COMMUNICATION IN MUSEUMS An instrument at the service of sustainability

Maria Vlachou mariavlachou.pt@gmail.com http://musingonculture-en.blogspot.com

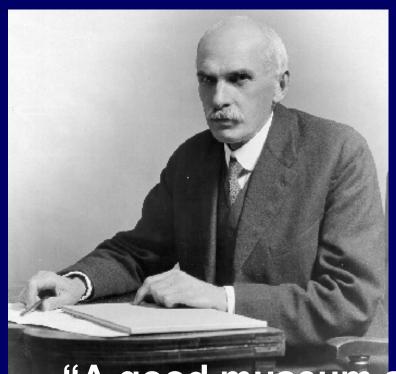
COMMUNICATION IN MUSEUMS

Day 1

Cultural participation
Branding and communications plan

Day 2

Physical and intellectual access Social media
Visitor studies



"A good museum attracts, entertains, arouses curiosity, leads to questioning and thus promotes learning. (...) The Museum can help people only if they use it; they will use it only if they know about it and only if attention is given to the interpretation of its possessions in terms they, *the people*, will understand".

John Cotton Dana, 1909

At a distance

Books, magazines

Electronic means

Digital means

Attending / visiting

Creating Volunteering

The guardians

Cultural snobs

They validate culture / not for everyone

Neo-mandarins

They defend access / they define to what

Neo-cosmopolitans

The accept different cultures

Cultural participation Slow food movement

Defended biodiversity

Invested in educating the taste

Joined producers and consumers

Cultural participation Cultural institutions

- We are the guardians
- We work with and for the same people
- We let people think (our puclicity, our attitude and language) that we are elitist
- We don't humanize our buildings
- We don't vale new media in promotion and access

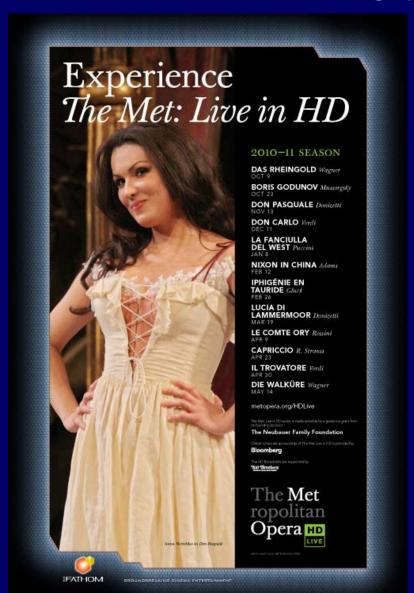
Diane Ragsdale, The excellence barrier

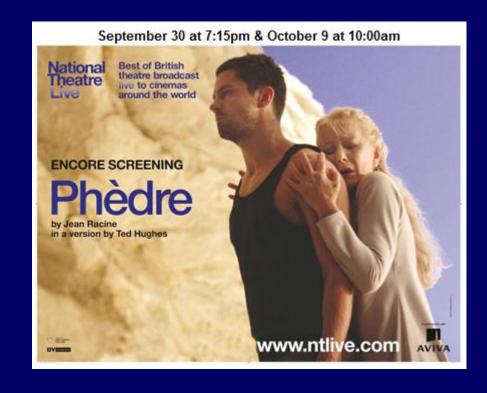
Cultural participation Slow arts movement

- 1. Free the art
- 2. Free the people
- 3. Demystify the experience
- 4. Create and foster social networks
- 5. Understand the community
- 6. Focus on impact rather than growth
- 7. Don't get accommodated

Valencia market – opera flash mob http://www.youtube.com/watch?feature=player_embedded&v=Ds8ryWd5aFw

Orchestra of Copenhage http://www.youtube.com/watch?v=gww9_S4PNV0









Slow arts movement: Free the people





Museu Vale, Apprentice project

Slow arts movement: Demystify the experience

BISHOPSTON BURCH BARROW

At Fairwood Common, Gower, Excavation by Mrs. Audrey Williams in 1941. A.942.1.1

REF: Arch. Camb. 1944, pp.52-63

The primary burial was found in a pit which had been cut two feet deep into the subsoil. This contained the cremated remains of a child (a) of 10-14 years of age, covered by an inverted urn (b). Over the bace of the urn a thin slab of limestone, roughly 22 ins. square had been placed. A cairn 40ft. In diameter covered the pit. This cairn was concealed by a mound of mixed clay and turf.

It contained traces of secondary burials. Fragments of four cinerary urns (c), all of 'Overhanging rim' type, were found towards the center of the cairn.

Slow arts movement: Demystify the experience



Grant Park Music Festival, Chicago

Slow arts movement: Demystify the experience

The Royal Ballet, Not what you think

http://www.youtube.com/watch?v=-46BZD4zNIk

A day in the life of a ballerina

http://www.youtube.com/watch?NR=1&v=rryxZjqLtNs&feature=fvwp

Le Louvre invisible

http://www.dailymotion.com/video/xntmfh_le-louvre-invisible-02_creation

Cultural participation Slow arts movement: Social networks



Sex, death, booze, bribery, revenge, ghosts ... who said opera is boring?



. Saki daath, gheata ... Den Grevanni is har treni benng

Slow arts movement: Understand the community









Slow arts movement: Don't feel accommodated



Royal Academy: from big bad wolf to big family friendly welcome

Cultural participation Characteristics

Education Income

Arts education
Childhood habits / Peers

Sex Age Marital status

Cultural participation Motivations

Why do people participate?

Why do they participate in a specific way?

Cultural consumption (through attendance)

- Financial investement
- Time
- Experiential consumption
- Senses and affections

Process of making the decision

- Information
- Motivation
- Involvement
- Experience
- Personality
- Benefits
- Time, reference groups, economic climate, physical environment

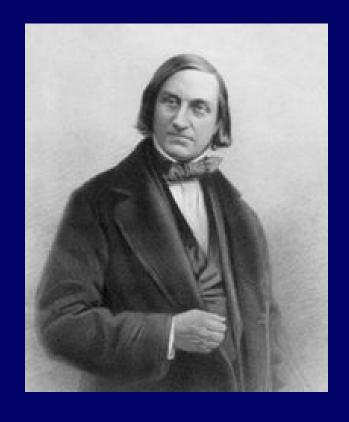
Diversify Enlarge Deepen

Investement Compromise Research Education Analysis Follow up **Partnerships** Build the bridge / extend the invitation Create value Say thank you

"Today, museums of art are built to keep objects of art, and objects of art are bought to be kept in museums. As the objects seem to serve their purpose if they safely keep the objects, the whole thing is as useful in the splendid isolation of a distant park as in the center of the life of the community which possesses it.

Tomorrow, objects of art will be bought to give pleasure, to make manners seem more important, to promote skill, to exalt handwork, and to increase the zest of life by adding to it new interests.".

John Cotton Dana 1917



"Museum curators may be prodigies of learning and yet unfit for their posts if they do not know anything about pedagogy, if they are not equipped to teach people who know nothing."

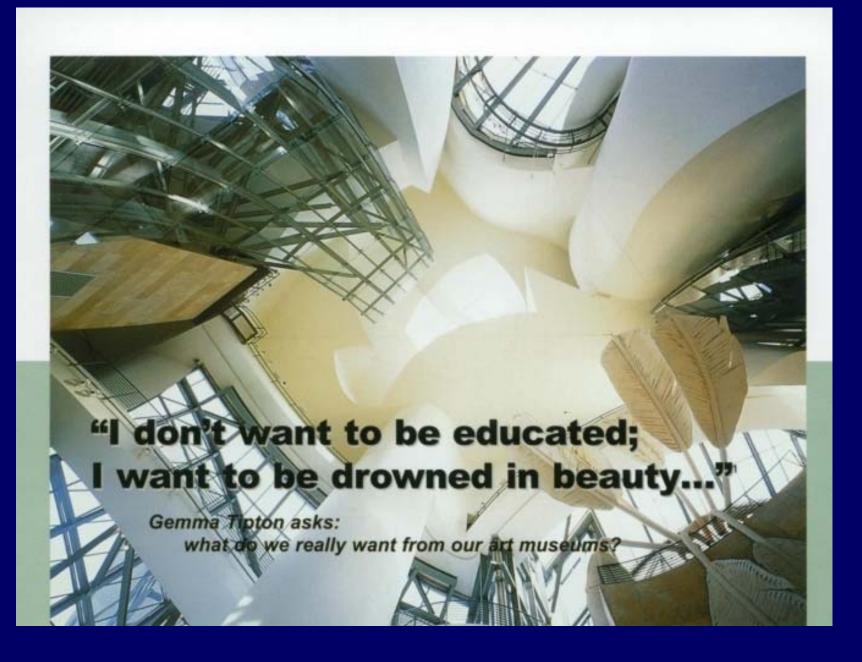


Foto: Thomas Struth



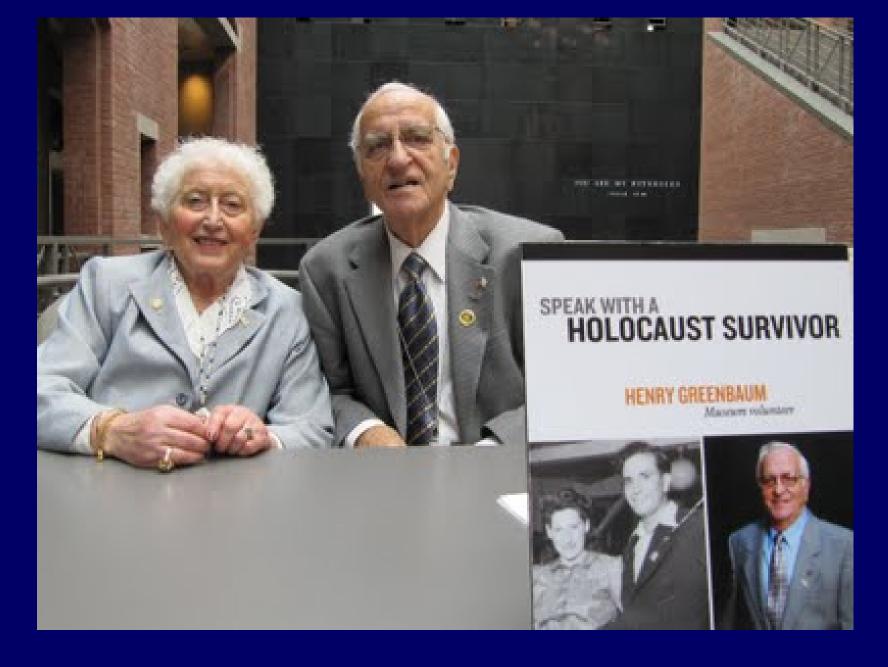
João Fernandes Museo Reina Sofia, Madrid

"We want the spectator to be more lucid, demanding and critical when he's confronted with the art work and [we want the visit] not to serve solely to say 'I was there'."





Museu d'Història de Catalunya, Barcelona



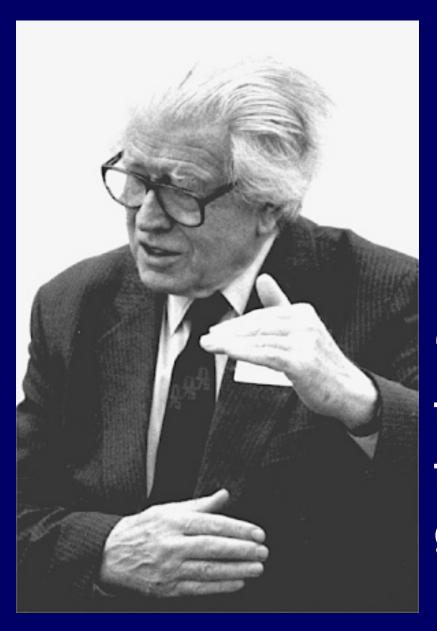
Holocaust Memorial Museum, Washington



Clark Art Institute, Giselle's Remix



dOCUMENTA (13), dTour



"A good museum is one from which one goes out feeling better than when going in."

Kenneth Hudson





"Which museums will survive in the 21st century? **Museums with** charm and museums with chairs."

Kenneth Hudson

Our staff speak these languages

Recepción

Hoşgeldiniz

Boavinda

Καλώς ήλθατε

Benvenuto

مرحيا

Willkommen

স্বাগতম

Bienvenue

خوش آمديد

Welkom

歡迎

Welcome to the Museum in Docklands, which tells the fascinating story of London's river, port and people from the arrival of the Romans to the present day.

We hope that you enjoy your visit to the Museum and will return again soon.

No.1 Warehouse is the Museum's largest treasure

The Museum is housed in one of Britain's oldest surviving warehouses. Originally used to store an enormous range of commodities imported from all over the world, it now presents over 2,000 years of a very special chapter of London's history.

When the building opened for trade in 1803 it stretched for half a mile along the waterfront and was then the longest brick building in the world.





Our Visitor Assistants are always happy to help you during your visit



Home Page > MUSEUM

MUSEUM

History

The Building

Mission and goals

Team

Regulations

Legal constitution

Msitors: Statistics

MRTUAL MSIT

- GUIDE
- COLLECTION
- SERVICES
- EVENTS / EXHIBITIONS
- EDUCATIONAL PROGRAMMES
- PATRONS / SPONSORS
- ARCHIVE
- LITTLE FRIENDS OF THE

MUSEUM

At the **Museu de Alberto Sampaio** everything combines to make the visitor wish to come back.

During the visit, without understanding why, emotion takes over. Is it the pieces or is it the space? Is it the pieces in that space? Certain is that the visitor feels serenity and is enchanted by the beauty of the whole. Some are enchanted by the masterpieces left by the master gold and silversmiths, others are touched by the serenity of **Santa Maria de Guimarães** or by the smile of **Santa Maria "a Formosa"**. And everyone is moved by the gambeson D. João I wore at the Battle of Aljubarrota and by the silver gilt triptych the same monarch offered to **Santa Maria de Guimarães**.

This is also the only national museum that opens its doors at night, in the months of July and August. Visiting this "museum at night" is an unforgettable experience. During this period of time, the visitor is always surprised by an exhibition of contemporary art.

This museum deserves, undoubtedly, "every visit, and the visitor vows to come back whenever he returns to Guimarães" (José Saramago).

Do you want to try?



Search Section

24 March 2013 § Au OK Indus



Home Page > MUSEUM > Team

MUSEUM

History

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Mission and goals

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Legal constitution

Msitors: Statistics

- MRTUAL MSIT
- GUIDE
- COLLECTION
- SERVICES
- EVENTS / EXHIBITIONS
- EDUCATIONAL PROGRAMMES
- PATRONS / SPONSORS
- ARCHIVE

A LITTLE COLCUDE OF THE

Team

Direction

Director Manuel de Sampayo Pimentel Azevedo Graça (masampaio.director@imc-ip.pt)

Collections Management Department

Curator Maria José Queirós Meireles (masampaio.mariameireles@imc-ip.pt)

Curator Isabel Maria Granja Fernandes (masampaio.isabelfernandes@imc-ip.pt)

Technician Ana Luísa Folhadela de Miranda (masampaio.luisafolhadela@imc-ip.pt)

Technician Alexandra Manuela Peres Pacheco (masampaio.alexandrapacheco@imc-ip.pt)

Education Department

Education Specialist Patrícia Carla Silva Sampaio (masampaio patriciasampaio@imc-ip.pt)

Education Specialist and Coordinator Rosa Maria Saavedra Teixeira (masampaio.rosasaavedra@imc-ip.pt)

Education Specialist **Sónia** Cristina Torres da **Silva** (<u>masampaio.soniasilva@imc-ip.pt</u>)



Versão Portiguesa | Contact

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> Home > Contact.

Contact

Contact

Champalimaud Foundation / Fundação Champalimaud Champalimaud Centre for the Unknown Av. Brasília 1400-038 Lisbon, Portugal T (+351) 210480200

Informação Geral/General information E-mail: info@fundacaochampalimaud.pt

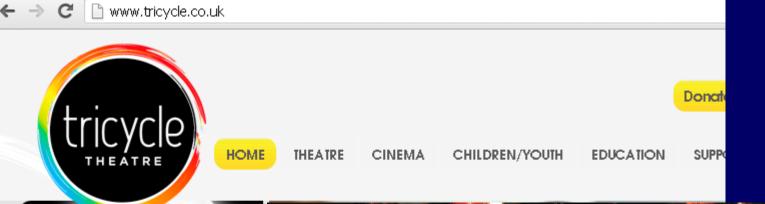
Centro Clínico Champalimaud/Champalimaud Clinical Centre

Tel: (+ 351) 210 480 048

E- mail: centro.atendimento@fundacaochampalimaud.pt

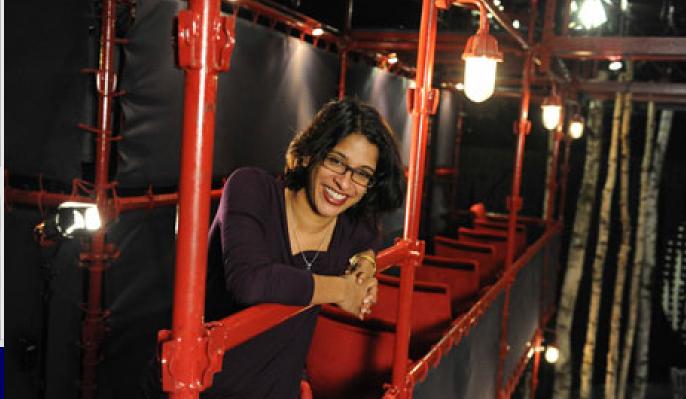


Calouste Gulbenkian Foundation, Lisbon



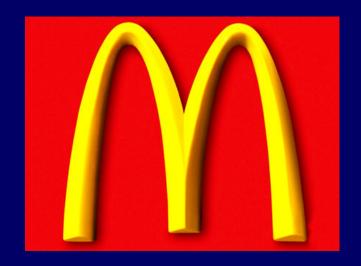






Tricycle Theatre, London











Vision
Meaning
Differentiation

Authenticity
Sustainability
Coherence

Flexibility
Compromise
Value



product, employees, services, phone calls, publicity website, newsletters, leafletss, posters, stationary, emails, uniforms, cleaning, WCs.....

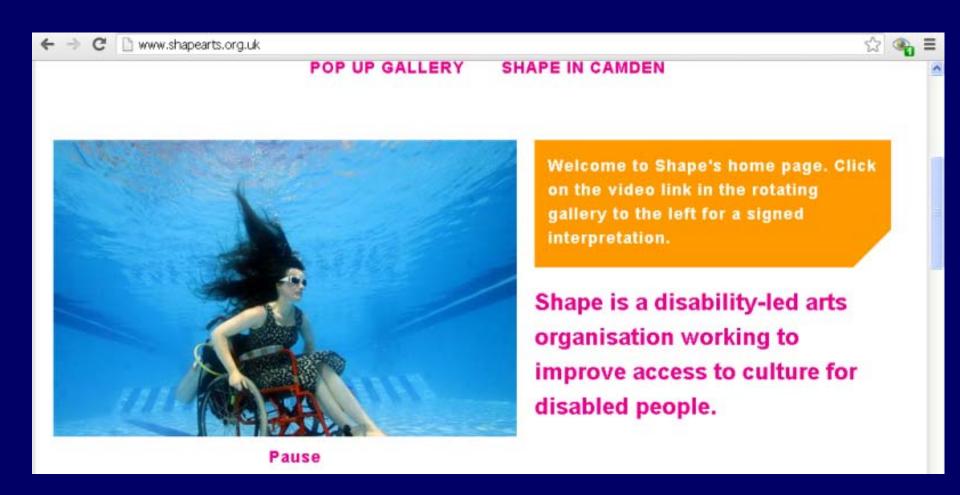
The mission

Centro Cultural de Belém is managed by a private foundation of public utility, which aims to promote culture, through the creation and promotion of all its aspects, from theatre to dance, from classical music to jazz, from opera to cinema. As a complementary activity, CCB may be used as a conference centre and for professional meetings.

The mission

The mission of **The Metropolitan Museum** of Art is to collect, preserve, study, exhibit, and stimulate appreciation for and advance knowledge of works of art that collectively represent the broadest spectrum of human achievement at the highest level of quality, all in the service of the public and in accordance with the highest professional standards.

The mission



How to fullfil the mission?

- Programming
- Education services
 - Communications

Marketing definitions

What is marketing?

Marketing is the process through which na organization relates creatively, productively and profitably with the market, with the aim to meet and satisfy the clients within the parametres of its own objectives.

Philip Kotler

The objective of marketing is the optimization of the relationship between the companies and the clients and the maximization of the satisfaction of both.

François Colbert

Why use marketing?

- product
- looking for clients
- competition
- a service for a wider audience

Why use marketing?

"Without discovering audience(s) the evolution of culture will always be limited. And the deepening of democracy and citizenship mediocre".

Paquete de Oliveira

Cultural marketing

Cultural marketing is the art of contacting segments which might be interested in our product, adapting the marketing variables (price, distribution and promotion) in order to put the product in touch with the largest possible number of consumers, fullfilling the institution's objectives.

Why use marketing?

The leisure industry

Free time

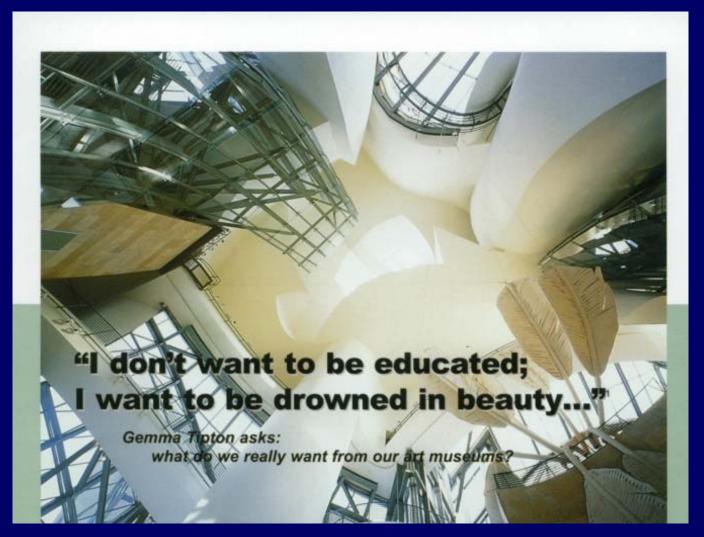
- 1. to participate actively
- 2. to socialize
- 3. to feel at ease
- 4. to invest well one's time and money
- 5. to learn new things
- 6. to face new challenges

Why use marketing?

THE CULTURAL OFFER

- The majority, which values or not, but doesn't go barriers (intellectual / physical / socio-economic)
- The minority which attends / visits leisure options social and economic conditions

An experience



social / physical / intellectual context

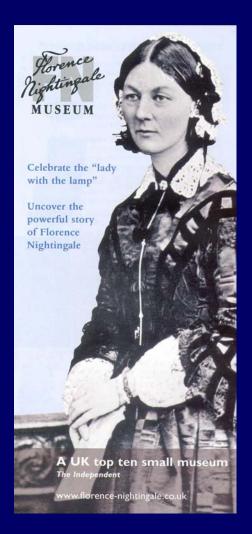
An experience



Marketing plan

Internal analysis mission, objectives, strengths and weaknesses External analysis audiences, competition, context, opportunities, threats Marketing mission Marketing strategy target audiences, competitive position, marketing mix **Implementation Evaluation**

Competitive position







Competitive position



Marketing mix

4 Ps

Product

Price

Place

Promotion

4 Cs

Customer value

Customer costs

Convenience

Communication

Marketing mix Product / Customer value

- The product itself
- Related services
- The value attributed by customers















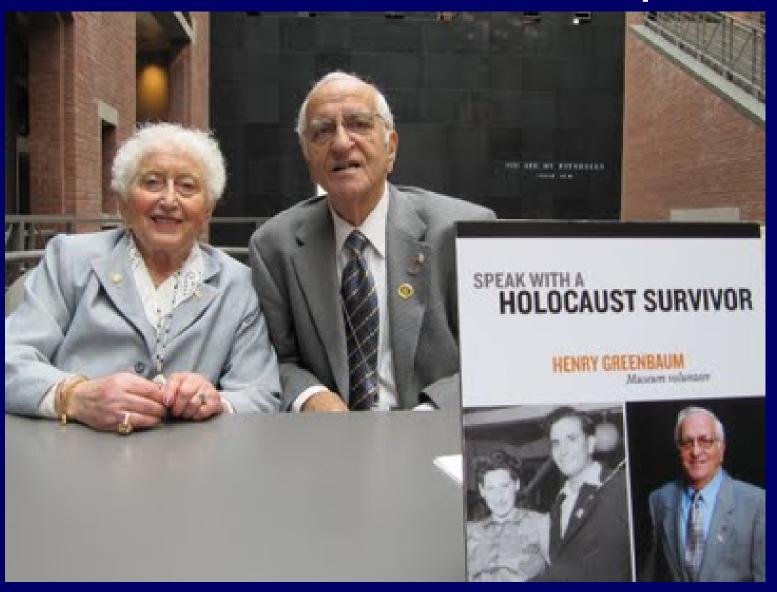


Skansen, Stockholm

























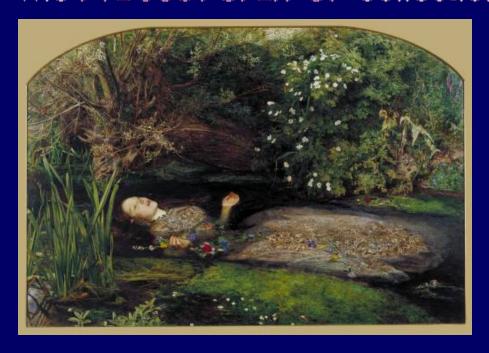
JMW Turner, Peace - Burial at Sea

No way it's you! Great to see you - how are you doing? When was the last time? It can't be since school can it? You look good...

Yes, there're so many memories to go through. Remember *Peace-Burial at Sea* by JMW Turner?

The one where Turner defended the strong black of the ship's sails, declaring 'I only wish I had any colour to make them blacker'. At least you remember Turner, don't you?

The I'VE JUST SPLIT UP Collection



Sir John Everett Millais, Ophelia

We know how it feels. You don't even want to wake up in the mornings. Everything feels like *Ophelia* by John Everett Millais. But think about it: if someone else went through that, maybe it's not the end of the world for you.





Create your collection. You're the curator, so it's up to you to choose the title of your collection, six works of art, and let us know the story that links your choices. You can send your completed collection to a friend, print it as a leaflet and put it on your fridge. Whatever you do, have some fun.



Grant Park Music Festival, Chicago



MUSEO DE LA MEMORIA Y LOS DERECHOS HUMANOS

NOTICIAS

- Actualidad en DD.HH.
- Nacionales

INFO PARA EL VISITANTE



- Cómo llegar
- Horarios y Tarifas
- Reglamento Visitantes

ricio / Noticias: J. Madre de víctina de Operación Colombo dona chaqueta de su hijo para exposición "Huellas y Diálogos"

Madre de víctima de Operación Colombo dona chaqueta de su hijo para exposición "Huellas y Diálogos"



En noviembre de 1974. Sergio Reyes Navarrete era militante del MIR, tenía 26 años de edad, era casado y egresado de economia de la Universidad de COMPARTE ESTA INFORMACIÓN

MUSEO DE LA MEMORIA Y LOS DERECHOS HUMANOS

CINE EN LA EXPLANADA

MIÉRCOLES 6 DE FEBRERO

Imágenes de una dictadura (55 minutos)

Dirección: Patricio Henriquez

JUEVES 7 DE FEBRERO

La muerte de Pinochet (80 minutos) Dirección: Iván Osnovikoff / Bettina Perut

VIERNES 8 DE FEBRERO

El Mocito (70 minutos)
Dirección: Marcela Said Cares / Jean de Certeau

SÁBADO 9 DE FEBRERO

Nostalgia de la luz (90 minutos)
Dirección: Patricio Guzmán

DOMINGO 10 DE FEBRERO

Sibila (94 minutos) Dirección: Teresa Arredondo



MÁS INFORMACIÓN:

www.museodelamemoria.cl @MuseoDDHHChile

Parte del Festival Itinerante de Cine de DDHH



La ejecución de este proyecto ha sido posible gracias al financiamiento que otorga el Gobierno de Chile a través de la DIBAM.



The intersection of art and ideas

BECOME A MEMBER

View with images | Mobile/text version





THE METROPOLITAN MUSEUM OF ART



http://82nd-and-fifth.metmuseum.org/

MUZEU DA COMUNIDADE CONCELHIA DA BATALHA

HORÁRIO DE FUNCIONAMENTO

10h00 - 13h00 14h00 - 18h00

Encerta às Segundas e Terças - Faire































Museu da Batalha





Teatro São Luiz, Lisbon





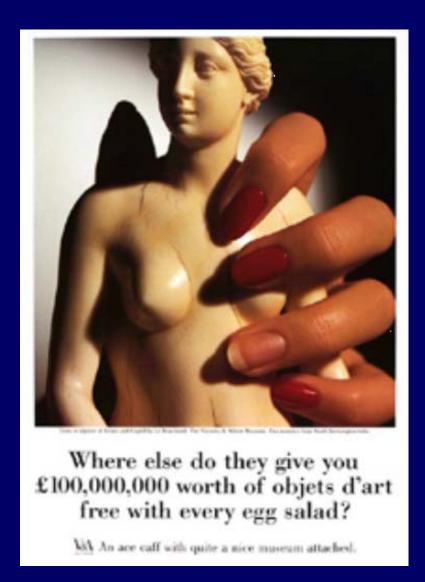


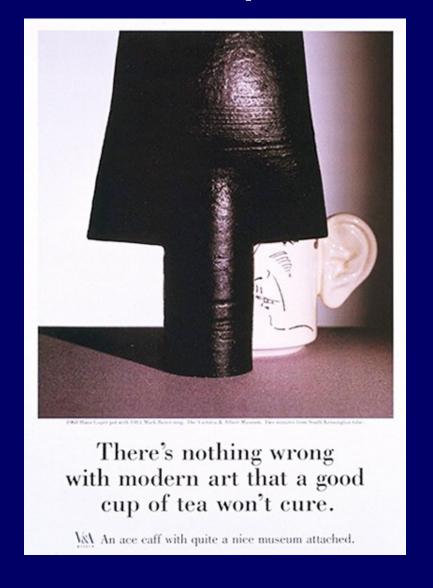


Museum in Docklands, London









An ace café with quite a nice museum attached

Marketing mix Price / Customer costs

Costs

Time

Risk

Physical effort

Price



ArtFund*

your card to gain five entry rice admission. This card is able Covinsia! a detail from literio's A View of Vencos, vis Castle and Garden,

National ArtPass

Alex Smith Expires: 30.03.2013 311286 Individual

ISSUED TO ART FUND MEMBERS
REGISTERED CHARITY NO.209174 artfund.org



ver tudo hoje Quero voltar SEJA SÓCIO www.pavconhecimento.pt

Large a bath das N.III. de 19. III. forme - Elizario, Derritges e foreixe das 11 (III. as 19)0 forme - Elizario à bagarite fore e sus das 11 e 20/15.

Tel. 218 811 (III. - Tel. 218 817 (II. - Mariagle da sistas de grupo 14. 218 817 (EJIII. - Erret, minispositationeris pl. - seus parametriments pl.

Surre Surreyal Children's Medicines Liveria Ligit

Price

Marketing mix Place / Convenience

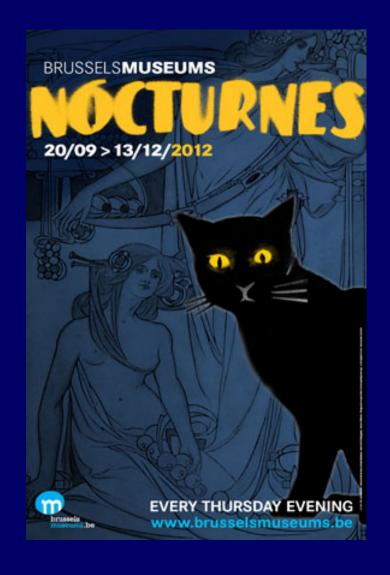
```
Distribution channels
    agents, distributors, museums, websites

Physical distribution
    box office, ticket purchase

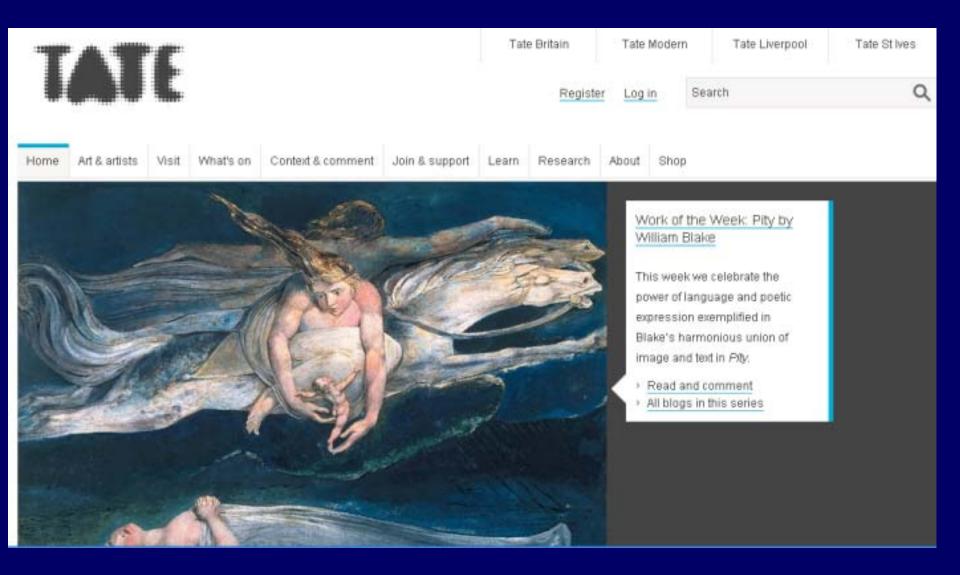
Localization
    timetables, transport, parking, café, transmissions
```

Timetables





Site



Site



museu da cerâmica de sacavém camara de loures

Web

Images

Maps

Shopping

Videos

More ▼

Search tools

About 13,700 results (0.38 seconds)

<u>Museu de Cerâmica de Sacavém – Wikipédia, a enciclopédia livre</u> pt.wikipedia.org/.../**Museu_**de_**Cerâmica_de**... - Translate this page

O **Museu da Cerâmica de Sacavém** é um espaço museológico situado na ... 1994, a **Câmara** Municipal de **Loures** deliberou (em reunião de 22 de Novembro de ...

Museu de Cerâmica de Sacavém - Museus - Loures -

www.lifecooler.com/.../desenvRegArtigo.as... - Translate this page

Museu de Cerâmica de Sacavém ... Em 2002, o Museu de Cerâmica foi galardoado com o Prémio Luigi ... Responsável: Câmara Municipal de Loures. Dia(s) de ...

:: Loures Município :: Museu da Cerâmica de Sacavém - Câmara ...

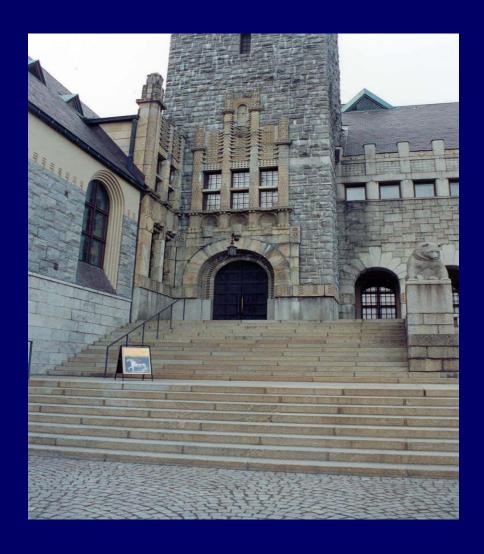
www.cm-loures.pt/Ligacao.aspx?displayid... - Translate this page

Sítio Web do Município de Loures. ... Logotipo da Câmara Municipal de Loures ... CULTURA - REDE DE MUSEUS > MUSEU DE CERÂMICA DE SACAVÉM ...

Museu de Cerâmica de Sacavém em Loures

www.igogo.pt > ... > Pontos Turísticos > Museus - Translate this page Share

Signage



National Museum of History, Helsinki

Marketing mix Promotion

| Publicity | Sales promotion | Personal sales | Public relations |
|--|---|--|--|
| Advertisement TV/radio spots Mailings Newsletters Brochures Posters Leaflets | Awards Coupons Discounts Vouchers Passtimes | Presentations Telemarketing Special events | Media relations Press kits Community relations Lobbying Social Media |

Marketing mix Promotion

Czech Philharmonic Orchestra commercial

http://www.youtube.com/watch?v=2qEJzHdrkQg&feature=player_embedded

The Munich agreement

http://www.youtube.com/watch?v=Qk1GF9E31m8

Marketing mix Promotion



Materials





SÃO

LUIZ

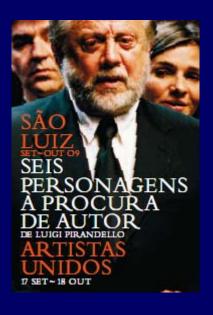
2010

JAN~MAR

A Cidade
Feato da Comucipia
Cicle Leitunas e Monica
Cardoso Pries no São Luiz
Posis e Música
Cardoso Pries no São Luiz
Posis e Música
Companida Paulo Ribeiro
cam Pedro Barmester
O Feato Micacleme no São Luiz
Senana da Cultuna Açoriana
Humares Cartas
Humares Cartas
100% Trisculos
Sous Miseriados
Sous M

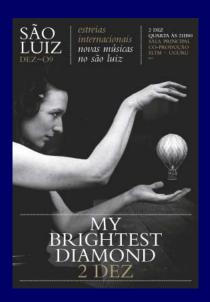
TEMPORADA SET 2009 ~ \$1,2010

Materials



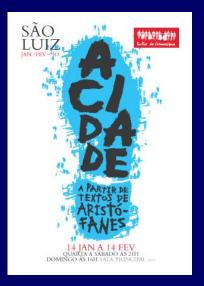


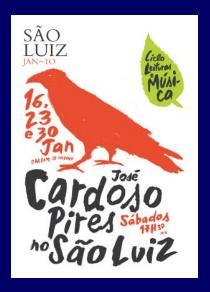




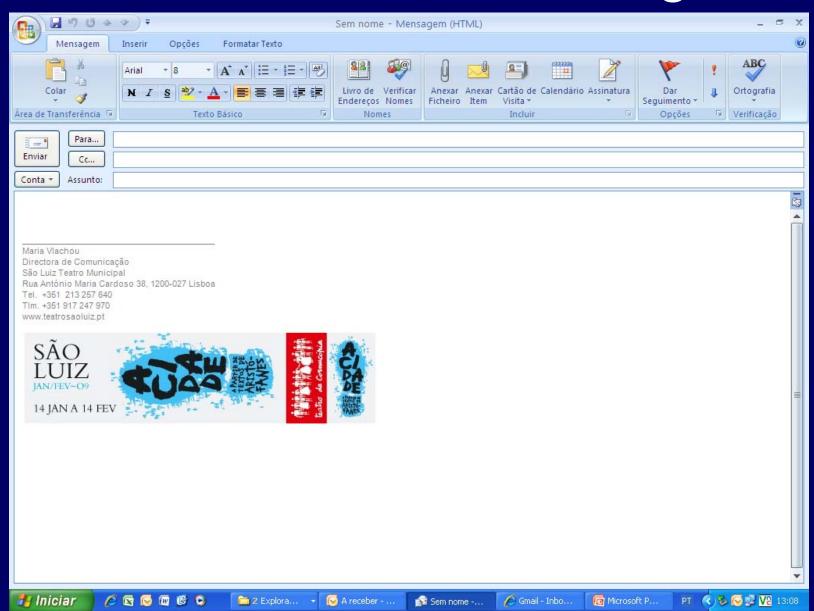






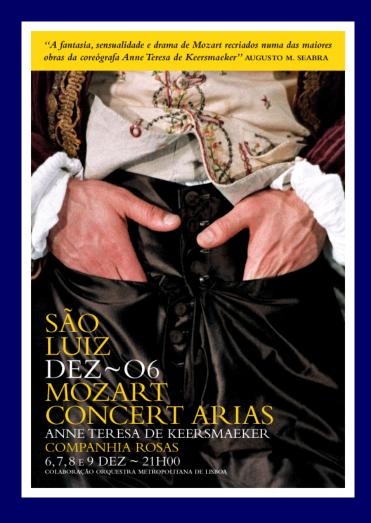


E-mail signature



Mozart Concert Arias





Unreal

14, 15, 21, 22 E 23

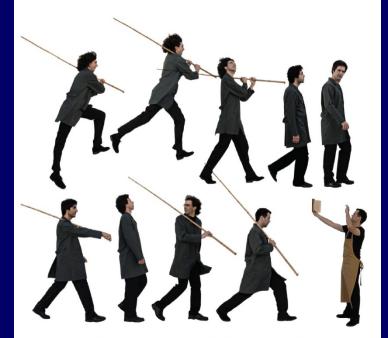
21H00

UNREAL

BERNARDO SASSETTI

INTÉRPRETES AO VIVO: DRUMMING PERICO SAMBEAT ALEXANDRE FRAZÃO IOSÉ SALGUEIRO RUI ROSA BERNARDO SASSETTI E MÚSICOS CONVIDADOS

PARTICIPAÇÃO ESPECIAL EM LISBOA:



SÃO LUIZ 14, 15, 21, 22 E 23 DEZ TEATRO MICAELENSE, SÃO MIGUEL, AÇORES 12 E 13 JAN



SÃO LUIZ TEATRO MUNICIPAL Rua António Maria Cardoso, 38, Rua António Maria Cardoso, 38, 1200-027 Lisboa teatrosaoluiz@egeac.pt

toda a temporada e mais informações em www.teatrosaoluiz.egeac.pt

BILHETEIRA das 13h às 19h; T: 21 325 76 50; bilheteira.teatrosaoluiz@egeac.pt Informe-se sobre descontos e asinaturas. Bilhetes à venda em www.ticketline.pt



SÃO LUIZ TEATRO MUNICIPAL Ros Antinio Maris Carloso, 76, 1200-027 Eabox сбенка мочести: от цинок

SÃO

21H00

www.teatrosaoluiz.egeac.pt

BLHETERA do Ult is 1%, T. 21-35 % \$1.5dbesis surrouthin@quic.p

INTÉRPRETES AO VIVO-

DRUMMENG [GP] PERICO SAMBEAT ALEXANDRE FRAZÃO JOSÉ SALGUEIRO RUI ROSA BERNARDO SASSETTI E MÚSICOS CONVIDADOS

PARTICIPAÇÃO ESPECIAL EM LISBOA: BUATRIZ BATARDA



UNREAL

SIDEWALK

CARTOON

BERNARDO SASSETTI

SÃO LUIZ 14, 15, 21, 22 E 23 DEZ TEATRO MICAELENSE, SÃO MIGUEL, AÇORES 12 E 13 JAN

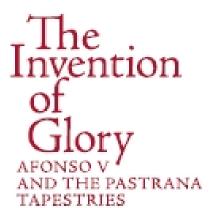


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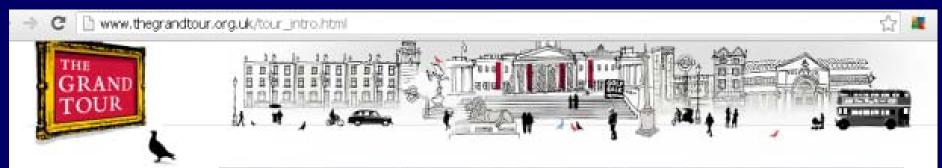


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IT'S TIME WE MET

6:35 p.m. 19th-Century Galleries. Photo by Laura P. Russell via Flickr.



METROPOLITAN

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IT'S TIME WE MET

12:07 p.m. Oceanic Galleries. Photo by Ellen Wright via Flicks.



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METROPOLITANA TEMPORADA2009|2010 direcção musical Cesário Costa — IDADE MAIOR CICLO AUGUSTIN DUMAY SÁBADO, 7 DE NOVEMBRO, 17H00 Auditório do Colégio Marista, Carcavelo DOMINGO, 8 DE NOVEMBRO, 17H00 A HORA DOS FRANCESES Augustin Dumay violino e direcção musical Eleonora Karpukhova piano Orquestra Metropolitana de Lisboa obras de Chausson | Saint-Saëns SÁBADO, 21 DE NOVEMBRO, 22H00 CONCERTO DE MÚSICA DE CÂMARA Augustin Dumay violino | Irma Skenderi viola Peter Flanagan violoncelo | Jill Lawson piano ohms de Brahms SEXTA, 27 DE NOVEMBRO, 21H00 Auditório da Universidade Nova de Lisboa SÁBADO, 28 DE NOVEMBRO, 22H00 Sala Elíptica do Convento de Mafra MENDELSSOHN Augustin Dumay violino e direcção musical Joana Seara soprano | Ksenia Morozova piano Orquestra Metropolitana de Lisboa ohras de Mendelssohn MÚSICA NO MUSEU - Concertos do Douro Igreja Matriz, Vila Nova de Foz Côa Mosteiro S. Vicente Nery, Freixo de Espada à Cinta Museu do Pão e do Vinho, Alijó, Favaios Ana Pereira violino | Ágnes Sárosi violino - obras de Leclair | Bartók Ciclo de Música de Câmara 18hoo, Sede da Metropolitana, Lisboa 16hoo, Museu da Música, Lisboa Sede da Metropolitana, Lisboa O SENHOR DOS ANÉIS Filipe Alves trombone | Reinaldo Guerreiro direcção musical Brass Ensemble da Metropolitana - obras de Chostakovich | Johan de Meij C Cascals TURISMO DE CCB (D)

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