

## **Intellectual Access Guidelines**

Highland Museums aim to provide a welcoming museums service that provides inspiration learning and enjoyment for all

Intellectual Access is the provision of material and information with multiple entry points. This is designed to engage with all users including:

Young people  
Adults  
People with learning difficulties  
Researchers  
Students  
Volunteers

As the Highland museums are committed to working with its users and potential users we will provide intellectual access (material and information) on three levels:

**Primary:** This is the first point of contact and is orientated to the user. It provides interesting information in clear and easily understood language. It is designed to create a spark with the user and hopefully lead them to investigate further.

**Secondary:** This is the provision of supplemental information designed to enhance the user's primary experience

**Tertiary:** this level involves the provision of information for the querier. It often involves direct queries and research on the part of the museum staff.