

# ARCLG034: Museum and Site Interpretation: Theano Moussouri

Postgraduate: 1.0 units

View Online



Adams, M., and et al . 2004. 'Interactivity: Moving Beyond Terminology'. *Curator* 47(2):155–70.

Adams, M., and T. Moussouri. 2002. 'The Interactive Experience: Linking Research and Practice'. in V&A conference proceedings: Interactive Learning in Museums of Art and Design.

Adams, Marianna, Jessica Luke, and Theano Moussouri. 2004. 'Interactivity: Moving Beyond Terminology'. *Curator: The Museum Journal* 47(2):155–70. doi: 10.1111/j.2151-6952.2004.tb00115.x.

Alsop, S., and M. Watts. 1997. 'Sources from a Somerset Village: A Model for Informal Learning about Radiation and Radioactivity'. *Science Education* 81(6):633–50.

Alt, M. B. 1979. 'Improving Audio-Visual Presentations'. *Curator* 22(2):85–95. doi: 10.1111/j.2151-6952.1979.tb00939.x.

Alt, M. B. 1980. 'Four Years of Visitor Surveys at the British Museum (Natural History)'. *The Museums Journal* 80(1):10–19.

Alt, M., and K. M. Shaw. 1984. 'Characteristics of Ideal Museum Exhibits'. *British Journal of Psychology* 75(1):25–36.

Ambrose, Tim and Paine, Crispin. 2006. *Museum Basics*. 2nd ed. London: Routledge.

Anderson, David and Great Britain. 1997a. 'A Common Wealth: Museums and Learning in the United Kingdom'.

Anderson, David and Great Britain. 1997. *A Common Wealth: Museums and Learning in the United Kingdom*. [London]: Department of National Heritage.

Anderson, David and Great Britain. 1997b. 'A Common Wealth: Museums and Learning in the United Kingdom'.

Anderson, David and Great Britain. 1997c. 'A Common Wealth: Museums and Learning in the United Kingdom'.

Anon. 1989a. 'Visitor Behaviour: Special Issue on Exhibit Learning'. 4(3).

Anon. 1989b. 'Visitor Behaviour: Special Issue on Exhibit Learning'. 4(3).

- Anon. 2000a. 'Centres for Social Change: Museums, Galleries and Archives for All'.
- Anon. 2000b. 'Centres for Social Change: Museums, Galleries and Archives for All'.
- Anon. 2002a. 'Modelling the Volunteer Experience: Findings from the Heritage Sector.'
- Anon. 2002b. 'Modelling the Volunteer Experience: Findings from the Heritage Sector.'
- Anon. 2002c. 'Volunteers in the Cultural Sector in England'.
- Anon. 2002d. 'Volunteers in the Cultural Sector in England'.
- Anon. 2005a. 'Volunteering in Museums: Key Findings and Issues from Literature'.
- Anon. 2005b. 'Volunteering in Museums: Key Findings and Issues from Literature'.
- Anon. 2007a. 'Charter for the Interpretation and Presentation of Cultural Heritage Sites'.
- Anon. 2007b. 'Charter for the Interpretation and Presentation of Cultural Heritage Sites'.
- Anon. 2007c. 'Facilitating Organisational Effectiveness among Volunteers in Sport'.
- Anon. 2011a. 'A Review of Research and Literature on Museums and Libraries'. Retrieved ([http://www.artscouncil.org.uk/publication\\_archive/museums-and-libraries-research-review/](http://www.artscouncil.org.uk/publication_archive/museums-and-libraries-research-review/)).
- Anon. 2011b. 'A Review of Research and Literature on Museums and Libraries'. Retrieved ([http://www.artscouncil.org.uk/publication\\_archive/museums-and-libraries-research-review/](http://www.artscouncil.org.uk/publication_archive/museums-and-libraries-research-review/)).
- Anon. 2011c. 'A Review of Research and Literature on Museums and Libraries'. Retrieved ([http://www.artscouncil.org.uk/publication\\_archive/museums-and-libraries-research-review/](http://www.artscouncil.org.uk/publication_archive/museums-and-libraries-research-review/)).
- Anon. 2011d. 'A Review of Research and Literature on Museums and Libraries'. Retrieved ([http://www.artscouncil.org.uk/publication\\_archive/museums-and-libraries-research-review/](http://www.artscouncil.org.uk/publication_archive/museums-and-libraries-research-review/)).
- Anon. 2011e. 'Achieving Great Art for Everyone: A Strategic Framework for the Arts'.
- Anon. 2011f. 'Achieving Great Art for Everyone: A Strategic Framework for the Arts'.
- Anon. 2011g. 'Achieving Great Art for Everyone: A Strategic Framework for the Arts'.
- Anon. 2011h. 'Culture, Knowledge and Understanding: Great Museums and Libraries for Everyone'.
- Anon. 2011i. 'Culture, Knowledge and Understanding: Great Museums and Libraries for Everyone'.
- Anon. 2011j. 'Culture, Knowledge and Understanding: Great Museums and Libraries for

Everyone'.

Anon. 2011k. 'Culture, Knowledge and Understanding: Great Museums and Libraries for Everyone'.

Anon. 2011l. 'Digital Participation and Learning: 22 Case Studies'.

Anon. 2011m. 'Digital Participation and Learning: 22 Case Studies'.

Anon. 2012. 'Measuring the Economic Benefits of Arts and Culture'.

Anon. 2013. 'The Contribution of the Arts and Culture to the National Economy'.

Anon. n.d.-a. 'An Archive of The Campaign for Museums Website | Culture24'.

Anon. n.d.-b. 'An Archive of The Campaign for Museums Website | Culture24'.

Anon. n.d.-c. 'Arts Council England | Arts Council'. Retrieved  
(<http://www.artscouncil.org.uk/>).

Anon. n.d.-d. 'Arts Council England | Arts Council'. Retrieved  
(<http://www.artscouncil.org.uk/>).

Anon. n.d.-e. 'Arts Council England: Creative Media Policy |'. Retrieved  
(<http://www.artscouncil.org.uk/advice-and-guidance/browse-advice-and-guidance/creative-media-policy>).

Anon. n.d.-f. 'Arts Council England: Creative Media Policy |'. Retrieved  
(<http://www.artscouncil.org.uk/advice-and-guidance/browse-advice-and-guidance/creative-media-policy>).

Anon. n.d.-g. 'Australian Museum'. Retrieved  
(<http://australianmuseum.net.au/Audience-Research>).

Anon. n.d.-h. 'Basic Guide to Outcomes-Based Evaluation for Nonprofit Organizations with Very Limited Resources'. Retrieved  
(<http://managementhelp.org/evaluation/outcomes-evaluation-guide.htm>).

Anon. n.d.-i. 'Basic Guide to Outcomes-Based Evaluation for Nonprofit Organizations with Very Limited Resources'. Retrieved  
(<http://managementhelp.org/evaluation/outcomes-evaluation-guide.htm>).

Anon. n.d.-j. 'Becoming a Volunteer | Nidirect'. Retrieved  
(<http://www.nidirect.gov.uk/becoming-a-volunteer>).

Anon. n.d.-k. 'Becoming a Volunteer | Nidirect'. Retrieved  
(<http://www.nidirect.gov.uk/becoming-a-volunteer>).

Anon. n.d.-l. 'British Association: ConnectingScience'.

Anon. n.d.-m. 'British Interactive Group (BIG) - Home'.

Anon. n.d.-n. 'British Museum - Visitor Research'. Retrieved ([http://www.britishmuseum.org/research/research\\_projects/all\\_current\\_projects/visitor\\_research.aspx](http://www.britishmuseum.org/research/research_projects/all_current_projects/visitor_research.aspx)).

Anon. n.d.-o. 'British Museum - Visitor Research'. Retrieved ([http://www.britishmuseum.org/research/research\\_projects/all\\_current\\_projects/visitor\\_research.aspx](http://www.britishmuseum.org/research/research_projects/all_current_projects/visitor_research.aspx)).

Anon. n.d.-p. 'British Museum: Volunteers'.

Anon. n.d.-q. 'British-Museum\_Policy\_on\_Volunteering.Pdf'.

Anon. n.d.-r. 'British-Museum\_Policy\_on\_Volunteering.Pdf'.

Anon. n.d.-s. 'CASE Programme: Understanding the Drivers, Impacts and Value of Engagement in Culture and Sport - Publications - GOV.UK'. Retrieved (<https://www.gov.uk/government/publications/case-programme-understanding-the-drivers-impacts-and-value-of-engagement-in-culture-and-sport>).

Anon. n.d.-t. 'CASE Programme: Understanding the Drivers, Impacts and Value of Engagement in Culture and Sport - Publications - GOV.UK'. Retrieved (<https://www.gov.uk/government/publications/case-programme-understanding-the-drivers-impacts-and-value-of-engagement-in-culture-and-sport>).

Anon. n.d.-u. 'CDM: San Jose Volunteer and Community Service at Children's Discovery Museum'.

Anon. n.d.-v. 'Center for Advancement of Informal Science Education'. Retrieved (<https://www.informalscience.org/center-advancement-informal-science-education-2016-2021>).

Anon. n.d.-w. 'Connecting Classrooms with the British Council'. Retrieved (<https://schoolsonline.britishcouncil.org/about-schools-online/about-programmes/connecting-classrooms>).

Anon. n.d.-x. 'Department for Culture, Media & Sport - GOV.UK'. Retrieved (<https://www.gov.uk/government/organisations/department-for-culture-media-sport>).

Anon. n.d.-y. 'Department for Culture, Media & Sport - GOV.UK'. Retrieved (<https://www.gov.uk/government/organisations/department-for-culture-media-sport>).

Anon. n.d.-z. 'Doing One's Duty: A Case Study of Volunteering in a Deprived Community'.  
Anon. n.d.-aa. 'Home | The Visitor Studies Group'.

Anon. n.d.-ab. 'How to Volunteer : Directgov - Home and Community'.

Anon. n.d.-ac. 'IMLS-Shaping Outcomes'.

Anon. n.d.-ad. 'IMLS-Shaping Outcomes'.

Anon. n.d.-ae. 'Informal Learning Experiences, Inc.'

- Anon. n.d.-af. 'Ipsos MORI | A Leading Market Research Company in the UK and Ireland'.
- Anon. n.d.-ag. 'Ipsos MORI | Poll | Public Attitudes to Science 2011'.
- Anon. n.d.-ah. 'MLC Annotated Literature'.
- Anon. n.d.-ai. 'MLC Reports and Articles'.
- Anon. n.d.-aj. 'MORI: Public Attitudes to Science 2011'.
- Anon. n.d.-ak. 'MORI: Public Attitudes to Science 2011'.
- Anon. n.d.-al. 'MORI: Science in Society'. Retrieved  
([https://www.ipsos-mori.com/Assets/Docs/Polls/Final\\_OSTreport\\_051110.PDF](https://www.ipsos-mori.com/Assets/Docs/Polls/Final_OSTreport_051110.PDF)).
- Anon. n.d.-am. 'MORI: Science in Society'. Retrieved  
([https://www.ipsos-mori.com/Assets/Docs/Polls/Final\\_OSTreport\\_051110.PDF](https://www.ipsos-mori.com/Assets/Docs/Polls/Final_OSTreport_051110.PDF)).
- Anon. n.d.-an. 'Museum Learning Collaborative Homepage'.
- Anon. n.d.-ao. 'Museums Australia: Evaluation and Visitor Research (EVR) Special Interest Group'.
- Anon. n.d.-ap. 'Museums, Libraries and Archives - Learning - Home'. Retrieved  
(<http://www.inspiringlearningforall.gov.uk/>).
- Anon. n.d.-aq. 'Museums, Libraries and Archives - Learning - Home'. Retrieved  
(<http://www.inspiringlearningforall.gov.uk/>).
- Anon. n.d.-ar. 'Museums, Libraries and Archives: Inspiring Learning'.
- Anon. n.d.-as. 'NFS-Division of Research on Learning in Formal and Informal Settings (DRL) - US National Science Foundation (NSF)'. Retrieved  
(<http://www.nsf.gov/div/index.jsp?div=DRL>).
- Anon. n.d.-at. 'Public Attitudes to Science 2008'.
- Anon. n.d.-au. 'Public Attitudes to Science 2008'.
- Anon. n.d.-av. 'Research Centre for Museums and Galleries'. Retrieved  
(<http://www2.le.ac.uk/departments/museumstudies/rcmg>).
- Anon. n.d.-aw. 'Research Centre for Museums and Galleries'. Retrieved  
(<http://www2.le.ac.uk/departments/museumstudies/rcmg>).
- Anon. n.d.-ax. 'Science and the Public: A Review of Science Communication and Public Attitudes to Science in Britain'.
- Anon. n.d.-ay. 'Science and the Public: A Review of Science Communication and Public Attitudes to Science in Britain'.

Anon. n.d.-az. 'Selinda Research Associates'. Retrieved (<http://www.selindaresearch.com/>).

Anon. n.d.-ba. 'Smithsonian: Museum Studies'. Retrieved (<http://museumstudies.si.edu/>).

Anon. n.d.-bb. 'Smithsonian: Museum Studies'. Retrieved (<http://museumstudies.si.edu/>).

Anon. n.d.-bc. 'Strategic Content Alliance: Audience Development and Engagement Research'. Retrieved (<http://sca.jiscinvolve.org/wp/allpublications/audience-publications/>).

Anon. n.d.-bd. 'The Informal Learning Review - Archive'.

Anon. n.d.-be. 'V&A Evaluation Reports'. Retrieved  
(<http://www.vam.ac.uk/content/articles/l/evaluation-at-the-v-and-a/>).

Anon. n.d.-bf. 'V&A Evaluation Reports'. Retrieved  
(<http://www.vam.ac.uk/content/articles/l/evaluation-at-the-v-and-a/>).

Anon. n.d.-bg. 'Visitor Studies Association - Home'.

Anon. n.d.-bh. 'Volunteer | Children's Discovery Museum of San Jose'. Retrieved  
(<https://www.cdm.org/connect/volunteer/>).

Anon. n.d.-bi. 'Volunteer | Children's Discovery Museum of San Jose'. Retrieved  
(<https://www.cdm.org/connect/volunteer/>).

Anon. n.d.-bj. 'Volunteering in the Recession: Outline Report for the Recession Summit 21 January 2010 - Volunteering England'.

Anon. n.d.-bk. 'Volunteering Works - Volunteering and Social Policy'.

Anon. n.d.-bl. 'Volunteering Works - Volunteering and Social Policy'.

Anon. n.d.-bm. 'W. K. Kellogg Foundation'.

Anon. n.d.-bn. 'W. K. Kellogg Foundation'.

Anon. n.d.-bo. 'W.K. Kellogg Foundation Evaluation Handbook - W.K. Kellogg Foundation'.

Anon. n.d.-bp. 'W.K. Kellogg Foundation Evaluation Handbook - W.K. Kellogg Foundation'.

Anon. n.d.-bq. 'W.K Kellogg Foundation: Rapid Appraisal Methods'.

Anon. n.d.-br. 'W.K Kellogg Foundation: Rapid Appraisal Methods'.

Ansbacher, Ted. 1998. 'John Dewey's Experience and Education: Lessons for Museums'.  
Curator: The Museum Journal 41(1):36-50. doi: 10.1111/j.2151-6952.1998.tb00812.x.

Arnold, K. 1996. 'Presenting Science as Product or as Process : Museums and the Making of Science'. Pp. 57-78 in Exploring science in museums. Vol. New research in museum studies. Atlantic Highlands, NJ: Athlone.

Association , Museums. 1998. 'Various Articles on AV & Multimedia '. Museum Practice 9:32-90.

Babbidge, A. 2009. Volunteering in Independent Museums. A Research Study. Egeria.

Bailey et al., Elsa. 1997. 'Visitor Behavior at a Constructivist Exhibition. Evaluating "Investigate!" at Boston's Museum of Science'. CECA : Committee for Education and Cultural Action 1-24. Retrieved (<http://www.exhibitfiles.org/dfile2/ReviewFinding/211/original/InvestigateEvaluation.pdf>).

Bamberger, Michael, and Marco Segone. 2011. 'How to Design and Manage Equity Focused Evaluations'.

Baring Foundation. n.d. 'Volunteers in Museums : Key Findings and Issues from the Literature'.

Bell, Philip and National Research Council (U.S.). 2009a. Learning Science in Informal Environments: People, Places, and Pursuits. Washington, D.C.: National Academies Press.  
Bell, Philip and National Research Council (U.S.). 2009b. Learning Science in Informal Environments: People, Places, and Pursuits. Washington, D.C.: National Academies Press.  
Berleant, A. 1990. 'The Museum of Art as a Participatory Environment'. Curator 31(3):31-39. doi: 10.1111/j.2151-6952.1990.tb00975.x.

Best, Joel. 2001. Damned Lies and Statistics: Untangling Numbers from the Media, Politicians, and Activists. Berkeley: University of California Press.

Bicknell, Sandra, Farmelo, Graham, and Science Museum (Great Britain). 1993a. Museum Visitor Studies in the 90s. London: Science Museum.

Bicknell, Sandra, Farmelo, Graham, and Science Museum (Great Britain). 1993b. Museum Visitor Studies in the 90s. London: Science Museum.

Bitgood, S. 1989. 'School Field Trips: An Overview'. Visitor Behavior IV(2):3-6.

Bitgood, S. 1991. 'Introduction: Visitor Studies in 1990'. Pp. 7-15 in Visitor studies: theory, research, and practice, volume 3. Jacksonville, Ala: Center for Social Design.

Bitgood, S., and A. Benefield. 1995. 'Critical Appraisal of the Heart Exhibition at the Franklin Institute of Science'. Visitor Behavior X(3):14-16.

Bitgood, S., and S. Bishop. 1991. 'The Role of a Current Visit, Prior Visits, and Gender on Visitor Perception of a Natural History Museum'. ILVS Review: A Journal of Visitor Behavior 2(1):49-65.

Bitgood, Stephen. 1993. 'Glossary of Visitor Studies'. Visitor Behavior VIII(4):8-11.

Bitgood, Stephen, Jacksonville State University, and National Association for Research in Science Teaching. 1987. Understanding the Public's Attitudes toward and Behavior in Museums, Parks, and Zoos. Vol. Technical report / Jacksonville State University. Psychology Institute. Jacksonville, Ala: Jacksonville State University, Psychology Institute.

Black, L. A. 1990. 'Applying Learning Theory in the Development of a Museum Learning Environment'. Pp. 23-25 in What research says about learning in science museums. Washington, D.C: Association of Science-Technology Centers.

Black, Thomas R. 1993a. *Evaluating Social Science Research: An Introduction*. London: Sage Publications.

Black, Thomas R. 1993b. *Evaluating Social Science Research: An Introduction*. London: Sage Publications.

Blud, L. 1990a. 'Observations on the Way Families Interact during a Museum Visit'. *Museum Management and Curatorship* 9(3):257-64. doi: 10.1016/0964-7775(90)90037-8.

Blud, L. 1990b. 'Social Interaction and Learning among Family Groups Visiting a Museum'. *Museum Management and Curatorship* 9(1):43-51. doi: 10.1016/0260-4779(90)90024-8.

Bocock, Robert. 1993. *Consumption. Vol. Key ideas*. London: Routledge.

Borun et al., M. 1996. 'Families Are Learning in Science Museums'. *Curator* 39(2):123-38.  
Borun, M. 1993a. 'Naive Notions and the Design of Science'. What Research Says about Learning in Science Museums 1-4. Retrieved ([http://informalscience.org/researches/VSA-a0a5f9-a\\_5730.pdf](http://informalscience.org/researches/VSA-a0a5f9-a_5730.pdf)).

Borun, M. 1993b. 'Naive Notions and the Design of Science Museum Exhibits'. What Research Says about Learning in Science Museums 1-4.

Borun, Minda, Margaret B. Chambers, Jennifer Dritsas, and Julie I. Johnson. 1997. 'Enhancing Family Learning Through Exhibits'. *Curator: The Museum Journal* 40(4):279-95. doi: 10.1111/j.2151-6952.1997.tb01313.x.

Borun, Minda, and Jennifer Dritsas. 1997. 'Developing Family-Friendly Exhibits'. *Curator: The Museum Journal* 40(3):178-96. doi: 10.1111/j.2151-6952.1997.tb01302.x.

Bourdieu, Pierre, Darbel, Alain, Beattie, Caroline, Merriman, Nick, and Schnapper, Dominique. 1991. *The Love of Art: European Art Museums and Their Public*. Cambridge: Polity Press.

Bradburne, J. 2000. 'Brand Old: An "Ace Caff" with a Silly Exhibition Attached'. *Museum Management and Curatorship* 18(4):407-9. doi: 10.1016/S0260-4779(01)00006-1.

Brown, Geoffrey and Selwood, Sara. 2001. *The UK Cultural Sector: Profile and Policy Issues*. London: Policy Studies Institute.

Bud, R. 1988. 'The Myth and the Machine : Seeing Science through Museum Eyes'. Pp. 134-59 in *Picturing power: visual depiction and social relations. Vol. Sociological review monographs*. London: Routledge.

Burcaw, George Ellis. 1997. *Introduction to Museum Work. Vol. American Association for State and Local History book series. 3rd ed.* Walnut Creek, Calif: Altamira Press.

Butler, Barbara H., and Marvin B. Sussman. 1989. *Museum Visits and Activities for Family Life Enrichment*. New York: Haworth.

Butler, Barbara and Sussman, Marvin B. 1989. *Museum Visits and Activities for Family Life*



Enrichment. London: Haworth.

Calder, S. 20AD. 'Don't Know Much about History? You Need a British Museum Volunteer'. The Independent (Newspaper).

Cameron, D. 1968a. 'A Viewpoint: The Museum as a Communication System and Implications for Museum Education'. *Curator* 11(1):33-40.

Cameron, D. 1968b. 'A Viewpoint: The Museum as a Communication System and Implications for Museum Education'. *Curator* 11(1):33-40.

Cameron, Deborah. 2001. *Working with Spoken Discourse*. London: SAGE.

Carey, James W. 1989. *Communication as Culture: Essays on Media and Society*. Vol. Media and popular culture. Boston: Unwin Hyman.

Carr, David. 2003. 'Museums, Educative: An Encyclopedia Entry'. Pp. 17-35 in *The promise of cultural institutions*. Vol. American Association for State and Local History book series. Oxford: AltaMira Press.

Carter, J. 1999. 'How Old Is This Text?' Pp. 211-15 in *The educational role of the museum*. Vol. Leicester readers in museum studies. London: Routledge.

Chadwick, J., and P. Boverie. 1999. 'A Survey of Characteristics and Patterns of Behavior in Visitors to a Museum Web Site'. *Museums and the Web 1999: Selected Papers from an International Conference*, New Orleans, Louisiana, March 11-14, 1999.

Chatterjee, Helen, Sally MacDonald, David Prytherch, and Guy Noble. 2008. *Touch in Museums: Policy and Practice in Object Handling*. Oxford: Berg.

Chong, D. 1999. 'A "Family of Galleries": Repositioning the Tate Gallery'. *Museum Management and Curatorship* 18(2):145-57. doi: 10.1016/S0260-4779(00)00014-5.

Claxton, Guy. 1999a. *Wise up: The Challenge of Lifelong Learning*. New York: Bloomsbury.

Claxton, Guy. 1999b. *Wise up: The Challenge of Lifelong Learning*. New York: Bloomsbury.

Cochran (ed.), H. 1996. 'True Needs True Partners: Museums and Schools Transforming Education'.

Cochran, H. 1996a. *True Needs-True Partners: Museums and Schools Transforming Education*. Washington, DC, USA: Institute of Museum Services.

Cochran, H. 1996b. *True Needs-True Partners: Museums and Schools Transforming Education*. Washington, DC, USA: Institute of Museum Services.

Coe, Jon, Charles, Coe Roesch Lee, Robinson, Stephen Bitgood, Donald Patterson, and Arlene Benefield. 1989. 'Children's Drawings: New Tools for Zoo Exhibit Evaluation'. Pp. 87-100 in *Visitor studies: theory, research, and practice, volume 2 ; proceedings of the*

1989 Visitor Studies Conference. Jacksonville, Ala: Center for Social Design.

Collins, Zipporah W. and American Association of Museums. 1981. *Museums, Adults, and the Humanities: A Guide for Educational Programming*. Washington, D.C.: American Association of Museums.

Conn, Steven. 1998a. *Museums and American Intellectual Life, 1876-1926*. Chicago: The University of Chicago Press.

Conn, Steven. 1998b. *Museums and American Intellectual Life, 1876-1926*. Chicago: The University of Chicago Press.

Cooksey, Cynthia. 1992. *A Teacher's Guide to Using Abbeys*. Vol. Education on site. [London]: English Heritage.

Copeland, Tim. 1991. *A Teacher's Guide to Maths and the Historic Environment*. Vol. Education on site. [London]: English Heritage.

Copeland, Tim. 1993. *A Teacher's Guide to Geography and the Historic Environment*. Vol. Education on site. [London]: English Heritage.

Copeland, Tim. 1994. *A Teacher's Guide to Using Castles*. Vol. Education on site. [London]: English Heritage.

Corbin, Juliet M., Strauss, Anselm L., and Strauss, Anselm L. 2008. *Basics of Qualitative Research: Techniques and Procedures for Developing Grounded Theory*. 3rd ed. London: Sage.

Cox, A., and M. Cox. 1995. 'The under Fives at Walsall Museum and Art Gallery'. *JEM: Journal of Education in Museums* 16:4-5.

Coxal, H. 1991. 'Museum Text: Accessibility and Relevance'. *Journal of Education in Museums* 12:9-10.

Crowley, K., and M. Callanan . 1998. 'Describing and Supporting Collaborative Scientific Thinking in Parent-Child Interactions'. *Journal of Museum Education* 23(1):12-17.

Csikszentmihalyi, M. 1988. 'Human Behavior and the Science Centre'. Pp. 79-88 in *Science Learning in the Informal Setting* . Chicago: Chicago Academy of Sciences.

Csikszentmihalyi, M. 1991. 'Notes on Art Museum Experiences'. Pp. 123-31 in *Insights: museum visitor attitudes and expectations: a focus group experiment*. J. Paul Getty Trust.

Csikszentmihalyi, M., and K. Hermanson. 1995a. 'Intrinsic Motivation in Museums: Why Does One Want to Learn?' Pp. 67-78 in *Young Children* . Washington: American Association of Museums.

Csikszentmihalyi, M., and K. Hermanson. 1995b. 'Intrinsic Motivation in Museums: Why Does One Want to Learn?' Pp. 67-78 in *Public institutions for personal learning: establishing a research agenda*. Washington: American Association of Museums.

Csikszentmihalyi, Mihaly and Robinson, Rick Emery. 1990a. *The Art of Seeing: An Interpretation of the Aesthetic Encounter*. Malibu, Calif: J.P. Getty Museum and Getty Center for Education in the Arts.

Csikszentmihalyi, Mihaly and Robinson, Rick Emery. 1990b. *The Art of Seeing: An Interpretation of the Aesthetic Encounter*. Malibu, Calif: J.P. Getty Museum and Getty Center for Education in the Arts.

Cummings, Neil and Lewandowska, Marysia. 2000. *The Value of Things*. Basel: Birkhäuser.

Davies, Stuart and Great Britain. 1994. *By Popular Demand: A Strategic Analysis of the Market Potential for Museums and Art Galleries in the UK*. London: Museums & Galleries Commission.

DCMS. 1999a. 'Museums for the Many: Standards for Museums and Galleries to Use When Developing Access Policies'.

DCMS. 1999b. 'Policy Action Team 10: Report on Social Exclusion '.

Denzin, Norman K., and Yvonna S. Lincoln. 1994. 'Data Management and Analysis Methods'. Pp. 428–44 in *Handbook of qualitative research*. London: Sage.

Denzin, Norman K. and Lincoln, Yvonna S. 2000a. *Handbook of Qualitative Research*. 2nd ed. London: Sage Publications.

Denzin, Norman K. and Lincoln, Yvonna S. 2000b. *Handbook of Qualitative Research*. 2nd ed. London: Sage Publications.

Devenish, D. 1990. 'Labelling in Museum Display A Survey and Practical Guide'. *Museum Management and Curatorship* 9(1):63–72. doi: 10.1016/0260-4779(90)90026-A.

Diamond, J. 1986a. 'The Behavior of Family Groups in Science Museums'. *Curator* 29(2):139–54. doi: 10.1111/j.2151-6952.1986.tb01434.x.

Diamond, J. 1986b. 'The Behavior of Family Groups in Science Museums'. *Curator* 29(2):139–54. doi: 10.1111/j.2151-6952.1986.tb01434.x.

Diamond, J., and et al. . 1987. 'The Exploratorium's Explainer Program: The Long-Term Impacts on Teenagers of Teaching Science to the Public '. *Science Education* 71(5):643–56.

Diamond, Judy . 1999. 'Chapter 5: Interviews and Questionnaires'. Pp. 83–114 in *Practical evaluation guide: tools for museums and other informal educational settings*. Vol. American Association for State and Local History book series. Lanham, Md: AltaMira.

Diamond, Judy. 1999. *Practical Evaluation Guide: Tools for Museums and Other Informal Educational Settings*. Vol. American Association for State and Local History book series. Lanham, Md: AltaMira.

Dierking, L. D., and J. Falk. 1994. 'Family Behavior and Learning in Informal Science

Settings: A Review of the Research'. *Science Education* 78(1):57–72.

Dierking, L. D., and J. Falk. 1998. 'Understanding Free-Choice Learning: A Review of the Research and Its Application to Museum Web Sites'. in *Museums and the Web 1998: proceedings*. [Pittsburgh, Pa.]: Archives & Museums Informatics.

Dierking, Lynn D. 1998. 'What Does It All Mean? Interpreting and Applying Your Results'. Pp. 57–68 in *Questioning assumptions: an introduction to front-end studies in museums*. Washington, D.C.: Association of Science-Technology Centers.

Dierking, Lynn D., Falk, John H., and American Association of Museums. 1995a. *Public Institutions for Personal Learning: Establishing a Research Agenda*. Washington: American Association of Museums.

Dierking, Lynn D., Falk, John H., and American Association of Museums. 1995b. *Public Institutions for Personal Learning: Establishing a Research Agenda*. Washington: American Association of Museums.

Dierking, Lynn D. and Pollock, Wendy. 1998a. *Questioning Assumptions: An Introduction to Front-End Studies in Museums*. Washington, D.C.: Association of Science-Technology Centers.

Dierking, Lynn D. and Pollock, Wendy. 1998b. *Questioning Assumptions: An Introduction to Front-End Studies in Museums*. Washington, D.C.: Association of Science-Technology Centers.

Dierking, Lynn D., and Wendy Pollock. 1998. *Questioning Assumptions: An Introduction to Front-End Studies in Museums*. Washington, D.C.: Association of Science-Technology Centers.

Dodd, Jocelyn, and Richard Sandell. 2001. *Including Museums : Perspectives on Museums, Galleries and Social Inclusion*. Research centre for museums and galleries, University of Leicester.

Doering, Zahava D. 1995. *Who Attends Our Cultural Institutions? . Progress Report based on the Smithsonian Institution Marketing Study*.

Doering, Zahava D., Andrew J. Pekarik, and Audrey E. Kindlon. 1997. 'Exhibitions and Expectations: The Case of "Degenerate Art"'. *Curator: The Museum Journal* 40(2):127–42. doi: 10.1111/j.2151-6952.1997.tb01294.x.

Donovan, C. 2013. 'A Holistic Approach to Valuing Our Culture: A Report to the Department for Culture, Media and Sport'.

Dufresne-Tasse, C. 1994a. 'Andragogy (Adult Education) in the Museum: A Critical Analysis and New Formulation'. Pp. 144–69 in *Museum, media, message*. Vol. Heritage. London: Routledge.

Dufresne-Tasse, C. 1994b. 'Andragogy (Adult Education) in the Museum: A Critical Analysis and New Formulation'. Pp. 245–59 in *Museum, media, message*. Vol. Heritage. New York: Routledge.

- Durbin, G., and et al. . 1990. A Teacher's Guide to Learning from Objects. English Heritage.
- Durbin, Gail and Group for Education in Museums. 1996a. Developing Museum Exhibitions for Lifelong Learning. London: The Stationary Office, HMSO.
- Durbin, Gail and Group for Education in Museums. 1996a. Developing Museum Exhibitions for Lifelong Learning. London: The Stationary Office, HMSO.
- Durbin, Gail and Group for Education in Museums. 1996b. Developing Museum Exhibitions for Lifelong Learning. London: The Stationary Office, HMSO.
- Durbin, Gail and Group for Education in Museums. 1996c. Developing Museum Exhibitions for Lifelong Learning. London: The Stationary Office, HMSO.
- Durbin, Gail and Group for Education in Museums. 1996b. Developing Museum Exhibitions for Lifelong Learning. London: The Stationary Office, HMSO.
- Durbin, Gail and Group for Education in Museums. 1996c. Developing Museum Exhibitions for Lifelong Learning. London: The Stationary Office, HMSO.
- Durrans , B. 1988. 'The Future of the Other: Changing Cultures on Display in Ethnographic Museums'. Pp. 144–69 in The museum time-machine: putting cultures on display. London: Routledge.
- Durrans, B. 1988. 'The Future of the Other: Changing Cultures on Display in Ethnographic Museums'. Pp. 144–69 in The museum time-machine: putting cultures on display. London: Routledge.
- Dyson, A. H. 1990. 'Symbol Makers, Symbol Weavers: How Children Link Play, Pictures, and Print'. Young Children 45 (January).
- Eason, David and Avery, Robert K. 1991. Critical Perspectives on Media and Society. Vol. The Guilford communication series. London: Guilford Press.
- Ekarv, Margareta. 1999. 'Combating Redundancy: Writing Texts for Exhibitions'. Pp. 201–4 in The educational role of the museum. Vol. Leicester readers in museum studies. London: Routledge.
- Ellenbogen, K. 2002. 'Museums in Family Life: An Ethnographic Case Study'. Pp. 81–101 in Learning conversations in museums. London: Lawrence Erlbaum Associates.
- E.M., Evans, M. S. Mull, and D. A. Poling . 2002. 'The Authentic Object? A Child's-Eye View'. Pp. 55–77 in Perspectives on object-centered learning in museums. London: Lawrence Erlbaum Associates.
- Eratuuli, M., and C. Sneider. 1990. 'The Experiences of Visitors in a Physics Discovery Room'. Science Education 74(4):481–93.
- Erickson, Bonnie H. and Nosanchuk, T. A. 1992. Understanding Data. 2nd ed. Buckingham: Open University Press.

Fairclough, Norman. 1992. *Critical Language Awareness*. Vol. Real language series. London: Longman.

Fairclough, Norman. 2001. *Language and Power*. Vol. Language in social life series. 2nd ed. Harlow, Eng: Longman.

Falk, John. 1998. 'The Effect of Visitors' Agendas on Museum Learning'. *Curator* 41(2):106–20.

Falk, J. 1991. 'Analysis of the Behavior of Family Visitors in Natural History Museums'. *Curator* 34(1):44–50.

Falk, J. 1997. 'Testing a Museum Exhibition Design Assumption: Effect of Explicit Labeling of Exhibit Clusters on Visitor Concept Development'. *Science Education* 81(6):679–87.

Falk, J., and L. D. Dierking. 1991. 'The Effect of Visitation Frequency on Long-Term Recollection'. Pp. 94–103 in *Visitor studies: theory, research, and practice*, volume 3. Jacksonville, Ala: Center for Social Design.

Falk, John H., and Lynn D. Dierking. 1997a. 'School Field Trips: Assessing Their Long-Term Impact'. *Curator: The Museum Journal* 40(3):211–18. doi: 10.1111/j.2151-6952.1997.tb01304.x.

Falk, John H., and Lynn D. Dierking. 1997b. 'School Field Trips: Assessing Their Long-Term Impact'. *Curator: The Museum Journal* 40(3):211–18. doi: 10.1111/j.2151-6952.1997.tb01304.x.

Falk, John H., and Lynn D. Dierking. 2000a. 'Learning from Museums: An Introduction'. Pp. 1–14 in *Learning from museums: visitor experiences and the making of meaning*. Vol. American Association for State and Local History book series. Oxford: AltaMira Press.

Falk, John H., and Lynn D. Dierking. 2000b. 'Learning from Museums: An Introduction: Chapter 1'. Pp. 1–14 in *Learning from museums: visitor experiences and the making of meaning*. Vol. American Association for State and Local History book series. Oxford: AltaMira Press.

Falk, John H., Lynn D. Dierking, and American Association of Museums. 1995a. *Public Institutions for Personal Learning: Establishing a Research Agenda*. Washington: American Association of Museums.

Falk, John H., Lynn D. Dierking, and American Association of Museums. 1995b. *Public Institutions for Personal Learning: Establishing a Research Agenda*. Washington: American Association of Museums.

Falk, John H., Dierking, Lynn D., and Boyd, W. L. 1992a. *The Museum Experience*. Washington, D.C.: Whalesback Books.

Falk, John H., Dierking, Lynn D., and Boyd, W. L. 1992b. *The Museum Experience*. Washington, D.C.: Whalesback Books.

Falk, John H., Lynn D. Dierking, and Susan Foutz. 2007a. *In Principle, in Practice: Museums*

as Learning Institutions. Vol. Learning innovations series. Lanham, Md: Altamira Press.

Falk, John H., Lynn D. Dierking, and Susan Foutz. 2007b. In Principle, in Practice: Museums as Learning Institutions. Vol. Learning innovations series. Lanham, Md: Altamira Press.

Falk, John H., Lynn D. Dierking, and Susan Foutz. 2007c. In Principle, in Practice: Museums as Learning Institutions. Vol. Learning innovations series. Lanham, Md: Altamira Press.

Falk, John H., W. Wade Martin, and John D. Balling. 1978. 'The Novel Field-Trip Phenomenon: Adjustment to Novel Settings Interferes with Task Learning'. *Journal of Research in Science Teaching* 15(2):127-34. doi: 10.1002/tea.3660150207.

Falk, John H., Theano Moussouri, and Douglas Coulson. 1998. 'The Effect of Visitors ' Agendas on Museum Learning'. *Curator: The Museum Journal* 41(2):107-20. doi: 10.1111/j.2151-6952.1998.tb00822.x.

Falk, John, H., Theano Moussouri, and Douglas Coulson. 1998. 'The Effect of Visitors ' Agendas on Museum Learning'. *Curator: The Museum Journal* 41(2):107-20. doi: 10.1111/j.2151-6952.1998.tb00822.x.

Faure, E., and et. al. 1980. 'Elements for Contemporary Strategies: Innovations and Search for Alternatives'. Pp. 351-79 in *Family, work and education: a reader*. Vol. Contemporary issues in education. Sevenoaks: Hodder and Stoughton in association with the Open University Press.

Feher, E. 1990. 'Interactive Museum Exhibits as Tools for Learning: Explorations with Light'. *International Journal of Science Education* 12(1):35-49.

Feher, E. 1993. 'Learning Science with Interactive Exhibits'. *Curator* 36(4):246-48.

Feher, E., and J. Diamond. 1990. 'Science Centres As Research Laboratories'. Pp. 26-28 in *What research says about learning in science museums*. Washington, D.C: Association of Science-Technology Centers.

Feher, E., and K. Rice. 1985. 'Development of Scientific Concepts through the Use of Interactive Exhibits in a Museum'. *Curator* 28(1):35-46.

Ferguson, Linda, Ravelli, Louise, MacLulich, Carolyn, and Australian Museum. 1995. *Meanings and Messages: Language Guidelines for Museum Exhibitions*. Sydney: Australian Museum.

Fielding, Nigel and Lee, Raymond M. 1998. *Computer Analysis and Qualitative Research*. Vol. New technologies for social research. London: SAGE.

Fiske, John. 1982. *Introduction to Communication Studies*. Vol. Studies in communication. London, New York: Methuen.

Freedlander Gibans, N., and B. Kres Beach. 1999. 'Introduction: Learning about Collaborative Learning - A Children's Museum Community of Scholars and Practitioners'. Pp. 1-12 in *Bridges to understanding children's museums*. [s.l.]: Nina F. Gibans.

Friedman, A. J. 1996. 'Why Museums Don't Evaluate'. Visitor Behavior XI(2):6-8.

Frost, Joe L. and Kissinger, Joan B. 1976. The Young Child and the Educative Process. New York: Holt, Rinehart and Winston.

Gardner, H. 1988. 'Challenges For Museum: Howard Gardner's Theory of Multiple Intelligences'. Hand to Hand 2(4).

Gardner, Howard. 1993. The Unschooled Mind: How Children Think and How Schools Should Teach. London: Fontana Press.

Gardner, Howard. 2004. Frames of Mind: The Theory of Multiple Intelligences. 20th anniversary ed. New York, NY: Basic Books.

Genoways, Hugh H. 2006. Museum Philosophy for the Twenty-First Century. Lanham, Md: Altamira Press.

Gibans, N. F., and B. K. Beach. 1999. 'Introduction: Learning about Collaborative Learning : A Children's Museum Community of Scholars and Practitioners'. Pp. 1-12 in Bridges to understanding children's museums. [s.l.]: Nina F. Gibans.

Gibans, Nina Freedlander, and Barbara Kress Beach. 1999. Bridges to Understanding Children's Museums. [s.l.]: Nina F. Gibans.

Gilbert, J., and M. Priest. 1997. 'Models and Discourse: A Primary School Science Class Visit to a Museum'. Science Education 81(6):749-62.

Glaser, Jane R., Zenetou, Artemis A., and Smithsonian Institution. 1996. Museums: A Place to Work : Planning Museum Careers. Vol. Heritage. London: Routledge.

Golding, V. 1997a. 'Meaning and Truth in Multicultural Museum Education'. Pp. 203-25 in Cultural diversity: developing museum audiences in Britain. Vol. Contemporary issues in museum culture. London: Leicester University Press.

Golding, V. 1997b. 'Meaning and Truth in Multicultural Museum Education'. Pp. 203-25 in Cultural diversity: developing museum audiences in Britain. Vol. Contemporary issues in museum culture. London: Leicester University Press.

Golding, Vivien. 2009a. Learning at the Museum Frontiers: Identity, Race and Power. Farnham: Ashgate.

Golding, Vivien. 2009. Learning at the Museum Frontiers: Identity, Race and Power. Farnham: Ashgate.

Golding, Vivien. 2009b. Learning at the Museum Frontiers: Identity, Race and Power. Farnham: Ashgate.

Gooding, Caroline and Lawson, Anna. 2005. Disability Rights in Europe: From Theory to Practice. Vol. Essays in European law. Oxford: Hart.

Goodlad, Sinclair and McIvor, Stephanie. 1998. Museum Volunteers: Good Practice in the



Management of Volunteers. Vol. The heritage. London: Routledge.

Green, J. P. 1992. 'The Management of Volunteers'. Pp. 167–71 in *Manual of curatorship: a guide to museum practice*. Boston: Butterworth-Heinemann.

Greenberg, Reesa, Bruce W. Ferguson, and Sandy Nairne. 1996. *Thinking about Exhibitions*. London: Routledge.

Greenfield, E. A., and N. F. Marks. 2004a. 'Formal Colunteering as a Protective Factor for Older Adults' *Psychological Well-Being*. 59B(NO5):258–64.

Greenfield, E. A., and N. F. Marks. 2004b. 'Formal Colunteering as a Protective Factor for Older Adults' *Psychological Well-Being*. 59B(NO5):258–64.

Griffin, J., and D. Symington. 1998. 'Moving from Task-Oriented to Learning-Oriented Strategies on School Excursions to Museums'. *Science Education* 81(6):763–79.

Griffin, Janette. 1994a. 'Learning to Learn in Informal Science Settings'. *Research in Science Education* 24(1):121–28. doi: 10.1007/BF02356336.

Griffin, Janette. 1994b. 'Learning to Learn in Informal Science Settings'. *Research in Science Education* 24(1):121–28. doi: 10.1007/BF02356336.

Griggs, S. 1983. 'Orientating Visitors within a Thematic Display'. *Museum Management and Curatorship* 2(2):119–34. doi: 10.1016/0260-4779(83)90037-7.

Group for Large Local Authority Museums. 2002. 'Museums and Social Inclusion : The GLLAM Report '.

Gurian, Elaine Heumann. 2006a. *Civilizing the Museum: The Collected Writings of Elaine Heumann Gurian*. London: Routledge.

Gurian, Elaine Heumann. 2006. *Civilizing the Museum: The Collected Writings of Elaine Heumann Gurian*. London: Routledge.

Gurian, Elaine Heumann. 2006b. *Civilizing the Museum: The Collected Writings of Elaine Heumann Gurian*. London: Routledge.

Haas, N. T. 1996a. 'Project Explore: How Children Are Really Learning in Children's Museums'. *Visitor Studies* 9.

Haas, N. T. 1996b. 'Project Explore: How Children Are Really Learning in Children's Museums'. *Visitor Studies* 9.

Harrison, R. 2012. 'Project Management'. Pp. 247–54 in *Manual of museum planning: sustainable space, facilities, and operations*. Lanham, Md: AltaMira Press.

Hayward, J. 1992. 'An Evaluator's Point of View'. *ILVS Review: A Journal of Visitor Behavior* 2(2):287–92.

Heath, Robert L. and Bryant, Jennings. 2008. *Human Communication Theory and Research:*

- Concepts, Contexts, and Challenges. Vol. LEA's communication series. 2nd ed. New York: Routledge.
- Hein, G. 1991a. 'Constructivist Learning Theory'. Pp. 90-91 in *The Museum and the Needs of People: ICOMCECA Annual Conference*, Jerusalem.
- Hein, G. 1991b. 'Constructivist Learning Theory'. Pp. 90-91 in *The Museum and the Needs of People: ICOMCECA Annual Conference*, Jerusalem.
- Hein, G. 1995a. 'The Constructivist Museum'. *Journal of Education in Museums* 16.
- Hein, G. 1995b. 'The Constructivist Museum'. *JEM: Journal of Education in Museums* 16:21-23. Retrieved (<http://www.gem.org.uk/pubs/news/hein1995.html>).
- Hein, G. 1995c. 'The Constructivist Museum'. *Journal of Education in Museums* 16.
- Hein, G. 1997. 'A Reply to Miles' Commentary on Constructivism'. *Visitor Behavior* XII(3):14-15.
- Hein, George E. 1998. *Learning in the Museum*. Vol. *Museum meanings*. New York: Routledge.
- Hein, George E. 1998a. *Learning in the Museum*. Vol. *Museum meanings*. New York: Routledge.
- Hein, George E. 1998b. *Learning in the Museum*. Vol. *Museum meanings*. New York: Routledge.
- Hein, George E. 2001. *Learning in the Museum*. [S.l.]: Taylor & Francis.
- Hiemstra, R. 1981. 'The Implications of Lifelong Learning'. Pp. 131-46 in *Museums, adults, and the humanities: a guide for educational programming*. Washington, D.C.: American Association of Museums.
- Hike, D. D. 1989. 'The Family as a Learning System: An Observational Study of Families in Museums'. *Marriage & Family Review* 13(3-4):101-29. doi: 10.1300/J002v13n03\_07.
- Hilke, D. D. 1988. 'Strategies for Family Learning in Museums'. Pp. 120-34 in *Visitor studies 1988: theory, research and practice*. Jacksonville, Ala: Center for Social Design.
- Hill, J. 2009. *Recruiting and Retaining Volunteers - a Practical Introduction*. AIM Focus Paper.
- Hirzy, Ellen Cochran and American Association of Museums. 1992. *Excellence and Equity: Education and the Public Dimension of Museums*. Washington, D.C: American association of museums.
- Hirzy, Ellen Cochran and American Association of Museums. 1992. *Excellence and Equity: Education and the Public Dimension of Museums*. Washington, D.C: American association of museums.

Hodder, I. 1994. 'Chapter : The Contextual Analysis of Symbolic Meaning'. *Interpreting Objects and Collections Leicester readers in museum studies*:1–10.

Hodder, Ian. 1987. *The Archaeology of Contextual Meanings*. Vol. *New directions in archaeology*. Cambridge: Cambridge University Press.

Hodge, R., and W. D'Souza. 1979. 'The Museum as Communicator : A Semiotic Analysis of the Western Australian Museum Aboriginal Gallery, Perth'. *Museum* 31(4):251–67. Retrieved (<http://unesdoc.unesco.org/images/0012/001273/127321eo.pdf#43225>).

Hog Hansen, A., and T. Moussouri. 2004. 'Fuzzy Boundaries: Communités of Practice and Exhibition Teams in European Natural History Museums'. *Museum and Society* 2(3):35–68.

Holmes, K. 2003. 'Volunteers in the Heritage Sector: A Neglected Audience?' *International Journal of Heritage Studies* 9(4):341–55.

Hood, M. 1983. 'Staying Away: Why People Choose Not to Visit Museums'. *Museum News* 61(4):50–57.

Hood, M. 1986. 'Getting Started in Audience Research'. *Museum News* 64(3):25–31.

Hood, M. 1989a. 'Leisure Criteria of Family Participation and Non-Participation in Museums'. Pp. 151–69 in *Museum visits and activities for family life enrichment*. London: Haworth.

Hood, M. 1989b. 'Leisure Criteria of Family Participation and Non-Participation in Museums'. Pp. 151–69 in *Museum visits and activities for family life enrichment*. New York: Haworth.

Hood, M. 1989c. 'Leisure Criteria of Family Participation and Non-Participation in Museums'. Pp. 151–69 in *Museum visits and activities for family life enrichment*. London: Haworth.

Hood, M. 1999. 'Visitor Surveys: Who Visits and Who Doesn't? Getting Started in Audience Research'. Pp. 11–17 in *Introduction to museum evaluation*. Vol. *Professional practice series*. Washington, D.C.: American Association of Museums.

Hood, M. n.d. 'Staying Away: Why People Choose Not to Visit Museums'. *Museum News* 61(4):50–57.

Hooper-Greenhill, E. 1999. 'Chapter 3: Education, Communication and Interpretation: Towards a Critical Pedagogy in Museums'. Pp. 3–27 in *The educational role of the museum*. Vol. *Leicester readers in museum studies*. London: Routledge.

Hooper-Greenhill, E. 2002a. 'Developing a Scheme for Finding Evidence of the Outcomes and Impact of Learning in Museums, Archives and Libraries: The Conceptual Framework'.  
Hooper-Greenhill, E. 2002b. 'Developing a Scheme for Finding Evidence of the Outcomes and Impact of Learning in Museums, Archives and Libraries: The Conceptual Framework'.  
Hooper-Greenhill, E., and A. Chadwick. 1985. 'Volunteers in Museums and Galleries: A Discussion of Some of the Issues'. *The Museums Journal* 84(4).

Hooper-Greenhill, E., and T. Moussouri. 2002. 'Researching Learning in Museums and Galleries 1990-1999: A Bibliographic Review'. Researching Learning in Museums and Galleries 1990-1999: A Bibliographic Review.

Hooper-Greenhill, E., and T. Moussouri. n.d.-a. 'Researching Learning in Museums and Galleries 1990-1999: A Bibliographic Review'.

Hooper-Greenhill, E., and T. Moussouri. n.d.-b. 'Researching Learning in Museums and Galleries 1990-1999: A Bibliographic Review'.

Hooper-Greenhill, E., T. Moussouri, J. Dodd, C. Jones, C. Pickford, C. Herman, M. Morrison, J. Vincent, and R. Toon. n.d.-a. 'Measuring the Outcomes and Impact of Learning in Museums, Libraries and Archives'.

Hooper-Greenhill, E., T. Moussouri, J. Dodd, C. Jones, C. Pickford, C. Herman, M. Morrison, J. Vincent, and R. Toon. n.d.-b. 'Measuring the Outcomes and Impact of Learning in Museums, Libraries and Archives'.

Hooper-Greenhill, E., R. Sandell, T. Moussouri, and H. O'Riain. 2000a. 'Museums and Social Inclusion – The GLLAM Report'.

Hooper-Greenhill, E., R. Sandell, T. Moussouri, and H. O'Riain. 2000b. 'Museums and Social Inclusion – The GLLAM Report'.

Hooper-Greenhill, Eilean. 1991a. Museum and Gallery Education. Vol. Leicester museum studies series. Leicester: Leicester University Press.

Hooper-Greenhill, Eilean. 1991b. Museum and Gallery Education. Vol. Leicester museum studies series. Leicester: Leicester University Press.

Hooper-Greenhill, Eilean. 1994a. Museums and Their Visitors. Vol. The heritage: care-preservation-management. London: Routledge.

Hooper-Greenhill, Eilean. 1994a. Museums and Their Visitors. Vol. The heritage: care-preservation-management. London: Routledge.

Hooper-Greenhill, Eilean. 1994b. Museums and Their Visitors. Vol. The heritage: care-preservation-management. London: Routledge.

Hooper-Greenhill, Eilean. 1994b. Museums and Their Visitors. Vol. The heritage: care-preservation-management. London: Routledge.

Hooper-Greenhill, Eilean. 1995. Museum, Media, Message. Vol. Museum meanings. London: Routledge.

Hooper-Greenhill, Eilean. 1997a. Cultural Diversity: Developing Museum Audiences in Britain. Vol. Contemporary issues in museum culture. London: Leicester University Press.

Hooper-Greenhill, Eilean. 1997b. 'Museum Learners as Active Post-Modernists: Contextualising Constructivism'. JEM: Journal of Education in Museums 18:1–4.

Hooper-Greenhill, Eilean . 1999. 'Museum Learners as Active Postmodernists:

Contextualizing Constructivism'. Pp. 67–72 in *The educational role of the museum*. Vol. Leicester readers in museum studies. London: Routledge.

Hooper-Greenhill, Eilean. 1999a. *The Educational Role of the Museum*. Vol. Leicester readers in museum studies. 2nd ed. London: Routledge.

Hooper-Greenhill, Eilean. 1999b. *The Educational Role of the Museum*. Vol. Leicester readers in museum studies. 2nd ed. London: Routledge.

Hooper-Greenhill, Eilean. 1999. *The Educational Role of the Museum*. Vol. Leicester readers in museum studies. 2nd ed. London: Routledge.

Hooper-Greenhill, Eilean. 1999c. *The Educational Role of the Museum*. Vol. Leicester readers in museum studies. 2nd ed. London: Routledge.

Hooper-Greenhill, Eilean. 1999d. *The Educational Role of the Museum*. Vol. Leicester readers in museum studies. 2nd ed. London: Routledge.

Hooper-Greenhill, Eilean. 2000a. 'Changing Values in the Art Museum: Rethinking Communication and Learning'. *International Journal of Heritage Studies* 6(1):9–31. doi: 10.1080/135272500363715.

Hooper-Greenhill, Eilean. 2000b. 'Changing Values in the Art Museum: Rethinking Communication and Learning'. *International Journal of Heritage Studies* 6(1):9–31. doi: 10.1080/135272500363715.

Hooper-Greenhill, Eilean. 2000c. *Museums and the Interpretation of Visual Culture*. Vol. Museum meanings. London: Routledge.

Hooper-Greenhill, Eilean. 2000. *Museums and the Interpretation of Visual Culture*. Vol. Museum meanings. London: Routledge.

Hooper-Greenhill, Eilean. 2000d. *Museums and the Interpretation of Visual Culture*. Vol. Museum meanings. London: Routledge.

Hooper-Greenhill, Eilean. 2006. 'The Power of Museum Pedagogy'. Pp. 235–45 in *Museum philosophy for the twenty-first century*. Lanham, Md: Altamira Press.

Hooper-Greenhill, Eilean and Research Centre for Museums and Galleries. 2001a. 'Making Meaning in Art Museums: 1: Visitors' Interpretive Strategies at Wolverhampton Art Gallery'.

Hooper-Greenhill, Eilean and Research Centre for Museums and Galleries. 2001b. 'Making Meaning in Art Museums: 2: Visitors' Interpretive Strategies at Nottingham Castle Museum and Art Gallery'.

Hooper-Greenhill, Eilean and University of Leicester. 1991a. *Writing a Museum Education Policy*. Leicester: Dept. of Museum Studies, University of Leicester.

Hooper-Greenhill, Eilean and University of Leicester. 1991b. *Writing a Museum Education Policy*. Leicester: Dept. of Museum Studies, University of Leicester.

Howard Gardner and Howard Gardner. 1973. *The Arts and Human Development*. New York: Wiley.

Hughes, Catherine. 1998. *Museum Theatre: Communicating with Visitors through Drama*. Portsmouth, NH: Heinemann.

Hutin, M. 2008. *Young People Help out Volunteering and Giving among Young People*. Institute for volunteering research.

Inez S. Wolins. n.d. 'The Family Museum Experience: Implications from Research'. *The Journal of Museum Education* 14(2).

International Commission on the Development of Education. 1972. 'Learning to Be : The World of Education Today and Tomorrow'.

Jankowski, Nick and Jensen, Klaus. 1991. *A Handbook of Qualitative Methodologies for Mass Communication Research*. London: Routledge.

Jesus Martin-Barbero. n.d. *Communication, Culture and Hegemony*. Sage Publications Ltd.

de Jong, Adriaan. 1999. 'You Are Lucky, the Farmer Has Just Returned : The Role of Open-Air Museums in Interpreting the Life of Individuals as Opposed to the History of Architecture'. *Cahiers d'étude : Study Series 6: (ICR) / ICOM's International Committee for Regional Museums (ICR)* 16:15–18. Retrieved (<http://archives.icom.museum/ss-icr/page15.html>).

Kamien, J. 1992. 'An Exhibit Developer's Viewpoint'. *ILVS Review: A Journal of Visitor Behavior* 2(2):293–98.

Kavanagh, G. 1990a. 'What Role Do Oral Testimony and Reminiscence Work Have in Making History?' *Museums Journal* April.

Kavanagh, G. 1990b. 'What Role Do Oral Testimony and Reminiscence Work Have in Making History?' *Museums Journal* April.

Kavanagh, G. 1999. 'Precious: What Role Do Oral Testimony and Reminiscence Work Have in Making History?' *Museums Journal* 99(4).

Kavanagh, Gaynor. 1991. *Museum Languages: Objects and Texts*. Leicester: Leicester University Press.

Keith, Crispin. 1991. *A Teacher's Guide to Using Listed Buildings*. Vol. Education on site. [London]: English Heritage.

Kentley, Eric, Negus, Dick, and National Maritime Museum (Great Britain). 1989. *Writing on the Wall: A Guide for Presenting Exhibition Text*. Greenwich: National Maritime Museum.

King, R. 1998. 'Portrait in Focus: Labelling for Fine Art | Museums Association'. *Museum Practice* 11:42–43.

Knez, E. I., and G. Wright. 1970a. 'The Museum as a Communication System: An Assessment of Cameron's Viewpoint'. *Curator* 13(3):204-12.

Knez, E. I., and G. Wright. 1970b. 'The Museum as a Communication System: An Assessment of Cameron's Viewpoint'. *Curator* 13(3):204-12.

Knowles, M. S. 1981. 'The Future of Lifelong Learning'. Pp. 131-43 in *Museums, adults, and the humanities: a guide for educational programming*. Washington, D.C.: American Association of Museums.

Koke, J. 1996. 'What Do We Know about Family Outings? - An Application of Qualitative Research to Program Planning'. Pp. 10-14 in *Museums educate: Third Museum Education Colloquium proceedings*. Toronto: Ontario Museum Association.

Koran, J. J., and J. Ellis. 1991. 'Research In Informal Settings: Some Reflections on Designs and Methodology'. Pp. 67-86 in *ILVS review: a journal of visitor behavior*. Vol. 1. International Laboratory for Visitor Studies, Dept. of Psychology, University of Wisconsin-Milwaukee.

Korn, R. 1989. 'Introduction to Evaluation : Theory and Methodology'. Pp. 219-38 in *Museum education: history, theory, and practice*. Reston, Va: National Art Education Association.

Korpan, C., and et al. . 1997a. 'What Did You Learn Outside of School Today? Using Structured Interviews to Document Home and Community Activities Related to Science and Technology'. *Science Education* 81(6):651-62.

Korpan, C., and et al. . 1997b. 'What Did You Learn Outside of School Today? Using Structured Interviews to Document Home and Community Activities Related to Science and Technology'. *Science Education* 81(6):651-62.

van Kraayenoord, C. E., and Scott G. Paris. 2002. 'Reading Objects'. Pp. 215-34 in *Perspectives on object-centered learning in museums*. London: Lawrence Erlbaum Associates.

Lawrence, G. 1991. 'Rats, Street Gangs and Culture: Evaluation in Museums'. Pp. 9-32 in *Museum languages: objects and texts*. Leicester: Leicester University Press.

Lawrie, Alan. 2002a. *The Complete Guide to Creating and Managing New Projects: For Voluntary Organisations*. 2nd ed. London: Directory of Social Change.

Lawrie, Alan. 2002b. *The Complete Guide to Creating and Managing New Projects: For Voluntary Organisations*. 2nd ed. London: Directory of Social Change.

Lawson, Anna, and Caroline Gooding. 2005a. *Disability Rights in Europe: From Theory to Practice*. Vol. Essays in European law. Oxford: Hart.

Lawson, Anna, and Caroline Gooding. 2005b. *Disability Rights in Europe: From Theory to Practice*. Vol. Essays in European law. Oxford: Hart.

Leinhardt, Gaea and Knutson, Karen. 2004. *Listening in on Museum Conversations*. Walnut

Creek: Altamira Press.

Lindauer, M. n.d. 'Critical Museum Pedagogy and Exhibition Development'. Pp. 303–14 in *Museum revolutions : how museums change and are changed* / edited by Simon J. Knell, Suzanne MacLeod and Sheila Watson.

Linton, J., and G. Young. 1988a. 'A Survey of Visitors at an Art Gallery, Cultural History Museum, Science Centre, and Zoo'. *ILVS Review: A Journal of Visitor Behavior* 2(2).

Linton, J., and G. Young. 1988b. 'A Survey of Visitors at an Art Gallery, Cultural History Museum, Science Centre, and Zoo'. *ILVS Review: A Journal of Visitor Behavior* 2(2).

Linton, J., and G. Young. 1992. 'A Survey of Visitors at an Art Gallery, Cultural History Museum, Science Centre, and Zoo'. *ILVS Review: A Journal of Visitor Behavior* 2(2):239–59.

Lock, Dennis. 2001. *The Essentials of Project Management*. 2nd ed. Aldershot: Gower.

Longhenry, S. n.d. 'Labels for Contemporary Art, Indianapolis Museum of Art | Museums Association'.

Lord, Barry, Lord, Gail Dexter, and Tate Gallery. 1997. *The Manual of Museum Management*. London: HMSO.

Lord, Gail Dexter and Lord, Barry. 1999. *The Manual of Museum Planning*. Vol. Professional museum and heritage series. 2nd ed. London: The Stationery Office.

Lozowski, Boisvert D., and B. Jochums Slez. 1994. 'The Relationship between Visitor Characteristics and Learning-Associated Behaviors in a Science Museum Discovery Space'. *Science Education* 78(2):137–48.

Lucy Phillips. n.d.-a. *Social Impact of Arts Programmes (The Social Impact of the Arts: Working Paper)*. Comedia.

Lucy Phillips. n.d.-b. *Social Impact of Arts Programmes (The Social Impact of the Arts: Working Paper)*. Comedia.

Luke, Timothy W. 1992a. *Shows of Force: Power, Politics, and Ideology in Art Exhibitions*. Durham, NC: Duke University Press.

Luke, Timothy W. 1992b. *Shows of Force: Power, Politics, and Ideology in Art Exhibitions*. Durham, NC: Duke University Press.

Lumley, Robert. 1988. *The Museum Time-Machine: Putting Cultures on Display*. London: Routledge.

Lynn D. Dierking. 1989a. 'The Family Museum Experience: Implications from Research'. *The Journal of Museum Education* 14(2):9–11.

Lynn D. Dierking. 1989b. 'The Family Museum Experience: Implications from Research'. *The Journal of Museum Education* 14(2):9–11.



- Macdonald, S. 1992. 'Cultural Imagining among Museum Visitors: A Case Study'. *Museum Management and Curatorship* 11(4):401–9. doi: 10.1016/0964-7775(92)90079-K.
- Macdonald, S. 1995. 'Consuming Science: Public Knowledge and the Dispersed Politics or Reception Among Museum Visitors'. *Media, Culture, and Society* 17.
- Macdonald, S, and R. Silverstone. 1992a. 'Science on Display: The Representation of Scientific Controversy in Museum Exhibitions'. *Public Understanding of Science* 1(1):69–88. doi: 10.1088/0963-6625/1/1/010.
- Macdonald, S., and R. Silverstone. 1992a. 'Science on Display: The Representation of Scientific Controversy in Museum Exhibitions'. *Public Understanding of Science* 1(1):69–88. doi: 10.1088/0963-6625/1/1/010.
- Macdonald, S., and R. Silverstone. 1992b. 'Science on Display: The Representation of Scientific Controversy in Museum Exhibitions'. *Public Understanding of Science* 1(1):69–88. doi: 10.1088/0963-6625/1/1/010.
- Macdonald, S., and R. Silverstone. 1992b. 'Science on Display: The Representation of Scientific Controversy in Museum Exhibitions'. *Public Understanding of Science* 1(1):69–88. doi: 10.1088/0963-6625/1/1/010.
- MacDonald, Sally, Prytherch, David, Chatterjee, Helen, and Noble, Guy. 2008. *Touch in Museums: Policy and Practice in Object Handling*. Oxford: Berg.
- Macdonald, Sharon. 1997a. *The Politics of Display: Museums, Science, Culture*. London: Routledge.
- Macdonald, Sharon. 1997b. *The Politics of Display: Museums, Science, Culture*. London: Routledge.
- Macdonald, Sharon. 2006. *A Companion to Museum Studies*. Vol. Blackwell companions in cultural studies. Malden, Mass: Blackwell.
- Macdonald, Sharon. 2006a. *A Companion to Museum Studies*. Vol. Blackwell companions in cultural studies. Malden, Mass: Blackwell.
- Macdonald, Sharon. 2006b. *A Companion to Museum Studies*. Vol. Blackwell companions in cultural studies. Malden, Mass: Blackwell.
- Machin, Joanna, and Angela Angela Ellis Paine. 2008. *Management Matters: A National Survey of Volunteer Management Capacity*. Institute for Volunteering Research.
- Martin, D. 1990a. 'Working with Designers 1: Getting Started'. *Museums Journal* 90 (a)(4):31–38.
- Martin, D. 1990b. 'Working with Designers 1: Getting Started'. *Museums Journal* 90 (a)(4):31–39.
- Martin, D. 1990c. 'Working with Designers 3: Constructive Roles'. *Museums Journal* 90 (c)(8):33–37.

Martin, D. 1990d. 'Working with Designers 3: Constructive Roles'. *Museums Journal* 90 (c)(8):33–37.

Martin, David. 1990. 'Working with Designers 2: Keeping Control'. *Museums Journal* 90 (b)(6):29–33.

Mason, Jennifer. 2002. *Qualitative Researching*. 2nd ed. London: Sage.

Matarasso, F. 1997a. 'Defining Values: Evaluating Arts Programmes', *The Social Impact of Arts Programmes*, Working Paper 1'.

Matarasso, F. 1997b. 'Defining Values: Evaluating Arts Programmes', *The Social Impact of Arts Programmes*, Working Paper 1'.

Matarasso, F. 1997c. 'Use or Ornament? The Social Impact of Participation in the Arts'.

Matarasso, F. 1997d. 'Use or Ornament? The Social Impact of Participation in the Arts'.

Matarasso,  
Franc

ois. 1996. 'Defining Values : Evaluating Arts Programmes'.

Matarasso,  
Franc

ois. n.d. 'Use or Ornament? The Social Impact of Participation in the Arts'.

Mattingly, Jenny, Great Britain, Great Britain, and Volunteer Centre. 1984. *Volunteers in Museums and Galleries: The Report of a Survey into the Work of Volunteers in Museums and Galleries in the United Kingdom*. Berkhamsted: Volunteer Centre.

Matusov, E., and B. Rogoff. 1995. 'Evidence of Development from People's Participation in Communities of Learners'. Pp. 97–104 in *Public institutions for personal learning: establishing a research agenda*. Washington: American Association of Museums.

McCallie, E., L. Bell, T. Lohwater, J. Falk, B. Lewenstein, C. Needham, and B. Wiehe. 2009a. 'Many Experts, Many Audiences: Public Engagement with Science and Informal Science Education'.

McCallie, E., L. Bell, T. Lohwater, J. Falk, B. Lewenstein, C. Needham, and B. Wiehe. 2009b. 'Many Experts, Many Audiences: Public Engagement with Science and Informal Science Education'.

McLean, Kathleen. 1993. 'Looking at Exhibitions : One Approach to Criticism'. Pp. 163–66 in *Planning for people in museum exhibitions*. Washington, D.C.: Association of Science-Technology Centers.

McLean, Kathleen and Association of Science-Technology Centers. 1993. *Planning for People in Museum Exhibitions*. Washington, D.C.: Association of Science-Technology Centers.

McManus, P. M. 1993. 'Families in Museums'. Pp. 81–97 in *Towards the museum of the future: new European perspectives*. London: Routledge.

McManus, P. 1986a. 'Reviewing the Reviewers: Towards a Critical Language for Didactic Science Exhibitions'. *Museum Management and Curatorship* 5(3):213–26. doi: 10.1016/0260-4779(86)90030-0.

McManus, P. 1986b. 'Reviewing the Reviewers: Towards a Critical Language for Didactic Science Exhibitions'. *Museum Management and Curatorship* 5(3):213–26. doi: 10.1016/0260-4779(86)90030-0.

McManus, P. 1987a. 'It's the Company You Keep ... The Social Determination of Learning-Related Behaviour in a Science Museum'. *Museum Management and Curatorship* 6(3):263–70. doi: 10.1016/0260-4779(87)90032-X.

McManus, P. 1987b. 'It's the Company You Keep ... The Social Determination of Learning-Related Behaviour in a Science Museum'. *Museum Management and Curatorship* 6(3):263–70. doi: 10.1016/0260-4779(87)90032-X.

McManus, P. 1987c. 'It's the Company You Keep ... The Social Determination of Learning-Related Behaviour in a Science Museum'. *Museum Management and Curatorship* 6(3):263–70. doi: 10.1016/0260-4779(87)90032-X.

McManus, P. 1987. 'It's the Company You Keep ...:The Social Determination of Learning-Related Behaviour in a Science Museum'. *Museum Management and Curatorship* 6(3):263–70. doi: 10.1016/0260-4779(87)90032-X.

Mcmanus, P. 1988. 'Good Companions: More on the Social Determination of Learning-Related Behaviour in a Science Museum'. *Museum Management and Curatorship* 7(1):37–44. doi: 10.1016/0260-4779(88)90049-0.

McManus, P. 1988a. 'Good Companions: More on the Social Determination of Learning-Related Behaviour in a Science Museum'. *Museum Management and Curatorship* 7(1):37–44. doi: 10.1016/0260-4779(88)90049-0.

McManus, P. 1988b. 'Good Companions: More on the Social Determination of Learning-Related Behaviour in a Science Museum'. *Museum Management and Curatorship* 7(1):37–44. doi: 10.1016/0260-4779(88)90049-0.

McManus, P. 1988c. 'Good Companions: More on the Social Determination of Learning-Related Behaviour in a Science Museum'. *Museum Management and Curatorship* 7(1):37–44. doi: 10.1016/0260-4779(88)90049-0.

McManus, P. 1992. 'Topics in Museums and Science Education'. *Studies in Science Education* 20:157–82.

McManus, P. 1993. 'Memories as Indicators of the Impact of Museum Visits'. *Museum Management and Curatorship* 12(4):367–80. doi: 10.1016/0964-7775(93)90034-G.

McManus, P. M. 1989a. 'Oh Yes They Do! How Museum Visitors Read Labels and Interact with Exhibit Texts'. *Curator* 32(3):174–89. doi: 10.1111/j.2151-6952.1989.tb00718.x.

McManus, P. M. 1989b. 'Oh Yes They Do! How Museum Visitors Read Labels and Interact with Exhibit Texts'. *Curator* 32(2):174–89. doi: 10.1111/j.2151-6952.1989.tb00718.x.

McManus, P. M. 1996. 'Frames of Reference : Changes in Evaluative Attitudes to Visitors'. *The Journal of Museum Education* 21(3):3–5.

McManus, P. M. 2000. 'Written Communications for Museums and Heritage Sites'. Pp. 97–112 in *Archaeological displays and the public: museology and interpretation*. London: Archetype.

McManus, P. M. 2007. 'Museums and Visitor Studies Today. Keynote Address, Visitor Studies Conference, St. Paul, USA 1995'. *Visitor Studies* 8(1):1–12.

McManus, Paulette M. 2000a. *Archaeological Displays and the Public: Museology and Interpretation*. 2nd ed. London: Archetype.

McManus, Paulette M. 2000b. *Archaeological Displays and the Public: Museology and Interpretation*. 2nd ed. London: Archetype.

McQuail, Denis. 1992. *Media Performance: Mass Communication and the Public Interest*. London: Sage Publications.

McQuail, Denis. 2005. *McQuail's Mass Communication Theory*. 5th ed. London: SAGE.

McQuail, Denis and Windahl, Sven. 1981. *Communication Models: For the Study of Mass Communications*. London: Longman.

Merriman, Nick. 1991. *Beyond the Glass Case: The Past, the Heritage and the Public in Britain*. Vol. *Leicester Museum studies*. Leicester: Leicester University Press.

Merriman, Nick. 2000a. *Beyond the Glass Case: The Past, the Heritage and the Public*. London: Institute of Archaeology, University College London.

Merriman, Nick. 2000b. *Beyond the Glass Case: The Past, the Heritage and the Public*. London: Institute of Archaeology, University College London.

Middleton, Victor T. C. 1998. 'Structural Trends in Society Influencing the Future for Museums'. Pp. 27–52 in *New visions for museums in the 21st century*. London: Association of Independent Museums.

Miles, Matthew B. and Huberman, A. M. 1994. *Qualitative Data Analysis: An Expanded Sourcebook*. 2nd ed. London: Sage.

Miles, R. 1986. 'Museum Audiences'. *Museum Management and Curatorship* 5(1):73–80. doi: 10.1016/0260-4779(86)90009-9.

Miles, R. S. 1988. *The Design of Educational Exhibits*. 2nd rev. ed. London: Allen & Unwin.

Millar, S. 1991. 'Policy Planning for Volunteers'. in *Forward planning: a handbook of business, corporate and development planning for museums and galleries*. Vol. *Heritage*.

London: Museums & Galleries Commission in conjunction with Routledge.

Moll, Luis C. 1992. *Vygotsky and Education: Instructional Implications and Applications of Socio-Historical Psychology*. New ed. Cambridge: Cambridge University Press.

Monger, G. n.d. 'One Step Forward'. *Museums Journal* 101(3):34–35.

Moore, Michele, Sarah Beazley, and June Maelzer. 1998. *Researching Disability Issues*. Vol. Disability, human rights and society. Buckingham: Open University Press.

Moore, Michele, Beazley, Sarah, and Maelzer, June. 1998. *Researching Disability Issues*. Vol. Disability, human rights, and society. Buckingham: Open University Press.

Moroney, M. J. 1965. *Facts from Figures*. 3rd ed. Harmondsworth: Penguin Books.

Moussouri, T. 1997. 'The Use of Children's Drawings as an Evaluation Tool in the Museum'. *Museological Review* 4:40–50.

Moussouri, T. . 2002. 'A Context for the Development of Learning Outcomes in Museums, Archives and Libraries'. *A Context for the Development of Learning Outcomes in Museums, Archives and Libraries*.

Moussouri, T. 2002. 'A Context for the Development of Learning Outcomes in Museums, Libraries and Archives'.

Moussouri, T. 2003. 'Negotiated Agendas: Families in Science and Technology Museums'. *International Journal for Technology Management* 25(5):477–89.

Moussouri, T., and et al. 2003. 'Front-End and Formative Evaluation of an Exhibition on Greek Mathematics'. *Current Trends in Audience Research and Evaluation* 16:42–47.

Mulhearn, D. 2009. 'Mutual Benefits'. *Museums Journal* 109(12):32–35.

Museums Association of Pakistan. 1990a. 'Working with Designers 2: Keeping Control'. *Museums Journal* 6:29–33.

Museums Association of Pakistan. 1990b. 'Working with Designers 2: Keeping Control'. *Museums Journal* 6:29–33.

Newman, A. 1999. 'Evaluating a Web Site for Museums'. *Museum Practice* 11:45–47.

O'Brien, D. 2010a. 'Measuring the Value of Culture: A Report to the Department for Culture Media and Spor - Measuring-the-Value-Culture-Report.Pdf'.

O'Brien, D. 2010b. 'Measuring the Value of Culture: A Report to the Department for Culture Media and Spor - Measuring-the-Value-Culture-Report.Pdf'.

Ogbu, J. U. 1995. 'The Influence of Culture on Learning and Behaviour'. Pp. 79–96 in *Public institutions for personal learning: establishing a research agenda*. Washington: American Association of Museums.

- Oliver, Mike, and Len Barton. 1997a. *Disability Studies: Past, Present and Future*. Leeds: The Disability Press.
- Oliver, Mike, and Len Barton. 1997b. *Disability Studies: Past, Present and Future*. Leeds: The Disability Press.
- Orr, N. 2006a. 'Museum Volunteering: Heritage as "Serious Leisure"'. *International Journal Heritage Studies* 12(2):194–210.
- Orr, N. 2006b. 'Museum Volunteering: Heritage as "Serious Leisure"'. *International Journal Heritage Studies* 12(2):194–210.
- Pardo, J. 1998a. 'Audiovisual Installation as a Strategy for the Modernization of Heritage Presentation Spaces'. *ICOM / AVICOM Study Series* 5:17–21.
- Pardo, J. 1998b. 'Audiovisual Installation as a Strategy for the Modernization of Heritage Presentation Spaces'. *ICOM / AVICOM Study Series* 5:17–21.
- Paris, S. 2002. 'Children Learning with Objects in Informal Learning Environments'. Pp. 37–54 in *Perspectives on object-centered learning in museums*. London: Lawrence Erlbaum Associates.
- Paris, Scott G. 2002a. *Perspectives on Object-Centered Learning in Museums*. London: Lawrence Erlbaum Associates.
- Paris, Scott G. 2002. *Perspectives on Object-Centered Learning in Museums*. Mahwah, N.J.: Lawrence Erlbaum Associates.
- Paris, Scott G. 2002b. *Perspectives on Object-Centered Learning in Museums*. London: Lawrence Erlbaum Associates.
- Pearce, S. 1994. 'Museum Objects'. Pp. 9–11 in *Interpreting objects and collections*. Vol. Leicester readers in museum studies. London: Routledge.
- Pearce, Susan M. 1993. 'Meaning as Structure'. Pp. 166–91 in *Museums, objects and collections: a cultural study*. Washington, D.C.: Smithsonian Institution Press.
- Pearce, Susan M. 1993. *Museums, Objects and Collections: A Cultural Study*. Washington, D.C.: Smithsonian Institution Press.
- Pearce, Susan M. 1994a. *Interpreting Objects and Collections*. Vol. Leicester readers in museum studies. London: Routledge.
- Pearce, Susan M. 1994b. *Interpreting Objects and Collections*. Vol. Leicester readers in museum studies. London: Routledge.
- Pearce, Susan M. 1994a. 'Objects as Meaning; or Narrating the Past'. Pp. 19–29 in *Interpreting objects and collections*. Vol. Leicester readers in museum studies. London: Routledge.
- Pearce, Susan M. 1994b. 'Thinking about Things'. Pp. 125–32 in *Interpreting objects and*

collections. Vol. Leicester readers in museum studies. London: Routledge.

Pearce, Susan M. 1995. *On Collecting: An Investigation into Collecting in the European Tradition*. Vol. *Collecting cultures*. London: Routledge.

Peterson, A. J. 1991. 'Evaluation of Hypermedia and Interactivity in the Museum: A Constructivist Approach to Instructional Design'. Pp. 74–80 in *Hypermedia & interactivity in museums: proceedings of an international conference [October 14-16, 1991, Sheraton Station Square, Pittsburgh, Pennsylvania]*. Vol. *Archives and Museum Informatics technical report*. [Pittsburgh, Pa.]: Archives & Museum Informatics.

Piaget, Jean. 1951. *Play, Dreams and Imitation in Childhood*. Vol. Heinemann education series. London: Heinemann.

Pownall, Jane and Stone, Peter G. 1992. *A Teacher's Guide to Science and the Historic Environment*. Vol. *Education on site*. [London]: English Heritage.

Prentice, R. 1997. 'Seeking Generic Motivations for Visiting and Not Visiting Museums and Like Cultural Attractions'. *Museum Management and Curatorship* 16(1):45–70. doi: 10.1016/S0260-4779(97)89078-4.

Prentice, Richard, Andrea Davies, and Alison Beeho. 1997. 'Seeking Generic Motivations for Visiting and Not Visiting Museums and Like Cultural Attractions'. *Museum Management and Curatorship* 16(1):45–70. doi: 10.1080/09647779700501601.

Price, S., and G. Hein. 1991. 'More than a Field Trip: Science Programmes for Elementary School Groups at Museums'. *International Journal of Science Education* 13(5).

Pye, Elizabeth. 2007. 'Introduction: The Power of Touch'. Pp. 13–30 in *The power of touch: handling objects in museum and heritage contexts*. Vol. *Publications of the Institute of Archaeology*, University College London. Walnut Creek, Calif: Left Coast Press.

R., Miles. 1997. 'No Royal Road to Learning: A Commentary on Constructivism'. *Visitor Behavior* XII(3 & 4):7–13.

Ramey-Gassert, L., and et al. . 1994. 'Reexamining Connections: Museums as Science Learning Environments'. *Science Education* 78(4):345–63.

Rand, Judy. 1990a. 'Fish Stories That Hook Readers : Interpretive Graphics at the Monterey Bay Aquarium'.

Rand, Judy. 1990b. 'Fish Stories That Hook Readers : Interpretive Graphics at the Monterey Bay Aquarium'.

Reason, P. 1994. 'Three Approaches to Participative Inquiry'. in *Handbook of qualitative research*. Thousand Oaks: Sage.

Reason, P. 2000. 'Three Approaches to Participative Inquiry'. Pp. 324–39 in *Handbook of qualitative research*. London: Sage Publications.

Rennie, L. & Jonie J., and David J. Johnston. 2004a. 'The Nature of Learning and Its

Implications for Research on Learning from Museums'. *Science Education* 88(S1):S4-16.  
doi: 10.1002/sce.20017.

Rennie, L<sup>◆</sup>onie J., and David J. Johnston. 2004b. 'The Nature of Learning and Its Implications for Research on Learning from Museums'. *Science Education* 88(S1):S4-16.  
doi: 10.1002/sce.20017.

Resource: The Council for Museums, Archives and Libraries. 2001a. *Renaissance in the Regions: A New Vision for England's Museums*. [London]: Resource.

Resource: The Council for Museums, Archives and Libraries. 2001b. *Renaissance in the Regions: A New Vision for England's Museums*. [London]: Resource.

Rice, D. 1997a. 'Modern Art: Making People Mad?' *Museum News* 53-58.

Rice, D. 1997b. 'Modern Art: Making People Mad?' *Museum News* 53-58.

Roberts, Lisa C. 1997. *From Knowledge to Narrative: Educators and the Changing Museum*. London: Smithsonian Institution Press.

Roschelle, J. 1995. 'Learning in Interactive Environments: Prior Knowledge and New Experience'. Pp. 37-51 in *Public institutions for personal learning: establishing a research agenda*. Washington: American Association of Museums.

Russell, R. L. 1999. 'Project Explore: Please Touch Museum and Harvard Museum's Project Zero'. *Informal Learning* 37(1):4-5.

Schuster, J. Mark Davidson. 1991a. *The Audience for American Art Museums*. Vol. Research Division report / National Endowment for the Arts. Washington: Seven Locks Press.

Schuster, J. Mark Davidson. 1991. *The Audience for American Art Museums*. Vol. Research Division report / National Endowment for the Arts. Washington: Seven Locks Press.

Schuster, J. Mark Davidson. 1991b. *The Audience for American Art Museums*. Vol. Research Division report / National Endowment for the Arts. Washington: Seven Locks Press.

Screven, C. 1990. 'Uses of Evaluation before, during and after Exhibit Design'. *ILVS Review: A Journal of Visitor Behavior* 1(2):36-66.

Screven, Chandler G., Blais, Andr  e, Soci  t   des mus  es qu  b  cois, and Mus  e de la civilisation (Qu  bec). 1995a. *Text in the Exhibition Medium*. Vol. Museo. Montr  al: Soci  t   des mus  es qu  b  cois.

Screven, Chandler G., Blais, Andr  e, Soci  t   des mus  es qu  b  cois, and Mus  e de la civilisation (Qu  bec). 1995b. *Text in the Exhibition Medium*. Vol. Museo. Montr  al: Soci  t   des mus  es qu  b  cois.

Serrell, Beverly. 1988a. *Making Exhibit Labels: A Step by Step Guide*. Nashville, Tenn: AASLH Press.

Serrell, Beverly. 1988b. *Making Exhibit Labels: A Step by Step Guide*. Nashville, Tenn:



AASLH Press.

Serrell, Beverly. 1996. *Exhibit Labels: An Interpretive Approach*. Oxford: Alta Mira.

Shettel, H. H. 1991. 'Research and Evaluation: Two Concepts or One?' Pp. 35–39 in *Visitor studies: theory, research, and practice, volume 3*. Vol. 1. Jacksonville, Ala: Center for Social Design.

Shettel, H. 1996. 'Some Thoughts on the Politics of Evaluation'. *Visitor Behaviour* X1(2):3–3.

Silverman, David. 2006. *Interpreting Qualitative Data: Methods for Analyzing Talk, Text and Interaction*. 3rd ed. London: SAGE.

Silverman, L. 1989. "'Johnny Showed Us the Butterflies": The Museum as a Family Therapy Tool'. Pp. 131–50 in *Museum visits and activities for family life enrichment*. London: Haworth.

Silverman, L. 1995a. 'Visitor Meaning-Making in Museums for a New Age'. *Curator* 38(3):161–70. doi: 10.1111/j.2151-6952.1995.tb01052.x.

Silverman, L. 1995b. 'Visitor Meaning-Making in Museums for a New Age'. *Curator* 38(3):161–70.

Silverman, L. 1995c. 'Visitor Meaning-Making in Museums for a New Age'. *Curator* 38(3):161–70. doi: 10.1111/j.2151-6952.1995.tb01052.x.

Silverman, L. 1998. *The Therapeutic Potential of Museums: A Guide to Social Service/Museum Collaboration*. USA: Institute of Museum and Library Services, 1998.

Silverman, L. H. 1999a. 'Meaning Making Matters Communication Consequences and Exhibit Design'. *Exhibitionist* (Fall).

Silverman, L. H. 1999b. 'Meaning Making Matters: Communication, Consequences and Exhibit Design'. *Exhibitionist* (Fall Issue).

Silverman, L. H. 1999c. 'Meaning Making Matters Communication Consequences and Exhibit Design'. *Exhibitionist* (Fall).

Simon, N. 2010. *The Participatory Museum*. Santa Cruz.

Sless, D. 1995a. 'Mistakes about Multi-Media'. *Museum National* 4(2):7–9.

Sless, D. 1995b. 'Mistakes about Multi-Media'. *Museum National* 4(2):7–9.

Smith, J. D. 1997. 'Organising Volunteers'. in *Voluntary matters: management & good practice in the voluntary sector*. London: The Directory of Social Change for The Media Trust.

Smith, Laurajane. 2006. *Uses of Heritage*. London: Routledge.

SOREN, B. 1995. 'Triangulation Strategies and Images of Museums as Sites for Lifelong Learning'. *Museum Management and Curatorship* 14(1):31-46. doi: 10.1016/0260-4779(95)00011-G.

Spence, C. 2007. 'Making Sense of Touch: A Multisensory Approach to the Perception of Objects'. in *The power of touch: handling objects in museum and heritage contexts*. Vol. Publications of the Institute of Archaeology, University College London. Walnut Creek, Calif: Left Coast Press.

Spencer, H. 1999. 'An Overview of the Exhibition Planning Process'. Pp. 79-83 in *The manual of museum planning*. Vol. Professional museum and heritage series. London: The Stationery Office.

Spock, M. 1996. 'Evaluation Climates and Conversations'. *Visitor Behavior* XI(2):8-10.

Spock, M., and H. Jensen Leichter. 1999. 'Learning from Ourselves: Pivotal Stories of Museum Professionals'. Pp. 41-81 in *Bridges to understanding children's museums*. [s.l.]: Nina F. Gibans.

Stannett, Annette. 1998. 'Reading between the Lines'. *Interpretation: Journal of the Association for Heritage Interpretation* 8(2):5-7.

Stevens, R., and R. Hall. 1997. 'Seeing Tornado: How Video Traces Mediate Visitor Understandings of (Natural?) Phenomena in a Science Museum- Wiley Online Library'. *Science Education* 81(6):735-46.

Stevenson, J. 1991. 'The Long-Term Impact of Interactive Exhibits'. *International Journal of Science Education* 13(5):521-31.

Sund, Robert B. 1982. 'Piaget's Theory: An Exploration'. Pp. 22-42 in *Piaget for educators*. Columbus: Merrill.

Sykes, M. 1992. 'Evaluating Exhibits for Children: What Is a Meaningful Play Experience?' Pp. 227-33 in *Visitor studies: theory, research, and practice*, volume 4. Jacksonville, Ala: Center for Social Design.

Thompson, M. 2005. 'Strike Action'. *Volunteering Magazine* 110.

Tilden, Freeman. 1977. *Interpreting Our Heritage*. Vol. Chapel Hill books. 3d ed. Chapel Hill: University of North Carolina Press.

Toppin, G. 1991. 'Project Management: How to Keep Major Projects under Control'. *Museum Development* March:20-24.

Tuckey, C. J. 1992. 'Schoolchildren's Reactions to an Interactive Science Centre'. *Curator* 35(1):28-38.

Tunncliff, S. 1997. 'School Visits to Zoos and Museums: A Missed Educational Opportunity?' *International Journal of Science Education* 19(9):1039-56.

Tunncliff, S., and J. Osborne. 1995. 'What Do Zoos and Museums Have to Offer Young

Children for Learning About Animals?' JEM: Journal of Education in Museums 16:16–19.

Uzzell, David L. 1989. *Heritage Interpretation*. London: Belhaven.

Velarde, Giles. 2001a. *Designing Exhibitions: Museums, Heritage, Trade and World Fairs*. 2nd ed. Aldershot: Ashgate.

Velarde, Giles. 2001b. *Designing Exhibitions: Museums, Heritage, Trade and World Fairs*. 2nd ed. Aldershot: Ashgate.

Vergo, Peter. 1989. *The New Museology*. Vol. Critical views. London: Reaktion.

Watson, Philip J., McManus, Paulette M., Jones, Jane Peirson, Werner, Susan, and Birmingham Museums and Art Gallery. 1993. *Gallery 33: A Visitor Study*. Birmingham: Birmingham Museums and Art Gallery.

Wenger, Etienne. 1998a. *Communities of Practice: Learning, Meaning, and Identity*. Vol. Learning in doing. Cambridge: Cambridge University Press.

Wenger, Etienne. 1998. *Communities of Practice: Learning, Meaning, and Identity*. Vol. Learning in doing. Cambridge: Cambridge University Press.

Wenger, Etienne. 1998b. *Communities of Practice: Learning, Meaning, and Identity*. Vol. Learning in doing. Cambridge: Cambridge University Press.

White, J. 1990. 'What Have We Discovered about Discovery Rooms'. Pp. 7–9 in *What research says about learning in science museums*. Washington, D.C: Association of Science-Technology Centers.

White, Richard T. and Gunstone, Richard F. 1992. *Probing Understanding*. London: Falmer.

Williams, D. 1997. *How the Arts Measure Up: Australian Research into Social Impact*. Working Paper. COMEDIA.

Wing, A., C. Giachritsis, and R. Roberts. 2007. 'Weighing up the Value of Touch'. Pp. 31–44 in *The power of touch: handling objects in museum and heritage contexts*. Vol. Publications of the Institute of Archaeology, University College London. Walnut Creek, Calif: Left Coast Press.

Wittlin, A. 1971. 'Hazards of Communication by Exhibits'. *Curator* 14(2):138–50.

Wyszomirski, M. J. 1999. 'Learning from Research'. Pp. 131–42 in *Bridges to understanding children's museums*. [s.l.]: Nina F. Gibans.

Xanthoudaki, M. 1997. 'Museum and Gallery Educational Programmes: Learning Processes and Contribution to Art Education'. JEM: Journal of Education in Museums 18:29–31.

Xanthoudaki, M. 1998. 'Educational Provision for Young People as Independent Visitors to Art Museums and Galleries: Issues of Learning and Training'. *Museum Management and Curatorship* 17(2):159–72. doi: 10.1016/S0260-4779(98)00039-9.

Yahya, I. 1996. 'Mindful Play! Or Mindless Learning!: Modes of Exploring Science in Museums'. Pp. 123–47 in Exploring science in museums. Vol. New research in museum studies. Atlantic Highlands, NJ: Athlone.

Yates, B. 2006. 'Working with Volunteers: An Introduction to Good Practice'.