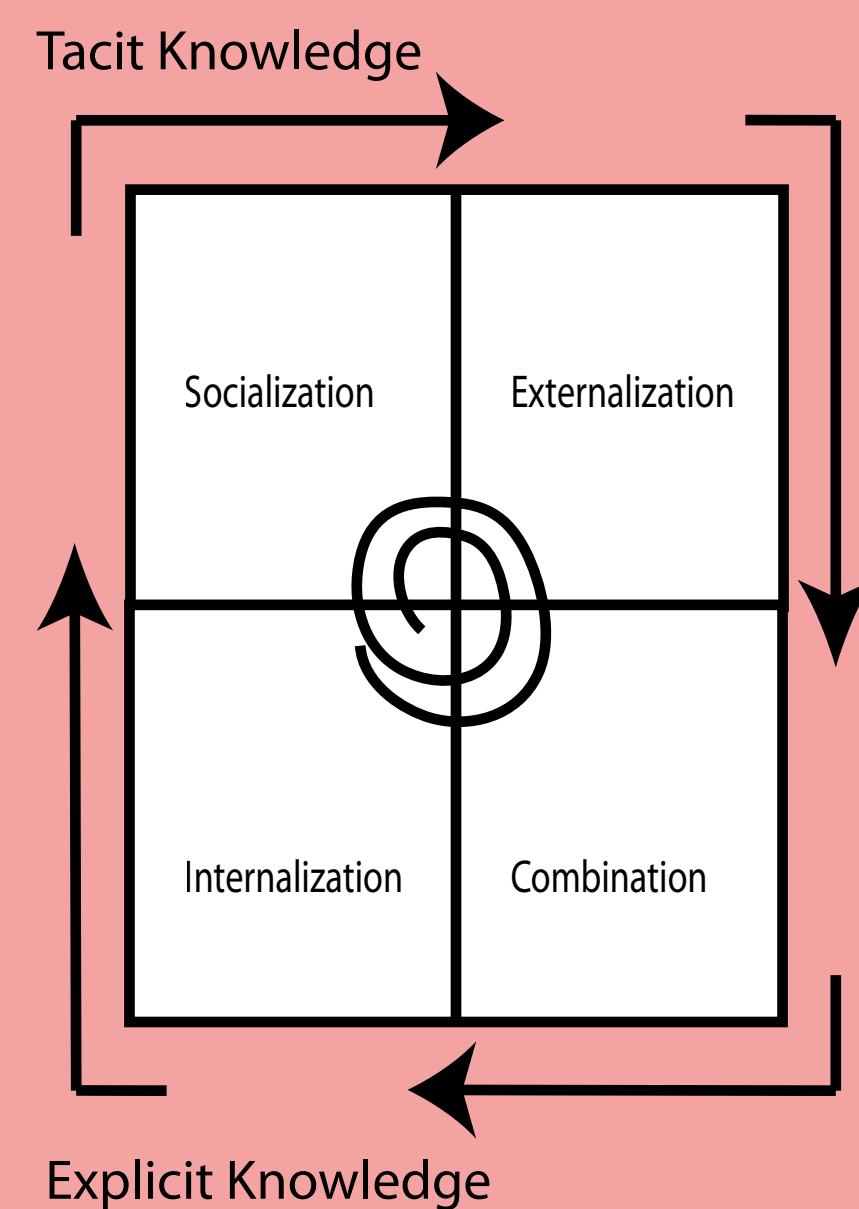


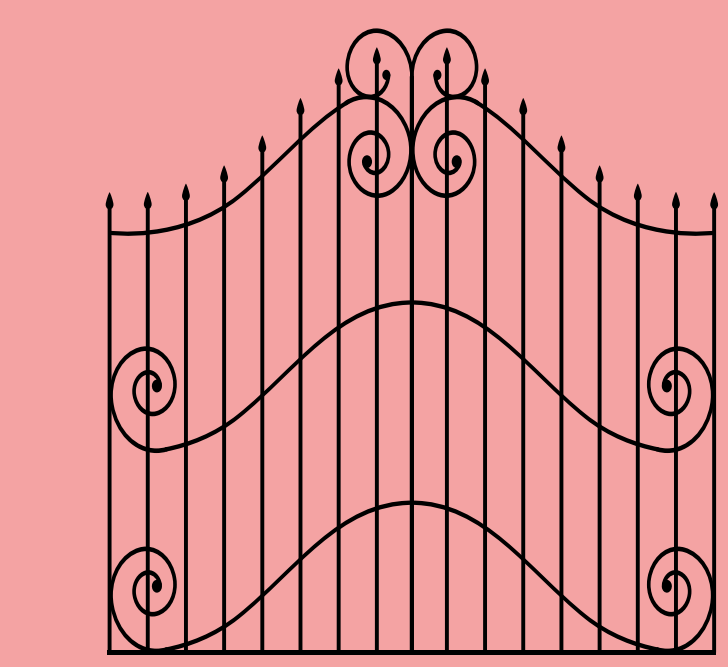
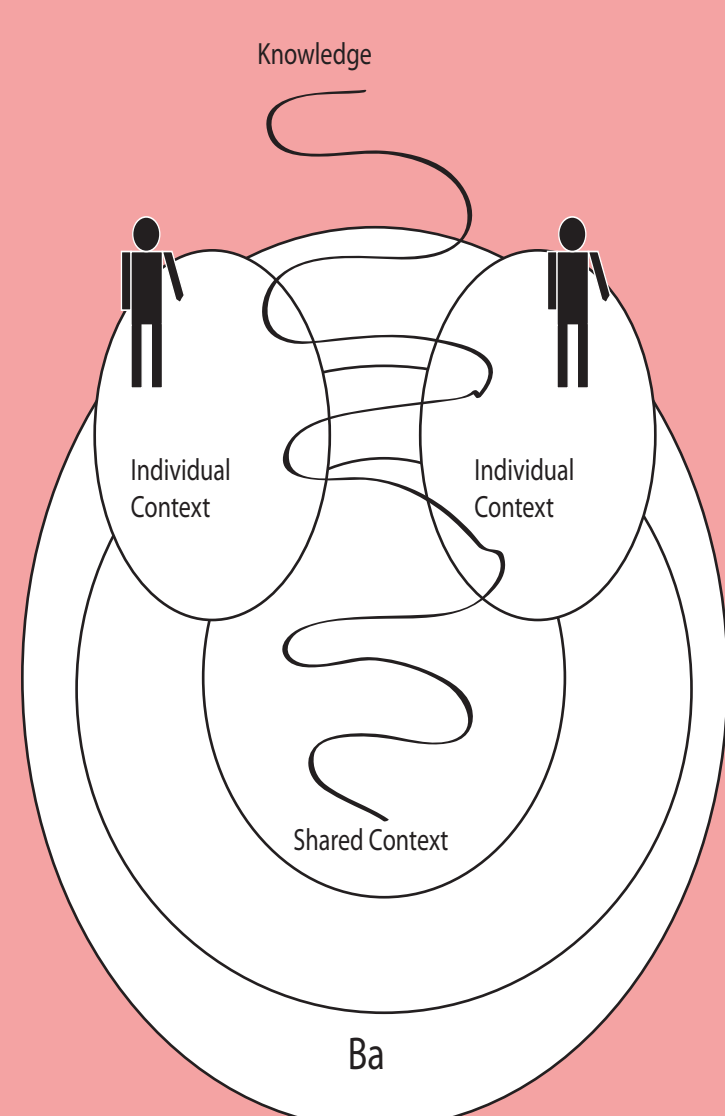
The Socially Inclusive Museum: A Typology Re-Imagined



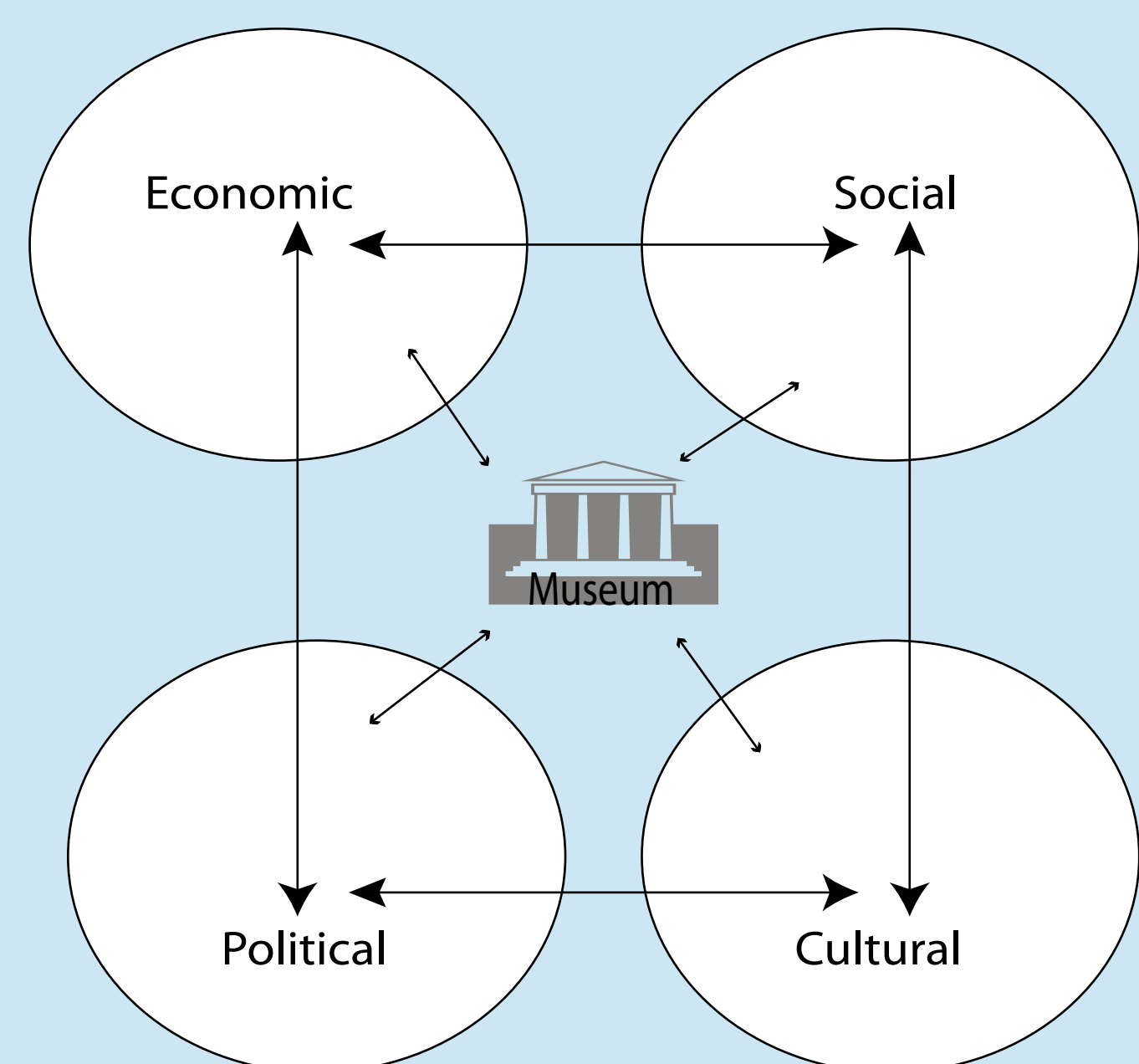
Theories from Library & Information Science [LIS]



Nonaka's SECI-ba



Gatekeeper Theory



The Dimensions of Social Inclusion - Exclusion

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"To Achieve Cultural Inclusion"

SECI-ba
Within the museum. It is vital to emphasize that this cultural inclusion is accomplished within the walls of the museum. The museum makes no attempt to extend the cultural inclusion in the outside world.
Gatekeeper
Relies on the information transfer of individuals to the outside world post-museum visit.

Exclusion is tackled within...
"the cultural dimension"

SECI-ba
Within the museum: Recognition of the museum as ba, or shared space for knowledge creation.
Gatekeeper
Recognition of curatorial voice, the sharing of curatorial voice, and a sharing of cultural authority.

Achieved Through...
"Representation of and Participation and Access for those Excluded"

SECI-ba
Access is granted physically and digitally for those excluded.
Gatekeeper
Representation of those excluded is evidenced in the curatorial voice of an exhibit.

Social Problems Associated with Exclusion...

"Might be addressed indirectly."

SECI-ba
Exhibits and museum space reflect a thoughtful design to include those marginalized, perhaps without the expressed agenda to do so.
Gatekeeper
Exhibits present contested histories or issues, but the individual is left with the task of addressing these issues internally.

Measured by...

Quantitative Measurement

Studies of objects in the collection, and also identified as associated with those excluded. Example: Ratio of objects identified with those excluded on display to objects identified in the collection.

Qualitative Measurement

Studies of museum visitor and staff perceptions of exhibits and collection. Example: Ethnographic work in which visitors and staff talk aloud through the process of internalizing the curatorial voices in an exhibit.



"To Improve Individuals' Quality of Life"

SECI-ba
Within the museum, and the community surrounding. Inclusion is made possible by connections with agencies outside the museum.
Gatekeeper
Applicable when access to resources such as information can be restricted or facilitated by gatekeepers. Is not reliant upon information transfer by individuals post-museum visit.

Exclusion is tackled within...
"The Economic, Social, Political, and Cultural Dimensions"

SECI-ba
The shared space of knowledge creation must be sensitive to the economic, social, political and cultural dimensions, but also be more than 'neutral' space.
Gatekeeper
Recognition of curatorial voice, the sharing of curatorial voice, and a sharing of cultural authority. The direct intention of sharing curatorial voice is the betterment of individual lives.

Achieved Through...
"Initiatives which seek to alleviate disadvantage and encourage personal development (with individuals and small groups)"

SECI-ba
The museum connects with the community, extending the museum context to shared services such as health, education, and research.
Gatekeeper
The free flow of information/dialogue. Gatekeeping is oriented to the facilitator model for curatorial voice and will rely heavily on the information professional.

Social Problems Associated with Exclusion...

"Might be expressed within the museum's goals."

SECI-ba
Exhibits and museum space reflects inclusive designs for disabled visitors, peace & reconciliation initiatives to heal or bridge divided histories.
Gatekeeper
Historic social issues become contemporary problems through the authorized channels such as museum mission & vision.

Measured by...

Quantitative Measurement

Studies of individuals within the community who do or do not experience the museum directly. Example: "Improvement" of individuals' lives might be measured by the occurrence of change within community health. The social indicators measured would include community health, safety, and economics.

Qualitative Measurement

Studies of individuals' perceptions of museum value in their lives. Example: "Improvement" as described by individuals through interviews, focus groups, and self-reflection exercises such as journals.



"To Influence Society, Instigate Positive Social Change"

SECI-ba
Within the museum, the surrounding community, and beyond. This impact is not just at the individual or museum level, but at a large societal scale.
Gatekeeper
Multiple levels of authority, moving in a constantly changing network of divergent voices.

Exclusion is tackled within...
"The Economic, Social, Political, and Cultural Dimensions"

SECI-ba
The museum as a shared space inhabited by a chorus of voices, many of which are contradictory.
Gatekeeper
The curatorial voice of museum has an unashamed social stance: to provide a forum to create a better society through dialogue.

Achieved Through...
"Providing a forum for public debate, education and persuasion"

SECI-ba
The museum as ba, a shared space that is interwoven into the greater society, for the purpose of knowledge exchange and identity construction.
Gatekeeper
Multiple voices are heard within curatorial voice, authority is distributed and exchanged in a democratic manner. Transient elites are visible.

Social Problems Associated with Exclusion...

"Might be addressed indirectly."

SECI-ba
The shared space acts as an environment in which societal problems are revealed.
Gatekeeper
Gatekeepers on multiple levels address the social problems associated with exclusion.

Measured by...

Quantitative Measurement

Longitudinal studies which measure multiple facets of individual, household, community, and national health. Change may be measured in all areas of defined or reported exclusion.

Qualitative Measurement

Longitudinal studies which consist of interviews or dialogues with the same individuals over time. The occurrence of change measured at the individual must also be noted in relation to other sources of influence.

Future Research

Evaluation of the Inclusivity of Museums

Research into the role of Socially Inclusive Museums in Conflict Resolution, Contested Histories, and Peace.

Development of A Taxonomic Model of Curatorial Voice

Geographic Focus: Northern Ireland New York 9/11



Seventh International Conference
Autry National Center
Los Angeles, California, USA
4-6 August 2014

About the Researcher

Laura-Edythe Coleman is a Doctoral Student in the School of Information within the College of Communication and Information at Florida State University.

Ms. Coleman's research and teaching interests include museum informatics, museum evaluation, knowledge management, and the co-creation of identity. Her particular area of research examines cultural heritage institutions in communities reconciling civil conflict. Ms. Coleman seeks to understand the role of information in the creation of individual and collective identities. In specific, her research studies the exchange of information within the national museums of Northern Ireland and the 9/11 Memorial Museum in New York.

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