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INFORMATION MANAGEMENT FOR CULTURAL HERITAGE CONSERVATION

Abstract. Management of information on cultural heritage is complex process. Nowadays, question is not if data, information and documents about cultural heritage should be digitized, or even how, due to different methods, techniques and technology for digitization available for different file form and format. When planning any digitalization activity we should be thinking in terms of accessibility and exchange of knowledge and not just information.

Implementing this policy implies management of a variety data and information in different file format (word, dwg, xls, cdr, psd, jpg, tif, pdf etc.), for a variety of purposes, and for a variety of users with different interests, status and privileges. Solution is development of database system that enables flexible and effective usage of information organized and stored in relational structures as a part of internal and or external management system.

This paper will present two projects of the Central Institute for Conservation in Belgrade (CIK) as examples of combination of internal and external management aimed at creating, usage and management of data and information concerning state of cultural heritage toward its conservation. 1. ARTEMIS database for management of conservation documentation in CIK

2. Incident Register for Cultural Heritage in Serbia

Keywords. data, information managment, database, cultural heritage, ARTEMIS, conservation, restoration, incidents.

Introduction

Documentation is essential to all aspects of museums activities¹. It is professional obligation but also necessary element of cultural heritage conservation strategy. Efficient usage of various documents and information require system that provide services tailored to different categories of users (museum staff, experts, researchers, students, general public etc) with different interests, for a variety of purposes (inventory, loan, research, education, presentation etc). It implies the use of database system which enables flexible and effective usage of information organized in pre-determined relational structures. Databases as essential part of information management systems contribute to process of cultural heritage conservation by enabling best usage of documentation.

In accordance with an institutional policy and practice, there are often two levels of information management: internal management of information intended for usage by institutional staff and external management of information that implies sharing information and documents with users outside the institution. Institution for cultural heritage conservation should have at least one system for internal information management in order to facilitate and improve their work. Of course, some of this information are meant for public or professional

¹ <u>http://network.icom.museum/cidoc/home/who-we-are.html</u>

use too, so it would be useful if system for internal management could export selected information to the Internet too.

CIK is an interdisciplinary, educational, scientific, research and conservation centre specialised for cultural heritage conservation. So far CIK information systems projects are development of ARTEMIS database for creating and managing documentation of conservation-restoration treatments of museum objects and creating proposal for development of Incident register database for registration and analyze incidents concerning cultural heritage. Both projects are motivated by assessment that institutions in Serbia don't have adequate documentation systems that include these aspects of cultural heritage conservation.

ARTEMIS database manage conservation documentation, documentation on conservation-restoration actions directly applied to museum objects. It contains reports made by experts that include information about the state of object, results of technical and scientific studies, information about remedial treatment and recommendation for further object conservation. Thus conservation documentation is an essential part of cultural heritage conservation, it contributes to development of conservation science and education of professionals, broadcast museum audience and present one of the foundations for preventive conservation planning of cultural heritage. Also, creating conservation documentation is fundamental responsibility for every professional and institution engage in conservation of cultural heritage.

The Incident Register is a part of CIK projects for application of risk assessments and risk management as essential part of culture heritage conservation strategy. Confronted with lack of research and statistical information needed for argumented and justified risk based decisions and in the process for emergency preparedness, as one of its activities, CIK started project of developing an Incident register for cultural heritage in Serbia. Plan is to realize Incident register project in collaboration with the Mathematical Institute in Belgrade. It was devised following the experience of DICE (Database for Registration of Incidents in Heritage Institutions) developed by Koninklijke Bibliotheek, National Library of The Netherlands in 2006 for the registration of incidents in Dutch heritage institutions at the initiative of Ministry of Education, Culture and Science². The DICE was set up in the framework of an expertise centre on the conservation of cultural heritage for Dutch libraries, museums, archives, monuments, churches, etc. intended for gathering of information and knowledge on safety and security and raising awareness of the importance of focusing on safety and security issues in the organizations. In 2010 the knowledge database was transferred at the National Cultural Heritage Agency in Amersfoort and DICE should have been submitted for revision and added new functionalities through a new version of a database³.

² Theo Vermeulen Sharing Experiences: Establishing an Expertise Centre on the Conservation of Dutch Cultural Heritage, *Liber Quarterly Volume 18, Issue 2*, 2008, <u>http://liber.library.uu.nl/publish/articles/000238/article.pdf</u> (accessed August 2009), Database Incidenten Cultureel Erfgoed <u>http://www.erfgoedincidenten.nl/</u> (accessed May 2012). Another incident database, though restricted was developed in Belgium/Flemish region, related to the ECCE project which dealt with disaster preparedness plans for churches, museums, archives, etc. (Vesna Živković personal communication).

³ Database Incidenten Cultureel Erfgoed <u>http://www.erfgoedincidenten.nl/</u> (accessed May 2012)

ARTEMIS database for management of conservation documentation in CIK as example of internal and external information management system

During 2010 CIK undertook the project of developing ARTEMIS database for internal and external management of conservation documentation that could be used as a prototype of a specialized documentation system for the cultural heritage conservation. ARTEMIS is a phase of CIK's long-term project – development of documentation system for all activities in the field of cultural heritage conservation in Serbia.

ARTEMIS is created in FileMaker Pro database software. FileMaker Pro was selected as cross-platform relational database application for creating easy to use, custom made database applicable for Windows, Mac, and the Web. Due to financial factors, the role of server computer perform two HP computers, one as database server and other as server for photographs, documents and web application.

000			A	urtemis	
ART e MIS	OBJECT CONSER Objects list Object d	AVATION MATREIALS	USERS	KD 009/2010 KD 009/2010a	Admin, 26 Record 5 of 51 Total records: 51
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Entry date Object delivered by Object received by Entry book s.n.	ENTRY Aug 04, 2009 III Nenad Radojcic Maja Zivkovic Year 2008	Entry revers no.	Object exit date Object delivered by Object received by Exit revers no.	EXIT Oct 06, 2010 🗊 Završena konz. 🖂 Maja Žvković Nenad Radojic	
	PODACI O PREDMETU			OBJECT ID	Document ! alt-click = edit title
Institution/owner	Narodni muzej u Beogradu		Type of object	kantaros sa drskama	1 Guberevac plan 1
Collection/ID no.			Measurements		2 Guberevac plan 2
Site info	2005.g, Sonda E, Blok 2B		Materials	vitlo	3 Guberevac plan 3
Site	Kale-Krsevica		Techniques		4 Guverevac plan 4
Object history රං^	Predmet je donet sa arheološkog lokal	teta ×	Inscr. & markings Date or period Autho	IV-III vek pne	
Historical aspect and content රුඋ		*	Subject Title Distinct features		
Note der	Podaci o predmetu su sa 15 razlicitih ar	heoloških cedulja	Description	Kantaros na stopi, konicnog recipijenta sa blago uvucenim obodom, s dve drske. Preciscena glina, dobro pecena keramika, crvene boje, stopa i donji deo unutrasnjosti recipijenta mrko-sive boje	a A v v Print in report
	(new Dossier)	Linked conservation files 1 KD 009/2010 2 KD 009/2010a	keramika srebro	Maja Živković SHOW Maja Živković SHOW	
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Figure 1: Example of data and information division into 4 main units by its content and significance -objects, conservation, materials, users.

ARTEMIS users are conservators in CIK and they access database using Filemaker application and entering personal username and password. There is 3 types of ARTEMIS users with different privileges:

- conservator see every dossier in database, but makes changes only in dossier created from his/her account where he/she is authorized as main conservator;
- guest see every dossier in database but cannot make any changes;
- database administrator see every dossier in database and can make changes and delete any dossier.

Designing ARTEMIS lasted more than 6 months and it is result of an intensive team work and cooperation between database developer and conservators with years of experience in creating and usage of conservation documentation. For conservators in CIK first step in developing ARTEMIS was analyzing structure of data in conservation documentation, their division into groups and defining relationship between groups. In this stage, most important part was applying extensive conservators experience not just in conservation treatments but also in creating and utilizing conservation documentation.



Figure 2: Example of data and information division into groups by its content and significance – recommendation is one of main phases in every conservation-restoration treatment module.

CIK conservators abstract seven main types of data and information:

1. OBJECT IDENTIFICATION – data that unmistakable identify object and describe it trough several categories – type of object, materials and techniques, measurements, inscriptions and markings, distinguishing features, title, subject, date or period, marker⁴.

2. ADMINISTRATION DATA covers data about object owner and CIK as institution where treatment is done - time of object entrance and exit in CIK, names of conservators that perform treatment, CIK dossier number, owner name, objects museum identification number, archaeological site and object history.

3. OBJECT STATE – description of the state object was when brought for treatment.

4. RESULTS OF RESEARCH STUDIES – that determine what conservation actions will be done.

5. REMEDIAL TREATMENT – description of conservation action, used chemical materials and tools.

6. RECOMMENDATIONS for object storage, transport and display after conservation, in order to avoid, reduce or slow down deterioration process in future.

7. USERS DOSSIERS (data on conservators and their performances)

These defined data and information types are divided in four main units: OBJECT (administration data and object identification), CONSERVATION (object condition, results

⁴ Object identification is done according to category defined by Object ID, an international standard for describing art, antiques and antiquities - <u>http://archives.icom.museum/object-id/publications.html</u>

of research studies, remedial treatment, recommendations); MATERIALS (list of chemical substances and tools used for treatment); USERS (data about the conservators who are using ARTEMIS).

Second step in developing ARTEMIS was defining priorities and functions of the system. A primary requirement for a digital documentation system is the capacity to manage all the information generated before, during and after conservation treatment. Also, there are two features of conservation treatment that defined database functions – reports are usually created after conservation treatment that can last from several days to several months and conservation treatment, phases, studies, methods, tools, chemical substances even treatment duration, varies according to the type of materials objects are made of.

At the beginning CIK conservators gave software developer four features of database: it should be easy to use; database content should be easy to search, screens and reports must be visible and the possibility for error should be reduced.

EASY TO USE - for conservator, easy to use database meant adapting objects dossiers and data entry process to the conservation-restoration treatment. Kipping this in mind, data input in ARTEMIS is done in accordance with the type and specificity of conservation treatments of different materials. Because conservation treatment varies by the type of materials objects are made of, ARTEMIS has 5 different structures of conservation reports, so-called modules, with specific information organization:

- one module for ceramic, porcelain, amber, glass (due to similarity between treatment actions and phases),
- module for metal,
- module for mosaic,
- module for textile
- module for modern and contemporary paintings.

Module activation is automatically – when opening object dossier, conservator has to choose type of material that object is made of and this step results with activation of adequate module.

Also, text entry process itself is simplified and easy to do. User insert text in fields without length limitation and all the time, in every phase, objects photographs and additional documents like research results, official documents etc (in electronic format) are available to see and read. All this aims to facilitate the process of data input and creation of conservation report.

EASY TO SEARCH - one of the major disadvantages of hard copy documentation is difficult themes search because search results could depends on personal knowledge what conservation file contain inquired data or which person is acquainted with it. This is problem when it comes to using old documentation. Experience with difficulties in usage of old conservation documentation was the reason why conservators asked for very broad search of the ARTEMIS content. A query can be a single word and search results are generally presented in a list of dossiers that contain that word. To easy further search, this list can be filtered by categories treatment phase, material, type of object and year.

REPORT AND INTERFACE VISIBILITY - as institution without its own collections, CIK is required to deliver elaborate conservation reports to museums or other objects owners. ARTEMIS generates conservation report in two formats – PDF and HTML. Information are divided in main groups – administration data, object identification, object state, results of research studies, remedial treatment and recommendations for object storage, transport and display. All main groups, but also pre-determined subgroups (for example technical analyses of textile within object state group), and other subtitle in text are distinguished and emphasized as bold headlines in order to introduce reader into the content of the report. Visibility is also required for database interface in order to simplify process of data entry so ARTEMIS has separate field for text, photographs and attached documents input, list of used chemical substances and tools, notes etc.

ART e	OBJECT	CONSERVATION	MATERIALS	USERS	KD 003/2010 mozaik		Admin, 41
MIS	Treatment list	Phases	Photos	Web display	mozaik	Record 1 of 50	print PDF
srvator responsible Maja	Franković	conservat	or		conservation start 07.03.2005	×	2
Condition	Treatement	Completi	on Recom	mendations			
Мо	saic info		Base condition		Tessellatum condition	Photo 📃 No.	phase print
	DE	ETERIORATION EFFEC	rs		ALTERATION		
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tor re er con	sponsible Maja Ž	Živković	conservato	Maja Živkov	vić	cor	servation start	15.03 15.08	8.2011 8.2011		× aceton	princ
C	ondition	Treatment	Completio	on Re	comme	ndations						
	C	CLEANING		CONS	OLIDAT	ION		AD	DHESIO	1	RESTAURATION	1
÷	Treatement title	e / description		1 E	÷	Materials used	dty	m.u.	8	Photo 📃 No.	phase	print
1	Mehaničko čišćen	nie		×	1	Destilovana voda	10	1	×	1	2 čišćenje	
	Skidanje papirnih	n traka koji je bio spojen	predmet na terenu.		2	Alkohol	5	ml	×			
	Mehanicko ciscen	nje drvenim stapicima i o	cetkicama od nalaga zem	lje i	3	Aceton	5	ml	×			
60	organiskig husioge	u.			4	Papirna vata	15	list	×			
2	Decalinizacija			×	5	Štapići za uši (sa namotajima	30	kom	×			
801	Čišćenje keramiko keramici se na po su izvrseni testov pobelela.	e destilovanom vodom. ojedinim fragmentima p vi sa alkoholom i acetono	Tokom čišćenja i na vlaž ojavile bele mrlje. Na ma om- keramika je intenziv	noj loj površini nije	7	Drveni štapići Dental vosak - pločice - Galen	ika 5	kom	×			
3	Čišćenje hemijski	im sredstvima		×								
801	Čišćenje lepka od	d papirne trake pomocu	tampona natopljenih ace	tonom.								
4	Korišćene alatke			×						-		
	Drveni štapići, tvr Konduktometar.	rđe i mekše četkice, štaj	pići sa namotajima vate.		Interr	al comment - not printed			Ţ			
°				×	desal	inizacija keramike						
8												*

Figures 3 and 4: Example of two different modules in database, for mosaic and ceramic, with specific categories for data entry, adjusted to the specificity of conservation treatment of these materials.

Rezultat pretraživanja	\bigcirc	00	00								Artemis					
SEARCH RESULTS	ſ	K	A e	RT	PREDMET	KONZER	RVACIJA	MATERIJA	u	KORISNIC	I	KD 009/2010 keramika			Admin, 52	-
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Figure 5: Search function in database.

ERROR REDUCTION - first step was defining frequent errors that occur in data entry: loss of information as a result of creating report at the end of the treatment that lasted for months and entering wrong name of chemical product. We aimed to assist the users by developing five modules to lead the process of editing conservation notes taken during the treatment to coherent report.

Reduction of errors concerning correct name of chemical substances used in the treatment, or input incorrect substance in a report is done by restriction. One of the main database units is Materials, where heads of conservation departments creates a list of conservation tools and chemical substances generic names, with short description if necessary. This list cannot be edited by any conservator while creating a report and he/she can only abstract substances already listed. This table is separated from the field for the text entry in database interface as well as in printed report, due to the conservators' common conclusion that this information is important for every database and report user, and needs to be prominent.

Incident register for cultural heritage in Serbia as example of external management system

Incident register is example of external information management system because it aims to present its content to general public and authorized users. It will record and track incidents related to movable and immovable cultural heritage, as well as staff and visitors in the cultural heritage institutions and sites. It will enable conservation professionals to identify causes and effects of incidents and to analyze existing safety procedures by processing data important for understanding and management of risks to staff, visitors and cultural heritage. The application Incident register should enable registration and tracking of the incidents in the institution for the conservation of cultural heritage and statistical analysis of data in order to identify the most common incident causes and consequences, to understand the level of efficiency of existing control measures and procedures. The Incident register should also provide data for understanding and prevention of risk for the staff and visitors and for the cultural heritage. One of the objectives of the development of the Incident register is raising awareness of the staff employed in the cultural heritage institutions about the risks to which cultural heritage and themselves are exposed. Regular entering of incident data, as well as data analysis to

establish incidents mechanisms and cause and effects patterns should lead to rethinking of actions to undertake for risk treatment.

ART OBJEC	T CONSERVATION MA	ATERIALS USERS		Admi
TER	×			
Material generic name	Origin (manufacture	er) Description		
Acetone			×	
Aerosil	Degussa AG	punilac	×	
3 Aerosil R805			×	
4 Akrilna boja	Golden		×	
5 Akrilna boja	Liquitex		×	
5 Akrilna emulzija	Silakril		×	
7 Akrilna podloga	Kraft		×	
8 Akvarel boje			×	
9 Alchocol			×	
0 Alkoholno sirće			×	
1 Ameriken platno			×	
2 Araldite 2020		epoksi smola	×	
3 Araldite rapid		epoksi smola	×	
4 Beli Špiritus			×	
5 benzalkonijum hlorid 5%		fungicid	×	
6 Benzotriazol			×	
7 Beva 371			×	
8 Beva film			×	
9 Četke			×	
0 Ceulozno nitratni (HMG)		celulozno nitratni lepak	×	
1 Cijanoakrilat (super lepak)			×	
2 Crystacal R			×	
3 DBS pasta		Neutralni deterdžent	×	
4 Demineralizovana voda			×	
5 Dental vosak - pločice	Galenika		×	
6 Destilovana voda			×	
7 Dihlormetan			x	

Figure 6: List of conservation tools and chemical substances. These data, due to its significance for conservation documentation and future conservation treatments, are one of 4 main data groups in Artemis. Also, this list is pre-determined for users in the process of creation of conservation reports, as a part of effort to reduce errors in conservation documentation.

Incident register will be developed as web application for collecting and processing of incident data in order to facilitate its utilization. The web application would consists of three parts, one open to the general public and the other two, intended for data entering, querying and reporting, for authorized representatives of institution. All the entered data will be treated as confidential.

Public content will consist of basic information on the Incident register, its purpose and uses, information on published incidents, on risk management, emergency preparedness, working safety precautions. Public pages will also contain field for institutional registration and login, list of registered institutions and cultural heritage items, results of analyzed data, case studies, etc.

Private content opened for registered users only should enable users to enter data on cultural heritage, both movable and immovable, museum, archive or library building, site or monument, including information on existing preventive conservation or/and emergency control measures and on incident. Information on incidents should include data on time when incident happened, what was the cause of the incident, type of incident and the consequences. Storaged data are compared and analyzed to produce a general report for the public content on number of incidents, damages registered on cultural heritage and injured or exposed persons.

Furthermore the registered users will have an option for query and access to more detailed information on the incidents, as well as levels of control in the cultural heritage institutions, i.e. hazards, place of the incident, existing measures of control, damage descriptions, costs and public services interventions.

Application should enable upload of photographic and other documentation at all the levels of the application and provide help for data entering and processing.

The main aim of the development of such an application is to encourage and facilitate communication between employees from cultural heritage institutions regarding incident and risk management and allow exchange of information on experiences related to incidents. Processing incidents data could offer new prospects for improvement of conservation of cultural heritage, on one side, and improvement of working conditions in the institution for the conservation of cultural heritage, on the other side. Information provided should be useful for decision makers in the field of risk management, having in mind that automated data processing will enable the access to the data related to the frequency of specific risks.

Publishing the Incident register on the Internet represents the fastest and the most efficient way for communication between professionals since its use does not require special equipment, except computer with an access to the Internet.

Central Institute for Conservation, started the project of developing an Incident register for cultural heritage in Serbia, with intention to expand it as regional program. It is planned that development of Incident register becomes a base for capacity building in the areas of risk management and emergency management and integration of these fields in the area of cultural heritage conservation in Serbia and further in the region of South East Europe. Another important aspect of the project would be to bridge the actual practices in emergency management at the state and regional level and what are the established practices in emergency management in the field of conservation of the cultural heritage.

Discussion

Development of ARTEMIS is the first phase in creating internal and external information system. As results of intesive usage in past year, some modification of moduls and report files are ongoing. Also, we plan to creat new moduls (for wood, stone, paper) in accordance with the organization of new conservation laboratories in CIK.

What is a next step in developing ARTEMIS as external management system? Conservation dossiers are now available only to CIK staff at intranet, but it's planned to enable exporting edited conservation report to CIK web site for usage by colleagues and public, with owner's permission. Cik planes to develop documentation system for all activities in the field of cultural heritage conservation and create space where conservators from Serbia could be informed about different treatments in native language.

In general, management of conservation documentation for external, public, use is next step in the development of conservation profession. Integrative approach to the cultural heritage conservation has contributed to the change in institutional parctice and now information on conservation treatments becomes more available to the general public, as well as information on the history, authors, values, or techniques of some works of art. Conservation documentation of various institutions is increasingly becoming available over the internet, which contributes to experts education and practice of sharing experiences and, thus, promoting the conservation profession.

Good examples are projects funded by Andrew W. Mellon Foundation:

1. Raphael Research Resource project - study of Raphael paintings that covers history and provenance as well as the materials and techniques used in their making. Initially the project was based on the extensive studies of the ten paintings by Raphael in the National Gallery collection, but it has now been developed to hold information provided by a growing number of other institutions and collaborators⁵.

- 2. The Cranach Digital Archive project, still in its pilot phase, is an interdisciplinary collaborative research resource, providing access to art historical, technical and conservation information on paintings by Lucas Cranach (1472-1553)⁶.
- 3. The Rembrandt Database, a multi-lingual online research resource capable of integrating conservation, technical and art historical documentation on paintings by or

(formerly) attributed to Rembrandt from different museums and international institutions⁷. Conservation documentation for all collections is also available at web page of British museum⁸.

Function of external management system is in general defined by types of information and users. Every institution decides what information should be retained according to internal policy and past experience. Also, in deciding what information should be shared and what methods of sharing could be used, institutions are also thinking about potential users and interested parties. There are several groups of recipients and their interests are guite different: conservators, curators, scientists, art historians/ archaeologists/ anthropologists, conservation students, general public etc. Some experience shows that general public doesn't have great interest for the technical information about conservation treatment. On the other hand, professionals more often request the access to technical studies of the material than to the conservation documentation. Also, it is comen conclusion of experts and institutions that some information should be restricted for non-institutional and non-professional users due to the possibility of misuse or endangering the cultural heritage object. For example old conservation dossiers should be kept retained due to the nature of applied conservation treatment and methods that are now considered incorrect and not according to the standards; there is a possibility that untrained person could misinterpret conservation file and perform treatment described in some report with adverse consequence. Also information about object owner, museum donor or its value could lead to theft⁹.

These experiences will be taken in account while implementing next phase of ARTEMIS development. Exporting conservation reports to CIK web site is still in planning phase due to financial reasons but also to lack of conservators support to some degree because reports exported on internet have to be representative and coherent and that require more time for its creating and editing.

Unlike the ARTEMIS project, the Incident Register stays at the level of the initiative due to lack of the financing for the development of the database software and the website. However, following the Dutch experience it could be expected that the same issues will arise if and when the Incident register project is realised. The main issue was the limited number of registred users and incidents despite the educational workshops and promotion of the project and presumably due to difficulty to disclose sensitive information and admit responsability in

http://mac.mellon.org/issues-in-conservation-documentation/2006_new_york_dossier.pdf; http://mac.mellon.org/issues-in-conservation-documentation/2007_london_dossier.pdf

⁵ Raphael Research Resource project, The National Gallery,

http://cima.ng-london.org.uk/documentation/index.php

⁶Cranach Digital Archive project, <u>http://www.lucascranach.org/aboutus_en.html</u>

⁷ The Rembrandt Database, Netherlands Institute for Art History, <u>http://english.rkd.nl/Projecten/the-rembrandt-database-mellon-project</u>

⁸<u>http://www.britishmuseum.org</u>

⁹ these are some conclusions from two meetings of conservators, scientific researchers and other museum professionals, organized by Andrew W. Mellon Foundation in Metropolitan Museum of Art in New York on April 27th 2006 and again in British Museum on May 25th 2007, on subject of conservation documentation "Issues in Conservation Documentation: Digital Formats, Institutional priorities and Public Access".

certain cases. Additionally, due to the specificities of the region some other implications might be expected in the use of the Incident Register, such as lack of interest at the level of the institutions for the subject, lack of knowledge about the importance of the topic and information on incidents, safety and security ("it never happened to us") and lack of computer use savvy personel. To avoid this or at least to achieve certain level of the comfort for the future users it is necessary, besides raising awareness about the risk and disaster risk management and importance of incidents registration through workshops, to have strong support from the central heritage institutions and Ministry of culture, as well as to include in the project's further development national organisations for emergency management.

Conclusion

Experts in CIK agreeds that one of the main task of every information managment system is not to manage data and information but to enable creating specific knowladge and its usage by promotion and distribution because knowladge management is essentialnt part of comprehensive process of cultural heritage conservation.

ARTEMIS project is presented in this paper as interesting example of the process of creating and development of internal management system for specific museum documentation but its efficiency needs to be confirmed in time. It should contribute to establishing new procedures in creating conservation documentation in institution for cultural heritage conservation by presentation of one of possible way to organize these information. Our goal is also to initiate and encourage distribution of conservation dossiers because sharing conservation documentation trough internet is quickest and easiest way for professionals to learn, improve and communicate.

The Incident Register project, if realized and actively used, would enable clear and effective communication of information related to risk and emergency management in the heritage field and outside of it and represent a knowledge base for the furthering of this aspect of cultural heritage conservation.

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