

MLA London

Workforce Development Training & Events Programme

September 2008 to March 2009



MLA London Training and Events

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Welcome to MLA London's Events and Workforce Development Training Programme for September 2008 to March 2009.

London is one of the most diverse and cosmopolitan cities in Europe, and London's museums, libraries, and archives are committed to reflecting and serving the city's diverse community. One aspect of how museum, libraries, and archives can contribute to serving London's community is by constantly developing their workforce, and being prepared to meet the changing needs of people that they serve and services they deliver.

This booklet covers four main areas of training and events that MLA London will be delivering between September 2008 and March 2009. The four areas this booklet covers are:

The core programme 2009

Following our Skills and Knowledge survey conducted in 2007/2008, MLA London's training programme has been devised to meet identified training needs of the museum, library, and archive workforce in London. In this programme we will be covering collections care, copyright, community engagement, ICT needs, specialist archive training, education and more. We always strive to meet the needs of the sector, so extra training courses will be added over the following months - check our website for the most up to date details.

London Museums Group skills sharing events

There are two London Museums Group skills sharing events planned between September 2008 and March 2009. The first, Collective Communities, will take place on Thursday 6th November 2008, and the second, The Generation Game, in February 2009. See page 25 for more details.

Understanding Audiences

In 2007 Renaissance London funded a pilot training programme called Understanding Audiences which provided training to museums in audience development and evaluation. Following on from this success it is being repeated again in 2008/2009. The training sessions in this programme are free to museums in London, with exception of London Hub museums and National museums. See page 27 for more details

museummaker

museummaker is an exciting development programme funded through Renaissance, the Arts Council, and the Esmée Fairbairn Foundation. It is designed to help museums to understand and use the wide range of resources the arts sector has to offer, the scope and ambition of contemporary craft practice, the exciting potential for joint working, and the range of ways collaborative work can be funded and sustained. See page 35 for more details.

Please note that if you are taking advantage of externally funded places, eg Renaissance funded places, you may be contacted at a later date for follow up evaluation of the event.

Availability and how to book a place

If you would like to check the availability of places on any MLA London event or request a booking form, contact the Workforce Development and Events Assistant on 020 7549 1712 or bookings@mlalondon.org.uk

Confirmation of places

Once we have received your completed booking form we will send a confirmation email with an invoice (if applicable) and directions to the venue within three working days. If the course is full you will be placed on a waiting list and an email informing you of this will be sent.

Fees

MLA London believes that training should be accessible to as many people as possible, and that any barriers to training should be reduced. Our prices vary according to the cost of the venue, trainers, and materials required. We strive to make all events affordable and in some instances we have been able to offer courses at reduced rates, or offer free places on courses, for London museums (priority will be given to non-Hub and non-National museums) from funding from Renaissance London. Funded places will be given on first come first serve basis

Half price course for volunteers

We are also committed to providing training to volunteers within the museums, libraries, and archives sector and are normally able to provide at one place per course at half the normal price¹. As these are allocated on a first come first served basis we advise you to book early if you want to take advantage of this reduced rate.

Cancellations and changes

On the rare occasions that course times, dates, or venues have to be changed at short notice we will inform you via email and/or telephone. If for any reason we have to change the date of an event and you are then unable to attend we will offer your organisation the opportunity to nominate an alternative delegate or a full refund. If an event is cancelled we will offer delegates a full refund

If you are unable to attend any event that you are booked on please inform us at least 48 hours in advance so that we can offer your place to people on the waiting list. Failure to provide 48 hours notice may result in you having to pay the full event fee.

Refreshments

All events include light refreshments, e.g. tea, coffee, water. For all full day events a light lunch will be provided. Lunch is not normally be provided at half day events unless indicated in the event description.

1. Exceptions will be noted on course pages

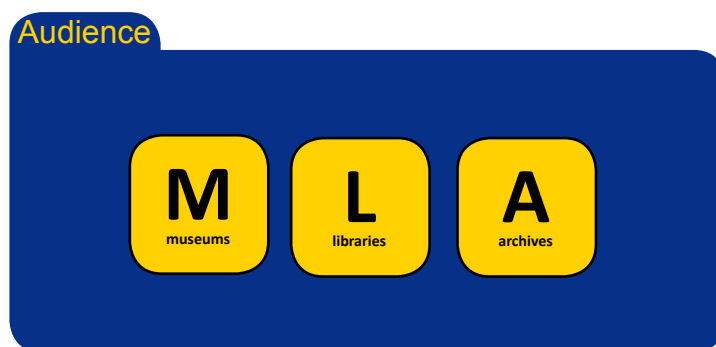
Future courses and other events

In addition to the courses in this booklet we are working on delivering a number of other events between September 2008 and March 2009. These include a conference on the National Curriculum and archives, more specialist collections care courses, a course on working with under five's, and object handling and packing for museums and archives. As these events are confirmed they will be added to this booklet and our website. To check for the all the latest events that MLA London deliver please go our website at www.mlalondon.org.uk.

How to use this booklet

The four main programmes are presented in separate sections the booklet, with courses and events in each programme running chronologically. When viewed electronically there are some interactive elements to this booklet which are explained below.

At the top of each page is a panel called Audience:



This indicates which sector/s the course is aimed at, with M for museums, L for libraries, and A for archives. However, all courses are open to people from all sectors so if you feel it would be relevant to yourself or your organisation you can apply for a place on that course.

The yellow panel contains details of the course venue. If you click your mouse over the venue name you will be taken to the website of the venue. If you click on the venue's postcode you will be taken to Multimap so you can locate the venue in London.



At the bottom of each page are details of cost, logos of partners, funding information, and any other details relating to that course or event.

core training & events



Course

Community engagement: an introduction

Wednesday 17th September
0930 - 1630

Audience

M

museums

L

libraries

A

archives

Venue

Brunei Gallery
SOAS
Thornhaugh Street
Russell Square
London WC1H 0XG

This course is one of a series of three community engagement courses aimed at museums, libraries, and archives. Delegates are welcome to attend just one course, or a combination of the three.

This one day course will be interactive and participative and will draw upon the experience and skills of the participants to consider community engagement in the museums, libraries and archives sector.

Prior to the course, participants will be sent some background materials including a policy briefing and will be asked to identify a current or proposed community engagement project, activity or issue that they would like to focus on with other participants in an afternoon session.

Aims:

- To develop an understanding of community engagement
- To consider different ways to engage with local communities and the 'barriers' for organisations and individuals that inhibit community engagement
- To help to develop ongoing networks and sharing of practice.

Maximum number: 20

Trainers: John Vincent - Networker for "The Network - tackling social exclusion ..." and Cathy Herman, Independent Consultant

Cost: £95 for organisations within London; £100 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

Renaissance London have agreed to fund 7 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

RENAISSANCE
LONDON
museums for
changing lives

M

museums

A

archives

Venue

Central London Venue:
to be confirmed

Visual awareness training for museum and gallery staff

Thursday 25th September
0930 - 1630

The aim of the course is to offer front line staff working in museums, archives, and other organisations with exhibition spaces or handling collections, the essential skills used to make their buildings and collections accessible to blind and partially sighted people.

The day will be a mixture of talks, group discussions, and practical sessions.

At the end of the training you will be able to:

- Discuss and describe what living with sight loss problems means to people
- Have the skills and confidence to be able to use appropriate etiquette when meeting and guiding people
- List ways in which museum and gallery buildings can be made more inclusive for all people
- Demonstrate general principles in appropriate approaches for describing images and objects to blind and partially sighted people

And taken part in:

- Visual awareness simulation activities
- Learning how to guide blind and partially sighted people through practical exercise and role play
- Object handling and description activities
- Group discussions

Maximum number: 20

Trainer: Emma Lincoln, RNIB

Renaissance London have agreed to fund 8 places on this course for practitioners from London museums (priority to non-Hub and non-National museums)

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Cost: £90 for organisations within London; £95 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

Copyright: Essentials

Friday 10th October
0930 - 1630

M

museums

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libraries

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archives

Friends House
Room 2
173 Euston Road
London NW1 2BJ

This practical one day training course provides an introduction to copyright and its importance within the context of caring for collections. Participants will be introduced to the tools they need to manage copyright as part of their daily work in museums, galleries and other cultural heritage organisations. The day will also examine in detail how rights can be cleared, the role of copyright audits, tips for tracing rights holders, due diligence, and the management and protection of rights within the context of digitisation and publishing projects.

By the end of the course participants will have:

- Encountered key copyright issues of relevance to the sector
- Discussed the crucial changes in the copyright legislation
- Considered the importance of good copyright practice
- Carried out a copyright audit
- Understood the legal requirements of copyright and the use of documentation to achieve them
- Understood the procedures for achieving best copyright practice and embedding it within their work
- Discussed how risks can be managed
- Discussed their own requirements and concerns with the trainer
- Shared experiences with other participants
- Considered further resources

Maximum number: 20

Trainer: Namoi Korn, Collections Trust

Cost: £95 for organisations within London; £100 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

Renaissance London have agreed to fund 7 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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M

museums

Venue

Day 1:
The Women's
Library
25 Old Castle
Street
London E1 7NT

Day 2:
Brunei Gallery
SOAS
Thornhaugh Street
Russell Square
London WC1H 0XG

Project management for museums

**Day 1: Tuesday 14th October
0930 - 1645**

**Day 2: Tuesday 25th November
0930 -1230**

This course is aimed at staff involved in delivering or managing projects. Delegates do not need to have any previous experience or project planning or management.

This highly participative and practical course will introduce delegates to the principles of project management and provide them the skills for successful project management. The course has been designed by the Natural History Museum and uses group work, exercises, and real life museum examples. A comprehensive course manual will be provided plus the trainers will be available for follow-up support via telephone and email. A half day follow-up will be held on Tuesday 25th November to provide further support with delegates projects. Templates for project remits, communications plans and lessons learned reports will also be provided

At the end of this course participants will be able to:

- Understand the key concepts of project management
- Write a clear and concise project remit
- Communicate their project clearly to others in the Museum
- Run a project meeting
- Develop a Gantt chart to use as a project plan
- Use project techniques for planning, organising, analysing and evaluating projects
- Understand the principles of managing project risk and produce a risk plan
- Understand the key concepts of using data

Maximum number: 12

Trainers: Nichola Stallwood & Leonie Lupton, NHM

Please note there is no volunteer rate for this course

Renaissance London have agreed to fund 4 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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Cost: £145 for organisations within London; £155 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

Project management for archivists

Thursday 16th October
0930 - 1630



The Mothers' Union
Mary Sumner House
24 Tufton Street
London
SW1P 3RB

This course is aimed at staff who work in organisations running an archive service and who are seeking an introduction to project management, or would like to improve their current project management skills.

Good project management skills are critically important to improving service delivery and, in the results of workforce surveys, archivists consistently highlight the need for training and support in this area. This course will give archivists a basic grounding in the concepts of good project management, and provide a springboard for more in-depth training if required. Delegates do not need to have any previous experience of project planning or management.

During the day delegates will be introduced to aspects of the process of project management, using case studies from the sector. Delegates will be encouraged to take part in group-work exercises and share their own experiences and ideas.

The day will include sessions focusing on:

- Definitions
- Management and team-working
- Budgets and resource allocation
- Project planning
- Evaluation

Maximum number: 18

Trainer: Lousie Ray

Cost: £100 for organisations within London; £105 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.



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The Women's Library
25 Old Castle Street
London E1 7NT

Community engagement: Partnership

Wednesday 22nd October
0930 - 1630

This one day course will build upon the experience and the skills developed by participants from the first event (see page 5) but will also be accessible as a one-off course.

There will be a practical focus to the day with discussions and activities that will focus on why we need to build partnerships, and how to do so effectively, focusing particularly on the skills required for successful partnership-working. The course will also consider a number of different models of partnership (such as the Local Strategic Partnership).

Participants will be asked to come with a concrete idea of a partnership that they are in the process of building – or would like to build – and will take part in practical case-study workshop sessions to look at this work in more depth.

Aims:

- To consider why we need to build partnerships, and with whom
- To examine and learn from good practice in partnership-building skills
- To investigate different types of partnership and how they function

Maximum number: 20

Trainers: John Vincent - Networker for "The Network - tackling social exclusion ..." and Cathy Herman, Independent Consultant

Renaissance London have agreed to fund 7 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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Cost: £95 for organisations within London; £100 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

An introduction to digitisation for museums, libraries, and archives

Tuesday 28th October
0930 - 1700

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Kings College London
Council Hall
Strand Buildings
Strand
London WC2R 2LS

This course is for staff and volunteers from organisation in the museums, libraries, and archives sector who are considering a digitisation project.

Focused upon delivering digital resources and digitisation (the conversion to digital formats) this one day course will inform about how to approach digitisation projects. The day will offer real life examples and tools to enable effective management of digitisation including selection, feasibility and planning plus an introduction to metadata and digital imaging. The course will encourage discussion, questions and debate plus provide a structured environment to learn about the management tools of the digital project trade.

The day will be led by Simon Tanner, a leading thinker and consultant in how the digital domain relates to library, museum and archiving digital strategies.

The day will include sessions on:

- Why digitise?
- Assessing the potential to digitise
- Building selection criteria
- Planning
- Digital imaging overview including equipment and colour management
- Metadata overview
- Illustrative case studies

Delegates will leave the day with:

- Knowledge of how to carry out a digitisation project and the underlying technologies
- Confidence to know the tools and means to effectively conduct digitisation projects
- Awareness of the way other museums, libraries, and archives approach digitisation

Maximum number: 25

Trainer: Simon Tanner, King's Digital Consultancy Services

Cost: £105 for organisations within London; £110 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

Renaissance London have agreed to fund 7 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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The British Museum
Sackler Room
Clare Education Centre
London WC1B 3DG

Interpretation
guidance: Producing
and evaluating text for
display
Thursday 30th October
0945 - 1530

For all practitioners working in museums with responsibility for producing written interpretation such as text panels, object labels, print and other materials for exhibitions and display to the public.

The Interpretation Unit at The British Museum works closely with curators and designers to produce effective, engaging and stimulating displays and exhibitions. The Unit also carries out formative and summative evaluation across a wide range of presentation and interpretation activities. Using the experience gained through their work, the Unit will be delivering this one day workshop on how to produce and evaluate interpretative texts for display.

The day will include:

- Visits to displays at the Museum to discuss effective presentation of messages, narratives and text
- Sessions on interpretation techniques
- Practical workshops on writing accessible text and evaluating visitor reactions using a range of methodologies

By the end of the workshop you will be able to go back to your organisation with clear ideas on how to produce accessible interpretation for your displays and exhibitions.

There will be a practical element to the day and delegates are asked to bring in an image of an interesting object from their collection to the workshop.

Maximum number: 20

Trainers: British Museum Interpretation Unit

Renaissance London have agreed to fund 15 places on this course for practitioners from London museums (priority to non-Hub and non National museums).

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Cost: £95 for organisations within London; £100 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

Supporting and supervising volunteers in museums, libraries, and archives

Monday 17th November
0930 - 1700

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Cuming Museum
Old Walworth Town Hall
151 Walworth Road
London
SE17 1RY

Today's new breed of volunteers requires different management strategies if museums, libraries, and archives wish to maximise the opportunities that volunteers bring to add value to their services.

This session will provide participants with an overview of the current best practice in volunteer involvement and the opportunity to exchange ideas with colleagues. Discussion during the session will be complemented by an extensive set of handout materials illustrating policies, structures, and plans that may be used in implementing strategies described in the session.

By the end of the day participants will be able to:

- Maximise a return on the investment made in volunteers
- Identify new and productive roles for volunteers
- Develop a strategy to reach out to new volunteer populations
- Implement ways to quickly prepare busy staff to effectively manage volunteers

The workshop leader is Steve McCurley. An internationally-renowned trainer and speaker in the field of effective volunteer involvement, Steve is a partner in Seattle-based consulting firm VM Systems. He is author of 16 bestselling volunteer management publications and co-editor of the e-Volunteerism on-line journal. He has worked extensively in the Americas and Europe. In the UK, he has trained for library and museum services and is a founder faculty member of CSV's Institute for Advanced Volunteer Management.

Maximum number: 20

Trainer: Steve McCurley

Cost: £95 for organisations within London; £100 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

Renaissance London have agreed to fund 8 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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Electronic Records Management

**Wednesday 19th November
0930 - 1700**

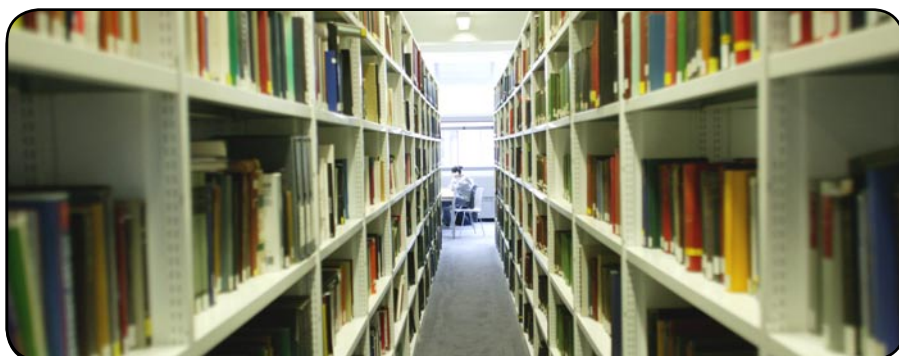
The Women's Library
25 Old Castle Street
London E1 7NT

This one day course will provide participants with an introduction to the evolving discipline of Electronic Records Management and the technologies which underpin it. It will provide an overview of the sector explaining the distinction between document and record management, e-mail archiving and the challenges posed by new technology and Web 2.0. The purpose of this course is to equip delegates with an understanding of what has been attempted and achieved and what key challenges remain and how the affected communities both in government and commerce are attempting to respond to them. The course aims to provide participants with a theoretical background in electronic records management whilst giving them practical advice on the options that are available to them which they can adopt and adapt within their own workplaces. The course will cover:

- Introduction to electronic records management –overview of the development of the discipline 1998 to 2008
- Developing policies and procedures – the role of the Records Management Code
- Management of electronic records – what options are available
- Management of e-mail and derivatives such as text messaging and instant messaging
- EDRMS (Electronic Document Records Management Systems) – benefits and limitations
- Designing systems to provide for planned and audited disposal of electronic records – classification, access control and retention rules
- Preservation, archiving, appraisal and disposal of electronic records – what? When? And how?
- Horizon scanning – the future for electronic records and their management

Maximum number: 20

Trainer: Richard Blake, Head of the Records Management Advisory Service, The National Archives



Cost: £95 for organisations within London; £100 for organisations outside of London

All course papers are included in the price

Refreshments and a light lunch will be provided

Conservation for dummies - a crash course in conservation

Friday 21st November
1000 - 1600

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Geffrye Museum
Kingsland Road
London E2 8EA

"Really enjoyable and learnt loads. Really clear information, enthusiastic and knowledgeable."

This practical one day course, led by Jane Thompson-Webb from Birmingham Museum and Art Gallery is an introduction to basic object conservation for staff and volunteers in museums, libraries, and archives.

It will cover how to make object assessments and how to conduct basic conservation on objects for display and/or loan. It will also help participants to assess an object and decide what further conservation may be needed and who to contact to carry out professional conservation work.

It will cover a number of different object types, including ceramics, glass, metals, and textiles. Participants may bring an object from their handling collections to work on and get advice about.

By the end of the day delegates will:

- Have a greater understanding of conservation and the conservation techniques
- Be able to assess an object condition
- Have a basic knowledge of best practice in object storage

Maximum number: 16

Trainer: Jane Thompson-Webb,
Birmingham Museum and Art
Gallery

Cost: £75 for organisations within London; £80 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

Renaissance London have agreed to fund 12 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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Venue

The Abbey Centre
34 Great Smith Street
Westminster
London SW1P 3BU

**Community
engagement:
planning and
evaluation**
Thursday 27th November
0930 - 1630

This one day course will build upon the experience and the skills developed by participants from the first two events (see pages 5 and 10) but will also be accessible as a one-off course.

There will be a practical focus to the day with discussions and activities that will focus on why we evaluate and how it helps to demonstrate the impact that the museums, libraries and archives sector can have. The Generic Social Outcomes framework will be used to demonstrate the sector's contribution to developing community participation and social outcomes which is particularly valuable for communicating with partners and funders. Participants will be asked to come with a current or proposed project that they are evaluating to discuss with others in an afternoon session.

Aims:

- To consider why we evaluate
- To use the Generic Social Outcomes to demonstrate the impact that museums, libraries, and archives can have
- To consider a wide range of methods that we can use to collect data and how we can analyse and make use of the results

Maximum number: 20

Trainers: John Vincent - Networker for "The Network - tackling social exclusion ..." and Cathy Herman, Independent Consultant

Renaissance London have agreed to fund 7 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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Cost: £95 for organisations within London; £100 for organisations outside of London

All course papers are included in the price

Refreshments and a light lunch will be provided

What's eating your collection?

An introduction to integrated pest management (IPM)

Tuesday 2nd December

0930 - 1645

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Museum of the Order of St. John
St. John's Gate
St. John's Lane
London EC1M 4DA

For practitioners working in museums, libraries, and archives with any involvement with, or responsibility for care of collections.

Are there things going "crunch" in the night in your collection? Are your windowsills littered with unidentified corpses? This course aims to provide you with the knowledge to identify the main collections insect pest species, how to find insects in your collections, and how to set up a monitoring programme.

This one day training course aims to introduce anyone working with collections to the basics of pest identification and pest prevention. The day will cover:

- An introduction to the main pest insects which damage collections
- What they need to live
- How to identify them
- The damage they cause
- Ways to prevent them becoming established
- Ways to control them if they do cause problems
- Understanding pest environments
- How to carry out a practical survey
- Making plans to establish and embed IPM in your organisation

Maximum number: 18

Trainer: David Pinnigar

Cost: £75 for organisations within London; £80 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

Renaissance London have agreed to fund 12 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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British Dental Association
64 Wimpole Street
London W1G 8YS

Brave New World: The National Curriculum in museums

Wednesday 10th December
0930 - 1700

Many museum educators will have studied the National Curriculum and work with it in their daily lives. However, central government's and the QCA's National Curriculum is not a static piece of work and has evolved considerably over the past 10 years. Recent reviews have made big changes to the content and wider framework of the curriculum.

As there is always pressure to deliver and to increase the numbers of children, schools, and families visiting museums, it is difficult for practitioners to keep up-to-date on the latest developments in the National Curriculum. MLA London and GEM are running this one day mini-conference to help museum educators in England update their knowledge and make sure their museum's services can meet the needs of their audiences and organisational goals.

Themes and speakers:

- The National Curriculum - a Big Picture - Mick Waters, Curriculum Director, QCA
- What the overview means to museums - John Reeve, Chair of GEM and Richard Woff, The British Museum.
- What are extended schools - Teacher Development Agency
- Using the new KS3 History curriculum in your museum - Ian Dawson

There will also be three workshops running throughout the day focusing on different aspects the National Curriculum and museum practice.

Maximum number: 60

NOTE: Booking for this event will open on 15th September 2008. Please check our website for details.

GEM and Renaissance London have contributed to this event to keep the delegate price affordable.

GEM members (UK): £80
London museums (if not members of GEM): £80
Non GEM members : £95

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Gem
Group for Education
in Museums

Copyright and the web

Monday 15th December
0930 - 1630

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British Dental Association
64 Wimpole Street
London W1G 8YS

Developed by Collections Trust, this innovative course is designed to help those working in museums, libraries and archives deal confidently with copyright issues generated by digitisation and use of the Internet and other electronic mediums to promote access to collections.

Participants on this hands-on course will have opportunities to discuss their existing copyright practices and problems, and will leave with the knowledge and skills to implement best practice in their own organisations.

Topics include:

- Protection of digital assets
- User engagement and rights issues
- Web 2.0 and Intellectual Property Rights (IPR)
- Digital rights management (DRM)
- Open content licensing
- Open source and the public domain
- Creative Commons and Creative Archive licences

Participants should have a basic understanding of copyright issues and ideally have attended a Copyright: Essentials course previously. A Copyright: Essentials course is being delivered on Friday 10th October in London (see page 7).

Maximum number: 20

Trainer: Naomi Korn

Cost: £90 for organisations within London; £95 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

Renaissance London have agreed to fund 7 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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Venue

Kings College London
Council Hall
Strand Buildings
Strand
London WC2R 2LS

An Introduction to managing digital projects for museums, libraries, and archives

Tuesday 6th January
0930 - 1700

This course is for staff and volunteers who are considering starting a digital project.

Focused upon delivering digital resources and digitisation (the conversion to digital formats) this one day course will inform managers and project staff about how to approach digital projects. Starting with effective project management through fundraising and budgeting/costing issues the course will offer real life examples and tools to enable effective management including tendering and selecting service providers. The course will encourage discussion, questions and debate plus provide a structured environment to learn about the management tools of the digital project trade.

The day will be led by Simon Tanner, a leading thinker and consultant in how the digital domain relates to library, museum and archiving digital strategies.

The day will include sessions on:

- Planning and project management - Introducing the fundamentals of project management to enable effective planning and risk management
- Fundraising and budgeting - Transforming plans into costed proposals for raising funds. How to work with funding bodies to get what you both want
- Tendering and selecting services - How to tender for and select services. Whether to work in-house or outsource and how to use a decision matrix, how to decide if e-commerce will work for your organisation

Delegates will leave the day with:

- Knowledge of how to plan, budget and manage a digital project
- Confidence to know the tools and means to effectively manage digital projects
- Awareness of the way other museums, libraries, and archives manage digital projects

Maximum number: 25

Trainer: Simon Tanner, King's Digital Consultancy Services

Renaissance London have agreed to fund 7 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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changing lives

Cost: £105 for organisations within London; £110 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

An introduction to e-commerce for museums, libraries, and archives

Thursday 8th January
0930 - 1700

M

museums

L

libraries

A

archives

Kings College London
Council Hall
Strand Buildings
Strand
London WC2R 2LS

This course is for staff and volunteers from organisation in the museums, libraries, and archives sector who are considering e-commerce.

The day will cover a number of aspects of e-commerce and how museums, libraries, and archives may be able to apply this technology to improve their revenue stream. The day will encourage discussion, questions and debate plus provide a structured environment to learn about e-commerce.

The day will be led by Simon Tanner, a leading thinker and consultant in how the digital domain relates to library, museum and archiving digital strategies.

The day will include sessions on:

- An introduction to e-commerce and how it is used in museums, libraries, and archives
- How to decide if e-commerce will work for your organisation
- Defining the costs and benefits for implementing e-commerce
- Planning for e-commerce implementation
- Illustrative case studies

Delegates will leave the day:

- Knowledge of what e-commerce is and how to begin to plan and implement e-commerce
- Confidence to know the likely costs and benefits of e-commerce
- Awareness of the way other museums, libraries, and archives use e-commerce

Maximum number: 25

Trainer: Simon Tanner, King's Digital Consultancy Services

Cost: £105 for organisations within London; £110 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

Renaissance London have agreed to fund 7 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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M

museums

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libraries

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archives

Venue

Central London venue:
to be confirmed

Stop the Rot! - how and why collections decay and how it can be prevented

Wednesday 14th January
1000 - 1600

Why don't objects last forever?

Why does it matter where watercolours are displayed?

Why is it necessary to wear cotton gloves to handle objects?

If you have ever wondered why collections care matters or even what it is, then this is the course for you. This course will provide delegates with an introduction to collections care and the elements that cause collections to decay.

The day will cover:

- Introduction to collections care
- Identifying materials
- Elements of decay
 - pests
 - contaminants
 - light
 - humidity
- Storage and handling of objects
- Preventative measures

Maximum number: 16

Trainer: Jane Thompson-Webb,
Birmingham Museum and Art
Gallery

Renaissance London have agreed to fund 12 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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Cost: £75 for organisations within London; £80 for organisations outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

**Legislation for
archives: Freedom of
Information Act and
Data Protection Act
Friday 16th January
0930 - 1700**



RIBA
66 Portland Place
London W1B 1AD

The Freedom of Information Act and the Data Protection Act have had considerable impact on archives services since their ascent. This one day course will overview of the two Acts and demystify the legislation, raise awareness of it and its impact on archives, and stimulate thought and actions to address compliance.

Through a series of lectures and practical sessions the day will cover:

- Appraisal, selection and deposit - including custody and ownership issues, DPP 5 and archiving personal data, transfer within an authority, deposit by other public authorities, and private collections
- Access - FOI/EIR obligations as applied to archives, other access regimes including personal access rights under DPA and AHRA, catalogues, and websites
- Risk Management - Archives containing personal information– DPA issues and what happens when people die; confidential archives – definition, liabilities, duty of confidence, controversial archives – defamatory material, inflammatory material; and retrospectivity – revisiting past access decisions in the light of changed views
- When is an enquiry an FOI request
- Doing a public interest test

Maximum number: 25

Trainers: Susan Healy, Information Policy Consultant and Data Protection Officer, The National Archives, and Jan Booth, Kings College London

Cost: £95 for organisation within London; £100 for organisation outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

M

museums

A

archives

Venue

Museum of the Order of St. John
 St. John's Gate
 St. John's Lane
 London EC1M 4DA

Specialist collections care: Textiles

Wednesday 11th February
0930 - 1630

This course will provide delegates with the relevant information about how to care for textile collections. The day will be composed of lectures, demonstrations, hands-on and discussion sessions. These will include a series of lectures about identifying different textiles, how to record and understand their condition, basic environmental monitoring and handling and packing guide lines.

The afternoon session will give delegates the opportunity to gain valuable hands-on experience under close supervision of the tutor. The group will be split into teams which will each take turn to pack the following objects: Rolling a flat textile, packing flat and small three dimensional textiles and boxed storage for costume. In addition, there will be opportunity to examine samples and discuss how to make case covers and padded hangers for costume storage.

The participants will be encouraged to take part in the discussion sessions and there will be ample opportunity through out the day to ask specific questions about individual collections.

Topics covered in the course handouts will be:

- Handling and packing textiles
- Pest monitoring
- Light exposure and relative humidity
- Labelling textile objects

Maximum number: 15

Trainer: Michelle Harper

Renaissance London have agreed to fund 8 places on this course for practitioners from London museums (priority to non-Hub and non National museums)

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Cost: £95 for organisation within London; £100 for organisation outside of London.

All course papers are included in the price.

Refreshments and a light lunch will be provided.

LMG

london museums group

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london museums group
skills sharing events

London Museums Group

Skills sharing events

London Museums Group hosts three skills sharing events a year. The events are funded by Renaissance London and MLA London provides administration support. The events are therefore free to attend for anyone working in or for museums in London (paid or voluntary). Full programmes for the remaining events this year are yet to be formulated but the focus of the events has been decided.

Below is an outline of the planned events, so you can plan them in your diaries. When the programme is finalised the event will be promoted through MLA London's website and the weekly e-update.

Please do not book to attend these events on the booking form included in this brochure, a booking for each event will be available nearer the time, so that participants can indicate their workshop choices when booking. If you would like to receive the weekly museums e-update to hear more about these events, please email: melissa.bentley@mlalondon.org.uk

Collective Communities **Thursday 6th November 2008** **The British Museum**

To engage audiences museums must ensure their exhibitions and collections are relevant to their local community. However with budget pressures it is increasingly difficult for museums to have large scale acquisition plans or put on blockbuster exhibitions. Through keynote speakers, case studies and workshops this event will explore how with limited resources museums can build links with local communities and other organisations that encourage collecting, loans and temporary exhibitions.

The Generation Game **Late February** **Central London location**

As keepers of heritage museums are perfectly placed to encourage intergenerational understanding. Intergenerational projects require museums to develop many skills in working with older and young people and developing family learning activities. This event will investigate the range of approaches that museums can take to intergenerational engagement beyond reminiscence projects. The event will also focus on how to ensure that such projects are outcome focused to facilitate robust evaluation and meet targets of funders.

understanding audiences



Comments on layout
Comments on general design
Readability
• font
• font size
• use of images
Comments on content
• too little/too much
• style
• terms used

Understanding Audiences programme 2008-09

“All training sessions, site visits and advice have been invaluable and really helped us in the process of improving our evaluation techniques” Shuk Kwan Liu, Marketing Officer, Handle House Museum

After a successful pilot programme in 2007-08 (see below for case study) MLA London is running this programme again in 2008-09. The programme includes 7 training sessions on specific skills areas in audience monitoring and evaluation, ten on-site support visits from experts to advise on audience monitoring systems and an event at the end of the programme to share the skills learned and actions implemented by participants. The programme will be launched with an information session at the beginning of October.

Case study: Understanding Audiences Pilot 2007: Brent Museum

Understanding Audiences has helped to redevelop the system of collecting visitor surveys at Brent Museum. The series of training sessions backed up with a site visit allowed us to re-examine and redesign our surveys, putting into practice the ideas and procedures examined in the training. This has made the survey user-friendly for the visitor and has produced a higher and more detailed return rate. The site visit was especially valuable as we could look at the museum site in detail to find the best methods to collect the data. We have now set realistic targets in terms of how many surveys should be collected and museum staff actively interact and talk to our visitors to collect this information. In doing so we have developed a system of collecting surveys that is successful and most importantly is sustainable.

The schools evaluation programme was revised as a result of consultation at the site visit. The evaluation form has been redeveloped to include quantitative and qualitative methods, and questions now link to ILFA's Generic Learning Outcomes. The site visit helped us to think about what we wanted to learn from school session evaluation, and to develop the programme to reflect these objectives. Instead of evaluating every session we now collect a specified number of evaluations for each session twice a year, and report on findings to ensure that the quality of provision is maintained. This is much more manageable, and ensures that evaluation results are analysed in a structured way which best informs our practice. This appreciation of evaluation strategy was the most valuable insight from this programme.

Joe Carr (Curator)

Louise Lamming (Learning Officer)

“The opportunity to have tailored advice from Nicky and Alison was invaluable. As I was new to the job at the time it allowed me to begin with a well founded evaluation strategy for schools and knowledge of how to develop a strategy for other projects” Louise Lamming

The training sessions

The training sessions cover specific skill areas for audience monitoring, consultation and evaluation. They are all free to attend and include refreshments and a light lunch.

“The advice we received was straightforward and easy to understand.” Jen Young, Curator, British Red Cross Museum and Archive

To book on any of these sessions please complete the booking form in this brochure and return it to: Bookings, MLA London, 53-56 Great Sutton Street, London EC1V 0DG, tel. 020 7549 1712, fax. 020 7490 5225, e-mail: bookings@mlalondon.org.uk

Event

Understanding Audiences: Information briefing

Date

Wednesday 1st
October



0930 - 1330

Venue

Museum of Brands
2 Colville Mews
Lonsdale Road
Notting Hill
London W11 2AR

This session will kick-start the programme and ensure a full understanding of what is on offer, why you should be involved and what you will get out of it. Case studies from last year's programme will illustrate the benefits of the programme. The event will also give an overview of the half day sessions on offer and advise on how to decide which sessions to attend. How to apply for a site visit will also be covered at this session.

If you cannot attend this session, details of how to apply for a site visit will appear on the MLA London website.

Facilitated by Jane Seaman and Alison James.

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Maximum
number: 20

Event

Compiling your own manual

Date

Wednesday 29th
October



1000 - 1600

Venue

Brunei Gallery
SOAS
Thornhaugh Street
Russell Square
London WC1H 0XG

This whole day event will cover how to compile your own data collection manual, to act as a guide for how your visitor monitoring, consultation and evaluation should be carried out. The day will include information on monitoring frameworks, information on the data sources available for visitor research and frameworks and personal timetables for individuals and their museum.

Facilitated by Jane Seaman

Maximum
number: 15

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Choosing the right qualitative data collection tools

Setting intended learning outcomes, asking the right questions and getting the right sample

Date

Date



Wednesday 12th
November

0930 - 1330

Tuesday 25th
November

0930 - 1330



Venue

Venue

Society of Antiquaries
Council Room
Burlington House
Piccadilly
London W1J 0BE

The Women's Library
25 Old Castle Street
London E1 7NT

The session will include discussions about the importance of evaluation, the importance of defining learning outcomes, and an overview of the evaluation toolkit. Practical activities will be designed to inspire confidence in carrying out evaluation work. Participants will be expected to come with details of their programme/project. Analysis will be discussed.

Facilitated by Nicky Boyd

This activity-based session will explore the ILfA definition of learning, how we can measure learning through identifying intended learning outcomes and how to ask the right people the right questions to get the data we need. Participants will be able to start developing a feedback form. The session will also look at analysis. Participants need to bring details of a project/programme for which they would like to develop a feedback form.

Facilitated by Nicky Boyd

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Maximum
number: 15

Maximum
number: 15

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Interviewing skills

How to run focus groups

Date

Date



Thursday 11th
December

0930 - 1330

Thursday 8th
January

0930 - 1330



Venue

Venue

Brent Museum
Willesden Green Library Centre
95 High Road
Willesden Green
London NW10 2SF

Hampstead Museum
Burgh House
New End Square
Hampstead
London NW3 1LT

This session will discuss how to approach visitors/non-visitors in order to interview them as well as give participants the opportunity to design some interview questions and practise asking them in a timed situation. We will also discuss how to record and analyse data.

Facilitated by Alison James

The session will outline how focus groups work and the issues to consider when planning, recruiting and running focus groups. The skills required to facilitate a focus group will be addressed and practised. We will discuss the kind of questions to ask as well as how to incorporate other evaluation tools into a focus group. Participants will have an opportunity to try out some approaches during the session. Ethical issues will be considered and how to analyse the resulting qualitative data.

Facilitated by Alison James

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Maximum
number: 15

Maximum
number: 15

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Approaches to observing visitors

Personal meaning mapping

Date

Date



Thursday 22nd
January

1230 - 1630

Tuesday 3rd
February

0930 - 1330



Venue

Venue

The Cuming Museum
Old Walworth Town Hall
151 Walworth Road
London SE17 1RY

The Foundling Museum
40 Brunswick Square
London WC1N 1AZ

This session will look at strategies for observing visitor behaviour including how to develop an observation checklist linked to intended learning outcomes as well as tracking, hotspotting and accompanied visits. The pros and cons of different approaches will be considered. The session will involve practical activities. We will conclude by discussing how to analyse the resulting quantitative and qualitative data and considering which evaluation tools should be used to follow up observational techniques.

Facilitated by Nicky Boyd

The session will introduce meaning mapping through case studies and examples from other projects and participants will have an opportunity to try meaning mapping for themselves and to work through part of the analysis process. We will discuss in what circumstances this tool is best used and how it can help you.

Facilitated by Alison James

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Maximum
number: 15

Maximum
number: 15

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Sharing day

Date



Tuesday 10th
March

1000 - 1600

Venue

William Morris Society
Kelmscott House
26 Upper Mall
Hammersmith
London W6 9TA

This day will be an opportunity for all those involved in the programme, whether you have attended a training session or received a site visit to share what you have learnt and changes you have implemented as a result of the programme. The event will include case studies and practical skills development activities. If you have received a site visit you will be expected to attend this day.

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Site visits

"It was very easy to implement our future programme of audience research – Alison and Nicky gave us a wonderfully simple but effective idea which people found easy to use." Museum of Croydon

There will be 10 site visits available. Each visit will be for a ½ day with two specialist consultants and, where possible, your Museum Development Officer. The site visits provide a unique opportunity for museums to access tailored advice on their visitor data collection and analysis methods. If you receive a site visit you would be expected to attend the sharing day on Tuesday 10th March 2009 and be willing to share your experience.

The site visits will open to applications on 1st October with a closing date of 24th November 2008. The site visit application process will require no more than two sides of A4 explaining why you require a site visit. Site visits will take place between December 2008 and February 2009 by appointment.

"Suggestions were simple and straightforward with minimal cost to museum." Ernest Buchner, Director, Kew Bridge Steam Museum

Application materials for site visits will be available at the information briefing on 1st October and on the MLA London website.

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Unlocking the creative potential of museum collections

If you are looking for fresh ideas to develop audiences and funding streams, want to put your shop on a better business footing and to find out about collaborating with the buoyant contemporary craft & design sector, museummaker offers an exciting development programme, with expert speakers hosted by major museums and galleries in central London.

What is museummaker?

museummaker is a national programme, successfully piloted in the East Midlands, and supported by Arts Council England, MLA and Renaissance. It supports the full range of museums and all types of collections.

This year museummaker is focussing on workforce development. The programme is open to all museums and their staff and includes training events and 'Go Sees'. The programme is designed to help museums to understand and use the wide range of resources the arts sector has to offer, the scope and ambition of contemporary craft practice, the exciting potential for joint working and the range of ways collaborative work can be funded and sustained.

In February 2009 there will be a call for Expression of Interest to take part in a two-year, high-profile, well-resourced collaboration with leading makers planned to start in summer 2009. The selected group will comprise a mix of museums - small and large, independent, local authority and national – with a diverse range of collections across different disciplines.

To make an expression of interest, museums are required to arrange for a member of staff to attend at least 2 events in this programme.

Further details about museummaker and full details of each programme including speakers, venues and booking forms are available from museummaker. For information and booking, please contact:

Susie O'Reilly
museummaker
o_reillysusan@hotmail.com
07711 502 334

Training events

Each event comprises a mix of presentations, case studies and practical activity. The speakers are leaders in their fields with broad-ranging experience. All events are free for museum professionals and makers and include free refreshments and light lunch.

The events are underpinned by two themes:

- Working with contemporary crafts
- Developing museum retail

Innovative design-led contemporary craft is one of the cornerstones of the programme. museummaker attracts the best UK makers who can bring a new insight into museum collections and visitor experiences.

Across this four module theme the potential for makers to contribute to audience development projects, produce new pieces directly inspired by the collections or re-imagine areas of the museum will be presented.

The retail theme has been designed Camay Chapman-Cameron, Head of Trading at the Royal Pavilion and Brighton & Hove Museum. Camay will lead the delivery of the programme, supported by specialist colleagues and retail consultants. The Head of Trading at each venue will give an insight into their retail operation. There will be time to look at the shop in the light of the learning presented in each session. The five module programme will:

- Enable museums to build overall knowledge and understanding of retail and make their shops more entrepreneurial
- Look at the potential for retailing objects designed by makers and batch produced and/or one-off craft objects

The retail programme has been planned as a coherent whole, and while museums are welcome to book on to one or more sessions, there will be particular benefit in participating in the whole series. We would particularly like to encourage museums to consider booking a member of their senior management team along side the staff member responsible for retail on these events.

Unless otherwise stated, each event has 36 places. Booking is essential.



Derby Museum and Art Gallery museummaker Project.
Photograph © Justin Piperger 2007

Working with the contemporary crafts 1

Why do it? What can you do? How do you approach it?

Date



Friday 10th October
2008

1030 - 1600

Venue

Arts Council London
2 Pear Tree Court
London EC1R 0DS

Working with the contemporary crafts 2

Successful commissioning

Date

Thursday 27th
November

1030 - 1600



Venue

Arts Council London
2 Pear Tree Court
London EC1R 0DS

Contemporary craftspeople and curators have a lot in common: both are trained to challenge, re-interpret and communicate the meaning, role and purpose of objects and use real and virtual artefacts to provoke curiosity, support learning and explore personal and collective identity.

This session explores the scope, range and relevance to museums of contemporary craft, discusses the strategic, practical and creative benefits of joint working to build audiences, presents inspirational case-studies, shows how museums can tap into the rich resources and expertise of the contemporary arts sector and pin-points funding opportunities

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This in-depth exploration of commissioning includes practical advice on writing strong briefs; finding and appointing your maker - long listing, shortlisting, paid pitches and writing water-tight contracts - and answers key questions such as: What are the pros and cons of commissioning either temporary installations or permanent work? How can you get the best out of your relationship with the maker? How can you work well together with visitors? What are the pitfalls and how can you avoid them? Do you accession or not?

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Improving your retail 1

Professional merchandising: buying, planning, and pricing

Date



Wednesday 24th
September

1030 - 1530

Venue

The Geffrye Museum
136 Kingsland Road
London E2 8EA

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Improving your retail 2

Confident visual merchandising

Date

Tuesday 14th
October

1030 - 1530



Venue

TATE Modern
Bankside
London SE1 9TG

A comprehensive review of the fundamental concepts of successful retailing will be shared using a lively mix of expert briefing, Q & A and workshops.

Key topics covered will include building a product matrix, writing a professional merchandising plan; operating the 'Open to Buy' system, pricing policies and budgeting for mark down.

The lead presenter will be Selina Fellows. Christine Lalumia, Deputy Director of Geffrye Museum, will talk about Geffrye's retail programme.

This module is all about giving your product customer appeal – how to you attract purchasers to your wares?

It embraces techniques of successful product presentation in store (including window and feature displays and high impact displays for special promotions) and offers seasonable advice on dressing the shop for Christmas, to make the most of this key selling time.

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Improving your retail 3

Product development

Improving your retail 4

Professional selling

Date

Date



Wednesday 12th
November

1030 - 1530

Wednesday 10th
December

1030 - 1530



Venue

Venue

The Wallace Collection
Hertford House
Manchester Square
London W1U 3BN

The Wellcome Collection
183 Euston Road
London NW1 2BE

This session will enable you to take a hard look at product types, identify the product potential of your collections including licensing, manage product and range development, and work effectively with makers and designers. It will help you to take business decisions about costing, pricing and presentation.

The lead presenter will be Selina Fellows. Anita Richardson, Retail Operations Manager at the Wallace Collection, will give an introduction to retail.

Why do we shop? When do we buy? How do you close a sale?

This module considers the psychology of selling, and the art of making profitable conversation. We'll show you how you can create a dynamic retail environment, extend the experience of visiting the museum into the shop and exploit the selling potential of your product.

The lead presenter will be John Prescott of Retail Matters. Donne Robertson, Business & Operations Manager, will talk about how the Wellcome currently approaches retail and discuss the museum's plans for the future.

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Event

Improving your retail 5

Future perfect

Date



Wednesday 14th
January

1030 - 1530

Venue

National Portrait Gallery
St. Martin's Place
London WC2H 0HE

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Event

Working with museums 1

For makers and museums

Date

Thursday 15th
January

1030 - 1530



Venue

Sir John Soane Museum
13 Lincoln's Inn Fields
London WC2A 3BP

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As shopping becomes a leisure pursuit, and new technologies make manufacturing very short-runs of objects inspired by your collections profitable, museum shops can be placed to attract savvy shoppers looking for collectable objects that celebrate the local. A futurologist will share new demographic and retail trends and advise you how to position your museum shop to win your share of the new customer.

Staff from the trading team at the National Portrait Gallery will share ideas about the NPGs retail operation.

This event explores the 'flip side' of Working with Contemporary Crafts 1, and is designed to help makers understand museums and appreciate how best to work with them.

There are 5 places reserved for museum staff interested in broadening their understanding of and contributing to how makers approach collaboration with museums.

Working with museums 2

For makers and museums

Winning and delivering museum commissions

Go see events

Date

When



Friday 6th
February

1030 - 1530

October 2008 to
February 2009



Venue

Where

Arts Council London
2 Pear Tree Court
London EC1R 0DS

London and Paris

This workshop will look at commissioning work and participatory projects from the makers' point of view.

There will be 5 places reserved for museum staff interested in broadening their understanding of and contributing to how makers approach the potential to collaborate with museums.

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Go See events

museummaker Go See events are carefully-structured field research visits to key events in the UK and European crafts calendar led by experienced craft curators and retail experts.

The purpose of Go Sees is to highlight the scope and scale of contemporary craft practice, demonstrate the potential for collaborative working – including commissions, exhibitions, retailing and high-impact participatory activity – and provide the chance to talk directly to makers.

Museums that took part in the museummaker pilot found the Go See sessions particularly useful.

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Go See: Origin week 1

Go See: Origin week 2

Date

Date



Thursday 9th
October

1030 - 1530

Friday 17th
October

1030 - 1530



Venue

Venue

Somerset House
Strand
London WC2R 1LA

Hunterian Museum
Royal College of Surgeons of England
35-43 Lincoln's Inn Fields
London WC2A 3PE

In partnership with the Crafts Council, includes free entry to Origin.

Led by Brigid Howarth, a craft expert with a strong track record of collaborating with museums and input from exhibitors and Crafts Council staff organising the show, this is a great chance to be introduced to makers at the top of their game. The Crafts Council organises a complete change over of exhibitors between weeks 1 and 2, to give more makers the opportunity of participating in this prestigious event. museummaker's Go See will start with an introduction to Origin at the Hunterian, then the group will visit Origin at Somerset House – just 5 minutes walk away. The quality of work, display and installation at Origin is outstanding.

For more information about Origin, see www.craftscouncil.org.uk

There are 18 places on this event.

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In partnership with the Crafts Council, includes free entry to Origin.

For those who can't make the museummaker Go See to Origin Week 1, this is a chance to check out Week 2 with the museummaker team. For more information about Origin see www.craftscouncil.org.uk. A full listing of exhibiting makers will be posted in September.

There are 18 places on this event.

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Event

Go See: Museum Expressions & Maison Objet

Date

Friday 23rd &
Saturday 24th
January



Venue

Paris Expo
Porte de Versailles
Paris Nord Villepinte

Event

what

Go See: Collect

Date

Saturday 28th
February



1030 - 1530

Venue

Saatchi Gallery
Duke of York's HQ
Sloane Square
Chelsea
London SW1

These two fairs www.museumexpressions.org and www.maison-objet.com are the high points of the international trade fair calendar, where top craftspeople, designers and short-run manufacturers show their ranges of original and customised items. We will spend an intensive two days visiting both shows, which encapsulate the museummaker themes.

Museums whose staff have attended at least two events in the retail strand may be able apply for bursaries to cover the costs of attending these Go See's. Participants will be responsible for finding travel to Paris, an overnight stay, and subsistence as well registering for Museum Expressions (free) and the 30 euro entrance fee to Maison.

There will be 24 places for museums and 12 places for makers on this Go See.

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In partnership with the Crafts Council, includes free entry to Collect 2009.

Collect is one of the most important events for the contemporary craft world. It offers the opportunity to see (and buy) the cutting-edge of contemporary crafts practice from leading makers in the UK and across the world. The standard of display is high, with 30 top galleries presenting their best makers.

Supported by the Art Fund, a number of museums purchased major pieces for their collections at Collect 2008.

This Go See event will be led by an experienced crafts curator. For more information about Collect 2009 see www.craftscouncil.org.uk.

There are 36 places on this Go See.

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booking form



mla london events delegates booking form

Delegate Details

Full Name			
Job Title			
Job Duties			
Organisation Name and Address			
Postcode			
Telephone Number			
Fax Number			
E-mail			
Which London Borough are you situated in?			
If from outside London where are you based?			
Are you a volunteer in your organisation			
How would you classify your organisation? <i>(please choose from list below)</i>			
Museum		Library	
Archive		Freelance/Consultancy	
LEA/Education		Arts Organisation	
HE/FE Sector			
Other			
Are you applying for a Renaissance London funded place	Yes	No	
Do you have an special access requirements?	Yes	No	
<i>If yes please specify:</i>			
do you have any special dietary requirements	Yes	No	
<i>If yes please specify:</i>			

Invoice Details - please give details of to whom and to where any invoices should be sent.
If the event is free please write n/a in box

Full Name			
Job Title			
Organisation Name, Department, & Address			
Postcode			
Telephone Number			
Fax Number			
E-mail Address			

Events

Event Title	
Event Date	
Please state briefly your learning objectives for the day:	
Event Title	
Event Date	
Please state briefly your learning objectives for the day:	

Terms and Conditions

Booking procedures

- A booking form must be completed for each delegate. We do not accept telephone bookings.
- The number of places available for each event is limited and we do advise you to apply early. Places will be allocated on a first-come-first-served basis. For some events places may have to be limited to one participant per organisation.
- The half price volunteer place/s are strictly limited – normally only 1 place per event. These are allocated on a first come first serve basis. Any subsequent volunteers applying from organisations will be charged at full price.
- When an event is oversubscribed, we will keep a reserve list so that any places that become free due to cancellation can be reallocated. To check availability of places please telephone MLA London Workforce Development Admin Team on 020 7549 1712
- On receipt of your completed booking form we will email you confirming your place, the venue details, and attaching an invoice if appropriate. All invoices are to be paid before the event. If the event is already fully booked we will let you know and put you on the reserve list.

Cancellations

- All cancellations must be notified in writing at least 10 working days before the advertised date of the event. Verbal cancellations cannot be accepted.
- If there is a fee for the event the full charge will apply when a place is cancelled less than 10 working days before the event and in the case of non-attendance. This charge is at the discretion of the Workforce Development Co-ordinator

Other terms and conditions

- If you are applying for the volunteers place at half price you agree that the person attending the event/training is a member of the volunteer workforce within your organisation. MLA London reserve the right to charge the full price for any event if it discovered that the delegate is not or no longer is a volunteer at your organisation.
- All data from this booking form will be held in a database and used for the purpose administering, delivering, and promoting training and events within MLA London. Other departments within MLA London and its associated projects and partners may also have access to this data. Under no circumstances shall any information be given to third parties or any outside organisation unless we are obliged to do so by law.
- MLA London and its associated partners may photograph or film events and use any material for promotional purposes solely within MLA London and its associated projects and partnerships. You agree that we may use your image for these purposes. If you do not wish your image to be used please inform MLA London in writing before attending the event and any subsequent material produced will be altered to ensure that your image is not identifiable.
- You agree to the terms and conditions above, either by signing the booking form and returning the hard copy, by returning the unsigned booking by email, or by returning the booking via fax.

Charging structure

- We aim to provide high quality training events whilst keeping the price of places to a minimum and prices are calculated to meet our costs. Lunches are not normally provided for half day events unless otherwise stated. Lunch will be provided for full day events

I have read and agree with the events bookings terms and conditions set out by MLA London above.

Delegate Signature

Line Manager's Signature

Name

Name

Date

Date

Return to: Bookings, MLA London, 4th Floor, 53-56 Great Sutton Street, London EC1V 0DG
bookings@mlalondon.org.uk; fax 020 7490 5225; Tel. 020 7549 1712