

# ToornendPartners

*Building culture*



ICOM Kyoto 2019

ICOM Italy - Accessibility

Jean Hilgersom

ICAMT

2 september 2019

\_This presentation

Introduction

ToornendPartners

Accessibility

Building Performance

New – Old

Case

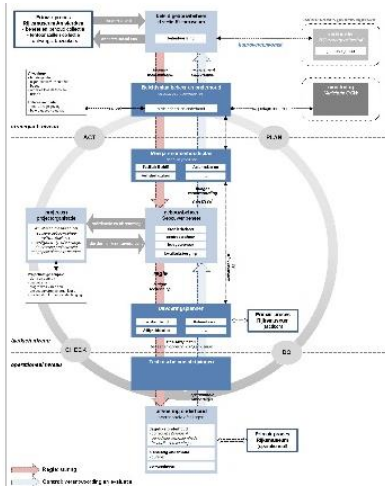
Improving Quality

Assessment Scan

Improvements

\_ToornendPartners

Rijksmuseum, Amsterdam



- Masterplan Maintenance
- Organization Development
- Quality Management
- Monitoring/Assessment

Teylers museum, Haarlem



- Project Management
- Renovation Lorentzlab

Anne Frank House, Amsterdam



- Strategy for Maintenance
- Operational Planning for maintenance

\_Focus: Accessibility

Access

Independent

Opportunity

Civil Right



\_Building Performance





\_Building Performance





\_Building Performance





\_Building Performance







\_Integration of design

Design process

Careful consideration

Identify conflicts

Best practices



\_OLD or NEW

Integration of accessibility in a **new museum** project has **NO** cost effect on the total of investment.

Good solutions for accessibility in an **existing museum** could be expensive and needs consideration concerning functionality, historic preservation and aesthetics.



\_OLD or NEW

Integration of accessibility in a **new museum** project has **NO** cost effect on the total of investment.

Good solutions for accessibility in an **existing museum** could be expensive and needs consideration concerning functionality, historic preservation and aesthetics.

**Functionality**

Balance the Importance: **Historic preservation**

**Aesthetics**



\_Case

**Kröller-Müller Museum Otterlo, NL**

1937 Original building

2020 -2023 extension



**Museum Boijmans Van Beuningen Rotterdam, NL**

1935 Original building

2018 -2025 renovation and extension





## \_Case

**Kröller-Müller Museum** Otterlo, NL  
1937 Original building  
2018 -2025 renovation and extension



- The ticket desk counter is too high for people sitting in a wheelchair; also at the wardrobe counter!
- Not enough disabled toilets (only 1 for the entire museum), queuing ensues for group wheelchair visitors.
- The passage way in the shop is too narrow for people in wheelchairs
- The garden is in itself very accessible to wheelchairs, but not all art works can be approached properly
- Staff is friendly but not trained in assisting disabled people



## \_Case

### **Museum Boijmans Van Beuningen**

Rotterdam, NL

1935 Original building

2018 -2025 renovation and extension



- Unclear routing
- Doors too heavy
- Not enough room in the disabled toilets
- Museum library is inaccessible because of stairs leading up to the entrance
- The auditorium has no dedicated area for wheelchairs (that is big enough)
- the garden is difficult to access because of thresholds / no ramps



## \_Improving Quality

# Quality - ISO 9001/9004

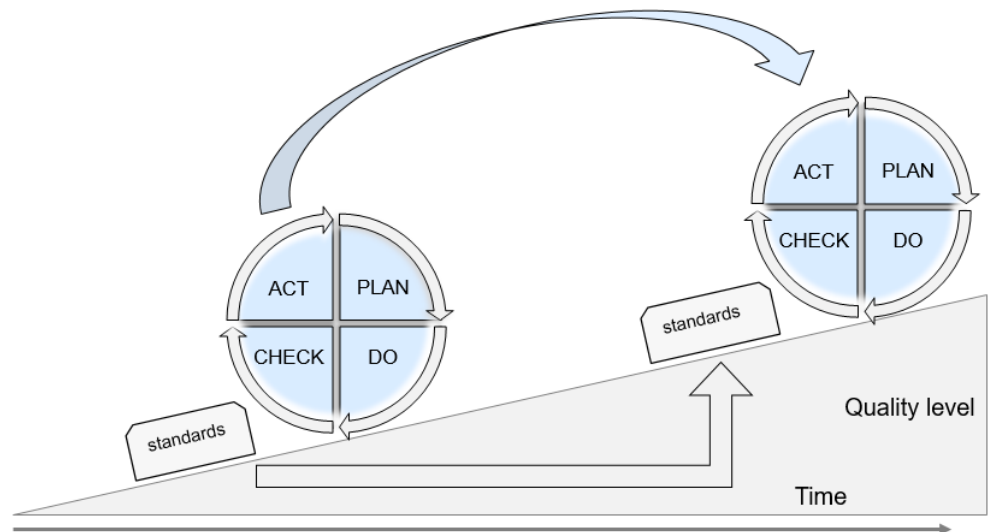
Standards for  
Quality management  
Quality improvement



## \_Improving Quality

# Quality - ISO 9001/9004

Standards for  
Quality management  
Quality improvement







\_Assessment Scan

Survey format

Site Inspections

Checklists

Survey instruments



Vision and idea

Accessibility Achievements



Vision and idea

Accessibility Achievements

Context

Museum Building, laws, rules and guidelines



Vision and idea

Accessibility Achievements

Context

Museum Building, laws, rules and guidelines

Data

Assessment, checklist, site inspections



Vision and idea

Accessibility Achievements

Context

Museum Building, laws, rules and guidelines

Data

Assessment, checklist, site inspections

Analysis

Considerations, impact, effectiveness



Vision and idea

Accessibility Achievements

Context

Museum Building, laws, rules and guidelines

Data

Assessment, checklist, site inspections

Analysis

Considerations, impact, effectiveness

Quality Improvement

Implementation: **ACCESSIBILITY RESULTS !**



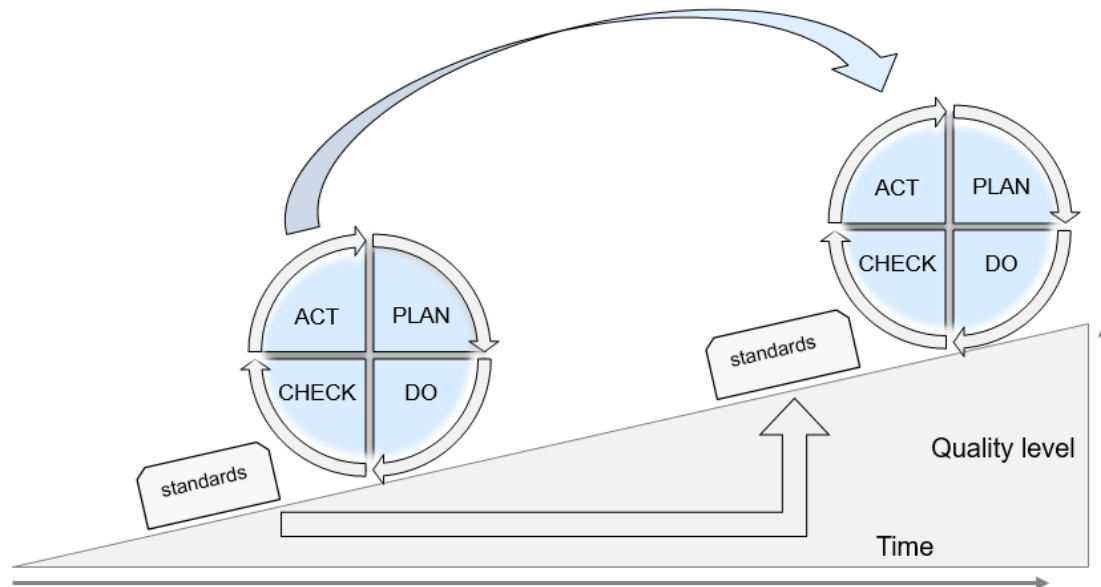
Quality Improvement

Implementation: **ACCESSIBILITY RESULTS !**



Quality Improvement

Implementation: **ACCESSIBILITY RESULTS !**





ToornendPartners  
*Building culture*



THANK YOU !

Jean Hilgersom

[hilgersom@toornend.com](mailto:hilgersom@toornend.com)

+31-6 53936134

ToornendPartners