

1. Record Nr.	UNINA9910451059703321
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Titolo	Museums and their visitors / / Eilean Hooper-Greenhill
Pubbl/distr/stampa	London ; ; New York : , : Routledge, , 1994
ISBN	0-585-44719-5 1-280-10842-8 1-134-91585-3 9786610108428 0-203-41516-7
Descrizione fisica	1 online resource (223 p.)
Collana	Heritage
Disciplina	069 069/.15
Soggetti	Museum attendance Museums - Educational aspects Museum techniques Museums - Management Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references (p. 185-197) and index.
Nota di contenuto	Cover; Museums and their Visitors; Copyright; Contents; List of plates; List of figures; List of tables; Acknowledgements; Introduction; 1. Forces for change; 2. Communication in theory and practice; 3. Who goes to museums?; 4. Research and evaluation; 5. Welcoming visitors; 6. Responding to visitor needs; 7. Language and texts; 8. Museums: ideal learning environments; 9. Managing museums for visitors; Glossary; Bibliography; Index
Sommario/riassunto	A guide for museum and gallery staff in the development of provision for their visitors, to ensure survival into the next century.