

**Mary Montagu-Scott – Site Owner / Curator**

**Friday 1<sup>st</sup> March 2013, 11am, John Montague Building, Beaulieu.**

This interview will cover Beaulieu's vision for the Abbey and how they see cultural heritage interpretation as part of this vision.

Questions concerning Beaulieu's perception and knowledge of visitor interaction with cultural heritage and their engagement with heritage artefacts will be asked.

A discussion of the relationship between the stakeholders and the curator will be planned to ascertain the extent of external influences that may exist in the origination of an interpretation project.

#### **Background information:**

1. I would like to start by asking you about your position at Beaulieu with respect to the Abbey? (position)
2. What led you to this position? (education / work)
3. Do you have a special personal interest in this type of work / the abbey? (influence)
4. What or who has influenced your involvement in design / curation?
5. Do you feel that there is sometimes a conflict between your different roles? (owner/stakeholder, designer, curator)

#### **The Vision for the Abbey:**

1. The abbey is the foundation of Beaulieu, when visitors come to Beaulieu, the focus generally appears to be the motor museum and / or palace house. From our previous meetings regarding The Talking Walls application, you mentioned you would like to see the abbey engage more visitors with its heritage - footfall. Would you mind explaining this a little more for the interview?
2. What would be your vision for the Abbey if there were no limiting factors? (such as money / regulations)
3. And with limiting factors?
4. What are your plans for the abbey?
5. In the case of Beaulieu, what do you think is the most important aspect of the abbey to portray in an interpretation? (building/space, people, lifestyle, community or combination of all?)
6. Can you tell me how / what you are planning to achieve this? (visitor research / feedback, interpretation design research, other site examples)
7. How are you planning for visitors to engage and interact with the Abbey with future interpretations?
8. How will you know if the interpretation is successful?

**Process for interpretations:**

1. What is the normal sequence of events for creating new interpretations of/for the Abbey?
2. Can you describe what influences the final concept? ( i.e. stakeholders input, budget considerations)
3. In your experience from previous interpretations, does the finished interpretation follow the original concept / reason for the interpretation?
4. If not, why do you think this is the case? (budget, time?)
5. If yes, do you feel this could be achieved in a better way / differently for a more successful / engaging interpretation?

**Beaulieu Abbey past interpretations:**

1. Have there been many interpretations presented to the public regarding the Abbey?
2. Could you describe the focus in past interpretations of the Abbey? i.e. has there been a specific item / area?
3. How successful has this been in engaging the visitor? (or – do you feel this has been successful in engaging the visitor?)
4. What are the processes for gauging the success of an interpretation at the Abbey?

**The Talking Walls Beaulieu Abbey kiosk interpretation:**

1. I pitched the idea for the TW interpretation to Beaulieu and in the event of gaining funding, we were able to take this forward. Was there a plan for a similar interpretation at the time?
2. And was it from this that we were invited to pitch? i.e. was there a requirement at the time for a multimedia / 3D application?
3. Do you feel the process of me as a designer, working with Susan (curator) worked well from your aspect (as owner/stakeholder/designer/curator)?
4. Were there aspects you would have liked to change in this process?
5. I remember having difficulties with technology, rendering times, and required skillsets to achieve the planned outcome and therefore needing to adapt. Do you remember any influences (external / internal) that may also have changed the initial concept to the final application from the Beaulieu end? i.e. audio tour, stakeholders, budget?
6. Would you mind describing your experience of the final interpretation? i.e. was it an engaging experience?
7. From feedback, discussion and experience, would you consider the interpretation process in this instance, a successful collaboration process between Beaulieu, curator and designer?
8. From feedback and visitor measurements, would you consider the interpretation successful in engaging visitors?

Thank you.