

YASAR UNIVERSITY
INSTITUTE OF SOCIAL SCIENCES
MASTER IN TOURISM MANAGEMENT
MASTER THESIS

THE ASSESMENT OF MUSEUMS IN IZMIR IN REGARDS TO ACCESSIBILITY

Ugur Can IMECE

Advisor

Assoc. Prof. Gökçe Özdemir

Izmir, 2015

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T. C.
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SOSYAL BİLİMLER ENSTİTÜSÜ
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Dünya Sağlık Örgütüne göre engelliler büyüyen nüfuslarıyla dünyanın en büyük azınlıklarıdır. Savaşlar, Trafik kazaları, doğal afetler, yaşlanma ve kronik hastalıklar gibi nedenler ile sayıları artmaktadır. Özellikle son yıllarda, sosyal devlet olma yolunda hükümetler tarafından verilen desteklerin artmasıyla engelliler düzenli ve iyi bir gelire sahipler. Harcanabilir gelirin bu artışıyla, engelliler seyahat etmeyi istediler. Bu durum, dünyada Ulaşılabilir Turizm denilen yeni ve büyük bir pazarın ortaya çıkmasına neden oldu. Ulaşılabilirlik, destinasyonların, engelli turistleri çekebilmek için daha fazla ilgilenmeleri gereken en önemli konudur. Müzeler de ulaşılabilir olması gereken çekim merkezlerindedir. Bu çalışmanın amacı, İzmir'in, turistler için çekim merkezi olan bazı müzelerini, Engelli Amerikalılar Hareketi ve Türk Standardları Enstitüsü'nden alınan kriterler ile ulaşılabilirlik açısından değerlendirmektir. Bulgular, ulaşılabilirlik açısından müzelerde birçok fiziksel eksikliğin ve yeniden yapılanmanın gerekliliğinin var olduğunu göstermiştir.

Anahtar Kelimeler: Ulaşılabilir Turizm, Ulaşılabilirlik, Engelsiz Müzeler, Engelsiz Destinasyonlar

ABSTRACT

Master Thesis

THE ASSESMENT OF MUSEUMS IN IZMIR IN REGARDS TO ACCESSIBILITY

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**Yasar University
Institute of Social Sciences
Master in Tourism Management**

Disabled people are the biggest minority with its growing population of the world according to World Health Organization. The number of them has been increasing with the reasons of wars, traffic accidents, natural disasters, aging and chronic illnesses. Especially in last years, disabled people have regular and good amount of income with increasing of the supports given by governments on the road of being social state. With this increasing disposable income, disabled people have desired to travel. That situation caused to emerge a new and huge market which is named Accessible Tourism in all over the world. Accessibility is the most important issue that the destinations need to be care most about it to able to attract disabled tourists. Museums are also the attraction centers that have to be accessible. The aim of this study is to evaluate some museums which are the attraction centers for tourists in Izmir in regards to accessibility with criteria taken by Turkish Standards Institute and Americans with Disability Act Guidelines for Accessibility. Findings showed that there are losts of physical deficiencies and renovations need to be done in museums in regards to accessibility.

Keywords: Accessible Tourism, Accessibility, Barrier Free Museums, Barrier Free Destinations

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ABBREVIATIONS

ADA	Americans with Disabilities Act
EC	European Commission
EDE	European Destination of Excellence
EFC	European Foundation Centre
ENAT	European Network for Accessible Tourism
ICOM	International Council of Museums
IDA	Invisible Disabilities Association
IYDP	International Year of Disabled Persons
JHU	John Hopkins University
MCT	Ministry of Culture and Tourism
TDA	Turkish Disability Act
TSI	Turkish Statistical Institute
TSE	Turkish Standards Institute
UN	United Nations
UNEFF	The United Nations Enable Film Festival
WHO	World Health Organization

INTRODUCTION

Disabled people are the biggest minority with its growing population of the world according to World Health Organization. The number of them has been increasing with the reasons of wars, traffic accidents, natural disasters, aging and chronic illnesses. Especially in last years, disabled people have regular and good amount of income with increasing of the support given by governments on the road of being social state. Governments have started to care more about life standards of disabled citizens. With this increasing disposable income, disabled people have desired to travel. That situation caused to emerge a new and huge market in all over the world. They are more than one billion, they have disposable income and they desire to travel and take part in tourism action. These realities are telling us that they are the biggest special potential group of tourists. This is how much they are significance for the tourism industry.

The only thing they want the destination, where they desire to go, is being accessible in all the process of tourism activity. They look for accessibility in the process of transfer, transportation, accommodation, vacations during their travels. Destinations which have accessibility on these subjects are the candidates to get a slice from this huge cake. Destinations which are accessible are very few. There are some regulations and renovations that need to be done in those destinations and in buildings which are attraction centers in those destinations. Museums are the most attractive centers in a destination for the tourists who want to know about the culture and the history of the destination. So in this scope, museums should be accessible in all parts of them for the tourists who are disabled.

The aim of this study is to evaluate some museums which are the attraction centers for tourists in Izmir. In this sense, twelve museums in Izmir have been chosen to assess in regards to accessibility with the criteria. The criteria page has been composed by taking some basic measurements from the documents taken from Americans with Disabilities Act and Turkish Standards Institute. In this page there are criteria about the parking area of the complex, entrance of the building, stairs, ramps, information desks, elevators and toilets rooms. In the light of this criteria page, museums has been observed and taken notes. Results and the criteria have been compared and had conclusions about whether the results are satisfied or not.

CHAPTER ONE

DISABILITY AND ACCESSIBLE TOURISM

Disability is not a choice that people can control. Nobody would like to be disabled however; because of any reason one may be a disabled person anyone in any part of his life. Then one has to accept and get used to live with his impairment or impairments from then on. After he get used to live his impairment, he continues his life as if he does not have any impairment. He wants to work, make money, have relax, join in the activities, travel, visit different places, that is he wants to join the tourism activity as much as his impairment let him able to do that. If he can not see, he may touch and listen, if he can not hear, he may see and touch, if he can not walk, he may go anywhere by using wheelchair etc. He may access everything in any way. Everthing may become accessible for those people who are disabled. In tourism activities, transfer, transportation, accommodation, having food and beverage services, sightseeing etc. may become accessible. When all of them are accessible then there is no reason not to join the tourism activity for those people who have any impairment. Accessible Tourism makes all people even if they are disabled or not join the tourism activities and be equal while they are having these activities.

1.1. DISABILITY

According to the World Health Organization; “Disabilities is an umbrella term, covering impairments, activity limitations, and participation restrictions. Impairment is a problem in body function or structure; an activity limitation is a difficulty encountered by an individual in executing a task or action; while a participation restriction is a problem experienced by an individual in involvement in life situations. Disability is thus not just a health problem. It is a complex phenomenon, reflecting the interaction between features of a person’s body and features of the society in which he or she lives.”(WHO, 2012).

Americans with Disabilities Act defined disability as “a physical or mental impairment that substantially limits one or more major life activities of such individual, a record of such an impairment or being regarded as having such an impairment.”(ADA, 2009). According to the UK Disability Discrimination Act, a disabled person is “someone who has a physical or mental impairment that has a substantial and long term adverse effect on his/her ability to carry out normal day-to-day activities” (DDA, 1996).

The Turkish Disability Act which is institution of the government defines "disabled" as a "person who has difficulties in adapting to the social life and in meeting daily needs due to the loss of physical, mental, psychological, sensory and social capabilities at various levels by birth or by any reason thereafter and who therefore need protection, care, rehabilitation, consultancy and support services."(TDA, 2005).

Ian Langtree mentions disability in regards to disability models. He defines disability with eleven models in his study named “Disabled World”. Those are medical, social, expert or professional, tragedy and charity, moral, legitimacy, empowering, social adapted, economic, market and spectrum model (Langtree, 2014). Officially, there are many ways of defining what a disability is, although the two most commonly used models used for deriving the definitions are known as the 'medical model' and the 'social model' (John, 2009). The medical model is presented as viewing disability as a problem of the person, directly caused by disease, trauma, or other health condition which therefore requires sustained medical care provided in the form of individual treatment by professionals. The social model of disability sees the issue of "disability" as a socially created problem and a matter of the full integration of individuals into society. In this model, disability is not an attribute of an individual, but rather a complex collection of conditions, many of which are created by the social environment (Langtree, 2014).

1.1.1. Disability in the World

Over a billion people are estimated to live with some form of disability. This corresponds to about 15% of the world's population. Between 110 million (2.2%) and 190 million (3.8%) people 15 years and older have significant difficulties in functioning. Furthermore, the rates of disability are increasing in part due to ageing populations and an increase in chronic health conditions (WHO, 2013).

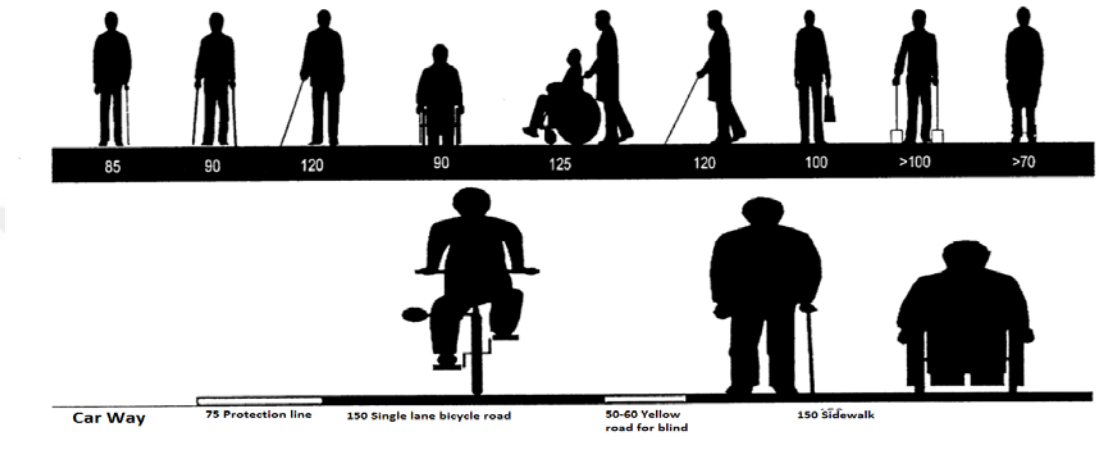


Figure 1: General Measurements (cm) (TS 9111 4.3.3.)

Across the world, people with disabilities have poorer health outcomes, lower education achievements, less economic participation and higher rates of poverty than people without disabilities. This is partly because people with disabilities experience barriers in accessing services that many of us have long taken for granted, including health, education, employment, and transport as well as information. These difficulties are exacerbated in less advantaged communities (Chan and Zoellick, 2011)

The annual observance of the International Day of Disabled Persons (3th December) was proclaimed in 1992 by the United Nations General Assembly resolution 47/3. The observance of the Day aims to promote an understanding of disability issues and mobilize support for the dignity, rights and well-being of persons with disabilities. It also seeks to increase awareness of gains to be derived from the integration of persons with disabilities in every aspect of political, social,

economic and cultural life. Since 2009, the Department of Economic and Social Affairs organizes a film festival as a part of the events at UN Headquarters to commemorate the Day. The United Nations Enable Film Festival (UNEFF) includes short disability-related films selected on the basis of their content and message that can help raise awareness of disability issues and further promote the full and effective participation of persons with disabilities in society. Themes are decided as “Break Barriers, Open Doors: for an inclusive society and development for all” in 2013, “Removing barriers to create an inclusive and accessible society for all” in 2012 and “Together for a better world for all: Including persons with disabilities in development” in 2011 (UN, 2014).

In 1976, the General Assembly proclaimed 1981 as the International Year of Disabled Persons (IYDP, General Assembly resolution 31/123). It called for a plan of action at the national, regional and international levels, with an emphasis on equalization of opportunities, rehabilitation and prevention of disabilities. The theme of IYDP was "full participation and equality", defined as the right of persons with disabilities to take part fully in the life and development of their societies, enjoy living conditions equal to those of other citizens, and have an equal share in improved conditions resulting from socio-economic development. Other objectives of the Year included: increasing public awareness; understanding and acceptance of persons who are disabled; and encouraging persons with disabilities to form organizations through which they can express their views and promote action to improve their situation. A major lesson of the Year was that the image of persons with disabilities depends to an important extent on social attitudes; these were a major barrier to the realization of the goal of full participation and equality in society by persons with disabilities (UN, 2003).

1.1.2. Disability in Turkey

According to Turkey Disability Survey (SSI, 2002), there are 8,5 million people who are disabled and this corresponds to about 12,29% of the population of Turkey. Turkish Statistical Institute did a survey on problems and expectations of disabled people in 2010. 280 014 disabled individuals, recorded in the National Disabled People

Database created by General Directorate of Services for Disabled Persons and Elderly, are covered that they have got a health report about type of disability and being disabled at least 20 percent and they have lived in households inside borders of Republic of Turkey(TSI, 2010). According to this survey (TSI, 2010), 29,2% of them has intellectual disability, 25,6% of them has chronic illness, 18% of them has multiple disability, 8,8% of them has orthopedic disability, 8,4 of them has visual disability, 5,9 of them has hearing disability, 3,9 of them has mental and emotional disability and 0,2 of them has language and speech disability. 58,6% of them is male whereas 41,4% of them is female.

1.1.3. Types of Disability

Buhalis and Darcy explains disability (2011), by looking specifically at people with impairments as well as the elderly population with seven clusters. They are mobility, blind or vision impaired, deaf or hearing impaired, speech, cognitive (mental health, intellectually, learning), hidden and elderly, seniors and boomers.

Mobility: Some mobility impairments are caused by conditions present at birth while others are the result of illness or physical injury.

Mobility Types Caused by Spinal Cord Injury: Injuries to the spinal cord cause different types of mobility impairments, depending on the areas of the spine affected. Quadriplegia refers to the loss of function to arms, legs, and trunk. People with quadriplegia have limited or no use of their arms and hands and often use motorized wheelchairs. Paraplegia refers to the loss of function to the lower extremities and the lower trunk. People with paraplegia typically use a manual wheelchair and have full movement of arms and hands. Below are brief descriptions of other causes of mobility impairments (University of Illinois, 2014).

- *Amputation* is the removal of one or more limbs, sometimes caused by trauma, malignancies or other conditions.
- *Arthritis* is the inflammation of the body's joints, causing pain, swelling and difficulty with mobility.

- *Back disorders* can limit someone's ability to sit, stand, walk, bend, or carry objects. They include, but are not limited to, degenerative disk disease, scoliosis, and herniated disks.
- *Cerebral palsy* is the result of damage to the brain prior to or shortly after birth. It can prevent or inhibit walking, and cause a lack of muscle coordination, spasms, and speech difficulty.
- *Neuromuscular disorders* include a variety of conditions, such as muscular dystrophy, multiple sclerosis, and ataxia, which result in degeneration and atrophy of muscle or nerve tissues.
- *Fibromyalgia* is a form of "soft tissue" or muscular rheumatism causing constant pain in muscles and ligaments. Inactivity, depression, anxiety, chronic fatigue and sleep loss are common.

Blind or vision impaired: According to the World Health Organization, there are 4 levels of visual function, according to the International Classification of Diseases. They are; normal vision, moderate visual impairment, severe visual impairment and blindness.

World Health Organization stated that “285 million people are estimated to be visually impaired worldwide, 39 million are blind and 246 have low vision. About 90% of the world's visually impaired live in low-income settings. 82% of people living with blindness are aged 50 and above. Globally, uncorrected refractive errors are the main cause of moderate and severe visual impairment; cataracts remain the leading cause of blindness in middle- and low-income countries.”(WHO, 2014).

Deaf or hearing impaired: World Health Organization defined “Hearing loss and deafness” as “being not able to hear as well as someone with normal hearing – hearing thresholds of 25dB or better in both ears – is said to have hearing loss. Hearing loss may be mild, moderate, severe or profound. It can affect one ear or both ears, and leads to difficulty in hearing conversational speech or loud sounds. Hard of hearing’ refers to people with hearing loss ranging from mild to severe. They usually communicate through spoken language and can benefit from hearing aids, captioning and assistive listening devices.” According to data provided by World Health Organization “over 5% of the world’s population – 360 million people – has

disabling hearing loss (328 million adults and 32 million children). Disabling hearing loss refers to hearing loss greater than 40dB in the better hearing ear in adults and a hearing loss greater than 30dB in the better hearing ear in children. The majority of these people live in low- and middle-income countries.”(WHO, 2014).

Speech: Office of Student Disability Services at Johns Hopkins University noticed that “speech and language disabilities may result from hearing loss, cerebral palsy, learning disabilities, and/or physical conditions. There may be a range of difficulties from problems with articulation or voice strength to complete absence of voice. Included are difficulties in projection, fluency problems, such as stuttering and stammering, and in articulating particular words or terms.” (JHU, 2014).

Cognitive (mental health, intellectually, learning): Cognitive impairment is when a person has trouble remembering, learning new things, concentrating, or making decisions that affect their everyday life. Cognitive impairment ranges from mild to severe. With mild impairment, people may begin to notice changes in cognitive functions, but still be able to do their everyday activities. Severe levels of impairment can lead to losing the ability to understand the meaning or importance of something and the ability to talk or write, resulting in the inability to live independently (Anonym, 2011).

Hidden: Invisible disabilities are such symptoms as debilitating fatigue, pain, cognitive dysfunctions and mental disorders, as well as hearing and eyesight impairments and more. There are thousands of illnesses, disorders, diseases, dysfunctions, birth defects, impairments and injuries that can be debilitating. Therefore, all conditions that are debilitating are included when we talk about invisible disabilities (IDA, 2014).

Elderly, seniors and boomers: Most developed world countries have accepted the chronological age of 65 years as a definition of 'elderly' or older person, but the UN agreed cutoff is 60+ years to refer to the older population (WHO, 2014)

The ageing process is of course a biological reality which has its own dynamic, largely beyond human control. However, it is also subject to the constructions by which each society makes sense of old age. In the developed

world, chronological time plays a paramount role. The age of 60 or 65, roughly equivalent to retirement ages in most developed countries is said to be the beginning of old age. In many parts of the developing world, chronological time has little or no importance in the meaning of old age. Other socially constructed meanings of age are more significant such as the roles assigned to older people; in some cases it is the loss of roles accompanying physical decline which is significant in defining old age. Thus, in contrast to the chronological milestones which mark life stages in the developed world, old age in many developing countries is seen to begin at the point when active contribution is no longer possible (Gorman, 1999).

According to the Turkish Standards Institute, people with disabilities are divided into four. (TS 9111 3.1).

1. Orthopedically Handicapped (TS 9111 3.1.1.)

- People who have difficulty about walking,
- People who use wheelchairs,
- People who cannot use their arms and/or legs.

2. Visually impaired (TS 9111 3.1.2.)

- People who have low vision.
- People who are blind,

3. Hearing impaired (TS 9111 3.1.3.)

- People who have hearing loss
- People who are deaf

4. Mentally Handicapped (TS 9111 3.1.4.)

According to Turkish Disability Act (2005), disabled people have been separated into 2. They are persons with mild disability and persons with severe disability. Person with mild disability is the person who is defined as slightly disabled. Person with severe disability is the person who is defined as substantially

disabled. Substantially disabled people are care dependant disabled person. They are the persons who are so impaired that he/she cannot maintain his/her life without the assistance and care of others because he/she is not able to substantially perform the habitual and repetitive requirements of the daily life.

1.2.ACCESSIBILITY and E-ACCESSIBILITY

According to Jacqueline Westcott, access is not just about wheelchairs. Accessibility refers to how easy it is for everybody to approach, enter and use buildings, outdoor areas and other facilities, independently, without the need for special arrangements. Providing information on accessibility and improving access benefits a wide range of people who want to travel, but who may find it difficult (Westcott,2004). There are many kinds of barriers. Some are visible, many are invisible.

Table 1: Barriers To Accessibility

Type of barriers	Examples
Attitudinal barriers are those that discriminate against people with disabilities.	<ul style="list-style-type: none"> • thinking that people with disabilities are inferior • assuming that a person who has a speech impairment can't understand you
Information or communications barriers happen when a person can't easily understand information.	<ul style="list-style-type: none"> • print is too small to read • websites that can't be accessed by people who are not able to use a mouse • signs that are not clear or easily understood.
Technology barriers occur when a technology can't be modified to support various assistive devices.	<ul style="list-style-type: none"> • a website that doesn't support screen-reading software
Organizational barriers are an organization's policies, practices or procedures that discriminate against people with disabilities.	<ul style="list-style-type: none"> • a hiring process that is not open to people with disabilities

<p>Architectural and physical barriers are features of buildings or spaces that cause problems for people with disabilities.</p>	<ul style="list-style-type: none"> • hallways and doorways that are too narrow for a person using a wheelchair, electric scooter or walker • counters that are too high for a person of short stature • poor lighting for people with low vision • doorknobs that are difficult for people with arthritis to grasp • parking spaces that are too narrow for a driver who uses a wheelchair • telephones that are not equipped with telecommunications devices for people who are deaf, deafened or hard of hearing
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http://www.mcass.gov.on.ca/en/mcass/programs/accessibility/understanding_accessibility/understanding_barriers.aspx

E-Accessibility: Electronic accessibility, or E-Accessibility, refers to the ease of use of information and communication technologies (ICTs), such as the Internet, by people with disabilities. Web sites need to be developed so that disabled users can access the information. For example:

- for people who are blind, web sites need to be able to be interpreted by programmes which read text aloud and describe any visual images;
- for people who have low vision, web pages need adjustable sized fonts and sharply contrasting colours; and
- for people who are deaf or hard of hearing, audio content should be accompanied by text versions of the dialogue. Sign language video can also help make audio content more accessible (WHO, 2013)

1.3. ACCESSIBLE TOURISM

All people have desire to travel and stay in places outside their usual environment for leisure, business or other purposes. All people have rights to join the tourism activity with their disposable incomes. So they determine how much their travel is quality according to their budget. Disabled people also have rights to travel and join the tourism activities according to their disposable incomes. All over the world especially in last 20 years, disabled people have regular and good amount of income with increasing the awareness of equality with the other people who do not have any impairments. Governments have been paid attention about disabled people's life standards. Disabled people have desire to travel for the different kinds of reasons like the other people and they have disposable income. That situation has created a new and huge market in all over the world. The reality of that there are more than one billion people who are disabled in the world according to the WHO, supports this situation. They are more than one billion, they have disposable income and they desire to travel and take part in tourism action. These realities are telling us that they are the biggest special potential group of tourists for the tourism industry. This is how much they are significance for the tourism industry. The only thing they want the destination where they desire to have is being accessible in all the process of tourism activity. They look for accessibility in the process of transfer, transportation, accommodation, vacations during their travels. Destinations which have accessibility on these subjects are the candidates to get a slice of this huge cake in all over the world. This is what accessible tourism is.

Accessible tourism enables people with access requirements including mobility, vision, hearing and cognitive dimensions of access, to function independently and with equity and dignity through the delivery of universally designed products services and environments. This definition is inclusive of all people including those travelling with children in prams, people with disabilities and seniors. (Darcy and Dickson, 2009, p.34)

According to the ENAT, The European Network for Accessible Tourism, accessible tourism includes:

- Barrier-free destinations: infrastructures and facilities.
- Transport: by air, land and sea, suitable for all users.
- High quality services: delivered by trained staff.
- Activities, exhibits, attractions: allowing participation in tourism by everyone.
- Marketing, booking systems, web sites and services: information accessible to all.

There is a perception that accessible tourism is low yield due to the stereotype that people with disabilities have significantly less disposable income and are more likely to be dependent on a pension. This argument has been used in the past as a deterrent to investment in accessible tourism and as long as there too few case studies that can be given as examples of successful tourism enterprises offering accessible tourism experiences, it will continue to carry weight. Yet according to the latest statistics the market for accessible tourism is continuously growing making it clear that to ignore its potential is to actually ignore fruitful business opportunities, a fact that several companies in Europe and US have counted on when designing offers clearly meant for this market niche (Luiza, 2010).

Accessible tourism is a process of enabling people with disabilities and seniors to functioning dependently and with equity and dignity through the delivery of universal tourism products, services and environments (adapted from Olympic Coordination Authority 1999). The definition is inclusive of the mobility, vision, hearing and cognitive dimensions of access (Darcy, 2006, p.3). According to Darcy (2006); “despite the larger the large numbers of people with disabilities living independently, their growing financial wealth and their desire to travel, this segment continues to be largely ignored by the tourism industry worldwide.

The Awards of Accessible Tourism: There are some competitions organized to make people and municipalities aware of accessibility. Municipalities make their cities accessible and they apply to these competitions to be evaluated. They have a chance to show their cities on the international scene and find a platform to promote their cities as well. Not just the winner city is announced, best candidates are announced end of the competitions. In this context municipalities joining the competitions have a chance to attract tourists who are disabled. Disabled people who have good income and possibility, may prefer to go to these cities that are shown to be accessible through the competitions. The winner cities and the other candidate cities which are announced become attractive cities after these competitions. Because these cities are proven their accessibility, disabled people and their companions would like to go to these accessible cities

1.3.1. European Access City Awards

The award recognizes cities for their efforts to remove barriers in key aspects of everyday life. It highlights the most successful initiatives that allow people with disabilities to participate fully in society and to enjoy their fundamental rights on an equal footing with others. The award covers 4 key areas of accessibility (EC, 2014):

- The built environment and public spaces
- Transport and related infrastructure
- Information and communication, including new technologies (ICTs)
- Public facilities and services.

1.3.2. League of Historical and Accessible Cities

The League of Historical and Accessible Cities' main aim is to improve the accessibility of historical towns promoting at the same time sustainable tourism development and the protection of cultural heritage (EFC, 2014).

The main purposes of the project are:

- To put forward innovative accessibility solutions which allow people with disabilities to fully enjoy cultural and historical heritage
- To foster tourism and the social development of the city
- To develop pilot projects that can serve as an inspiration for other foundations, local authorities and stakeholders
- To serve as a hub for exchange of best practices and know-how
- To lead by example, raise awareness, stimulate ideas and invite others to act

The project involves a holistic conception of accessibility, which will entail improvements in four main areas (EFC, 2014)

- The built environment and public spaces
- Transport and related infrastructures
- Information and communication, including information and communication technologies (ICT)
- Public facilities and services

1.3.3. European Destination of Excellence

“Accessible tourism” was the theme of excellence for the 2013 EDEN competition. The destinations awarded under this theme have successfully implemented a tourism offer based on an overall approach to accessibility for tourists regardless of their special needs, limitations, disabilities or age. The following main aspects of accessibility have been especially taken into consideration for the award:

- The destination is barrier-free destinations (infrastructure and facilities);
- The destination is accessible by transport means suited for all users;
- The services provided are of high quality and delivered by trained staff;
- The activities, exhibits, attractions allow participation by everyone;
- The marketing, booking systems, web sites and services provide information accessible to all.

In addition, destinations had also to fulfill the general criteria of EDEN destinations

- Be “non traditional”, with a low number of visitors (in comparison with the national average);
- Manage their own tourism offer in a way to ensure social, cultural and environmental sustainability;
- Be managed by a partnership between the public authorities responsible for the management of the destination and all those involved in tourism in and around the area
- Have in place or under preparation a marketing management structure and a defined strategy for sustainable tourism development.

The call for proposals was launched by the Commission in March 2012. Participating countries have therefore selected the winning destinations among the candidate destinations, and the winners were officially awarded in Brussels on 11 November 2013(EDE, 2014).

1.4. MUSEOLOGY

According to Burcaw museology: "describes how museums came to be what they are today, prescribes what museums ought to be in regards to society, and defines the particular organizational and procedural structures" (Burcaw, 1983).

1.4.1. Defination of Museum

A museum is a non-profit, permanent institution in the service of society and its development, open to the public, which acquires, conserves, researches, communicates and exhibits the tangible and intangible heritage of humanity and its environment for the purposes of education, study and enjoyment (ICOM, 2007).

1.4.2. Museums and Historical Sites in Turkey

There are 401 museums (211 of them are private museums) and 136 historical sites connected to the Ministry of Culture and Tourism in Turkey. There are 25 museums (15 of them are private museums) and 12 historical sites in Izmir (MCT, 2015).

1.4.3. Museums and Historical Sites of Izmir

As State Museums, Archaeological Museum, Ethnographic Museum, Museum of Ataturk's House and Museum of History and Art are connected to the Directorate of Izmir Museum. Bergama Museum is connected to the Directorate of Bergama Museum. Cesme Museum is connected to the Directorate of Cesme Museum. Ephesus Museum is connected to the Directorate of Ephesus Museum. Odemis Museum is connected to the Directorate of Odemis Museum. Birgi Cakiraga Mansion is connected to the Directorate of Odemis Museum. Tire Museum is connected to the Directorate of Tire Museum.

As private museums, Ahmet Pirstina City Archive and Museum is connected to the Izmir Metropolitan Municipality. Izmir Joy and Cartoon Museum, Izmir Museum of Women, Umran Baradan Game and Toy Museum, Museum of Radio and Democracy and Mask Museum are connected to Konak Municipality. Hamza Rustem Photograph House, Latife Hanım House and Communication Museum are connected to Karsiyaka Municipality. Ozgorkey Classic Car museum is connected to a company. Ege University Ethnographic Museum and Museum of Paper and Book Arts are connected to the Rectorate of Ege University. Selcuk Camlik Open Air Steam Locomotive Museum and Republic of Turkey State Railways Museum and Art Gallery are connected to the 3. Izmir Regional Directorate of Turkish State Railways. Selcuk Yasar Painting Museum and Art Gallery is connected to the Yasar Education and Culture Foundation. Chamber of Commerce Museum is connected to the Izmir Chamber of Commerce. Yildiz City Archive and Museum is connected to the Odemis Municipality.

As historical sites, Smyrna Ancient City, Agora Historical Site, Teos Ancient City, Metropolis Historical, Klazomenai Historical and Klaros Historical are connected to the Directorate of Izmir Museum. Acropolis of Pergamon, Asklepion and Kızılavlu (Basilica) are connected to the Directorate of Bergama Museum. Erythrai is connected to the Directorate of Cesme Museum. Ephesus, St. Jean Church and Ayasuluk are connected to the Directorate of Ephesus Museum.

CHAPTER TWO

CRITERIA FOR ACCESSIBILITY IN MUSEUMS

There are some criteria which are determined by authority institutions as Americans with Disabilities Act and Turkish Standards Institute. These are the requirements that must be implied, to make museums accessible for people with disabilities. People with disabilities are not able to visit museums unless these criteria are implied in the museums. Criteria include parking, entrance, free movement in the museum, toilets and elevators.

2.1. PARKING AREAS

Parking area should be not far more than 30 meters to the main building and should be in an accessible route which has no barriers and elevation difference and have enough space to get on-off the car own by own. These parking areas should be allocated for the use of people with disabilities. There should be night lighting and there should be area protected from rain or snow (TS 9111 4.4.1.) . Accessible parking spaces should be at least 4000 mm wide and 6000 mm long and there should be at least 1500 mm between two parked car for maneuvering to get off the car (TS 9111 4.4.1.) .

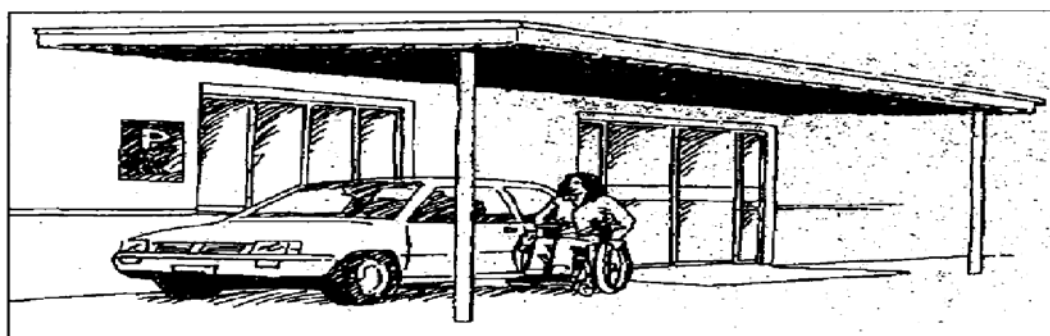


Figure 2: Sample of Roofed Parking Area (TS 9111 4.4.1. Figure 10)

Accessible parking spaces should be designated as reserved by a sign showing the symbol of accessibility. Such signs should be located so they cannot be obscured by a vehicle parked in the space.(ADA Guidelines 4.6.4.).

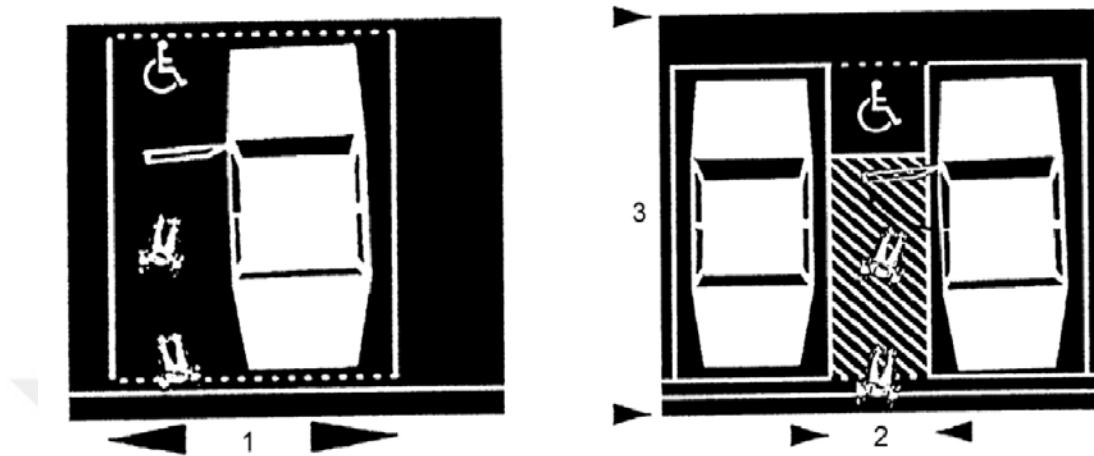


Figure 3: General Measurements of Parking Area

1- 4000 mm 2- 1500 mm 3- 6000 mm (TS 9111 4.4.1. Figure 10)

2.2. ENTRANCES

Entrances required to be accessible should be part of an accessible route. Such entrances should be connected by an accessible route to public transportation stops, to accessible parking and passenger loading zones, and to public streets or sidewalks if available. They should also be connected by an accessible route to all accessible spaces or elements within the building or facility (ADA Guidelines 4.14.1.).



Figure 4: Sample of an Accessible Route to Buildings

(<http://www.ada.gov/newsltr0604.htm>)(02.12.2014)

Wheelchairs can be propelled most easily on surfaces that are hard, stable, and regular (ADA Guidelines A4.5.1.). Ground and floor surfaces along accessible routes and in accessible rooms and spaces including floors, walks, ramps, stairs, and curb ramps, should be stable, firm, slip-resistant(ADA Guidelines 4.5.1.). If carpet or carpet tile is used on a ground or floor surface, then it should be securely attached; have a firm cushion, pad, or backing, or no cushion or pad; and have a level loop, textured loop, level cut pile, or level cut/uncut pile texture. The maximum pile thickness should be 13 mm (ADA Guidelines 4.5.3.).

2.3. STAIRS

There should be perceivable surface on the beginning (600 mm) and the end (600 mm) of the stairs (TS 9111 4.5 figure 27). There should be hard, matte and non-slip surface on the stairs. The depth of the stairs should be at least 280 mm and height of the stairs should be at most 160 mm. There should be band on the front of each stairs not to slip (TS 9111 4.7.1.3.1). Stairways should have handrails at both sides of all stairs (ADA Guidelines 4.9.4.). Handrails should be continuous along both sides of stairs (ADA Guidelines 4.9.4.(1)).

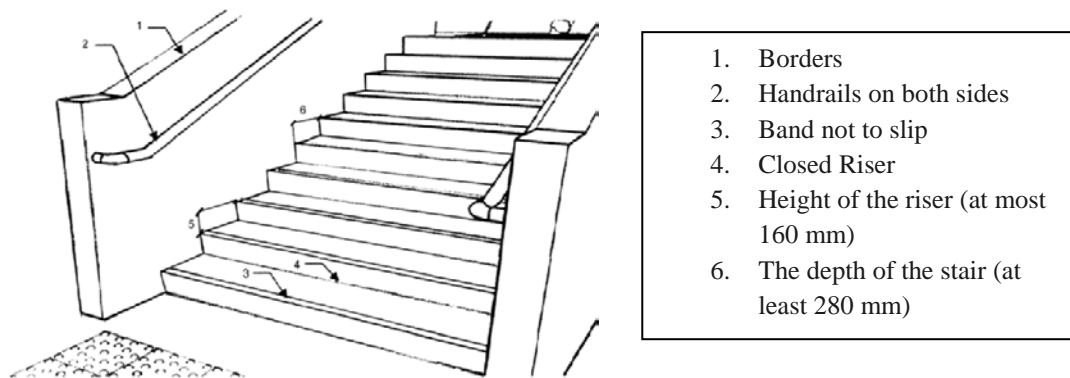
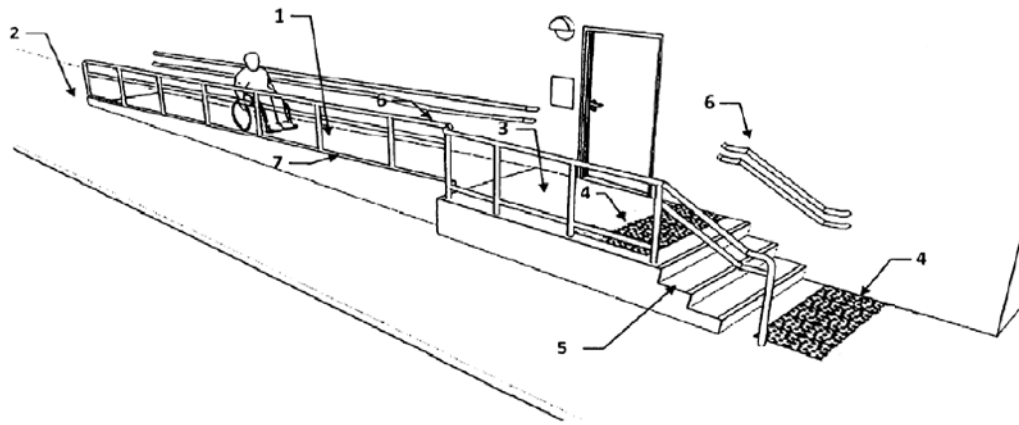


Figure 5: Features of Accessible Stairs (TS 9111 4.7.1.3.1 Figure 57).

2.4. RAMPS

Any part of an accessible route with a slope greater than 1:20 should be considered a ramp (ADA Guidelines 4.8.1.). The maximum slope of a ramp in new construction should be 1:12(8%) (ADA Guidelines 4.8.2.). The minimum clear width of a ramp should be 915 mm. (ADA Guidelines 4.8.3.). Curbs should be a minimum 50 mm high (ADA Guidelines 4.8.7.). Top of handrail gripping surfaces should be mounted between in 865 mm and 965 mm above ramp surfaces. (ADA Guidelines 4.8.5.(5)). The length of the ramp should be at most 9000 mm (TS 9111 4.5.1. figure 28), after 9000 mm there should be a flat floor which has 1500 mm x 1500 mm (TS 9111 4.5.1. figure 29).



1. Slope of the ramp (at most %8), width of the ramp (915 mm)
2. Stairhead
3. Maneuvering space 1500 mm x 1500 mm
4. Perceivable surface on the beginning (600 mm) and the end (600 mm)
5. Accessible stairs and stairs' band not to slip
6. Handrails on the both sides of stairs
7. Minimum 50 mm high curbs

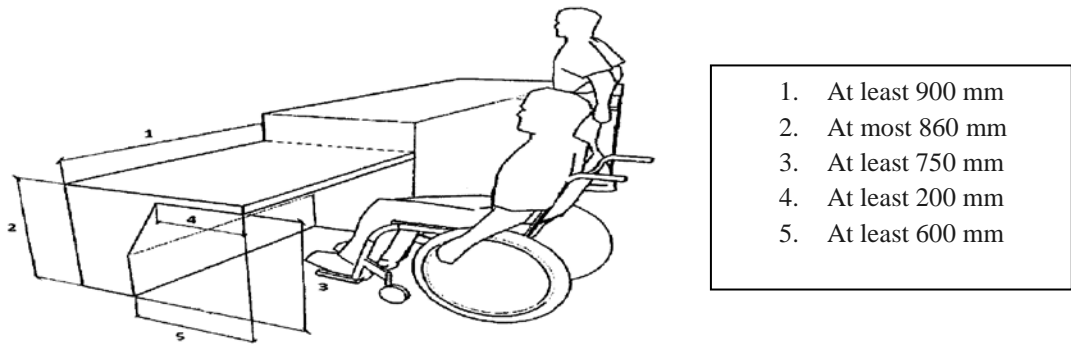
Figure 6: Sample of an Entrance of a Building (TS 9111 4.5. Figure 27)

2.5. SERVICE ANIMALS

Service animal means any guide dog, signal dog, or other animal individually trained to do work or perform tasks for the benefit of an individual with a disability, including, but not limited to, guiding individuals with impaired vision, alerting individuals with impaired hearing to intruders or sounds, providing minimal protection or rescue work, pulling a wheelchair, or fetching dropped items (ADA Guidelines Sec.36.104 Definitions.). A public accommodation should modify policies, practices, and procedures to permit the use of a service animal by an individual with a disability. The rule does not require a public accommodation to supervise or care for any service animal. If a service animal must be separated from an individual with a disability in order to avoid a fundamental alteration or a threat to safety, it is the responsibility of the individual with the disability to arrange for the care and supervision of the animal during the period of separation (ADA Guidelines Section 36.302(c)(1)).

2.6. INFORMATION DESKS

The tops of accessible tables and counters should be from 710 mm to 865 mm above the finish floor or ground. (ADA Guidelines 4.32.4.). The width of the accessible tables should be at least 900 mm. If seating for people in wheelchairs is provided at tables or counters, knee spaces at least in 200 mm deep should be provided. Information desks should be available for people who are disabled individuals. There should be enough space as much as 1500 mm x 1500 mm in front of the information desks to move with wheelchair for people who use wheelchairs. The length of the desks should be 900 mm, the height of the desks should be 860 mm, the bottom height of the desks should be 750 mm, the depth of the desks should be 600 mm(TS 9111 4.10.3.2). There should be sign language interpreter service for those who have visual impairment (TS 9111 4.8.15).

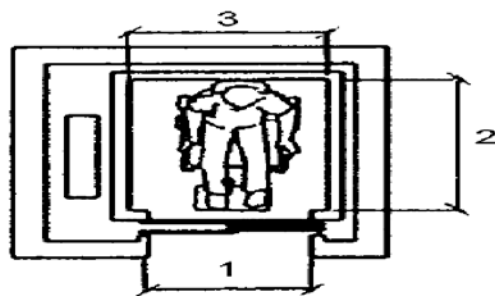


- 1. At least 900 mm
- 2. At most 860 mm
- 3. At least 750 mm
- 4. At least 200 mm
- 5. At least 600 mm

Figure 7: Accessible Information Desk (TS 9111 4.10.3.2 Figure 133)

2.7. ELEVATORS

Accessible elevators should be on an accessible route (ADA Guidelines 4.10.1). Elevator operation should be automatic (ADA Guidelines 4.10.2). Capacity of the elevator should be 630 kgs. The width of the elevator’s cabin should be 1100 mm and the depth of the cabin should be 1400 mm. Cabin should have enough space to maneuver at least person with disabilities and his attendant (TS EN 81-70 5.3.1, figure 1). The clear width of the elevator doors should be 900 mm (TS 9111 4.7.1.2 figure 54).



- 1. Clear width of the door at least 900 mm
- 2. Depth of the cabinet at least 1400 mm
- 3. Width of the cabinet at least 1100 mm

Figure 8.1: Some Measurements Inside Of An Accessible Elevator (TS 9111 4.7.1.2 Figure 54)

The movement space should be at least 1500 mm x 1500 mm in front of the elevator's door (TS 9111 4.7.1.2).

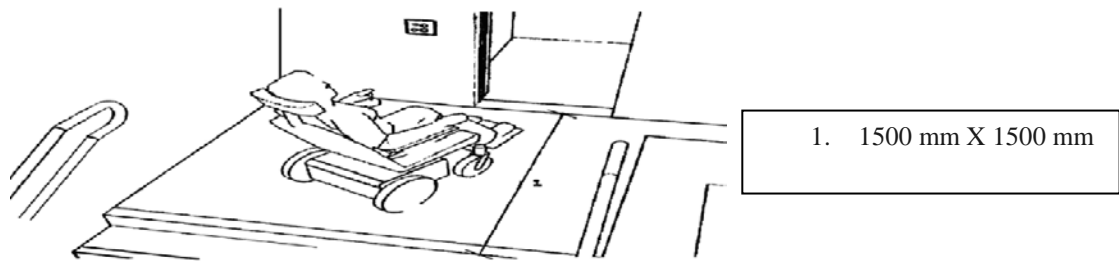


Figure 8.2: Movement Space in front of the Elevator (TS 9111 4.7.1.3.2 Figure 61)

Call buttons should have visual signals to indicate when each call is registered and when each call is answered. Call buttons should be a minimum 19 mm in the smallest dimension. The button designating the up direction should be on top. Buttons should be raised or flush (ADA Guidelines 4.10.3). Call buttons in elevator lobbies and halls should be centered at 1065 mm (ADA Guidelines 4.10.3) and 900 mm-1370 mm (TS 9111 4.7.1.2) above the floor. It should be preferred 15 mm – 55 mm in size and 1 mm – 1,5 mm height raised letters (TS 9111 4.8.10). A visible and audible signal should be provided at each hoistway entrance; audible signals should sound once for the up direction and twice for the down direction or should have verbal annunciators that say "up" or "down." Visible signals should be mounted so that their centerline is at least in 1830 mm above the lobby floor, should be at least in 64 mm in the smallest dimension (ADA Guidelines 4.10.4). There should be grab bar, which has 900 mm height, on the at least one side of the cabinet of the elevators (TS EN 81-70 5.3.2.1). Elevator doors should open and close automatically. They should be provided with a reopening device that will stop and reopen a hoist way door automatically if the door becomes obstructed by an object or person. Door reopening devices should remain effective for at least 20 seconds (ADA Guidelines 4.10.6). There should be emergency call button which is visible and audible on the control panel (TS EN 81-70 5.4.4.3).

2.8. TOILET ROOMS

Accessible toilet rooms should be on an accessible route (ADA Guidelines 4.22.1). There should be signs to direct people with disabilities to the toilet in every part of the building (TS 9111 4.8.2.3). The door of the toilets should be accessible for the people with disabilities. It should open outwards (TS 9111 4.7.3.1). Door handles should be usable from both sides for emergencies (TS 9111 4.6.2.1). The doorways should have a minimum clear opening 900 mm width the door open 90 degrees (TS 9111 4.6.2.1). Minimum clear floor space dimensions for toilets in accessible "unisex" toilet rooms should be 1220 mm x 1525 mm (ADA Guidelines 4.22.3) The maximum height of the mirror should be 900 mm above the finish floor. Pedestal sinks should not be used, there should not be cabinet under the sink. There should not be angular lines of the sink (TS 9111 4.7.3.1 figure 78) Sinks should be mounted with the counter or rim no higher than 865 mm above the finish floor (ADA Guidelines 4.24.2). The maximum height of the sink should be 860 mm, the clear height under the sink should be 750 mm and the depth under the sink should be 205 mm (TS 9111 4.7.3.7)

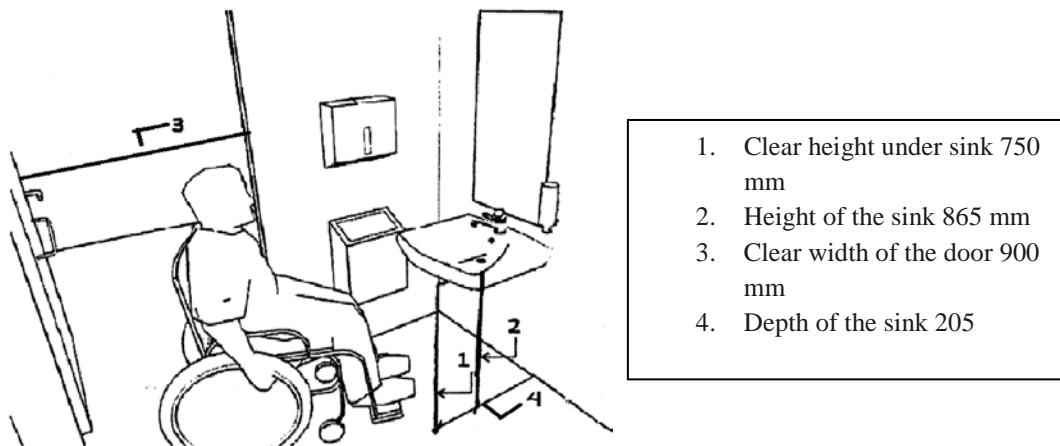


Figure 9.1: Measurements of Some Accessible Toilet Equipments

The height of water closets should be 430 mm to 485 mm, measured to the top of the toilet seat (ADA Guidelines 4.16.3). There should be emergency button or rope in the toilet to call for help in any case (TS 9111 4.7.3.7)

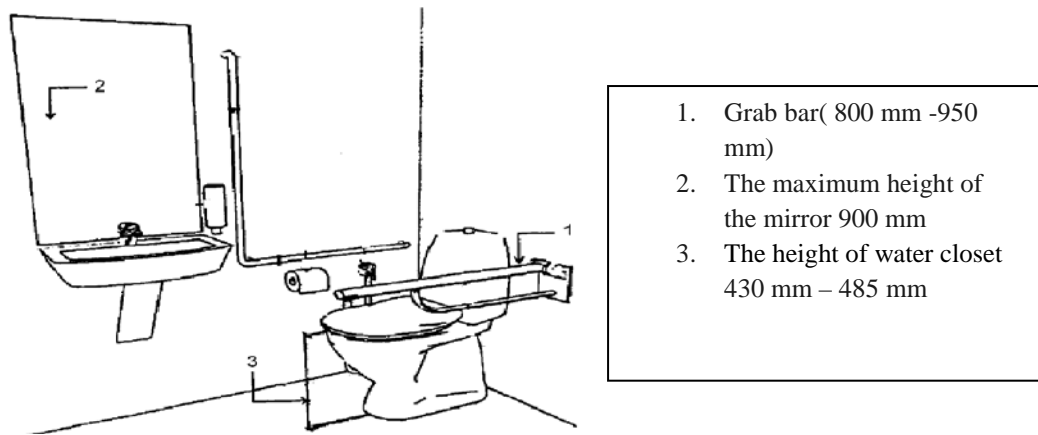


Figure 9.2: Measurements of Some Accessible Toilet Equipments

CHAPTER THREE

ASSESSMENTS OF MUSEUMS IN IZMIR IN REGARDS TO ACCESSIBILITY

3.1. IZMIR ARCHAEOLOGY MUSEUM

The museum was established on a 5000 m² area in Bahribaba Park in Konak and the museum was opened to the public on February 11th, 1984. The archaeological works of ancient cities such as Iasos, Çandarlı (Pitane), Bergama, Bayraklı (Former İzmir); ceramic findings made of cooked soil found in İasos dig in BC III. thousand of prehistoric period; Western Anatolia ceramics of Protogeometric and Geometric Period; Western Anatolia vases with black and red figures belonging to Archaic Period; hydrias of Hellenistic Period; various vessels, glass vases, bottles, masks, statues, Myrina (Aliağa) Eros statues are all exhibited in this hall. Gold, silver and precious stone ornaments, glass materials and coins of Archaic, Hellenistic, Rome and Byzantine Period and bronze Demetre ornaments, glass materials, coins and bronze Demetre statue are exhibited in Treasury Hall on this floor. Marble works are being exhibited on the middle floor, which is the entrance floor of the museum. Big statues, busts, portraits and masks of the period between archaic times and Roman Times are also exhibited on this floor (MCT, 2014).

Assessment:

The parking area of Archaeology and Ethnography Museums could not be evaluated. They are in the same complex and their open area is under construction while I was assessing these museums in regards to have parking area which is appropriate for the disabled people. And it continues right now. So I did not have a chance to evaluate these museums in regards to parking area criteria.

Entrance is not connected by an accessible route to public transportation stops, accessible parking and passenger loading zones, and to public streets or sidewalks. Entrance is not on the level with the street. There is 1200 mm elevation difference between the level of the street and the level of the building. So there should be a ramp or an elevator to go in to the museum. However there is no elevator and accessible ramp which has less than %5 slopes. The slope of the ramp is %27.



Figure 10: Entrance of Archaeology Museum

That means it is not possible to go in to the museum for individuals who use wheelchairs on one's own. The width of the ramp is accessible and it is 1300 mm. There is a curb at the edge of the ramp. It is 90 mm high that is appropriate according to the standards. There is no handrail that should be at least 865 mm above the ramp surface. Thereby, if there is an uncontrolled situation while going up by using the ramp, individuals who use wheelchairs have a difficulty to get the control again.

There are stairs at the entrance to go in to the building. There is no perceivable surface on the beginning and on the end of the stairs. A person who has vision impairment may have a difficulty about when s/he should start and stop stepping the stairs. Stairs have hard, matte and non-slip surface. The width of the stair is 320 mm which is even more than it should be. The height of the stair is 150

mm. There is no slip band not to slip on the front side of the stairs. There is handrail at the edge of the stairs.

There is a desk at the entry of the building for getting information and help if need; however it is not appropriate according to the standards.



Figure 11: Information Desk of Archaeology Museum

The height of the desk is 1220 mm. It causes for individuals who use wheelchairs not to be able to see the officer. They cannot communicate each other eye to eye. So individuals who use wheelchairs may feel bad himself. Knee space is 135 mm deep. Therefore, people in wheelchairs cannot approach to the desk. They may accept the guide dog (service animal) if required. There is enough space to maneuver for people in wheelchairs in front of the desk.

They have the interpreter devices that visitors can listen and watch about the museum while one visiting the museum.



Figure 12: Interpreter Device

There are many points numbered in the exhibition area in the museum. When one comes one of the numbered exhibition point, one should press the stated number written on the board. There are some videos which has sign language interpreter. She explains what there is on the numbered point in the museum with the sign language. People who have hearing impairments watch the videos and people who have vision impairment listen to the recordings about the objects which are exhibited in the museum. The person who has vision impairment has to get a help from the officer or his friend for visiting the museum. Because, there is no raised character on the board and one who has vision impairment can not understand on which number of point is standing in front of him. Officers may help if anybody would like officer to help. They have a plan to provide wheelchairs if required.



Figure 13: The Stairs Inside Of Archaeology Museum

This is a museum which has two-storey exhibition area. So, there has to be an elevator in the building and there is an elevator. The door of the elevator is not opened and closed automatically. So, there is no device for reopening and remaining for 20 seconds. On the other hand there is enough space to maneuver in front of the elevator with the wheelchairs. The capacity of the elevator is 630 kgs. The width of the cabinet is 1100 mm, however the depth of the cabinet is less than required; it is 1150 mm. The clear width of the elevator's door is also 790 mm that is less than required 900 mm. The lighting inside and outside of the cabinet is enough for moving carefully.

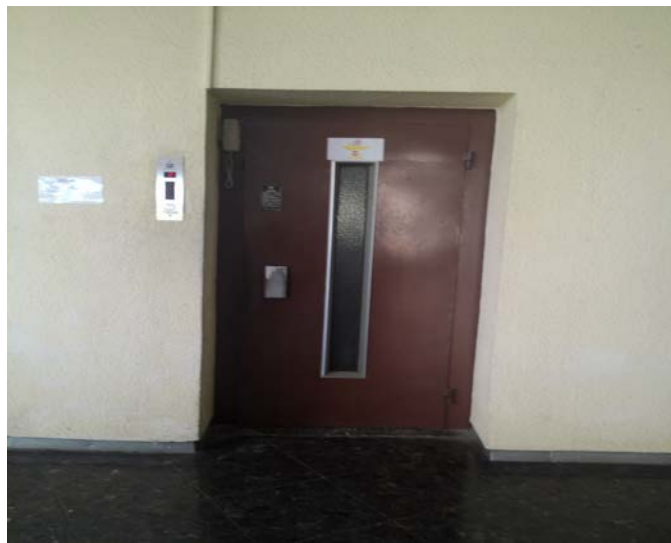


Figure 14: The Elevator of Archaeology Museum

The control buttons inside and outside of the cabinet are almost appropriate according to the standards. These are all located between 900 mm and 1370 mm above the finish floor. All buttons are sized 30 mm x 30 mm and they are all raised, however there is no Braille Alphabet on them.



Figure 15: The Control Panel of the Elevator

There is no audible signal device inside and outside of the elevator; on the other hand the visual signal screen is used in both of them. It indicates when it is going up and down. The grab bars which are used on the three sides of the cabinet are on the 1000 mm, which had to be at most 900 mm, above the ground floor. There is no visible and audible emergency alarming system in the elevator.

There is a toilet especially designed for people with disabilities in the museum. There is just one toilet for men and women, all people use the same cabinet. There is no sign to direct people towards to the toilet for disabled people. One cannot understand whether there is a toilet especially for disabled people or not. But there is a sign of disability on the toilet door.



Figure 16: The Toilet Door of Archaeology Museum

The clear width of the toilet door is 900 mm. The door opens outwards. There is no emergency button or rope inside the toilets in case of emergency. Door doesn't open from both sides in case of emergency.



Figure 17: Inside of the Toilet

The clear maneuvering space in the cabinet is 1100 mm x 1200 mm. This is a little bit narrower than it should be, however one can approach the water closet from the front side of it and can wash his hand easily by using the accessible sink. So the maneuvering space in the cabinet is enough to use the toilet without any barrier. The beginning height of the mirror is 1100 mm above the finish floor and there is no sloping mirror on the wall. Therefore, one who use wheelchair may have a difficulty about seeing himself on the mirror. Although the beginning height of the mirror is 1100 mm above the finish floor, if there was a sloping, one can see himself and mirror would be a useful for people who use wheelchairs. Pedestal sinks was not used and there is no cupboard under the sink; that means there is no barrier to approach to the sink. The lines of the sink are round that means there is no danger using the sink in the cabinet. The height of the sink is 800 mm which is appropriate for people who use wheelchairs. The clear height under the sink is 650 mm and this a little bit shorter than it should be. That means one who has wheelchair may not approach to the sink because the short length of the sink. The depth under the sink is 300 mm which is even deeper than it should be. The height of water closet is 500 mm that is a little bit higher than it should be. That means one who use wheelchair may have a difficulty about passing to the water closet from his wheelchair. The grab bars used on both sides of the water closet are on the 700 mm, which had to be at least 850 mm, above the finish floor.

3.2. IZMIR MUSEUM OF HISTORY AND ART

Izmir Museum of History and Art is located in the Izmir International Fair Zone. It is composed of three different buildings and three different sections. On the entrance, the stone works are displayed in the building on the right, the ceramic works are displayed in the building in the middle and the precious belongings are displayed in the building on the left. In the “Section of Stone Works”, which has two floors, the sculpturing works of the Archaic, Classical, Hellenistic and Roman Periods and the plastic works of architecture are exhibited. In the “Section of Ceramic Works”, which has two floors, the works of the Prehistorical and the Classical Periods are exhibited. In the “Section of Precious Works”, the coins are displayed chronologically in this section (MCT, 2014).

Main entrance is connected by an accessible route to public transportation stops, accessible parking and passenger loading zones, and to public streets or sidewalks. Main entrance is not on the level with the street. There is 140 mm elevation difference between the level of the street and the level of the main entrance. There is a ramp whose slope is %12. The slope of the ramp is too much; however, because the length of the ramp is just 1150 mm, it is not hard to go in a complex by using this ramp.



Figure 18: Entrance of Izmir Museum of History and Art

The width of the ramp is appropriate and it is 1220 mm. There is no curb and handrail of the ramp. Thereby, if there is an uncontrolled situation while going up using ramp, individuals who use wheelchairs may have a difficulty to get the control again without handrails. However the length of the ramp is not too tall as much as it causes an uncontrolled situation.

There is a ticket counter at the entrance of the museum complex. There is a sliding window to communicate with the officer. The height of the window is 850 mm which is a little bit higher than acceptable amount. The width of the window is 700 mm which is 200 mm narrower than it should be. There is no depth for knee space. Thus people in wheelchairs cannot approach to the window. They may accept

the guide dog (service animal) if required. There is enough space to maneuver for people in wheelchairs in front of the desk. There is no sign language interpreter service for those who have hearing impairment and there is no any device to tell about the museum to ones had vision impairment and show about the museum to ones had hearing impairment. Officers may help if anybody would like officer to help. They can not provide wheelchair to help while visiting the museum for people who have difficulty about movement. There are signs to show where can go outside of the building for people who have hearing impairment. There is no audible and visible alarming system for people who have vision and hearing impairment. When any emergency, people had vision impairment and hearing impairment cannot understand this emergency situation.



Figure 19: The Entrance of Sculpture Department

Entrance of the building in which stone ruins exhibit has an accessible route. There is no elevation difference between the level of the general area of the complex and the level of the exhibition area floor. The width of the entrance gate is 1800 mm and it opens automatically when someone approaches the gate of the exhibition saloon.



Figure 20: The Entrance of Ceramics Department

Entrance of the building in which ceramic ruins exhibit has an accessible route, too. There is no elevation difference. The width of the entrance gate is 1800 mm and it opens automatically when someone approaches the gate of the exhibition saloon. Entrance of the building in which precious ruins exhibit is not on the level with the floor of the general area. There are stairs and a ramp to go in a building. The ramp whose slope is %24 is not an accessible for people who use wheelchairss. They cannot go in a building on one's own. The width of the ramp is 1350 mm however there is no curb and handrails on the ramp. Because it is a little bit high, if there is an uncontrolled situation while going up using ramp, individuals who use wheelchairs may have difficulty to get a control again and have some problems.



Figure 21: The Entrance of Precious Artifacts Department

There are stairs at the entrance to go in the building. There is no perceivable surface on the beginning and on the end of the stairs. A person who has vision impairment may have a difficulty about when s/he should start and stop stepping the stairs. Stairs have hard, matte and non-slip surface. The width of the stair is 300 mm, this value is even more than it should be. The height of the stair is 160 mm. There are slip bands not to slip on the front of the stairs. There is no handrail at the stair.

Two buildings of the complex have two-storey exhibition area; however there is no elevator in those buildings. There are ramps to go up to second floors of the buildings. The building in which stone ruins exhibit has two pieces of ramps to go up to the second floor. The slopes of these ramps are the same; they are %9. Because the lengths of the each ramp are 17000 mm, it is hard to go up on it. One who use wheelchair becomes tired until reaching the first stop of the ramps. Therefore, one who use wheelchair cannot go up using these ramps without any help. Somebody should shove the one in wheelchair .There is a space 1700 mm x 3000 mm between following two ramps. This is appropriate according to the standards for having a rest between the following two ramps. The building in which ceramic ruins exhibit has also two pieces ramps to go up to the second floor. The slopes of these ramps are the same; they are %17. This slope is not appropriate for people who can walk on his

own foot. It is hard to walk up even for one who can walk. The lengths of each ramp are 8400 mm and there is a space which has an area 1600 mm x 1600 mm for having a rest.

There are toilets for disabled people in the building in which stone ruins exhibit. However there is no sign towards to the toilet for disabled people. One cannot understand whether there is a toilet especially for disabled people or not. When one enters the toilet, then he can see that there is a toilet for disabled people.



Figure 22: Entrance of Toilets

There is a two-winged door at the entrance of the area opened to the toilets for man and woman. One of the wings is closed. The clear width of the one wing of the door is 700 mm. So when one who use wheelchair wants to go to the toilet, he needs to help for making the second wing of the door opened. He needs to call help from the authorized personnel. After he gets help from the personnel, he can go in to the area opened toilets. The clear width of the toilet door is 900 mm. There is no sign for disable people on the entrance of the door. There is one cabinet in each toilet for man and woman.



Figure 23.1: Inside of the Toilet

The clear width of the door of the cabinet is 1000 mm. The door opens outwards. When any emergency, there is no emergency button or rope inside the toilets. Door doesn't open from both sides for emergencies. The clear maneuvering space in the cabinet is 750 mm x 1500 mm. The clear depth of the toilet is 750 mm which is not enough for maneuvering for people who use wheelchairs in the cabinet. The beginning height of the mirror is 1000 mm above the finish floor and there is no sloping mirror on the wall. Therefore, one who use wheelchair may have a difficulty about seeing himself on the mirror. Although the beginning height of the mirror is 1000 mm above the finish floor, if there was a sloping, one can see himself and mirror would be a useful for people who use wheelchairs.



Figure 23.2: The Sink of the Toilet

Pedestal sinks was not be used and there is no cupboard under the sink; that means there is no barrier to approach to the sink. The lines of the sink are round that means there is no danger using the sink in the cabinet. The height of the sink is 830 mm which is appropriate for people who use wheelchairs. The clear height under the sink is 750 mm and the depth under the sink is 300 mm which is even more than it should be. The height of water closet is 520 mm that is a little bit higher than it should be. That means one who use wheelchair may have a difficulty about passing to the water closet from his wheelchair. The grab bar used on one side of the water closet is on the 750 mm, which had to be at least 900 mm, above the finish floor.

There is accessible parking area in the fair. There is no parking are in the complex; however because the complex of the museum is located in the fair, when disabled people come to the fair with their own cars, they may have a chance to park in the fair and pass the museum easily from the parking area of the fair.

3.3 AGORA OPEN AIR MUSEUM

Etymologically, agora means public square and shopping district. Agora, which has commercial, judicial and political functions, is a place where the art activities increase, the background of philosophy is laid out and where the stoas, monuments, altars and statues exist. Agora located in Namazgah district of Izmir remained from Rome Period (AD the 2nd century) and it was built according to Hippodamos city plan, on three floors, close to the centre. Izmir agora is the one which is the biggest and best protected of the Ion agoras. The most important work has been carried out by finding the northern gate of agora. It was figured out that the Goddess Vesta embossments found in these digs were the continuation of embossments of Zeus altar extracted during the first digs. Beside God Hermes, Dionysus, Eros, Herakles statues; many man-woman-animal statues, heads, embossments, figurines and monuments made of marble, stone, bone, glass, metal and cooked soil were found.(MCT, 2014)

Assessment:

There are two entrances to go in the museum. One of them is not connected by an accessible route to public transportation stops, accessible parking and passenger loading zones, and to public streets or sidewalks. This entrance is not on the level with the street. And there are stairs after this entrance and that makes this main entrance not accessible.



Figure 24.1-2: Entrances of Agora Open Air Museum

The other entrance which is connected by an accessible route to public transportation stops, accessible parking and passenger loading zones, and to public streets or sidewalks, is an entrance actually for cars. Because the main entrance is not accessible for people who use wheelchairs, they direct them to the car entrance to go in the open air museum. There is elevation difference between the entrance and the area where the stone ruins exhibit. One should go down by using stairs and ramp.



Figure 25: 1-2. Ramps at the Entrances of the Agora Open Air Museum

When people using wheelchairs go into the museum from this entrance, there is a ramp which can be used to go down the level where the stone ruins exhibit. The slope of this ramp is %14 which is not appropriate for people who use wheelchairs. They may have difficulty to go down on this ramp. So there should be a person who has not any impairment, to get control of the wheelchair. The width of the ramp is accessible and it is 1450 mm that is even more than it should be. There is no curb; however there are handrails on both sides of the ramp. The height of the handrail is 820 mm which is a little bit lower than it should be.

There are stairs after the main entrance to go down the level where stone ruins exhibit. There is no perceivable surface on the beginning and on the end of the

stairs. A person who has vision impairment may have a difficulty about stepping the stairs. Stairs have hard, matte and non-slip surface. The width of the stair is 270 mm which is 10 mm lower than it should be. The height of the stair is 150 mm. There is no slip band not to slip on the front side of the stairs and there is no handrail on both sides of the stairs. People who have vision impairment may have difficulty while going down the museum.



Figure 26: The Stairs at the Entrance of Agora Open Air Museum



Figure 27: The Ticket Counter at the Entrance of Agora Open Air Museum

There is a ticket counter on the entrance of the museum. There is a window to communicate with the officer. The height of the window is 1000 mm which is 135 mm higher than acceptable amount. The width of the window is 900 mm which is appropriate. There is no depth for knee space. Thus people in wheelchairs cannot approach to the window to communicate with the officer. They may accept the guide dog (service animal) if required. There is enough space for people in wheelchairs in front of the desk. There is no sign language interpreter service for those who have hearing impairment and there is no any device to tell about the museum to those had vision impairment and show about the museum to those had hearing impairment. Officers may help if anybody would like officer to help. They can not provide wheelchair to help while visiting the museum for those who have difficulty about movement. There are no signs to show where can go outside of the area for people who have hearing impairment. There is no audible and visible alarming system for people who have visual and hearing impairment. If any emergency, people had vision impairment and hearing impairment cannot understand this emergency situation.

There is no elevator in the museum. Actually there is no need to have an elevator for the museum. However if there were an elevator to go down from the main entrance to the level where stone ruins exhibit, that would be better. Because the distance between the main entrance and the other entrance which people who use wheelchairs is directed to, is approximately 60 mt, so they cannot go in the museum from the main entrance and they have to go 60 mt more to go in the museum. If there were an elevator after the main entrance near the stairs, they do not have to go 60 mt more and use that elevator to go down the area where the stone ruins and others exhibit.



Figure 28: One of Corridor of Agora Open Air Museum

There are lots of corridors among the stone ruins. The narrowest gap among the corridors is 2600 mm. This is even 1700 mm more than it should be. People who use wheelchairs can get a tour among the stone ruins comfortably and easily. There is one more storey where is located under the general museum storey. People who use wheelchairs should go down by using an elevator. However there is no elevator and also there is no ramp in that point. Because, the excavation works have been going on in that storey, there are stairs which is temporary. There are stone gate inside the corridors on that floor. The width of the gate is 1050 mm and the height of the gate is 2100 mm.



Figure 29.1-2: Passing to the Down Floor from the Main Floor

Until the excavation works ends, it is not possible to go down for people who use wheelchairs to see the water channel and the other stone ruins which are exhibited on that storey. There is no emergency escape alarming system, which is visible and audible, for people who use wheelchairs, people who have visual impairment and people who have hearing impairment. Unfortunately, there is no toilet designed for disabled people in the museum. There are two toilets for men and women; however there is no cabinet for disabled people in those two toilets.



Figure 30.1-2: Entrance and inside of the toilets

There is 400 mm elevation difference between the main museum area and the entrance of the toilets. It is not possible to go in for people who use wheelchairs and also people who have difficulty about walking. Old people who have difficulty about walking may have difficulty about going in to the toilet without any help. There is no appropriate cabinet for people who use wheelchairs. They cannot use this toilet even with a help. Those are designed for just people who don't have any impairment. They are for people who are very healthy.

There is parking place in front of the museum main gate. However there is no special parking place allocated for the disabled people. However there is a parking place which is accessible when people who use wheelchairs go in to the museum from the other gate of the museum. They can find a place to park there. They are able to find a little bit wide area for parking and go out from the parking area easily and go in the exhibition area by using ramp. There is a space which has more than 3600 mm width, more than 6000 mm depth and more than 1500 mm for maneuvering in the parking area.



Figure 31: Parking Area of Agora Open Air Museum

3.4. IZMIR ETHNOGRAPHY MUSEUM

The building of the Ethnography Museum has been constructed in the 19th century in neoclassical style, on a sloped terrace. This building is known to be used as a hospital in 1831 (St. Roch Hospital) and to be converted into a care house for poor Christian families by being repaired by the French in 1845. The same building has been used as the Sanitation Institution and health directorate later. On December 2nd, 1984, it has been transferred to the Ministry of Culture and Tourism for being arranged as ethnography museum.

Exhibition on the 1st Floor; in the 1st section, the 19th century guest room hand ornaments, bath sets and in the 2nd section, blue bead furnace and samples, first Turkish pharmacy of Izmir Province (Ittihat Pharmacy), felt processing, bath clog production and tin processing are exhibited. The famous sherbet maker of Izmir (Demirhindi) is exhibited to the visitors from the century it existed. In the 3rd section, Menemen pottery gear and products, leather processing, camel and camel fights, public games, Aegean men and their clothes are exhibited. In the embedded showcases in the internal parts of the halls, money bags, mother - of - pearl inlaid goods, glass and handmade ornaments are exhibited.

Exhibition on the 2nd Floor; in the 1st section, the 19th century bride room, wedding dress showcase, living room, Sunna room and kitchen goods are exhibited. In the 2nd section, Aegean Region bride heads, ornamental goods of women, Ottoman period coins, hand - written books and writing sets are exhibited (MCT, 2014).

Assessment :

Entrance is not connected by an accessible route to public transportation stops, accessible parking and passenger loading zones, and to public streets or sidewalks. Entrance is not on the level with the street. There is 1600 mm elevation difference between the level of the street and the level of the entrance. So there should be a ramp or an elevator to go up to the entrance level. However there is no

elevator or ramp at the entrance of the building. There is no possibility to enter this museum for those people in wheelchairs without any help.



Figure 32.1-2: Entrances of Ethnography Museum

There are two separate stairs to go in the building on the entrance. There is no perceivable surface on the beginning and on the end of the stairs. A person who has vision impairment may have difficulty about when s/he should start and stop stepping the stairs. Stairs have hard, matte and non-slip surface. The width of the stair is 24 mm, this value is a little bit narrower than it should be. The height of the stair is 160 mm. This value is appropriate according to the standards. There is no slip band not to slip on the front side of the stairs. There are stone handrails at the both sides of the stairs.



Figure 33: Information Desk of Ethnography Museum

There is a table at the entrance of the building for getting information and help if it is need. It is appropriate according to the standards. Height of the desk is 850 mm. There is no knee space to make people with disabilities possible to approach to the desk. But one who is in the wheelchair doesn't need to approach to the table. One may approach to the coffee table. There is enough space to approach and to maneuver. They may accept the guide dog (service animal) if required. Officers may help if anybody would like officer to help. There is no sign language interpreter to give information about the museum for people who have hearing impairment. They can not provide wheelchair to help while visiting the museum for people who have difficulty about movement.



Figure 34. Stairs of Ethnography Museum

This is a museum which has two-storey exhibition areas except the entrance floor. So, there has to be an elevator in the building. Unfortunately there is no elevator in the building to go up the first and the second floor. So, it is not possible to go up and visit the first and the second exhibition floor of the museum for people who use wheelchairs.

The museum is accessible in regards to internal movement. There are lots of rooms in the building. The widths of the doors of these rooms determine how much the museum is accessible in regards to internal movement. The width of the narrowest door is 880 mm which is 20 mm narrower than required. However, this makes people who use wheelchairs possible to pass from one room of the building to another. The height of the objects exhibited between 750 mm and 2300 mm. One who use wheelchair could see the objects in the museum.



Figure 35.1-2: Height of the Objects Exhibited in the Museum

There is no special emergency escape route for people with disabilities. There is no visible alarm system for people who have hearing impairment. There is audible alarm system for all to escape from the building in case of emergency. However there is no light guidance to escape from the building for people who have hearing impairment in case of emergency. Because the museum is in a complex with the Archaeology Museum, they are next to each other. If there is a need, one who visits Ethnography Museum may use the toilet and the parking area of the Archaeology Museum.

3.5. IZMIR MUSEUM OF WOMEN

Entrance is not connected by an accessible route to public transportation stops, accessible parking and passenger loading zones, and to public streets or sidewalks. Entrance is not on the level with the street. There is 1260 mm elevation difference between the level of the street and the level of the entrance. So there should be a ramp or an elevator to go up to the entrance level. However there is no elevator or

ramp at the entrance of the building. There are two separate stairs on the right and the left sides of the entrance.



Figure 36: Entrance of Izmir Museum of Women

Widths of these stairs are 500 mm; that means the entrance of the museum is so narrow. There is no possibility to enter this museum for those people in wheelchairs. There is no perceivable surface on the beginning and on the end of the stairs. A person who has vision impairment may have difficulty about when s/he should start and stop stepping the stairs. Stairs have hard, matte and non-slip surface. The width of the stair is 310 mm, this value is even more than it should be. The height of the stair is 180 mm. This value is a little bit higher than desired. There is no slip band not to slip on the front side of the stairs. There are handrails at the edge of the stairs.

There is a desk at the entrance of the building for getting information and help if it is need, however it is not appropriate according to the standards. Height of the desk is 980 mm. Thus, individuals who use wheelchairs cannot see the officer. And also officer can not see the visitors who use wheelchair while sitting behind the desk. They cannot communicate each other eye to eye without standing up.



Figure 37: Information Desk of Izmir Museum of Women

There is no knee space to make people with disabilities possible to approach to the desk. They may accept the guide dog (service animal) if required. There is enough space which is 3000 mm x 5000 mm to maneuver for people in wheelchairs in front of the desk. Officers may help if anybody would like officer to help. There is no sign language interpreter to give information about the museum for people who have hearing impairment. They can not provide wheelchair to help while visiting the museum for people who have difficulty about movement.

This is a museum which has two-storey exhibition areas. So, there has to be an elevator in the building. Unfortunately there is no elevator in the building to go up the second floor. So, it is not possible to go up and visit the second exhibition floor of the museum for people who use wheelchairs.

The museum is not accessible in regards to internal movement. There are lots of rooms in the building. The widths of the doors of these rooms determine how much the museum is accessible in regards to internal movement. The narrowest door of the doors is 460 mm which doesn't make people who use wheelchairs possible to pass from one room of the building to another.



Figure 38.1-2: Doorsteps inside the Museum

There are elevation differences which are at least 170 mm between the level of the hall and the level of the room. Inside of the rooms, the distance between the objects exhibited is at least 1100 mm which is even more than it should be.

There is no special emergency escape route for people with disabilities. There is no visible alarming system for people who have hearing impairment. There is audible alarm system for all to escape from the building in case of emergency. However there is no light guidance to escape from the building for people who have hearing impairment in case of emergency.

There is no accessible toilet especially designed for people with disabilities in the museum. There is just one toilet for men and women, all people use the same cabinet.



Figure 39.1-2: Entrances of the Toilet

There is 120 mm elevation difference between the floor of the exhibition area and the floor of the toilet. So there should be a ramp, however there is no ramp to go up to the toilet. The clear width of the toilet door is 470 mm which is almost half of the value that should be according to the standards. Thus it is not possible to go in the toilet for people in wheelchairs. The door doesn't open outwards and there is 800 mm x 800 mm space for maneuvering inside the toilet. There is no emergency button or rope inside the toilet in case of emergency. The door of the toilet doesn't open from both sides in case of emergencies. The beginning height of the mirror is 1270 mm above the finish floor and there is no sloping mirror on the wall. Therefore, one who use wheelchair have a difficulty about seeing himself on the mirror. Pedestal sinks was not used and there is no cupboard under the sink; that means there is no barrier to approach to the sink. The lines of the sink are round that means there is no danger using the sink in the cabinet. The height of the sink is 830 mm which is appropriate for people who use wheelchairs. The clear height under the sink is 700 mm and the depth under the sink is 160 mm which is a little bit less than it should be. The height of water closet is 480 mm. There is no grab bars in the toilet. There is no parking area especially for people with disabilities.

3.6. THE MUSEUM OF RADIO AND DEMOCRACY

Main entrance is not connected by an accessible route to public transportation stops, accessible parking and passenger loading zones, and to public streets or sidewalks. Main entrance is not on the level with the street. There is a sidewalk which has no access from the street with any ramp. And the entrance is on the sidewalk with 6 stairs.



Figure 40: Entrance of the Museum of Radio and Democracy

It is not possible to go on the sidewalk and also not possible to go in to the museum for people who use wheelchairs. There is no ramp and there is no platform elevators to make people who use wheelchairs go up to museum.

There are stairs at the entrance to go in the building. There is no perceivable surface on the beginning and on the end of the stairs. A person who has vision impairment may have a difficulty about when s/he should start and stop stepping the stairs. Stairs have hard, matte and non-slip surface. The width of the stair is 280 mm. This value is enough according to the standards. The height of the stairs is 180 mm which is a little bit higher than it should be. One who has vision impairment may

have a difficulty while stepping. There is no slip band not to slip on the front sides of the stairs. There are no handrails at the stair.

There is an information desk in the building. The width of the information desk is 1200 mm which is even wider than it should be, however the height of the desk is 1060 mm which is not accessible especially for people who use wheelchairs. Knee space is just 130 mm which individuals who use wheelchair cannot approach to the desk well.

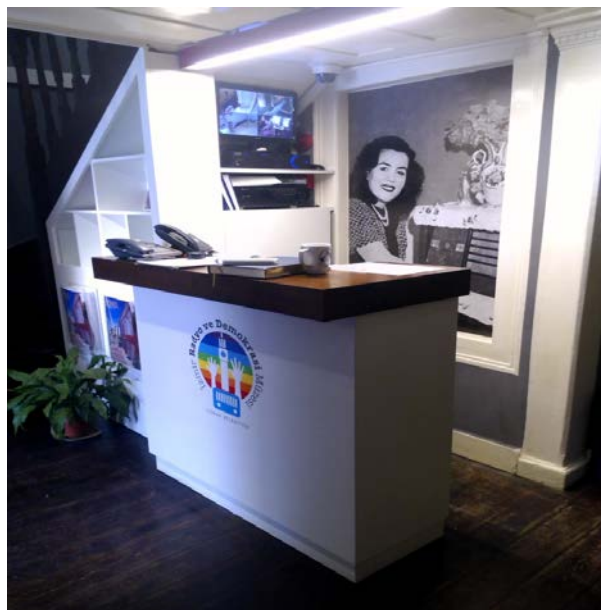


Figure 41: Information Desk of the Museum

There is enough space that is 1300 mm x 1850 mm for maneuvering. They may accept the guide dog (service animal) if required. There is no sign language interpreter service for those who have hearing impairment and there is no any device to tell about the museum to ones had vision impairment and show about the museum to ones had hearing impairment. Officers may help if anybody would like officer to help. They can not provide wheelchair to help while visiting the museum for people who have difficulty about movement. There is no visual signs to show where can go outside of the building for people who have hearing impairment in case of emergency. There is audible and visible alarming system on the first floor for people who have visual and hearing impairment. However on the second floor, there is no

visible alarm system for people who have hearing impairment. In case of emergency, people who have hearing impairment cannot understand this emergency situation on the second floor. There is audible alarm system on the second floor. There is no light guidance to escape from the building for people who have hearing impairment in case of emergency.

There is no accessible toilet especially designed for people with disabilities in the museum. There is just one toilet for men and women, all people use the same cabinet. There is 220 mm elevation difference between the level of the hall and the level of the toilet.



Figure 42.1-2: Entrance and inside of Toilet

So there should be a ramp, however there is no ramp to go up to the toilet. The clear width of the toilet door is 460 mm which is almost half of the value that should be according to the standards. The door doesn't open outwards and there is 800 mm x 800 mm space for maneuvering inside the toilet. Thus it is not possible to go in the toilet for people in wheelchairs. There is no emergency button or rope inside the toilet in case of emergency. The door of the toilet doesn't open from both sides for

emergencies. The beginning height of the mirror is 1300 mm above the finish floor and there is no sloping mirror on the wall. Therefore, one who use wheelchair have a difficulty about seeing himself on the mirror. Pedestal sink was not used however; there is a cupboard under the sink. The height under the sink is 700 mm and the depth under the sink is 160 mm which is a little bit less than it should be. Because there is cupboard under the sink and the depth under the sink is just 160 mm, it is not possible to approach to the sink. The lines of the sink are round that means there is no danger using the sink in the cabinet. The height of the sink is 830 mm which is appropriate for people who use wheelchairs. There is Turkish style toilet in the cabinet. There is no grab bars in the toilet.

There is no parking area especially for people with disabilities. There are some places where people can park their car on.



Figure 43: Parking Area of the Museum of Radio and Democracy

There is 350 mm elevation difference between the road and the sidewalk. So there should be a ramp to go up to the sidewalk, however there is no ramp. And also there are stairs to go in the museum from the sidewalk. There is no ramp again to go from the sidewalk to the museum.

3.7. THE JOY AND CARTOON MUSEUM

Main entrance is connected by an accessible route to public transportation stops, passenger loading zones and public streets or sidewalks. Main entrance is on the level with the street. So there is no need to ramp or stairs to go in the museum.



Figure 44: Entrance of the Joy and Cartoon Museum

There is an information desk in the building. The width of the information desk is 2360 mm which is even wider than it should be, however the height of the desk is 1060 mm which is not accessible especially for people who use wheelchairs. There is no knee space. So, individuals who use wheelchair cannot approach to the desk.



Figure 45: Information Desk of the Joy and Cartoon Museum

There is enough space that is 1400 mm x 4000 mm for maneuvering. They may accept the guide dog (service animal) if required. However all things are the objects that need to be seen. There is no sign language interpreter service for those who have hearing impairment. Officers may help if anybody would like officer to help. They can not provide wheelchair to help while visiting the museum for people who have difficulty about movement. There is visual signs to show where can go outside of the building for people who have hearing impairment in case of emergency. There is audible alarm system; however there is no visible alarm system for people who have hearing impairment in the museum.

This is a museum which has two-storey exhibition area. So, there has to be an elevator in the building. Unfortunately there is no elevator in the building to go up the second floor. So, it is not possible to go up and visit the second floor of the museum for people who use wheelchairs. There are stairs in the building to go up to the second floor of the museum.



Figure 46: Stairs of the Museum

There is no perceivable surface on the beginning and on the end of the stairs. A person who has vision impairment may have a difficulty about when s/he should start and stop stepping the stairs. Stairs have hard, matte and non-slip surface. There is no slip band not to slip on the front side of the stairs. The width of the stair is 300 mm which is even wider than it should be. The height of the stairs is 180 mm which is a little bit higher than it should be. One who has vision impairment may have difficulty while stepping. There are handrails at the edge of the stairs.

There is elevation difference between the levels of the rooms and level of the hall of the museum while passing from the hall to a room. To eliminate the elevation difference, they use portable ramp for passing a room from the hall for people who use wheelchairs. The width of these portable ramps is 1000 mm. There is no curb and handrail of these ramps.



Figure 47.1-2: Ramps used for entering to rooms inside of the museum

There is no accessible toilet especially designed for people with disabilities in the museum. There is 160 mm elevation difference between the floor of the exhibition area and the floor of the toilet. So there should be a ramp. There is a ramp to eliminate the elevation difference.



Figure 48: Ramp used for entering the toilet

The clear width of the toilet door is 750 mm which is not appropriate for people who use wheelchairs to go in the toilet. The door doesn't open outwards and there is 600 mm x 600 mm space for maneuvering inside the toilet. Thus it is not possible to go in the toilet for people in wheelchairs.



Figure 49.1-2: Entrance and inside of the Toilet

There is no emergency button or rope inside the toilet in case of emergency. The door of the toilet doesn't open from both sides for emergencies. The beginning height of the mirror is 1250 mm above the finish floor and there is no sloping mirror on the wall. Therefore, one who use wheelchair have a difficulty about seeing himself on the mirror. Pedestal sink was not used and there is no cupboard under the sink. The height under the sink is 630 mm and the depth under the sink is 550 mm which is even deeper than it should be. However, because there is just 630 mm under the sink, it is not possible to approach to the sink. The lines of the sink are round that means there is no danger using the sink in the cabinet. The height of the sink is 900 mm which is a little bit higher than it should be for people who use wheelchairs. The height of water closet is 480 mm. There are grab bars in the toilet, but because it is not possible to go in by the wheelchair, they cannot help people who use

wheelchairs. Even so these grab bars are helpful for people who are old or pregnant who have difficulty about moving.

There is no parking area outside of the museum. There are some special parking places where one has to pay for parking. However they are far more than 30 meters from the museum.

3.8. IZMIR MASK MUSEUM

Entrance is not connected by an accessible route to public transportation stops, accessible parking, passenger loading zones and public streets or sidewalks. Entrance is not on the level with the street.



Figure 50: Entrance of Izmir Mask Museum

There is 2500 mm elevation difference between level of the street and the level of the entrance of the building. So there should be a ramp or an elevator to go to the building level. However there is no elevator or ramp at the entrance of the building. There is no possibility to enter this museum for people who use wheelchairs.

There are stairs at the entrance to go up to the building. There is no perceivable surface on the beginning and on the end of the stairs. A person who has vision impairment may have difficulty about when s/he should start and stop

stepping the stairs. Stairs have hard, matte and non-slip surface. The width of the stair is 270 mm; this value is a little bit wider than it should be. The height of the stair is 270 mm. This value is much more than desired. People who have visual impairment definitely have a difficulty about stepping these stairs. There is no slip band not to slip on the front side of the stairs. There are handrails at the edge of the stairs.

There is a desk at the entry of the building for getting information and help if it is need; however it is not appropriate according to the standards. Height of the desk is 800 mm which individuals who use wheelchairs can see the officer. And also officer can see the visitors who use wheelchair while sitting behind the desk. They can communicate each other eye to eye without standing up.

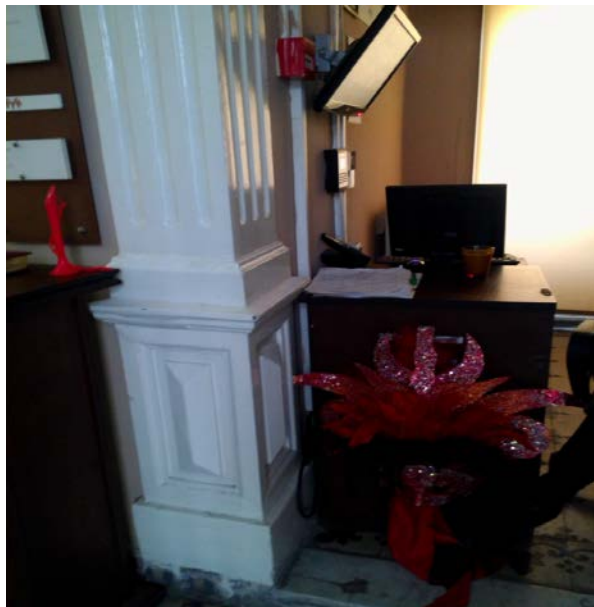


Figure 51: Information Desk of the Museum

The width of the desk is 500 mm which is 400 mm narrower than it should be. There is no knee space to make people with disabilities approach to the desk. They may accept the guide dog (service animal) if required. There is no enough space which is 1000 mm x 1200 mm for people in wheelchairs in front of the desk. Officers may help if anybody would like officer to help. There is no sign language interpreter to give information about the museum for people who have hearing impairment. They

can not provide wheelchair to help while visiting the museum for people who have difficulty about movement.

This is a museum which has two-storey exhibition area. So, there has to be an elevator in the building. Unfortunately there is no elevator in the building to go up the second floor. So, it is not possible to go up and visit the second floor of the museum for people who use wheelchairs.



Figure 52: Stairs of the Museum

The museum is not accessible in regards to internal movement. There are few rooms and the width of the doors of these rooms determines how much the museum is accessible in regards to internal movement. The narrowest door of the building is 750 mm which doesn't make people who use wheelchairs possible to pass from one room of the building to another.



Figure 53: One Doorstep at the Second Floor of the Museum

Inside of the rooms, the distance between the objects exhibited is at least 210 mm which is even more than it should be. However one who use wheelchair cannot go up to second floor and cannot go in to the rooms which has 750 mm wide door.

There is no special emergency escape route for people with disabilities. There is visible alarm system for people who have hearing impairment. There is audible alarm system for all to escape from the building in case of emergency. However there is no light guidance to escape from the building for people who have hearing impairment in case of emergency. There is no toilet in the museum. There is no parking area in the museum.

3.9. UMRAN BARADAN TOY MUSEUM

Entrance is not connected by an accessible route to public transportation stops, accessible parking, passenger loading zones and public streets or sidewalks. Entrance is not on the level with the street.



Figure 54: The Entrance of Umran Baradan Toy Museum

There is 2500 mm elevation difference between the level of the street and the level of the entrance of the building. So there should be a ramp or an elevator to go to the building level. However there is no elevator or ramp at the entrance of the building. There is no possibility to enter this museum for people who use wheelchairs.

There are stairs at the entrance to go in the building. There is no perceivable surface on the beginning and on the end of the stairs. A person who has vision impairment may have difficulty about when s/he should start and stop stepping the stairs. Stairs have hard and matte; however the stairs has no “non-slip” surface. It is possible to slip while stepping the stairs in case any bad weather condition. The width of the stair is 280 mm; this value is appropriate. The height of the stair is 170 mm. This value is a little bit more than desired. There is no slip band not to slip on the front side of the stairs. There are handrails at the both sides of the stairs.

There is a desk at the entry of the building for getting information and helping if required. Height of the desk is 750 mm which individuals who use wheelchairs can see the officer. And also officer can see the visitors who use wheelchair while sitting behind the desk. They can communicate each other eye to eye without standing up. The width of the desk is 1500 mm which is 600 mm wider than it should be. There is just 200 mm knee space to make people with disabilities approach to the desk.



Figure 55: Turnstiles at the Entrance of the Museum

After entering the main gate of the museum, there are turnstiles. To enter the museum was paid before. But it is free of charge to go in the museum recently. There is no need to be turnstile at the entrance. The clear width of these turnstiles is 530 mm, so it is not possible to go in the museum for people who use wheelchairs. These unnecessary turnstiles cause not to go in for people who use wheelchairs.

They may accept the guide dog (service animal) if required. There is enough space which is 3000 mm x 2100 mm for people in wheelchairs in front of the desk. Officers may help if anybody would like officer to help. There is no sign language interpreter to give information about the museum for people who have hearing impairment. They can not provide wheelchair to help while visiting the museum for people who have difficulty about movement.

This is a museum which has two-storey exhibition area. So, there has to be an elevator in the building. Unfortunately there is no elevator in the building to go up the second floor. So, it is not possible to go up and visit the second floor of the museum for people who use wheelchairs.



Figure 56: The Stairs inside of the Museum

There are stairs to go up to the second floor. There is no perceivable surface on the beginning and on the end of the stairs. A person who has vision impairment may have difficulty about when s/he should start and stop stepping the stairs. Stairs have hard and matte and “non-slip” surface. The width of the stair is 280 mm; this value is appropriate. The height of the stair is 200 mm. This value is a little bit more than desired. There is no slip band not to slip on the front side of the stairs. There are handrails at the edge of the stairs.

The museum is not accessible in regards to internal movement. There are few parts of the museum which one can go pass by using the stairs, however there is no ramps in these parts.



Figure 57: The Passing Point by Stairs at the Second Floor

That doesn't make people who use wheelchairs possible to pass from one part of the building to another. Inside of the parts, the distance between the objects exhibited is at least 1100 mm which is even more than it should be.



Figure 58: A Corridor at the Second Floor of the Museum

However one who use wheelchair cannot go to the other parts, so the situation that the distance between the objects exhibited is at least 1100 mm is not important.

There is no special emergency escape route for people with disabilities. There is no visible alarm system for people who have hearing impairment. There is audible alarm system for all to escape from the building in case of emergency. However there is no light guidance to escape from the building for people who have hearing impairment in case of emergency.

There is no accessible toilet especially designed for people with disabilities in the museum. The clear width of the toilet door is just 590 mm which is not appropriate for people who use wheelchairs to go in the toilet.



Figure 59: The Entrance of the Toilet

The door doesn't open outwards and there is 1100 mm x 1200 mm space for maneuvering inside the toilet. Thus it is not possible to go in the toilet for people in wheelchairs. There is no emergency button or rope inside the toilet in case of emergency. The door of the toilet doesn't open from both sides for emergencies. There are two different tall sink in the toilet. One of them is for the adults the other is for the children. They actually design this sink for the children, however, at the same time, this sink is appropriate when the height of the mirror and the height of the sink are considered.



Figure 60: Inside of the Toilet

The beginning height of the mirror is 820 mm above the finish floor and there is no sloping mirror on the wall. But, one who use wheelchair can see himself on the mirror. Pedestal sink was used and there is no cupboard under the sink. The clear height under the sink is 500 mm and the depth under the sink is 350 mm which is even deeper than it should be. However, because there is just 500 mm height under the sink, it is not possible to approach to the sink. The lines of the sink are round that means there is no danger using the sink. The height of the sink is 620 mm which is appropriate for people who use wheelchairs.



Figure 61: The Water closet of the Toilet

The height of the water closet is 400 mm. This water closet is also for the children and so it is in the acceptable measures. There is no grab bars in the toilet.

There is no parking area in the museum.

3.10. LATIFE HANIM HOUSE

Entrance of the complex is connected by an accessible route to public transportation stops, accessible parking, passenger loading zones and public streets or sidewalks. However, the entrance of the building is not on the level with the street. There is 2500 mm elevation difference between the street and the entrance of the building. So there should be a ramp or an elevator to go to the building level. However there is no elevator or ramp at the entrance of the building. There is no possibility to enter this museum for people who use wheelchairs.



Figure 62: The Entrance of the Complex

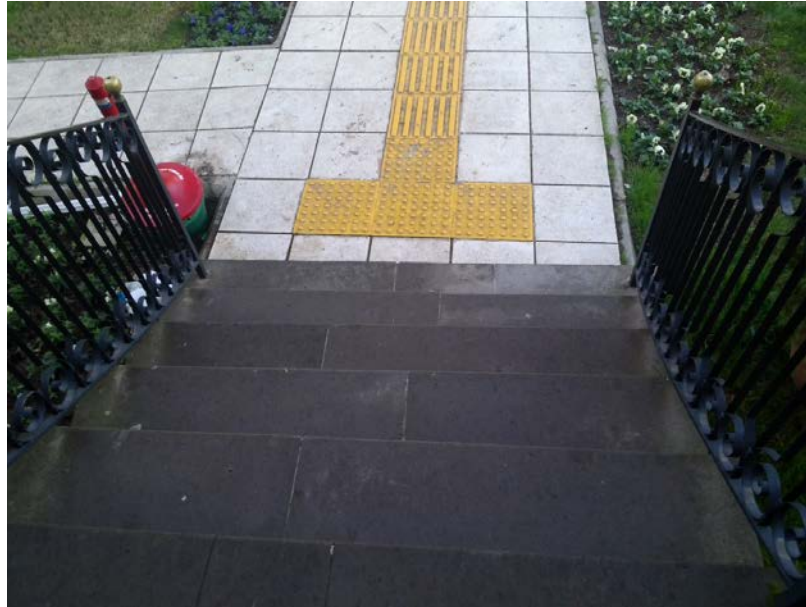


Figure 63: Entrance of Latife Hanim House

There are stairs at the entrance to go in the building. There is perceivable surface on the beginning, but not on the end of the stairs. A person who has vision impairment may go up the stairs without having any difficulty, however one can not understand where s/he should stop stepping. Stairs have hard, matte and “non-slip” surface. The width of the stair is 330 mm; this value is even more than it should be. The height of the stair is 200 mm. This value is a little bit more than desired. There is no slip band not to slip on the front side of the stairs. There are handrails at the both sides of the stairs.

There is no desk at the entry of the building for getting information and helping if required. There is a chest of drawers and one chair on the entrance of the museum.



Figure 64: Chest of Drawers used for Information Desk

The height of the chest of drawer is 700mm. The width of the chest of drawer is 500 mm. The officer and the visitor may communicate each other eye to eye without standing up. They do not accept the guide dog (service animal) if required. There is enough space which is 4000 mm x 8000 mm for people in wheelchairs in front of the desk. Officers may help if anybody would like officer to help. There is no sign language interpreter to give information about the museum for people who have hearing impairment. They can not provide wheelchair to help while visiting the museum for people who have difficulty about movement.

This is a museum which has two-storey exhibition area. So, there has to be an elevator in the building. Unfortunately there is no elevator in the building to go up the second floor. So, it is not possible to go up and visit the second floor of the museum for people who use wheelchairs.



Figure 65: Stairs inside of the Museum

There are stairs to go up to the second floor. There is no perceivable surface on the beginning and on the end of the stairs. A person who has vision impairment may have difficulty about when s/he should start and stop stepping the stairs. Stairs have hard and matte and “non-slip” surface. The width of the stair is 320 mm; this value is appropriate. However the height of the stair is 320 mm which is even not appropriate for the people who have not any impairment. This value is too much for people with disabilities. There is no slip band not to slip on the front side of the stairs. There are handrails at the edge of the stairs.

The museum is not accessible in regards to internal movement. There are a few rooms of the museum. The entrances of these rooms have elevation differences between the level of the hall and the level of the floor of the rooms.



Figure 66: One of Doorsteps inside the Museum

So, there should be ramps to go in these rooms; however there is no ramp on the entrance of these rooms. That doesn't make people who use wheelchairs possible to pass from one room of the house to another. Inside of the rooms, the distance between the objects exhibited is at least 800 mm which is a little bit lower than it should be. However one who use wheelchair cannot go in to the rooms, so the situation that the distance between the objects exhibited is at least 800 mm is not important.

There is no special emergency escape route for people with disabilities. There is no visible alarm system for people who have hearing impairment. There is audible alarm system for all to escape from the building in case of emergency. However there is no light guidance to escape from the building for people who have hearing impairment in case of emergency. There is no toilet in the museum. There is no parking area in the museum.

3.11. HAMZA RUSTEM PHOTOGRAPH HOUSE

Main entrance is connected by an accessible route to public transportation stops, passenger loading zones and public streets or sidewalks. Main entrance is on the level with the street. So there is no need to ramp or stairs to go in the museum.



Figure 67: Entrance of Hamza Rustem Photograph House

There is an information desk in the building. The width of the information desk is 2080 mm which is even wider than it should be, however the length of the desk is 1080 mm which is not accessible especially for people who use wheelchairs. There is 60 mm knee space. So, individuals who use wheelchair cannot approach to the desk.



Figure 68: Information Desk of the Museum

There is enough space that is 1650 mm x 2500 mm for maneuvering. They may accept the guide dog (service animal) if required. However all things are the objects that need to be seen. There is no sign language interpreter service for those who have hearing impairment. Officers may help if anybody would like officer to help. They can not provide wheelchair to help while visiting the museum for people who have difficulty about movement. However if one who has difficulty about movement call the officer at least one day ago before his visit, they may provide wheelchair by having help from the municipality. There is no visual signs to show where can go outside of the building for people who have hearing impairment in case of emergency. There is audible alarm system; however there is no visible alarm system for people who have hearing impairment in the museum.

This is a museum which has one-storey exhibition area. So, there is no need to be an elevator or the stair in the building. There is no elevation difference in any part of the museum.

There are some corridors in the exhibition area in the museum. The narrowest pass of these corridors is 540 mm which is 360 mm narrower than it should be. One who use wheelchair can not go in to this corridor.



Figure 69.1-2: Corridors inside the Museum

Even if one able to go in to this corridor from one entry of it, he has to go out from the same entry. However there is no enough space for maneuvering to turn back in this corridor. Other corridors have 1240 mm width. The height of the object exhibited is between 900 mm and 1650 mm.



Figure 70: One of Corridors inside the Museum

There is a toilet especially designed for people with disabilities. However it is located in a different building from the main building of the museum. There is no sign to make people direct to this toilet. One has to ask for the toilet about where it is.



Figure 71: Toilets of the Museum

There is 200 mm elevation difference between the level of the street and the level of the building that has the toilets. So there should be a ramp. There is a ramp to eliminate the elevation difference. The slope of this ramp is %33, this value is much more than it should be.



Figure 72: Ramp used for entering to Toilet of the Museum

Although the length of the ramp is just 660 mm, one who use wheelchair has a difficulty about using this ramp to go to the toilets. One has to need for help to push his wheelchair to go up to the level of the toilet. There is no curb which has to be at least 50 mm at the both sides of the ramp. There are no handrails which have to be at the both sides of the ramp. The width of the ramp is 1200 mm which is even a little bit wider than it should be.

There is a disability sign on the door. The clear width of the toilet door is 840 mm which is not appropriate for people who use wheelchairs to go in the toilet. The door opens outwards and there is just 750 mm x 900 mm space for maneuvering inside the toilet. Thus it is not possible to move in the toilet for people in wheelchairs.



Figure 73: Inside of the Toilet

There is no emergency button or rope inside the toilet in case of emergency. The door of the toilet doesn't open from both sides in case of emergency. There is no mirror on the wall. Pedestal sink was used and there is no cupboard under the sink. The clear height under the sink is 650 mm and the depth under the sink is 550 mm which is even deeper than it should be. However, because there is just 650 mm height under the sink, it is not possible to approach to the sink. The lines of the sink are round that means there is no danger using the sink in the cabinet. The height of the sink is 820 mm which is appropriate according to the standards for people who use wheelchairs. The height of the water closet is 450 mm. There is no grab bars in the toilet that means it is very difficult to pass to the water closet from the wheelchair. There is an open area parking place outside of the museum.



Figure 74: Parking Area of Hamza Rustem Photograph House

There is no sign that means it is especially for the disabled people. However the officers direct disabled people who came to the museum by his own car to this area which is located just next to the main gate of the museum. The width of the parking area for the disabled people is 4500 mm which is even 900 mm wider than required. One who use wheelchair may get off the car easily and pass his wheelchair without having a maneuvering problem. The depth of the parking area is 8500 mm which is again 2500 mm deeper than it should be according to the standards. There is a good lightening equipment to help about seeing well.

3.12. COMMUNICATION MUSEUM

Main entrance is connected by an accessible route to public transportation stops, passenger loading zones and public streets or sidewalks. Main entrance is on the level with the street. So there is no need to ramp or stairs to go in the museum.

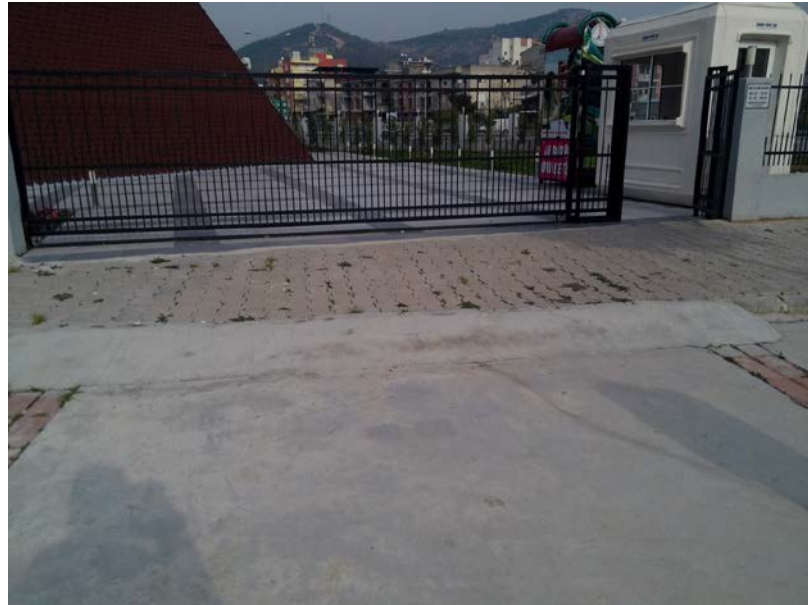


Figure 75: Entrance of Communication Museum

There is an information room where one may have information about the museum in the building. There are two chairs and a table in the room. The width of the table is 1000 mm which is even wider than it should be and the length of the desk is 750 mm which is accessible especially for people who use wheelchairs. There is no knee space and there is no need. One who has wheelchair may approach to the table. Officer and the visitor who has wheelchair can see each other while both of them sitting.



Figure 76: Information Desk in a Room of the Museum

There is an enough space that is 1500 mm x 1500 mm for maneuvering. They may accept the guide dog (service animal) if required. However all things are the objects that need to be seen. There is no sign language interpreter service for those who have hearing impairment. Officers may help if anybody would like officer to help. They can not provide wheelchair to help while visiting the museum for people who have difficulty about movement. However if one who has difficulty about movement call and tell the officer about his need at least one day ago before his visit, they may provide wheelchair by having help from the municipality. There are visual signs to show where can go outside of the building for people who have hearing impairment in case of emergency.



Figure 77.1-2: Visual Signs to Escape in Emergency

There is audible alarm system; however there is no visible alarm system for people who have hearing impairment in the museum.

This is a museum which has one-storey exhibition area. So, there is no need to be an elevator or the stair in the building. However, there is 80 mm elevation difference on the entrance of the first building of the museum and also there is 50 mm elevation difference on the entrance of the second building of the museum. But unfortunately there is no ramp on these two entrances.



Figure 78: Doorsteps of the Buildings in the Complex

There are some exhibition rooms in the second building of the museum. The narrowest pass of these rooms is 670 mm which is 270 mm narrower than it should be. One who use wheelchair can not go in to this room.



Figure 79: Entrance and Exit of an Exhibition Door.

The exit door of this room is 770 mm, so one who has wheelchair may try to go in to and go out of this room from the same door. The height of the object exhibited starts from 670 mm and 770 mm. Thus these all objects that are exhibited on the first and the second shelf can be seen by people who have wheelchair, however the objects exhibited on the third shelf can not be seen by them. The width of the corridor between the glass cases is 1060 mm. So this is the width which is appropriate for the people who use wheelchairs.



Figure 80: One of Corridors in the Exhibition Room

There is a toilet especially designed for people with disabilities. There is no sign to make people direct to the toilet. One has to ask for the toilet about where it is. There is a sign that means this is for the disabled people, on the door.



Figure 81: The Door and the Entrance of the Toilet

The clear width of the toilet door is 980 mm which is appropriate for people who use wheelchairs to go in to the toilet. The door opens outwards and there is 1000 mm x 1100 mm space for maneuvering inside the toilet. Thus it is a little bit difficult to maneuver, but it is possible to move in the toilet for people in wheelchairs. There is no emergency button or rope inside the toilet in case of emergency. The door of the toilet doesn't open from both sides in case of emergency. There is a mirror on the wall and the mirror has a slope. Although the height of the mirror starts from the 1200 mm, one who use wheelchair can see himself on the mirror thanks to this slope of the mirror.



Figure 82: Inside of the Toilet

Pedestal sink was not used and there is no cupboard under the sink. The clear height under the sink is 740 mm and the depth under the sink is 300 mm which is even deeper than it should be. The lines of the sink are round that means there is no danger using the sink in the cabinet. The height of the sink is 780 mm which is appropriate according to the standards for people who use wheelchairs. The height of the water closet is 430 mm. There is a grab bar which has height between 790 mm and 1530 mm on the left sides of the water closet in the toilet.



Figure 83: Parking Area of Communication Museum

There is an open area parking place outside of the museum. There is no sign that means it is especially for the disabled people. However the officers direct disabled people who came to the museum by his own car to this area which is located just next to the main gate of the museum. The width of the parking area for the disabled people is 5000 mm which is even 1400 mm wider than required. One who use wheelchair may get off the car easily and pass his wheelchair without having a maneuvering problem. The depth of the parking area is 10000 mm which is again 4000 mm deeper than it should be according to the standards. There are good lightening equipments to help about seeing well.

CHAPTER FOUR

FINDINGS AND METHODOLOGY

In this study, qualitative and quantitative area searches have been used to assess the museums in Izmir in regards to determine whether the museums are appropriate for the disabled people or not.

A checklist had been prepared to assess the museums in regards to accessibility by taking some standards from the Americans with Disabilities Act (ADA) Guidelines and Turkish Standards Institute. A list published on 29.09.2014, about museums in Izmir has been taken from the web site of Ministry of Culture and Tourism (Ministry of Culture and Tourism, 2014). And 12 museums have been chosen for this study. 4 of them are connected to Directorate of Izmir Museum, 5 of them are connected to Konak Municipality and 3 of them are connected to Karsiyaka Municipality. Necessary permissions have been taken from these authorities for these museums.

In each museums, studies took approximately 3 hours to finish the checklist to evaluate these museums as quantitative and qualitative. After getting information from the each museum, assessments have been done by comparing the measurements with the values prepared according to the standards in regards to accessibility.

Table 2: Entrance of the Museums

Entrance of the Museums	Connection to an accessible route	Need to have ramp or stairs	Perceivable surface	Stable, firm, slip-resistant stairs	Appropriate width of the stairs	Appropriate height of the stairs	Have handrails	Band not to slip on the stairs	Accessible slope of the ramp	Accessible Curbs
Izmir Archaeology Museum		•		•	•	•	•			•
Izmir Museum of History and Art	•	•							•	
Agora Open Air Museum		•		•		•				
Izmir Ethnography Museum		•		•	•	•				
Izmir Museum of Women		•		•	•		•			
The Museum of Radio and Democracy		•		•	•					
The Joy and Cartoon Museum	•				•		•			
Izmir Mask Museum		•		•	•		•			
Umran Baradan Toy Museum		•		•	•		•			
Latife Hanim House		•		•	•		•			
Hamza Rustem Photograph House	•									
Communication Museum	•									

Four of the twelve museums is connected to an accessible route. Eight of them are not connected to an accessible route. That means disabled people have some difficulties in regards to accessibility while they would like to visit these eight museums.

Nine of the twelve museums need to have ramp or stairs and however none of them has an accessible ramp or stairs. People who use wheelchairs and people who have visual impairment may have some difficulties while they go in to these nine museums. Eight of these nine museums that need to have stairs, stairs have hard, matte and non-slip surface. Only one of them has not surface like these. Eight of these nine museums have appropriate width of the stairs and three of these nine museums have appropriate height of the stairs. Six of them have handrails at the stairs.

None of these twelve museums has perceivable surfaces on the beginning and end of the stairs of these museums. So people who have visual impairment may have difficulties about when s/he should start and stop stepping the stairs.

None of them has bands on the front sides of the stairs not to slip in the bad weather conditions. So there is possibility to slip while stepping at the stairs especially for people who have visual impairment and people who have difficulty about movement and also for all in the bad weather conditions.

One of these nine museums that need to have ramp, has accessible ramp which has appropriate slope and one of these nine museums that need to have ramp has accessible ramp which has curbs at the edge of the ramp.

Table 3: Information Desks of the Museums

Information Desk of the Museums	Have an information desk	Appropriate height of the info desk	Appropriate width of the info desk	Appropriate depth under the desk	Enough space for maneuvering	Have sign language interpreter	Wheelchair Supply
Izmir Archaeology Museum	•				•	•	
Izmir Museum of History and Art	•		•		•		
Agora Open Air Museum	•		•		•		
Izmir Ethnography Museum	•						
Izmir Museum of Women	•		•		•		
The Museum of Radio and Democracy	•		•		•		
The Joy and Cartoon Museum	•		•		•		
Izmir Mask Museum	•	•					
Umran Baradan Toy Museum	•	•	•		•		
Latife Hanim House							
Hamza Rustem Photograph House	•		•		•		
Communication Museum	•	•	•		•		

Eleven of these twelve museums have information desks, however; three of them have information desks which have appropriate height. People who feel themselves bad because the heights of the desks are too tall according to the standards do not have possibility to communicate with the officer face to face.

Actually, the height of the desks is so important, but it is also important how much this height is lasting. To be explained detailed, in a museum, the height of the desk may be suitable according to the standards, but if the width of this desk is not longer than 900 mm, this desk is not accessible for the people who use wheelchairs according to the standards. Eight of these twelve museums have information desks that have appropriate widths, the rest of them does not have.

The depth under the desk is giving a chance to approach to the desk closer for people who is in wheelchair. If the depth under the desk is much more than 600 mm that's means, one who use wheelchair may approach to the desk closer and talk to an officer about what he would like to learn and feel himself good. However none of these museums has an information desk which has appropriate depth under the desk.

Ten of these twelve museums have an enough space in front of the desk for people who use wheelchairs to maneuver. In these ten museums people who are in wheelchairs have chances to move freely in front of the desk.

Just one of these museums has sign language interpreter. There are devices that visitors can get information about what objects are exhibited in the museum and what their stories are about, by listening and watching from them In other museums, some objects have no written information in front of them. So when people who have hearing impairment do not understand what these objects are about, they need to ask somebody to explain with the sign language what they are about. In that situation, people who work for the museum should know sign language or there should be a personnel who knows sign language to give information about the museum. And also in the Archaeology Museum, thanks to these devices people who have vision impairment can get lots of information about the museum while one visits the museum.

Old people or pregnant women who have difficulty about walking in a long time while they visit a museum may need a chair to sit and have relax. They normally do not use wheelchair; however they may need to have wheelchair while visiting the museums. So there should be wheelchairs at the entrances of these museums to supply for such like these visitors. None of these museums has wheelchair to supply at the entrances of them.

Table 4: Elevators of the Museums

Elevators of the Museums	Need to have an elevator	Have an elevator	Appropriate width of the cabinet	Appropriate depth of the cabinet	Appropriate width of the door	Enough space for maneuvering	Raised characters on the button	Audible warning system	Visual warning system	Have handrails	Automatic door	Emergency call butoon
Izmir Archaeology Museum	•	•	•			•	•		•	•		•
Izmir Museum of History and Art	•											
Agora Open Air Museum												
Izmir Ethnography Museum	•											
Izmir Museum of Women	•											
The Museum of Radio and Democracy	•											
The Joy and Cartoon Museum	•											
Izmir Mask Museum	•											
Umran Baradan Toy Museum	•											
Latife Hanim House	•											
Hamza Rustem Photograph House												
Communication Museum												

Except Hamza Rustem Photograph House, Communication Museum and Agora Open Air Museum, other museums which is nine of them need to have an elevator in them. Nine of them have two-storey exhibition area. So it is a must to have elevator in the building to go up to the second floor for people who are in wheelchairs.

However only one of these museums has an elevator, this is Archaeology Museum. Unfortunately the others do not have elevator. So people who use wheelchairs can not go up to the second floors of these museums and visit them. This is obviously a restriction for people who use wheelchairs. Museums are for all; however some who are disabled and have mobility impairment and use wheelchair do not have a chance to visit some parts of these museums.

According to the standards, the width of the door of the elevator should be at least 900 mm; however the width of the door of the Archaeology Museum's elevator is 790 mm. So the elevator of the museum which is the only museum that has elevator is not accessible. As one of the officer who work for the Archaeology Museum said, a person who is in his wheelchair had not gone up to the second floor of the museums before, because he had not gone in to the elevator with his wheelchair.

Elevator in the Archaeology Museum, has an appropriate width of the cabinet, enough space for maneuvering in front of the elevator, raised characters on the button, visual warning system, handrails and emergency button in the elevator cabinet. However it has not appropriate depth of the cabinet, audible warning system and door which opens automatically.

Table 5: Movement inside the Museums

Movement inside the Museums	Appropriate distance between the objects	Emergency exit for disabled people	Visual alaring system	Audible alarming system	Light guidance
Izmir Archaeology Museum	•			•	
Izmir Museum of History and Art	•			•	•
Agora Open Air Museum	•				
Izmir Ethnography Museum	•				
Izmir Museum of Women				•	
The Museum of Radio and Democracy			•	•	
The Joy and Cartoon Museum	•		•	•	•
Izmir Mask Museum			•	•	
Umran Baradan Toy Museum	•			•	
Latife Hanim House				•	
Hamza Rustem Photograph House	•			•	
Communication Museum	•			•	•

Eight of these twelve museums have free movement inside the museums. Distances between the objects are more than 900 mm in these eight museums. So people who are in wheelchairs may move freely inside these museums without any barrier. However; there are some barriers that make distances less than 900 mm in other museums. People who are in wheelchairs can not pass from these barriers.

None of these twelve museums have emergency exit especially created for the disabled people. If there is any emergency situation in these museums, there is no special emergency exit which is accessible, close to outside of the building and easy to escape. Only three of them have light guidance that direct people to the exit of the building. Light guidance shows where to go outside of the building. When it is supported with the visual and audible alarming system, it is easy to understand the emergency situation and escape from the building as much as quick and safety.

Three of them have visual alarming system that make people who have hearing impairment be aware of the emergency situation. When they see the visual alarming system in emergency, they follow the light guidance for escaping from the building immediately. Ten of them have audible alarming system that make people who have visual impairment be aware of the emergency situation.

Table 6: Toilets of the Museums

Toilets of the Museums	Have toilet for disabled people	Signs to the toilets	Appropriate sign on the door	Doors open outwards	Doors open from both sides	Appropriate width of the door	Enough space for maneuvering	Sloping mirror	No Pedestal Sink	Lines of the sink are round	Appropriate height of the sink	Appropriate depth under the sink	Appropriate height of the water closet	Emergency call button	Have handrails
Izmir Archaeology Museum	•	•	•	•		•			•	•	•	•			•
Izmir Museum of History and Art	•		•	•		•			•	•	•	•			•
Agora Open Air Museum															
Izmir Ethnography Museum	•	•	•	•		•			•	•	•	•			•
Izmir Museum of Women															
The Museum of Radio and Democracy															
The Joy and Cartoon Museum															
Izmir Mask Museum															
Umran Baradan Toy Museum															
Latife Hanim House															
Hamza Rustem Photograph House	•		•	•						•	•		•		
Communication Museum	•		•	•	•	•		•	•	•	•	•	•		•

Only five of these twelve museums have toilet for disabled people. There are toilets designed only for disabled people in these five museums. However other seven museums do not have toilets especially for people who are in wheelchairs. People who are in wheelchairs do not have a chance to use the toilet because of the physical restrictions.

Only in two museums, there are signs to direct people with disabilities to the toilet designed for the disabled toilet. In other three museums, although there are toilets especially designed for disabled people, there is no sign to direct disabled people to these toilets. Disabled people have to ask about whether there is a toilet or not and where it is.

All of these five toilets have doors that have appropriate signs about disability on them. All of these five toilets have doors that open outwards. So people who are in wheelchairs use the area inside the toilet without any barrier. However, only in Communication Museum, door opens from both sides. If any emergency, officer can help the disabled person who is in the toilet by opening the door from the other side.

Four of these five museums have toilet doors that have appropriate width. In these four museums, people who are in wheelchairs go in to these toilets without any barrier, however in one museum people who use wheelchairs may have a difficulty about passing the door freely. In other seven museums, they do not have a chance to go in and use the toilets because of the narrower door than it should be according to the standards.

None of these five museums have a cabinet that has enough maneuvering area in it. People who are in wheelchairs may have difficulties about moving inside the toilet freely. Only in Communication Museum, there is a toilet for disabled people with slopping mirror. So people who are in wheelchairs may have chances to see themselves without any extra effort. But there is no slopping mirror in those other four museums that have toilets for disabled people.

Four of those five museums do not have pedestal sink in toilets. Pedestal sink is a barrier to approach to the sinks in the toilets. Thus, people who use wheelchairs may have chances to approach to the sinks closely and comfortably in those four

toilets. In those five museums' toilets, lines of the sinks are round. That provides people in wheelchair approach to the sink safely comfortably. In toilets that does not have sink rounded lines, people in wheelchair may have difficulties about approaching the sinks and using taps uncomfortably. They may have difficulties to reach to the taps and use them freely.

There are accessible sinks that have appropriate height from the floor in all of those five museums. People who use wheelchairs do not have any problem about reaching the sinks and taps in those toilets. Only in one of those museums, there is a sink which does not have appropriate height under the sink. So people who use wheelchair do not have chances to approach to the sinks and use the taps comfortably. However in other four museums there is no problem about approaching and using the sinks and taps. There are appropriate heights under the sinks of the toilets.

In two of them, there are water closets that have appropriate height. The height of the water closet is extremely important subject in toilets. In those two toilets there is no barrier to pass to the water closets from the wheelchair for people who use wheelchairs. However in other three museums, there may be some problems about passing because of the heights of the water closets which are not appropriate according to the standards. There is no emergency call button in toilets of those five museums. If any emergency people who are in wheelchair or people who have difficulties about moving have to call help by shouting from the toilet. If nobody hears this screams, then there may be big problem.

In four of those museums there are handrails in toilets. So people who have difficulties about moving and people who use wheelchair may have chances to use these handrails while they try to use the water closet. However in one of those museums, people may have big problems about standing and they may fall down when they lose their control inside the toilet.

Table 7: Parking Areas of the Museums

Parking areas of the Museums	Parking area for disabled people	Have sign to the parking area	Accessible pass to the entrance	At most 3000mm distance	Appropriate width of parking area	Appropriate depth of parking area	Enough space for maneuvering
Izmir Archaeology Museum							
Izmir Museum of History and Art	•	•	•	•	•	•	•
Agora Open Air Museum	•		•	•	•	•	•
Izmir Ethnography Museum							
Izmir Museum of Women							
The Museum of Radio and Democracy							
The Joy and Cartoon Museum							
Izmir Mask Museum							
Umran Baradan Toy Museum							
Latife Hanim House							
Hamza Rustem Photograph House	•		•	•	•	•	•
Communication Museum	•		•	•	•	•	•

Four of these twelve museums have parking areas which are appropriate for disabled people. Disabled people coming with own cars may find appropriate parking area in those four museums complex. Archaeology and Ethnography Museums are in the same complex and their open area is under construction while I was assessing these museums in regards to have parking area which is appropriate for the disabled people. And it continues right now. So I did not have a chance to evaluate these museums in regards to parking area criteria.

Only one of these museums which have parking area for the disabled people has sign to direct people to parking area. In other three museums which have appropriate parking area for disabled people do not have any sign to direct disabled people coming with cars to the parking area. They may not know whether there is

any parking area for them or not. They should put signs to show where disabled people coming with cars can park safely and easily without any barriers.

All of these museums which have parking area for the disabled people have accessible passing from the parking area to the entrance of the museums without any barriers. All of them have at most 3000 mm between the parking area and the entrance of the museums. All of these parking areas have appropriate width and depth for parking easily and safely. And they all have enough space for maneuvering for parking.



CONCLUSION

In this study, the criteria have been determined according to text prepared by Turkish Standards Institute and Americans with Disabilities Act. These are basic and must criteria that have to be implied when a building is being constructed for an accessible structure to make all kinds of disabled people use it without any barrier like the other people who do not have any disabilities. The criteria include how to arrange the parking area, entrances of the building, information desk at the entrance, stairs at the entrance and inside the building, ramps at the entrance and inside the building, elevators and toilet rooms as accessible.

Twelve of Izmir's museums which are the most visited have been evaluated according to these criteria. After getting permissions from the authorities which these museums are connected to, all of these parts of the museums have been measured and taken notes. All of these parts of these museums have been determined how and how much they are accessible for the disabled people according to these criteria.

When all of these museums are evaluated in regards to the entrance of them, it is seen that four museums, Izmir Museum of History and Art, The Joy and Cartoon Museum, Hamza Rustem Photograph House and Communication Museum are connected to an accessible route. At the other eight museums, disabled people have problems about entering to these museums. Not to able to enter these museums make disabled people not to visit these museums. They may not want to go to these museums because they have accessibility problem at the beginning of this process. When they want to visit these eight museums, they need to have help about entering instead of people who do not have any disabilities. Why do disabled people need to have helped to do something? Not only disabled people, but also people who do not have any disabilities do not want to be in such a situation in their lives. Most of these museums are free of charge. People, who want to visit them, do not pay any money. Nevertheless, disabled people whether or not their incomes are low or high, do not want to visit these museums according to some of officers who work for these museums.

Architectural structures of these museums are not appropriate for people who are disabled to visit them. So, nobody has a right to say "disabled people do not come to the museums", "disabled people do not have an interest about visiting the museums".

Accessibility has not provided to disabled people even in regards to entering to these museums. It can be accepted that most of these buildings are old buildings. That is, when they were constructing, nobody cared about the accessibility. However they may have turned to accessible building with some touchings so far. Nobody has paid attention on it. Accessible ramps, stair lifts and platform lifts may be used when the entrance of the building is not accessible.

There is no band not to slip on the front side of the stairs in any museum. This is especially so important for people who have vision impairment. Visually impaired people may have a difficulty while they step the stairs in rainy weather. They may slide because of the rainy weather and they may lose the control. So that makes a dangerous situation for those people. Whereas it is the easiest and cheapest thing that one can make it accessible. It does not need to have big budget and effort.

Eleven of them have information desks; however none of these information desks has appropriate depth under the desk. Because there is no appropriate depth under the desk, people who use wheelchair can not approach to the desk to communicate with the officer. In only three of these eleven museums, there are appropriate heights of the desks. Generally, the heights of the desks are taller than it should be. So people who use wheelchair can not communicate with the officer eye to eye. And that makes people who use wheelchair feel bad.

Only one of these twelve museums has sign language interpreter. Archaeology Museum has devices that visitors can get information about what objects are exhibited in the museum and what their stories are about, by listening and watching from them. It is very important for people who have hearing and vision impairment. People who have hearing impairment can see what the objects are look like and they have a chance to watch the interpreter who tells the story about the object by sign language on the screen of these devices. People who have vision impairment can touch and they have a chance to listen what that objects are and what their stories are about. That system is a little bit expensive and it is the product of a project with the collaborations of ministry and EU related department. However it is not difficult and costly to employ a person who knows sign language interpreter to make people who have hearing impairment happy.

None of these twelve museums supplies wheelchair for people who have difficulties about walking. It may take more than two hour to visit a museum. People who are old, pregnant, temporary disabled etc. may have difficulties about visiting

the museum. It would be perfect to be supplying a wheelchair for such like situations for those people. It is absolutely not a difficult and costly to do it in a museum.

Although there are nine museums that need to have elevator, only one of them has an elevator which is not totally accessible. People who use wheelchair do not have a chance to see the second or third floors of these eight museums. They need to have big help from people who do not have any disabilities. Otherwise they do not see the up floors of these museums. Because most of the buildings which are museum are old, stair lifts should be used to go up inside the museums for people who use wheelchair or for people who have difficulties about movement and stepping the stairs.

In eight of these twelve museums, there are appropriate distances between the objects that are exhibited. That means people who use wheelchair may move freely inside the museum. In other four museums even if they may a chance to enter the museums, they do not move freely because of the narrow distance between the objects exhibited in the museums. The distance between the objects exhibited should be enlarged and make people who use wheelchair pass from between these objects.

None of these twelve museums has an emergency exit or escape route especially designed for disabled people. Only three of them have visual alarm which is very important for people who have hearing impairment. People who have hearing impairment may understand that there is an emergency situation from the visual alarming system. Otherwise one may not understand the emergency situation and stay in a bad situation in the building while all other people who do not have any impairments escaping from the building. Visual alarming system should be set and light guidance devices should show where to go out easily from the closest route.

Five of these twelve museums have toilet especially designed for disabled people. Other seven museums do not have toilet for the disabled people. In most of these museums, because these buildings of these museums are old, they do not have chances to build or reconstruct toilets for disabled people. It needs to have a little bit big budget to reconstruct a toilet for those people. These budgets should be set and these toilets should be accessible for disabled people with some simple touchings.

These current toilets should be enlarged. They need to have accessible mirror and handrails to keep and have the control while using the toilets. One of the most important thing is to have emergency button or rope inside the toilets. Disabled, old or pregnant people may have a problem inside the toilet. So they may need a help

while they are in the toilet. With these emergency buttons or ropes they may call help when any emergency situation inside the toilet. None of these museums has a toilet which has emergency button or rope in it.

Only four of these twelve museums have parking area for the disabled people who come by their own car to visit the museums. For visiting other eight museums, they do not come by their own cars. Even if they come with their own cars to these museums, they may have problems about parking safely and easily, because there is no parking area especially designed for the disabled people. These parking areas of the four museums meet the expectations in regards to width and depth of the parking areas, maneuvering spaces, accessible passing to the entrance and distance to the entrance of the museums.

Even if these museums were actually old buildings which were converted to the museum, nobody paid attention about in what way a disabled person goes in to these museums. They should have constructed a ramp at the entrance of these museums according to the standards. Slope of the ramp is so important to go up for people who use wheelchair. If there are stairs at the entrance and if not a lift, ramp is the only way to go in the museum. So if there is no ramp which has appropriate slope at the entrance of the museum, there is no possibility to go in and visit the museum for people in wheelchairs while they are alone.

Even if they are able to go in museums which have at least two storeys, people who are in wheelchairs, do not have chances to go up second or third floors because there is no elevator or lift in museums except Archaeology museums. People in wheelchairs only visit the ground floor of the museums and they have to leave without visiting the upper floors. People in wheelchairs have rights to visit all parts of the museums, however because there are barriers to go in the museums and go up to the second or upper floors, they are not able to do.

Archaeology Museum is the only one museum which has devices used for sign language interpreter. There should be in other museums as well, for people who have hearing impairments to understand what the museum is all about.

When people in wheelchair need to use toilet while they visits the museum, there is no possibility in most of the museums. Except four museums, there is no museum which has toilet especially designed for disabled people. Eventually, when all of these museums are considered in regards to the accessibility, it is clearly seen that most of the museums are not totally accessible in Izmir. There is a big problem

about accessibility in museums. It can be said that there are lots of museums which have different concepts; however they have not been established according to the needs of the disabled people. There are some museums which were reconstructed, however while reconstruction was being done, nobody cared about the accessibility.

It is agreed that awareness about disabled people has been increased in the society in Turkey and Izmir as well. Lots of studies have been done and the city has been trying to convert to a city which is accessible. But most of the museums have lots of barriers in regards to accessibility for the disabled people. The buildings of the museums are generally very old buildings. When they reconstruct, the standards about the accessibility should be considered and the buildings should be accessible as much as possible.

Museums are very important buildings in regards to giving some information about the cultures and history of the destinations. So, tourists who are disabled or not, want to visit the museums of the destinations during their journey. To go and visit these museums are rights of disabled people as much as the people who are not disabled. All the museums should be accessible for people who have different kinds of disability. This is very vital for Accessible Tourism. To able attract tourist who are disabled from all over the world, museums should be accessible as much as transport, accommodation should be accessible. As a package, all of them should be accessible and complete the parts of the whole. If accessibility is provided for all parts of this process, if more than 5 millions of disabled tourists come to Turkey, would everything about accessibility remain same? Would there be just %1 disabled room in a hotel? Would there be any problem about accessibility in all parts of museums? Of course not. However, to attract more than 5 millions of disabled people to Turkey, everything related tourism should be accessible and promote them to the disabled people who would like to go to any other country and looking for a destination which is accessible. If destinations and museums were accessible, nobody thinks that there is no disabled tourist coming. Disabled people do not prefer a destination or a museum where they know having problem about accessibility. They do not think and want that there are staffs that will help them friendly. They want to visit a museum which has not any problem about accessibility and move freely in it. So, as a result, to get a slice of this niche market which has a huge group of people, authorities of Turkey and Izmir should pay attention about accessibility and how it is a big market for tourism sector.

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APPENDIX

APPENDIX 1: ASSESMENT CRITERIA

..... MÜZESİ

Kapalı mekan giriş:

Ana giriş düz ayak	:
Basamaklı giriş	:
Basamak başında uyarıcı yüzey	:
(30 cm önce bitecek şekilde, 60 cm genişliğinde uyarıcı yüzey)	
Basamak yüzeyi(kaymaz)	:
Basamak genişliği(en az 28 cm)	:
Basamak yüksekliği(en fazla 16 cm)	:
Basamak ön kenarında kaydırmaz şerit	:
Merdiven kenarlarında tutamak	:
Basamak sonunda uyarıcı yüzey	:
(30 cm önce bitecek şekilde, 60 cm genişliğinde uyarıcı yüzey)	
Ana girişte sabit rampa	:
Rampanın eğimi(en fazla %5)	:
Rampa genişliği(90 cm)	:
Rampada koruma bordürü(5 cm)	:
Rampa korkulukları(86,5 cm)	:
Danışma:	
Rehber köpek alınıyor	:
Danışma masası	:
Genişliği(en az 90 cm)	:
Alt kot yüksekliği(en az 71 cm)	:
Üst kot yüksekliği(en fazla 86,5 cm)	:

Diz altı derinliđi(en az 60 cm)	:
Tekerlekli sandalye dönüş alanı	:
İşaret dili tercümanı	:
Fiziksel refakatçi hizmeti	:
Personel yardımı	:
Ziyaret için tekerlekli sandalye temini	:
Asansör	
Asansör gerekliliđi	:
Asansör varlığı	:
Kabin kapasitesi(en az 630 kg)	:
Kabin genişliđi(en az 110 cm)	:
Kabin derinliđi(en az 140 cm)	:
Kabin girişinin genişliđi(en az 90 cm)	:
Kabin önü hareket alanı(150 cmx150 cm)	:
Kabin içi ve önünde yeterli aydınlatma	:
Kabin içi kontrol düğmelerinin yüksekliđi	:
(90-137 cm arasında olmalıdır.)	
Kabin dışı kontrol düğmelerinin yüksekliđi	:
(90-137 cm arasında olmalıdır.)	
Kontrol düğmelerinde kabartmalı	:
(15-55 mm büyüklük, 1-1,5 mm kabartma; Braille alfabeli rakam ve yazılar olmalıdır.)	
Kabin içinde ve dışında sesli uyarı sistemi	:
Kabin içinde ve dışında görsel uyarı sistemi	:
Kabin içi tutunma bantları yüksekliđi(85-90 cm)	:
Otomatik kapı	:
Açık kalma süreleri(en az 10 sn)	:
Acil durum uyarı düğmesi (Görsel ve işitsel)	:

İç Dolaşım

Koridor genişlik ve yüksekliği(G:90cm Y:220 cm)	:
İç mekan mobilyaları arasındaki mesafe(en az 90 cm)	:
Engelliler için acil çıkışı	:
Görsel alarm sistemleri	:
İşitsel alarm sistemleri	:
Işıklı yönlendirme	:

Tuvalet

Engelli tuvaleti	:
Engelli tuvaletine yönlendirme işaretleri	:
Kapıda engelli işareti	:
Kapı dışarı doğru açılıyor	:
Kapı kilidi dışarıdan da açılacak şekilde	:
Kapı temiz geçiş genişliği(en az 90 cm)	:
Kabin içi net manevra alanı(150x150 cm)	:
Ayna alt kenar yüksekliği(en fazla 90 cm)	:
Eğimli ayna	:
Ayaksız veya alt dolapsız lavabo	:
Lavabo hatları(yuvarlak hatlı)	:
Lavabo yüksekliği(en fazla 86 cm)	:
Lavabo alt boşluk yüksekliği(en az 75 cm)	:
Lavabo diz altı derinliği(en az 20 cm)	:
Klozet yüksekliği(43-48 cm)	:
Tuvalet içi yardım düğmesi	:
Kabin içi tutunma barları(85-90 cm)	:

Otopark

Açık park alanı	:
Kapalı park alanı	:
Engelliler için park alanı	:

Engelli park alanına yönlendirme işaretleri	:
Park yerinden kaldırıma engelsiz geçiş	:
Park yeri asansöre, girişe, çıkışa en yakın yerde (en fazla 30 metre uzaklıkta)	:
Park yerinin genişliği(en az 360 cm)	:
Park yerinin derinliği(en az 600 cm)	:
Engelli otoparkının boş manevra alanı(en az 150 cm)	:

