

ACCESS POLICY STATEMENT

LISKEARD & DISTRICT MUSEUM

Approval Date

XX/XX/XXXX

Review Date

.....2020

Introduction

This policy statement, together with the Aims and Objectives contained in the Museum's Forward Plan, the Collection Care and Conservation Policy and the Collections Development Policy, supports the Museum's approach to providing physical and intellectual access to the collections and associated information. Liskeard & District Museum is committed to enabling access to the collection for research, education and enjoyment by all sectors of the community.

Ethics and legislation

Liskeard & District Museum seeks to uphold –

- The Code of Ethics for Museums
- Disability Discrimination Act
- Equality Act

Access Assessments

Intellectual Access: The museum is working towards providing information in a range of formats appropriate to the needs of a wider audience.

- An internal access audit has been undertaken to help inform this access policy.
- The museum is keeping under review ways of improving access to the collection for those with sight and hearing impairments.
- Videos with sound are played in two of the exhibition rooms with information about some of the displays. Background sound is played to reflect atmospheric sound relating to the exhibitions.
- Basic information is printed in large type.
- Some of the displays are interactive and are designed for both children and adults.
- One of the exhibitions contains samples for touch

User Needs

The museum is housed in a Grade II listed building but has wheelchair/pushchair access to all areas and a lift to all floors.

The museum trains its volunteers to give a good standard of customer care to ensure all visitors feel welcome and comfortable. In-house customer care training takes place as part of volunteer induction supported by external training where possible.

- Admission to the museum is free
- The museum is open 10am to 4pm Monday to Friday and 10am to 1pm on a Saturday
- Some display cases are ground to ceiling height with information panels being at standard height angled for maximum view and others are table top allowing views of the exhibits and information labels for children and those visitors in a wheelchair.
Panels and exhibits are under constant review to ensure, over time, conformity to present DDA standards. Certain material is on open display.
- There are female and male toilets and also one toilet for disabled people on the ground floor of the building. This toilet also has baby nappy changing facilities. There is also a toilet on the first floor primarily for staff use.