

Contact details

1. Museum name

2. Museum address

Address Line 1

Address Line 2

Address Line 3

Town

Postcode

Telephone

Email (main audit contact)

3. Lead museum contact for audit

Name

Position/role

4. Other museum contacts consulted during audit process (names and position/role)

Name and position/role

Name and position/role

Name and position/role

Name and position/role

Name and position/role

Name and position/role

Organisational information

5. What is the legal status of the museum (Company limited by guarantee, SCIO, trust etc)

6. When was the museum established?

7. Date of incorporation (if applicable)

8. Company registration no (if applicable)

9. Is the museum registered for VAT?

☐ No

☐ Yes (please show VAT registration number)

10. Does the museum have charitable status?

☐ Yes

☐ No

11. Charity no (if applicable)

12. Does the museum have any subsidiary companies/trusts etc?

☐ Yes

☐ No

13. If "yes" please give brief details of name(s), legal form, purpose and management etc.

14. Is the subsidiary company registered for VAT?

☐ No

☐ Yes (please give VAT registration no)

15. Does the museum have a "Friends of" organisation or similar?

16. Have any issues relating to its current legal status (including the legal status of any subsidiary companies it operates) been identified by the museum?

Staff, board and volunteers

17. How many paid staff did the museum employ in the most recent accounting year? (Please note: this question relates to core staff only. There are separate questions relating to temporary project staff, trading company employees etc.)

No of full-time permanent posts

No of full-time temporary posts

No of part-time permanent posts

No of part-time temporary posts

No of seasonal/casual posts

Total FTE (all core staff posts)

18. Has the number of core staff employed changed recently and, if so, why?

19. Does the museum employ any temporary staff - for example, temporary project staff?

No of full-time permanent posts

No of full-time temporary posts

No of part-time permanent posts

No of part-time temporary posts

No of seasonal/casual posts

FTE

20. Has the number of temporary staff employed changed recently and, if so, why?

21. Does the museum employ any other staff - for example, staff employed by a trading company operated by the museum?

No of full-time permanent posts

No of full-time temporary posts

No of part-time permanent posts

No of part-time temporary posts

No of seasonal/casual posts

FTE

22. Has the number of other staff employed changed recently and, if so, why?

23. Does the museum employ a qualified curator?

☐ Yes

☐ No

24. If "yes", is the post:

- ☐ Full-time
- ☐ Part-time
- ☐ Other (please specify)

25. If the museum does not employ its own qualified curator, how does it arrange qualified curatorial advice and what is the annual cost?

Arrangements for
obtaining advice from
qualified curator

Annual cost of obtaining
curatorial advice.

26. Please show annual core staff salary costs in the most recent accounting year– including Employers NI and pension costs. (Please exclude the costs of any temporary project staff or trading company employees.)

27. Please show annual core staff salary costs – including Employer's NI and pension costs - of any staff employed by a trading company operated by the museum in the most recent accounting year. (Please exclude the costs of any temporary project staff or additional temporary project-funded hours worked by core staff.)

28. Directors/trustees (most recent year)

No of directors/trustees

Estimated director/trustee
FTE input in most recent
year

Was this year typical?
(Yes/No - if no, please
give details)

29. What sort of input do the directors/trustees provide?

	Regularly	Occasionally	Hardly ever	Never
Attend board meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical involvement in overall management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical involvement in financial oversight/management/advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical involvement in development of museum strategies/policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical involvement in management of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical involvement in providing legal advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical involvement in providing HR advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical involvement in liaison with potential sponsors and funders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical help with funding applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical help with project management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical help with marketing and PR	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Practical help with running special events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

30. No of volunteers (most recent year)

Number of volunteers

Estimated FTE volunteer input annually

31. What do the volunteers help with?

	Regularly	Occasionally	Hardly ever	Never
Reception/shop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cafe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Behind the scenes admin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing/PR/social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attendant cover in public areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cataloguing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research into collections/objects in collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conservation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preparation of interpretation of objects etc	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organising/running special events and activities on-site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Education/outreach activities off-site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

32. Does the museum have a volunteer development programme for?

	Yes	No
Recruiting new volunteers	<input type="radio"/>	<input type="radio"/>
Developing the input/skills of existing volunteers	<input type="radio"/>	<input type="radio"/>

Other (please specify)

33. Has the museum identified any issues/problems re current staffing, volunteer arrangements etc?

☐ Yes

☐ No

34. If "yes", please give details

35. Are there any succession planning arrangements/issues re directors/trustees?

Financial information

36. How would you describe the museum's current financial situation (ie with current level of grant support from the Highland Council)?

- ☐ Very healthy
- ☐ Healthy
- ☐ Just about viable
- ☐ Of concern
- ☐ Very worrying

37. Everything else being equal, what will the museum's financial situation be if its Highland Council grant is withdrawn?

- ☐ Very healthy
- ☐ Healthy
- ☐ Just about viable
- ☐ Of concern
- ☐ Very worrying.

38. Does the museum charge for admission to its permanent exhibitions?

- ☐ Yes
- ☐ No

39. Does the museum charge for admission to/participation in any special events or activities it runs?

- ☐ Yes
- ☐ No
- ☐ Museum doesn't run special events or activities.

40. If the museum charges for admission, please give details here.

Admission to permanent exhibitions

Admission to special events and temporary exhibitions etc

Outreach activities

Activities for schools

Other admission charges?

41. Museum opening hours (please show current year's opening hours).

- ☐ All year, with same opening hours all year
- ☐ All year, with reduced opening hours off-season
- ☐ Part of year only

42. Please show the current opening hours pattern for the museum (including summer, shoulder and winter opening details as applicable).

43. Is the museum currently open:

	Yes	No			
Saturdays (main season)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sundays (main season)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Saturdays (outwith main season)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sundays (outwith main season)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

44. How many hours a year is the museum open? (Use most recent 12-months to calculate).

45. Total admissions to museum over past five years (total)

2012

2013

2014

2015

2016

2017

46. Does the museum actively seek legacies and bequests?

☐ Yes

☐ No

47. Does the museum generate income from sponsorship?

☐ Yes, sponsorship is an ongoing source of income for the museum.

☐ Yes, occasionally obtains one-off sponsorship

☐ No, has tried but was unsuccessful

☐ No, has not tried to obtain sponsorship at all or in last five years.

48. If yes, please show amount of sponsorship raised in most recent year.

49. Does the museum operate a Gift Aid scheme?

☐

No

☐

Yes (please show amount of Gift Aid income in most recent year)

50. What external funding (other than Highland Council and joint HMF projects) has the museum obtained in the past two years? Please show source, what is was used for, and approximate amount. Please exclude any VAT if the museum is registered for VAT.

1.

2.

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9.

10.

51. Can any trends be seen in the museum's financial situation over the past five years? If yes, please summarise.

52. What were the museum's main sources of core (recurring) revenue income in the most recent financial year? Please list in order of importance (highest sum first), showing amount and percentage of overall income each sum represents. Please exclude any one-off sources of income such as project funding or windfalls but include donations if the museum regularly receives these. Please show figures exclusive of VAT if the museum is registered for VAT.

1 (highest - description,
actual amount and
percentage)

2

3

4

5

6

53. Was this pattern of core (recurring) income last year typical? If not, please explain what was different.

54. What were the museum's main areas of recurring (core) revenue expenditure in the last financial year? Please list in order of importance by value and percentage of overall expenditure (highest sum first). Please exclude project funding and any other one-off costs. Please show figures exclusive of VAT if the museum is VAT registered.

1 (description, amount
and percentage)

2

3

4

5

6

55. Was this pattern of core (recurring) expenditure last year typical? If not, please explain what was different.

56. Does the museum have any endowments/trusts/investments etc which produce income?

☐ Yes

☐ No

Financial information

57. If "yes", please give details.

58. Does the museum hold any "free" cash balances/reserves?

☐ Yes

☐ No

59. If yes, how much "free" cash balances/reserves does it hold?

60. Does the museum have a policy on reserves (eg how much it holds and how reserves are to be used)?

☐ No

☐ Yes (please summarise)

61. Does the museum have a fund identified to cover wear and tear, replacement of equipment etc?

☐ No

☐ Yes - please give details.

62. What has been the trend re reserves over the past five years?

63. Does the museum currently receive rates relief? If yes, please give details.

64. Does the museum receive relief on water charges?

☐ Yes

☐ No

65. Does the museum expect the amount of rates or water charges relief it receives to change significantly in the next few years?

☐ No

☐ Yes (if so please give details)

66. Management accounts - if these are available, please summarise the main issues for the current year (eg variances against budget figures or previous year's out-turn figures etc).

67. Does the museum have a current Business Plan, Development Plan or other management plan/strategy document?

☐ Yes

☐ No

68. If "yes", please list.

1. Title/description

2. Title/description

3. Title/description

69. Does the museum have any current or upcoming projects which are likely to affect income or expenditure levels?

☐ No

☐ Yes - please give details

70. What was the revenue cost per visitor (based on core running costs) in the most recent financial year?

71. In the most recent financial year, what was the average spend per visitor on the following. For this question, (1) please calculate the average using the "total number of visitors" figure and (2) please show figures exclusive of VAT if the museum is registered for VAT.

Admissions	<input type="text"/>
Retail sales (if the museum operates a shop direct)	<input type="text"/>
Catering (if operated direct by the museum or its trading company)	<input type="text"/>
Donations made on-site	<input type="text"/>
Family history enquiries	<input type="text"/>
Other	<input type="text"/>
Total average spend per visitor on-site.	<input type="text"/>

72. If the figures are available: in the most recent financial year, what was the average spend per visitor of those visitors who actually spent money in the following categories? For example, for those visitors who made a retail purchase, what was the average spend per head? If the museum is registered for VAT, please show the figures exclusive of VAT.

Admissions	<input type="text"/>
Retail sales (if the museum operates a shop direct)	<input type="text"/>
Catering (if operated direct by the museum or its trading company)	<input type="text"/>
Donations made on-site	<input type="text"/>
Family history enquiries	<input type="text"/>
Other	<input type="text"/>
Total average spend per visitor on-site.	<input type="text"/>

73. Is this average spend per head:

	Higher than the previous year	About the same as in the previous year	Lower than in the previous year.
Total	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admissions (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In shop (if applicable_	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
On catering (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Donations made on-site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family history enquiries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

74. Does the museum have a shop/retail area?

☐ Yes

☐ No

Financial information

75. If yes, please show the annual turnover, gross profit margin, and percentage of overall net income represented by retail income in the most recent financial year. Please show figures exclusive of VAT if the museum is VAT registered, and please ensure that the figures are adjusted for opening and closing stock.

Annual retail turnover

Gross profit margin

Percentage of overall net income represented by retail income.

76. In the most recent financial year, what were the main categories of retail income? Please describe and show percentage of retail income which each category represents.

1 (highest) - description and percentage of overall retail income.

2

3

4

5

6

77. Was the above pattern of retail income typical?

☐ Yes

☐ No (please give details)

78. In the most recent financial year, what was the wholesale value of retail stock sourced within the Highland Council area?

Financial information

79. Does the museum have a cafe or provide chargeable refreshments (eg coffee machine)?

- ☐ Yes, operated in-house
- ☐ Yes, operated by a third party
- ☐ No

80. In the last financial year, what was the annual net income from catering? Please show actual figure plus percentage of overall net income.

Income from catering
operated direct by the
museum

Lease income from
catering operated by third
party

Profit-share income from
catering operated by third
party

81. Was this level of income from catering typical?

- ☐ Yes
- ☐ No (please give details)

Financial information

82. In the last financial year, did the museum generate any money from the following? If yes, please show types of income and amounts. Please exclude VAT if the museum is VAT registered.

Online sales of publications

Sales of image rights (photographs etc)

Chargeable research (eg family history enquiries)

Other (please describe)

Off-site fundraising events (for example, sponsored walks, ceilidhs, coffee mornings, supermarket bag-packing, car boot sales etc)

Separate charity shop

83. Was this typical?

☐

Yes

☐

No (please give details)

Premises

84. Description of premises.

- ☐ Permanent exhibition areas
- ☐ Public archive/research areas
- ☐ Temporary exhibition area
- ☐ Space for talks and lectures
- ☐ Space for education and outreach activities
- ☐ Toilets for museum visitors
- ☐ Stores and working areas (on-site)
- ☐ Stores and working areas (off-site)
- ☐ Offices and staff areas
- ☐ Shop
- ☐ Cafe
- ☐ Community rooms (available for use by local groups etc)
- ☐ Other (please specify)

85. Are the premises:

- ☐ owned outright by the museum
- ☐ leased
- ☐ Other (please specify)

86. If the premises are leased, please detail the following:

Landlord	<input type="text"/>
Type of lease	<input type="text"/>
Duration of lease	<input type="text"/>
Length of lease still to run	<input type="text"/>
Annual cost (excluding VAT if the museum is VAT registered)	<input type="text"/>
Who is liable for external maintenance/repair costs?	<input type="text"/>
Who is liable for internal maintenance/repair costs?	<input type="text"/>

87. Are there any issues/problems with the current premises or lease arrangements? Please give details.

88. What kind of insurance policies does the museum currently have and what do they cost?

Policy 1 - description, provider and cost	<input type="text"/>
Policy 2 - description, provider and cost	<input type="text"/>
Policy 3 - description, provider and cost	<input type="text"/>

89. Who are the museum's current suppliers re:

Electricity

Gas

Water

Telephone

Broadband

Insurance

Fire alarms/security
systems

90. Insurance - is the current level/type of insurance adequate or have any issues been identified?
Please give details.

91. Are there any constraints or opportunities arising from the museum's current location or building?
For example, could the building be extended/enlarged, are there premises next door/near by which it
could acquire, etc?

Administrative arrangements

92. Who deals with:

Staffing and payroll
admin

Volunteers

Health and safety

Funding applications and
related
monitoring/reporting

Book-
keeping/accounts/VAT

Purchasing of day-to-day
materials and supplies

IT/phones

Purchasing of stock for
shop (if applicable)

Purchasing of supplies for
cafe (if applicable)

93. Does the museum purchase any supplies or services as part of a consortium or framework agreement? If yes, please give details.

Supply/service purchased

Supply/service purchased

Supply/service purchased

Supply/service
purchased.

94. For the museum itself (ie not any trading companies etc), who are the accountants, and what is the annual cost? Please exclude VAT if the museum is VAT registered. Please show total expenditure and any itemised costs available (eg payroll, VAT admin, etc).

Accountants (name and location)

Accountants' fees - total

Book-keeping costs (if applicable and billed separately)

Annual accounts - preparation/audit

Payroll administration costs (if accountants run payroll)

VAT admin (if provided by accountants)

95. If the museum has any subsidiary/trading companies, who are the accountants, and what is the annual cost? Please exclude VAT if the company is VAT registered. Please show total expenditure and any itemised costs available (eg payroll, VAT admin, etc).

Accountants (name and location)

Accountants' fees - total

Book-keeping costs (if applicable and billed separately)

Annual accounts - preparation/audit

Payroll administration costs (if accountants run payroll)

VAT admin (if provided by accountants)

96. What bank does the museum use and what are the annual charges?

Name of bank, location

Annual charges

97. If the museum operates a subsidiary company, what bank does it use and what are the annual charges?

Name of bank, location

Annual charges

98. Does the museum currently outsource any conservation services or other specialist museum services? If yes, please describe and show annual cost. (Note: do not include outsourced curatorial services here as these are dealt with elsewhere on the form.)

Conservation services

Other specialist museum services

99. Does the museum produce its own saleable publications or work with any publishers to produce these?

☐

No

☐

Yes - please give details.

100. Has the museum identified any issues/problems re its current admin arrangements and sourcing of professional services? If yes, please give details.

Collections

101. Please describe the museum's collections.

102. Does the museum hold any collection officially recognised to be of national significance?

- ☐ No
- ☐ Yes - please give details

103. Are there any elements of the collection which are of national significance but not officially recognised as such?

- ☐ No
- ☐ Yes - please give details.

104. Is the museum part of the MGS Recognition Scheme?

☐ Yes

☐ No

105. Are any elements of the collection at the museum unique/special in Highland terms?

☐ No

☐ Yes - please give details.

106. Are any elements of the collection duplicated in other Highland museums or visitor centres etc?

- ☐ No
- ☐ Yes - please give details

107. Are there any current or potential issues re meeting MGS accreditation standards, national significance standards or Recognition Scheme requirements (if applicable)? If yes, please give details.

108. Are there any current issues re collections care and management?

- ☐ No
- ☐ Yes - please give details.

109. Is the collection fully documented?

- ☐ Yes
- ☐ No

110. Does the museum have a record of stories, local folklore and oral history reminiscences?

- ☐ Yes
- ☐ No

111. Does the museum have an up-to-date collections development policy (acquisitions and disposals) for:

	Yes	No
Artefacts	<input type="radio"/>	<input type="radio"/>
Archive materials	<input type="radio"/>	<input type="radio"/>
Stories and reminiscences	<input type="radio"/>	<input type="radio"/>
Other collection policy* (please give details below)	<input type="radio"/>	<input type="radio"/>

*Please describe any other collections policy in operation.

112. Does the museum:

	Yes	No
actively implement its collections development policies?	<input type="radio"/>	<input type="radio"/>
regularly review these policies?	<input type="radio"/>	<input type="radio"/>

Who is responsible for implementing and reviewing the museum's collection policies?

113. Does the museum have a plan for future gallery refreshes and/or temporary exhibitions?

- ☐ Yes
- ☐ No

114. If yes, is someone in charge of implementing and reviewing/updating the plan?

- ☐ No
- ☐ Yes - please say who is responsible.

115. Does the museum have ideas for developing its exhibitions and activities which are not currently worked up into plans or funding bids?

- ☐ No
- ☐ Yes - please give brief details

116. Does the museum have links with other organisations who may be partners in future projects?

- ☐ Yes
- ☐ No

117. What would happen to the museum's collections if it closed?

Outreach and education activities

118. In the last financial year, how many special events, outreach and educational activities did the museum hold?

	None	1-6	7-12	More than 12
Special events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conferences and seminars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outreach activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Educational activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

119. Was this typical?

- ☐ Yes
- ☐ No (please give details)

120. Would the museum like to run more of these kinds of activities?

- ☐ Yes
- ☐ No

Special events, outreach and educational work

121. If yes, what are the major obstacles to doing this at present?

- ☐ Lack of staff time
- ☐ Lack of volunteer time
- ☐ Lack of funds
- ☐ Lack of suitable space
- ☐ Need specialist input to develop activities (not available in-house)
- ☐ Other (please give details)

Marketing

122. Has the museum carried out any visitor research in the last five years?

☐ Yes

☐ No

123. Are there any major recommendations from its own visitor survey(s) that the museum has not been able to implement?

☐ No

☐ Yes (please give details)

124. What ratings does the museum currently have?

VisitScotland

Tripadvisor

Other (please detail)

Other (please detail)

Marketing and promotion

125. Does the museum have a marketing and PR plan?

☐ Yes

☐ No

126. Who undertakes marketing and PR activities in the museum?

127. What does the museum currently spend on marketing and promotion?

Amount of staff time
spent on marketing and
PR (FTE)

Amount of volunteer time
spent on marketing and
PR (FTE)

Expenditure on marketing
and PR excluding staff
time.

128. Is the amount of time currently spent on marketing and PR:

☐ higher than the previous year

☐ about the same as in the previous year

☐ lower than the previous year.

129. Is the amount of money, excluding staff/volunteer time, currently spent on marketing and PR:

☐ higher than the previous year

☐ about the same as in the previous year

☐ lower than the previous year.

130. Which of the following marketing/PR activities does the museum currently undertake?

- ☐ Leaflets/flyers and other promotional print
- ☐ Paid advertising in Highland newspapers
- ☐ Paid advertising on Highland TV and radio stations
- ☐ Paid advertising- VisitScotland (printed and online)
- ☐ Other paid advertising in printed publications
- ☐ Other paid advertising online
- ☐ Website - hosting, design, maintenance and updating
- ☐ Social media activities
- ☐ Commercial leaflet distribution (eg Landmark)
- ☐ Inclusion in Landmark bedroom folders
- ☐ Market research
- ☐ Graphic design services
- ☐ Preparation and distribution of news releases.
- ☐ Other (please specify)

131. If the museum pays for graphic design services, which graphic designer(s)/graphic design firm(s) does it use?

132. Does the museum use an advertising agency for buying paid advertising?

- ☐ No
- ☐ Yes (please give name of agency)

133. Does the museum take part in any joint marketing initiatives and/or is it part of any marketing consortia?

- ☐ Highland Museum Forum marketing
- ☐ Local tourism groups/DMOs
- ☐ Other (please give details)

134. Does the museum take part in any joint-ticketing/passport/discount schemes?

- ☐ No
- ☐ Yes (please give details)

135. Does the museum monitor the effectiveness of its marketing spend?

- ☐ No
- ☐ Yes (please give details)

136. Is there any marketing/PR which the museum would like to do if resources were available?

☐ No

☐ Yes (please give details)

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Internet/digital activities

137. Which of the following online/digital platforms does the museum use?

- ☐ Own website
- ☐ Own Facebook page
- ☐ Own Twitter account
- ☐ Own app(s)
- ☐ Inclusion in apps offered by third parties
- ☐ Other (please specify)

138. Does the museum generate any income from image reproduction fees/licensing?

- ☐ No
- ☐ If yes, please show sum generated in most recent financial year.

139. Does the museum offer remote help to family history researchers?

- ☐ Yes, free of charge
- ☐ Yes, and generates some income from this activity
- ☐ No, has no family history resources
- ☐ No, has family history resources but does not offer remote help.

Skills development and training

140. Does the museum have a skills development and training plan for:

	Yes	No
Staff	<input type="radio"/>	<input type="radio"/>
Volunteers	<input type="radio"/>	<input type="radio"/>
Trustees/directors	<input type="radio"/>	<input type="radio"/>

141. If the museum has a skills development and training plan, who is responsible for preparing, implementing and monitoring it?

142. What kinds of skills development/training activities does the museum offer for:

Staff	<input type="text"/>
Volunteers	<input type="text"/>
Trustees/directors	<input type="text"/>

143. How is training/skills development provided?

- ☐ In-house
- ☐ Through Highland Museums Forum
- ☐ Through Museums Galleries Scotland
- ☐ Through Museums Association
- ☐ Through local colleges/universities
- ☐ Other (please give details)

144. Does the museum currently have any problems/issues with training/skills development or have training/skills development needs which are not being met?

☐

No

☐

Yes (please give details)

Highland Museums Forum

145. For how many years has the museum been a member of HMF?

146. What current elements of HMF activities does the museum find most useful?

	Very useful/relevant	Quite useful/relevant	Not very useful/relevant	Not at all useful/relevant	
Networking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skills development/training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special projects (eg Year of Homecoming 2014)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Joint marketing (HMF website, leaflets etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lobbying/raising awareness of Highland museums amongst public agencies/funders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other. (Please specify and say how useful/relevant it is)

147. What new services/activities would the museum like to see HMF provide?

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