museum Service**

<http://www.derrycity.gov.uk/Museums/Heritage-and-Museum-Service>

**Harbour Museum**

Tel: 028 7137 7331

**Tower Museum**

Tel: 028 7137 2411

**Down County Museum**

Tel: 028 4461 5218

[www.downcountymuseum.com](http://www.downcountymuseum.com)

**Downpatrick Railway Museum**

Tel: 028 4461 5779

[www.downrail.co.uk/index](http://www.downrail.co.uk/index)**F. E. McWilliam Gallery and Studio**

Tel: 028 4062 3322

[www.femcwilliam.com/Home.aspx](http://www.femcwilliam.com/Home.aspx)**Fermanagh County Museum**

Tel: 028 6632 5000

[www.enniskillencastle.co.uk](http://www.enniskillencastle.co.uk)**Flame – The Gasworks Museum of Ireland**

Tel: 028 9633 9575

[www.flamegasworks.co.uk](http://www.flamegasworks.co.uk)**Inniskillings Museum**

Tel: 028 6632 3142

<http://www.inniskillingsmuseum.com/>**Irish Linen Centre & Lisburn Museum**

Tel: 028 9266 3377

[www.lisburncity.gov.uk/irish-linen-centre-and-lisburn-museum](http://www.lisburncity.gov.uk/irish-linen-centre-and-lisburn-museum)**Mid-Antrim Museum Service**[www.mid-antrimmuseums.org](http://www.mid-antrimmuseums.org)**Andrew Jackson and US Rangers Centre**

Tel: 028 9335 8049

<http://www.carrickfergus.org/leisure-and-culture/museum/andrew-jackson-cottage/>**Carrickfergus Museum**

Tel: 028 9335 8049

<http://www.carrickfergus.org/leisure-and-culture/museum/>**Larne Museum**

Tel: 028 2827 2313

<http://www.larnemuseumandartscentre.com/>**Mid Antrim Museum**

Tel: 028 2564 2166

<http://www.thebraid.com/museum.aspx>**Sentry Hill**

Tel: 028 9083 2363

<http://www.sentryhill.net/>

**National Trust**

<http://www.nationaltrust.org.uk/visit/local-to-you/northern-ireland/>

**Address**

Tel: 028 8778 4753

<http://www.nationaltrust.org.uk/address-house/>

**The Argory**

Tel: 028 8778 4753

<http://www.nationaltrust.org.uk/argory/>

**Castle Ward**

Tel: 028 4488 1204

<http://www.nationaltrust.org.uk/home/item236956/>

**Florence Court**

Tel: 028 6634 8249

[www.nationaltrust.org.uk/main/w-vh/w-visits/w-findaplace/w-florencecourt](http://www.nationaltrust.org.uk/main/w-vh/w-visits/w-findaplace/w-florencecourt)

**Hezlett House**

Tel: 028 7084 8728

<http://www.nationaltrust.org.uk/downhill-demesne-and-hezlett-house/>

**Mount Stewart**

Tel: 028 4278 8387

<http://www.nationaltrust.org.uk/mount-stewart/>

**Springhill House**

Tel: 028 8674 7927

<http://www.nationaltrust.org.uk/springhill/>

**Naughton Gallery at Queen's**

Tel: 028 9097 3580

<http://www.naughtongallery.org/>

**Newry & Mourne Museum**

Tel: 028 3031 3182

[www.bagenalscastle.com](http://www.bagenalscastle.com)

**North Down Museum**

Tel: 028 9127 1200

<http://www.northdownmuseum.com/>

**Police Museum**

Tel: 028 9065 0222 ext 22499

[http://www.psni.police.uk/index/about-us/police\\_museum.htm](http://www.psni.police.uk/index/about-us/police_museum.htm)

**Railway Preservation Society of Ireland**

Tel: 028 9337 3968

<http://www.steamtrainsireland.com/>**Royal Irish Fusiliers Museum**

Tel: 028 3752 2911

<http://www.armymuseums.org.uk/museums/0000000103-Royal-Irish-Fusiliers-Regimental-Museum.htm>**Royal Ulster Rifles Museum**

Tel: 028 9023 2086

<http://www.armymuseums.org.uk/museums/0000000121-Royal-Ulster-Rifles-Museum.htm>**Strabane Museum Service**

Tel: 028 7138 2204

<http://www.strabanedc.com/council/services/Museum-Services/>**Somme Heritage Centre**

Tel: 028 9182 3202

[www.irishsoldier.org](http://www.irishsoldier.org)

The Northern Ireland Museums Council is grateful for the co-operation of the listed museums in providing detailed information on their institutions and operations.

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