

3 areas explored

1. Inclusive facilitation beyond the walls

- New publics = new places (including home)
- Cultural facilitation and health care institutions
- Connexion intensified between museum and neighbourhood

2. Connection with the public

- Personalized facilitation
- Social role of the local cultural place
- Get in touch with the public

3. Digital offer and accessibility

- Digital content actually accessible
- Skills in digital facilitation
- High costs of production

SHARED VISIONS

Face-to-face facilitation (hospitals, nursing homes - care homes). Musée des Beaux Arts de Lyon.

A cultural box delivered at home to discover the museum collections on a theme related to everyday life. The Met.

Strengthen the link between the inhabitants of poorer neighborhoods and the museum. MUCEM.

Creation of an audio and sensorial trail to discover the interpretation center of Nature and Energy. Jones Beach Energy & Nature Center, NY.

Creation of visit slots dedicated to vulnerable audiences. MNBAQ.

Creation of a sensory map to help visitors with autistic troubles to appreciate the exhibition. Château des Ducs de Bretagne.

Creation of a measure tool to allow all visitors to auto-assess the complexity level of the scientific content presented. UNIVERSCIENCE.

CONTRIBUTIONS FROM PARTICIPANTS

Towards the public

FINDING: Facilitation extended to more audiences. Examples: adolescents in difficulty; school (vacation book).

QUESTION: Strengthen the proximity connection through consultation and participation. A radical idea or a necessity?

QUESTION: How to create with the public the digital offer that we want to address them?

Towards professionals

ASPIRATION: Bring the museum to the neighborhood (where the neighborhood is the museum).

QUESTION: More personalized exchanges, stronger connection with visitors. Tempted on a large scale?

QUESTION: The issue of training seems important to me: there is a lack of training in digital facilitation.