

1. Record Nr.	UNINA9910707869203321
Titolo	Fraud and abuse safeguards in separate state children's health insurance programs // Department of Health and Human Services, Office of Inspector General
Pubbl/distr/stampa	[Washington, D.C.] : , : Department of Health and Human Services, Office of Inspector General, , 2007
Descrizione fisica	1 online resource (iii, 32 pages) : illustration
Soggetti	Medicaid fraud Child health insurance - United States - States Federal aid to child health services - United States - Auditing
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	"March 2007." "OEI-06-04-00380."
Nota di bibliografia	Includes bibliographical references (pages 20-23).

2. Record Nr.	UNINA9910970895003321
Autore	Black Graham
Titolo	The engaging museum : developing museums for visitor involvement / / Graham Black
Pubbl/distr/stampa	London ; ; New York, : Routledge, 2005 London ; ; New York : , : Routledge, , 2005
ISBN	9781136761645
Descrizione fisica	1 online resource (313 p.)
Collana	Heritage
Disciplina	069
Soggetti	Cultural property - Management Cultural property - Protection Historic sites - Management Interpretation of cultural and natural resources Museum attendance - Evaluation Museum exhibits - Evaluation Museum techniques Museum visitors Museums - Educational aspects Museums - Management Museums - Marketing
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. 289-301) and index.
Nota di contenuto	Introduction : meeting the demands placed on the twenty-first century museum -- ; Sect. 1. Museum audiences : their nature, needs and expectations -- ; 1. 'Traditional' museum audiences : a quantitative and qualitative analysis -- ; 2. Developing new audiences -- ; Sect. 2. Operating for quality -- ; 3. Stimulating the visit -- ; 4. Visitor services : operating for quality -- ; Sect. 3. Learning in museums -- ; 5. Museums and lifelong learning -- ; 6. Use of museums by schools -- ; Sect. 4. Planned to engage : using interpretation to develop museum displays and associated services -- ; 7. Applying the principles of interpretation to museum display -- ; 8. Interpretive master planning -- ; 9. Concept development for museum galleries -- ; 10. The

engaging museum.

---

**Sommario/riassunto**

This very practical book guides museums on how to create the highest quality experience possible for their visitors. Creating an environment that supports visitor engagement with collections means examining every stage of the visit, from the initial impetus to go to a particular institution, to front-of-house management, interpretive approach and qualitative analysis afterwards. This holistic approach will be immensely helpful to museums in meeting the needs and expectations of visitors and building their audience. This book features: includes chapter introductions

---