

CASE STUDY

Natural History Museum

OVERVIEW

MASS worked with The Natural History Museum, based in South Kensington, London back in May 2016. We worked closely with their Space Manager who was managing all back of house space, overseeing correct usage of ARCHIBUS for the museum and creating & feeding into multiple internal and external reports.

2 sites were managed, the main one plus an additional site, left by the Rothchild family in Tring. This site houses the museum's extensive bird collection.

The Kensington museum is a beautiful, world-renowned historical space, first opened to the public in 1881. The innovative institution has evolved over the years and stands now as an estate with buildings originating from the nineteenth to twenty-first centuries. The most recent of these being the Darwin Centre which was erected in 2009.

The role of Space Manager deals primarily with the back of house space at the museum, with Curators of exhibitions dealing with their own storage spaces, managing them at certain temperatures and in certain conditions according to specific exhibition requirements. The wider museum space has multiple uses, ranging from commercial activity to retail, there are the permanent exhibitions and also temporary ones that rotate in two or three specific gallery spaces, where a team designs and builds the relevant sets.

AT A GLANCE



Challenges

- Needed to upgrade their Archibus version
- Needed to ensure accurate reporting

Benefits

- Maximise use of Archibus
- Consistency
- Knowledge transfer to wider team to utilise software in the best way possible



Understanding your system capabilities is key to utilising space in the best possible way. It was great to see the team adopt best practices and share knowledge. We can see how they will make huge progress and see real benefit moving forwards. It's great to work with such an eager team"

Luke Bolt

Director, MASS
information Systems

Natural History Museum

THE NEED TO UPGRADE

As the ARCHIBUS database was inherited by the Space Manager as they assumed the role, it was highlighted the system was in need of some attention. The site was immediately surveyed to ensure that all plans on the module were correct the categorising of space process began..



UNDERSTANDING AND SHARING KNOWLEDGE

A key objective was to correct all the information to ensure accurate reporting, with a key focus area ensuring that the data is interpretable by all colleagues who would benefit from using the information available.

The space manager was solely responsible for deciding and maintaining the best use of ARCHIBUS, meaning a requirement to fully understand the system's capabilities and share this more widely across the Museum. This was achieved through setting up a cross-departmental Space Management Group to meet regularly and ensure the space is being maximised, utilised and recorded correctly.

Approximately 50 employees across the organisation had access to the drawings, from the Directors and Operational teams to Curators who also used it to record and access information on where collections are stored. A web browser was set up to enable people to view existing rooms, but need permission to change allocated rooms and space. ARCHIBUS has helped create consistency and capture old names and numbering systems that have been referred to from a system 50 years ago.

As is frequently the case, the maintenance of historical buildings can be challenging and they are managed on rigorous budgets, therefore correct recording of estate information is necessary for reporting reasons. The Space Manager has to report on wide-ranging projects from size of galleries to space for retail.

A highly satisfied space manager realised the potential of using ARCHIBUS as the museum facilities management database with a main focus ensuring the correct and best use of the inputted data in order to be in a position to decide if the museum will need further integration, modules or applications in the future.