

IACM NEWSLETTER

Official magazine of International Association of Customs Museums

2009



Editorial

President's forward

Some months will have passed since we met in Liverpool, for the 17th Annual Conference and General Assembly of IACM. First of all my thanks go to our UK colleagues who did a great job before, during and after. To Karen and all your colleagues who helped organise this successful event - you can be proud of the job you did. But I also want to express my thanks to all our colleagues in IACM who were present in Liverpool, who helped with their contributions.



The subject of this year's conference was "educational programmes" (also the main subject of this Newsletter). It was very interesting, and they managed to organise various presentations on the important theme. Everybody had some new ideas when we left Liverpool. They presented the subject to a very high professional level. During the preparations for this Newsletter a lot of our members said, it is difficult for us to write an article about education because we don't have such programmes. I must say you are wrong! The simple fact that a museum exists, showing our rich Customs and finance history - is for me already an "educational programme". Every guided tour you make, every explanation, demonstration of an activity, showing a film or documentation - is part of education. In some countries, new Customs officers visit the museum during their training in order to learn the historical background of their administration.

"The future is the past" - that's the task and aim of a museum and it's especially true for Customs and finance museums. In the big world of museums we have some strange artefacts, and therefore it's very important to preserve our history and to keep our museums running. A major aim of our association should be to help our members in catching interest of the public and above all - engage young people who are often unaware of the job done by Customs officers.

Due to the economic crisis our jobs at the museum are not easy. We must be aware of every single danger coming up. IACM must try to draw the attention of the Customs administrations and ministries of finance to the value and importance of our museums. Destruction is often easier, faster and cheaper than building and conservation. But without tradition there is no future.

But I see lots of positives. The IACM family has a new member - Republic of Moldova, who were accepted in Liverpool as a full member. New contacts have been established with Switzerland, and I hope their museum will join us soon. Concerning membership I have a personal wish. I'm very pleased to greet new members but I would like all members to attend our conferences. This would help improve the event.

Finally I hope to see you all at the 18th Annual Conference and General Assembly in Luxembourg from 22nd to 24th of September 2010. Perhaps some of you could join us on 21st of September 2010 to celebrate the day of St. Mathew (holy patron of Customs officers).

Henri Nimax
President IACM



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Azerbaijan

Museum of History, Azerbaijan Customs

During 2009 there were significant events in the Museum of History of the Azerbaijan Customs -

- The exhibition "The Customs on Guard for the Intellectual and Cultural Values", held in Vatican (Palace of the Apostolic Chancery) opened.
- Participating in a temporary exhibition in Kazan city called "The Preservation of the National Heritage and the Customs Partnership".
- Book launch of the publications -

"The Azerbaijan Customs on Guard of the Cultural Heritage",

"The History of the Azerbaijan Customs reflected in Fine Arts"

"The Azerbaijan Customs: Historical Traditions and the Present".

The exhibition consisted of tax objects from the Museum of History of the Azerbaijan Customs. There were works of art; 19th - 20th century objects of historical and artistic value; cult objects of various religions; icons and manuscripts of 19th century Koran; as well as the works by modern artists devoted to the history of Customs.

The exhibition was organised by the SCC of Azerbaijan, supported by the Ministry of Foreign Affairs and the Ministry of Culture and Tourism of Azerbaijan. Besides the official delegation of Azerbaijan and officials of Vatican, the ambassadors of various states and the representatives of the international organisations attended the opening ceremony.

A number of cultural events were held during the exhibition. An example was a concert of classic Azerbaijan and Italian music organised at the opening ceremony. A full length documentary film was shown called "The Covenant" (Insegnamento), which narrated the history between Azerbaijan and the Catholic World. It was produced by the State TV Broadcast Company. In the film there was the historic meeting of the All National Leader of Azerbaijan (Heydar Aliyev) with the Pope (John

Paul II) during his visit to Baku in May 2002.

In October 2009 the Museum of History of the Azerbaijan Customs participated in the exhibition "The Preservation of the National Heritage and the Customs Partnership". It was held in Kazan city (Tatarstan, Russia) and timed for the 50th meeting of the Council of the Leaders of the Customs Service of the States - members of the Commonwealth of Independent States. Objects of historical, cultural and religious value, along with the collection of modern paintings devoted to the history of the Customs of Azerbaijan were shown. There were also photographic stands showing the exhibitions activity at the Customs Museum in a number of the European countries, illustrating the relationship between the museum and religious confessions in Azerbaijan.

The exhibition as a whole and the Azerbaijan exposition in particular have been of great interest. The speakers in both exhibitions - in Vatican and Kazan - marked the important role which the Customs service plays in the protection of the cultural heritage in every country. It was stressed that the exhibitions provide a possibility of good cooperation between cultures, and also of acquaintance with history, culture and traditional tolerance of the Azerbaijan nation.





Belgium

On a smuggling trip - Cooperation with a famous Open Air Museum

The famous Open Air Museum “Bokrijk” opened its doors in 1958. It is one of the largest outdoor folk museums in Europe. In this place history comes to life. Farms, village houses even churches and schools have been brought here from all over the Flemish provinces of Belgium and reassembled into typical villages. Craftsmen, actors, animals and multimedia immerse the visitors in colourful scenes. It is also a place where ancient working methods and traditions are kept alive.

You can imagine that we were more than pleasantly surprised when a few members of the board of Bokrijk contacted us to ask for our help in their 2009's theme “On a smuggling trip” - visitors would follow in the footsteps of real smugglers, while not forgetting the story of the Customs officers!

Their ideas were phenomenal and we helped them wherever we could. We loaned them several objects concerning CITES, counterfeit and old smuggling techniques. We trained a few of their guides and offered them smuggling stories and film material.

Kick-off with 11,000 visitors

In April Bokrijk opened its doors with a special “Customs Day”. Our colleagues gave a dazzling show on how our Custom officers work today... using well trained sniffer dogs, fast motorcycles and ingenious scanners.

At the end of that day we counted no less than 11,000 visitors. This new season's kick-off was surely a great success!

Join our smuggling game

Of course it was a pity for those who could not join our special “Customs Day” - but they needn't worry because until September 2009 a visit to the Open Air Museum Bokrijk meant fun.

During the following months visitors were invited to join the big smuggling game. At the

entrance they received a small case containing questions on several smuggling themes. Tips could be collected at 10 locations in the park, shedding light on the different facts of smuggling and on how we, Customs officers, try to prevent or control it.

Old techniques were to be seen inside the farm houses, but also present day smuggling was covered. We put a big tower of nine containers on the village square. Inside visitors were invited to play interactive games to gain an insight into contraband items, animal and human trafficking etc. Yes, they discovered about the profits... but behind the cell doors prisoners waited to tell them all about their punishment...

Nice publicity

Not only was this cooperation a great experience for us, but meanwhile we were benefiting from the reputation of the park. It was once again an opportunity to raise public awareness about the rich and exciting heritage of Customs and Excise.





Czech Republic

new Customs Museum in Brno

In the 1970s the Customs administration hoped to create a Customs Museum in Brno. It was to be the only one of its kind in the Czech Republic, with exhibits dealing with Czech and international Customs issues throughout history. A group was assigned by the central Customs administration to manage the museum. However due to political changes, the museum was dropped and the group disbanded in the 1990s.

In 2004 the General Directorate of Customs revived the idea of setting up a Customs Museum, or at least to create a permanent Customs exhibition. The Customs Directorate in Plzeň offered spaces in its building. Plzeň's geographical location has for centuries made it a significant area for trade, cultural and political events. It located the exhibition in the west Bohemian city. It seemed to be a very suitable way to present Czech Customs.

In 2005 staff began to take care of the collection which had provisionally been stored in a Prague warehouse. Items were gradually prepared for exhibiting purposes; some articles required restoration. Thanks to the cooperation provided by the General Directorate of Customs, building alterations began at the end of 2008. Renovation work was complete in May 2009. It had ideal conditions for the exhibition. It was designed with the help of staff of the West Bohemian Museum in Plzeň, their help consisted of both expert advice and loaning some of the exhibits on display.

As we would not meet the requirements laid down by the culture ministry for a museum, the exhibition was formally designated as a Permanent Exposition on the History of Customs. The exhibition shows the past and present work of the Customs service in the Czech lands, from the Middle Ages to the present day. It does so through various exhibits -

- Three-dimensional exhibits (uniforms, arms, Customs aids, items of Customs interest including smuggled articles etc.).
- Maps, illustrations and photographs, charts and tables.

The role of the Customs service is explained, as well as myths, historical development of the Customs administration, its organisation, the role of the Financial Police and the tasks assigned to the Customs administration. The designers of the exposition are aware that the diversity of the development of the Customs service cannot be covered in detail in all its contexts, so the exhibition merely acquaints visitors with the main issues in brief.

The "Permanent Exposition of the History of the Customs Administration in the Czech Lands from the Middle Ages to the Present Day" is ready to serve the professional training of -

- Employees (especially trainees) about the Customs administration.
- Members of the armed services and security corps.
- Staff of state and public administration.
- Schools.
- General public.

Needless to say the existing form of the exhibition is not definitive - quite the contrary. It is expected that there will be additions, meaning both an increased number of exhibits and new themes based on the Customs administration's growing range of tasks. We hope in the future that the exhibition will be enlarged to enable wider use.





France

La médiation culturelle au Musée National des Douanes

In order to develop the museum for the public, the French National Customs Museum created the Cultural Mediation Service (1999). Its goal was to help the public, in all its diversity, to come to the museum, enjoy its visit through events and activities in order to educate and develop cultural references. Its first mission was to offer educational programmes for scholars - various visits and workshops were developed for different age groups. School programmes were conceived. Documentation was developed for teachers use, to help them prepare for their visit.

In 2002 more recreational programmes were created for nurseries, inspired by classic board games. For families with children over 7 the museum invites visitors to discover the collections in a fun way with the game "Hello little Customs officer", in three versions. It is free, and available from the museum's entrance desk.

A stage was considered for the general public offer, in order to create new bonds between the collections and visitors. National and local cultural events are key moments. Concerts, animations, readings, theatre or cinema are many ways of discovering the Customs history and the collections of the museum. The public responds very well to these events and the surprise effect is not to be neglected - as it helps break the image of a Customs museum, sometimes felt as a bit harsh. In addition, the museum's entrance is free every first Sunday of the month.

More recently the resumption of temporary exhibitions in 2007 allowed the education service to develop new proposals of discovery, mainly towards the young with specific activities. To enhance the museums accessibility virtual interpretation was considered, as the exhibits are put on line on the museum's web site (2009). An adapted visit is available for disabled visitors on request, including a Braille booklet presenting the collections.

Today 5 different visits with activities are available for teachers. There are also 7 workshops for nurseries with children over 3 years old. During the school holidays activities are organised for families with children every day at 4pm. During the year an event per month is offered for the public to discover a new side of Customs history.

This policy of a dynamic cultural interpretation, offering many ways of discovering the museum has proven successful. The frequency of visits has more than doubled over the last ten years since the creation of the cultural mediation service. Today there are approximately 2,500 young people who come every year, including 80% within the framework of a specific reception by a cultural mediator.





Germany

Museumspädagogik

The German word - museumspädagogik - could be translated to education methods leading visitors to objects in the museum. It's a kind of interpretation, to help people be inspired and enthused by the history of exhibits. This applies not only for kindergarten children and youth groups, it's for all kind of learners in every phase of life.

With the new design at the German Customs Museum (finished in 2008) we have different possibilities to communicate the objects of the exhibition with -

- Clearly indicated subject areas.
- Scenic presentations.
- Different media (audio points, films, quiz games, internet) to explore and discover the world of Customs.

Guided tours at the German Customs Museum are carried out by Customs officers. They talk about their multifaceted profession, respond to visitors questions about legal and illegal goods. They can make Customs administration more comprehensive and lively.

We use special toolkits for disabled people with sensual artefacts. With comedians and actors we try another way to tell Customs history. Visitors become part of the performance and are animated to experience the role of Customs in the past. This was a great success at the re-opening of the museum in 2008.

For children aged between 7 to 10 years we offer special guided tours, with role players and interactions. And for those who haven't booked a guided tour, we use a museum rally to provide another access to the exhibition. Since June 2009 we had a specially furnished room for young children on the museum pontoon, where they can play, do handicrafts and be noisy.

With all these methods of educational work, we try to inspire and enthuse people. And very often visitors leave saying - oh we didn't know how interesting and exciting the work of Customs was!





Hungary

Revive the past

Wherever we go, whatever we do, we always learn something. In the course of our lives we gain new experiences at every step - we gather new information day by day, even without being aware of it.

Reading books, going to school and listening to lectures are the well-known traditional means of learning. However there are several indirect ways of broadening one's knowledge. One way is visiting museums, where large amounts of information can be obtained while having fun and being entertained.

Consequently every programme organised by a museum can be considered an educational activity where entertainment and pleasure are very important. In a world of readily available information it is crucial that finance and Customs museums be at the forefront of developing and using new techniques of museum interpretation - all the more because abstract topics such as "Customs" and "finance" are rather difficult to grasp.

There are a number of ways for museums to enrich their exhibitions with exciting and entertaining learning programmes. At the Museum of the Hungarian Customs and Finance Guard considerable efforts are made to make use of as many of these as possible. Behind entertainment, the museum's main purpose is to increase public awareness of the work and social significance of the Customs and Finance Guard.

The museum's programme "Have You Got Anything to Declare?", commemorated the 20th anniversary of the demolition of the Iron Curtain (June 2009). This programme was one such example of exploiting opportunities provided by modern museum practice. The organisers tried to satisfy the needs and interests of a wide range of age and social groups with colourful and exciting activities that recalled the atmosphere of Hungary in 1970's - 1980's.

Right at the doorway visitors were invited to join in a game. The task was to draw a card that named the most requested products in the 1970's and to guess whether those items had

been duty-free or dutiable in those times. In the smuggler-game players had to find smuggling-goods in a car. Both games proved to be immensely popular. Today it is difficult to imagine how ordinary products such as stockings or chewing gum could be so popular with smugglers 30 years ago. Gripping stories could be heard from retired Customs officers who used to work at the borders. They shared first-hand experience of life on the border and the circumstances of the Iron Curtain demolition in 1989. Once again, the performance of drug and cigarette searching dogs was one of the most popular programmes. Visitors could learn about the life and work of the dogs, and the outstanding Hungarian dog training methods.

While spending a pleasant and playful evening in the museum, visitors get a more vivid picture of Hungary in the 1970's - 1980's. They experience the limited freedom of the Kádár-era. They learnt more about the activity and work of Customs officers, and above all, they get closer to the Hungarian Customs and Finance Guard as a corporate body. And what more can a museum aspire to?





Ireland

Culture night

In the year since we opened to the public in March 2008, the Revenue Museum in Dublin Castle attracted nearly 28,000 visitors. That number may well be exceeded in our second full year, thanks to the magic of Culture Night. In September 2009 the Revenue Museum with hundreds of other museums, cathedrals, galleries, theatres and other cultural venues around Ireland, stayed open until 10.00pm or later, welcoming visitors of all ages for a taste of free culture for one night.

Culture Night was an outstanding success, not least for our museum. By the time we closed our doors at 10.00pm, over 1,000 visitors had taken a walk through a millennium of tax and Customs history - most of them after 6.00pm. It was extremely gratifying to see so many people take such an interest in our exhibits. The museum was literally crowded, and we had to keep a close watch to ensure that we didn't breach fire safety regulations by letting too many people in at one time!

Most impressive, apart from the numbers, was the level of enthusiasm of our visitors. Many of them were genuinely surprised and pleased to find this new, unusual and beautifully located museum right in the heart of Dublin. We are very fortunate to be situated in Dublin Castle, which counts among its other attractions the Chester Beatty Museum, State Apartments and the Garda (Police) Museum - all within 100 meters of us. Large numbers of tourists visit Dublin Castle throughout the year and a good proportion of them come into the Revenue Museum. As estate agents say - it's location, location, location.

We also intend to boost visitor numbers in 2010 and beyond, by developing our relationship with schools. School children are the citizens and taxpayers of tomorrow and our museum has an important job to do in educating the younger generation about the key role Revenue plays in funding and protecting the State. It's about creating a sense of civic responsibility. Nobody likes paying tax, but most people will pay their fair share when they understand that the tax they pay helps to build schools, hospitals, libraries,

roads, etc. Similarly nobody likes having their luggage searched at the airport, but they will accept it as an occasional necessary inconvenience when they understand that it is part of the battle against illegal drug smuggling.

One of the most popular displays in our museum is the CITES (Convention on International Trade in Endangered Species) case. Many visitors are genuinely surprised to learn that Revenue has a role in protecting endangered species. Seeing the skin of a Mongolian wolf or ivory decorations made from elephant tusks brings this message home in a very immediate way. On the tax side of the equation, we have a wall chart showing how the revenues we collect are spent by the Government on a huge range of public services. Seeing is believing, and the more school children we can encourage to visit our museum the more they will see that Revenue is at the heart of civic society in Ireland.





Luxemburg Customs Museum

The Customs Museum in Esch/Alzette welcomes about a thousand visitors a year. 90% of visits to the museum are guided. Therefore there are many associations and clubs who benefit from their annual excursions by visiting our museum. The Customs administration requires new Customs entrants to visit the museum once, to support their career in an educational way.

The museum arranges "open days" which are organised by the administration in the military caserns of Diekirch. Their purpose is to spark interest in working for Customs. With an information stand, the museum tries to expose its objects to the visitors. Equally presentations are made in schools to attract the pupils interest. Sometimes, the museum even attends casual shows and exhibitions, for example in shopping malls, in order to raise awareness to topics such as the protection of the wild flora and fauna.

In summer 2009 the first event of the new foundation of the museum took place in "Fond-de-Gras". Among other things it was about illustrating that fire fighters, police, post and telecommunication enterprises, the Customs

and the "train 1900" museums were able to organise a large joint event. Our museum was represented with a casual information stand and different objects. Our administration also sent the drug dog unit.

This manifestation called "Yesteryears" was a huge unexpected success, which encouraged us to organise a festival next year!





Visit of a school class of new Customs officers at the Customs Museum.



Malta

Customs exhibits

Two years ago Malta Customs officially joined the ranks of the International Association of Customs Museums (IACM). Malta Customs does not have a dedicated museum, but has a gallery assigned to its historical exhibits in the Malta Maritime Museum, located at the ex naval bakery on the Vittoriosa Seafront. This is appreciated because Customs played, and still plays a vital role in maritime affairs. And the great majority of Malta's imports and exports still enter the country across the sea.

In the museum there are -

- Official standard weights and measures used by the Maltese Customs. The oldest dates to the early 18th century and are marked with the coat-of-arms of Grand Master Manuel de Vilhena (1722-1736). Any weights and measures used in the Maltese Islands had to be calibrated against these official ones.
- Cereal wooden measures, brass and copper liquid measures.
- Passports, bills of lading and one off official Customs seals from 1800 and 1815.
- An exceptional item belonging to the British period is the Michelangelo Sapiano mechanical scales (mid-19th century). It was claimed to have been able to weigh a single grain.
- There is also a small boat and a large bell, set against a brightly painted mural background of the Custom House and its environs.

There is the intention and goodwill to increase the presence of Customs at the Malta Maritime Museum, especially if further varied and interesting exhibits can be donated. To this effect for example, Customs has recently handed over the old British-era "HM Customs" sign formerly at the Customs dockyard office. We are now also in the process of drawing up a list of possible donations, noting where they are presently held, as well as documenting the relevant explanations that would need to be captioned with them. The museum already has in store large Customs items, including a



former motor launch, which presently is not on show due to lack of space. The museum is now in the process of being expanded, and construction work was started at the back of the building to create new large halls on separate floors. If there are enough Customs related objects, Customs may well be allocated one of these large new halls, enhancing the prestige that this institution deserves.



Various types of weights and measures used by the Customs in the 18th century.

Netherlands

Learning in Rotterdam

In 1937 Professor Doctor Van der Poel founded the Dutch Revenue Museum in Rotterdam (the present name dates from 1997). Being the general manager of the Revenue and Excise Academy he was in need of material and objects to enlighten his lectures on 'tax history' for his students. So the Tax & Customs Museum was started.

Nowadays the museum has grown more professional and museum education is aimed at a wider scope of Dutch society. The Tax & Customs Museum offers a wide range of learning programmes. The focus of our educational programme is on primary and secondary schools. Currently we have a 'traditional' learning programme - guided tours, lectures, workshops and discovery tours.

What our visitors learn and what we offer

- History of taxation in the Netherlands.
- How and why taxes are collected.
- Role that taxes have played in Dutch society.
- Historical development of the Revenue and Customs Administration.

Our target groups

- Children (10 years upwards).
- Students (primary and secondary school).
- Students of Economy and Fiscal Law.
- Our colleagues from the Revenue and Customs Administration.

The Tax & Customs Museum distinguishes three types of educational work

- Learning by watching and listening.
- Learning by doing.
- Learning by experience.

Learning by watching and listening is the most classical method of museum education, and we offer guided tours, lectures, films, video's and even sometimes a good slide show. Learning by doing and by taking part in workshops or discovery tours.

The most impressive form is learning by experience - acting (short role plays based on tax and Customs history) and visiting the Smuggle Experience.

Our educational programme in the museum is based on our

- Permanent exhibition "15 centuries of tax & Customs history in the Netherlands".
- Temporary exhibitions.

The learning programmes for our permanent exhibition are long term. While the programme for our temporary presentations has educational activities inspired by the theme of the current exhibition, but are short term projects (lectures, workshops, discovery tours, and guided tours).

Names of some of our successful programmes - Customs & Drugs, Corporate Identity, 'Cool' Harbour, Smuggling/CITES, Youth Holiday passport, and At home in Rotterdam (for immigrants to become familiar with aspects of Dutch society, like democracy and the tax system).

In June 2010 the museum in Rotterdam will close for two years for building reconstruction and renewal of the exhibitions. Our aims for future education in the new museum are learning programme for

- Academic students of fiscal law and economy.
- Tailor made programme for Revenue and Customs officers.
- Interactive programmes for general visitors.

In 2012 learning at the museum has to be attractive, dynamic and exciting!



Nordic project

Women in Customs

Why do a common project?

For the last 1½ years the Nordic countries have been working on a joint book-project called "Kvinnor i tullen. Kvinder i tolden. Kvinner i tollen" (Women in Customs). We wanted to do a joint project on this subject because we could see similarities, as well as differences in the roles women in our different Customs administrations over the last 100 years. We also wanted to do this project because this subject is not very well researched in our countries. In 2010, the book is due for release in three Scandinavian languages (Swedish, Danish and Norwegian), with an English summary.

Below is the books summary.

We hope this will inspire other projects in IACM.

Women in Customs

In spite of the fact that the Customs administrations in the Nordic countries date from ancient times, it took nearly 1,000 years before the first women were employed in the Customs services. This does not mean that women were unimportant for the Customs. On the contrary! History teaches us that wives and daughters of Customs officers in the past took a great share in the work of their husbands and fathers, carrying out the men's duties when they were absent.

The establishment of women as Customs officers slowly received an impetus at the end of the 19th century, the first in Finland in 1888, in Norway in 1898, in Sweden in the 1870's and in Denmark in 1897. Their posts were low paid office posts and they did not stand many chances of promoting.

The process of integrating women is not unique for the Customs administrations in any of the Nordic countries. It is connected with the development of communications and the boom of foreign trade after the industrial revolution,

which created new needs of structures and organisations of the Customs administrations.

The history of female Customs officers in the Nordic countries is like a curved, narrow road with bright as well as dark moments. For a long time in the beginning of the 20th century the women were

mainly employed at the Boards of Customs, mostly occupied in making fair copies of various documents, keeping the Customs accountancy in order etc. The entrance of women in the Customs world was not accompanied by warm welcomes; it was an imperative necessity in a time when the need for "manpower" was great. For some male colleagues it was a comfort to let the women take care of the boring paper work. Besides, they were not regarded as breadwinners; therefore they were low paid. When they got married many of them left their employments. In Finland, however, which was a grand duchy under the Russian Czar, the development was complicated because the Russian government



Ms. Blenda Lindström. The first permanent female customs officer in Sweden. 1910.



Two female assistants of account, Mrs. Esther Åberg and Mrs. Edit Edlund at the Division of Statistics dressed as superintendents of the Division in 1928. Finland.

did not trust the locals when official positions had to be filled. They wanted Russian-friendly men to fill all posts. By chance, this also eased the advancement of women, who were considered less political.

The period of time between the two World Wars is characterised by some facts. Finland was set free from the Russian yoke in 1917, and the situation for women in the country generally improved. Women could attend Customs courses after being granted exemption. In 1926 this demand was abolished, but women could still not achieve higher ranked Customs posts. The situation was the same at the other Nordic Customs administrations in spite of the fact that the national legislation opened up for higher educated women to get such posts in the public administrations. However, women made more and more entrance within the local Customs administrations, even if the Depression in the early 1930's caused some chaos.



Having a break from Customs course. Denmark 1919.

In Denmark women in 1915 could attend Customs courses. In Sweden they achieved the same possibility a few years later, but only for carriers as Customs examination officers, not as Customs checking officers, posts which were regarded as physically more demanding. Still there was an official suppressing attitude towards employing women. The male Customs officers were reserved but positive to female colleagues as long as they did not threaten their profession.

The Second World War generally implied less work for the Nordic Customs administrations. However in Finland the Winter War 1939-1940 and the Continuation War 1941-1944 resulted in a great loss of Customs officers who had to serve in the army. A female reserve of Customs officers had to replace them, with all the complications that this procedure involved. In Sweden a lot of female Customs officers served at several crisis administration authorities.



Miss Margrethe Rynning amongst Customs Officials in Arendal. Norway, in 1901.

After the war a new era started. The foreign trade increased all over the world and lack of manpower at the Customs arose, which benefited women. First slowly, then rapidly women strengthened their influence in Nordic Customs union movements. Currently with the democratisation of the working life by the right to negotiate and the rights of co-determination and participation, the male resistance towards the opposite sex was broken.

Step by step the women fought their way to Customs posts previously filled only with men, mainly as Customs checking officers, in Sweden in 1969, in Norway in the 1950's and in Finland in 1973. Denmark

had female checking officers in the beginning of the 1980's, inspired by Sweden. The service includes night watch duties, which partly humorously was said to cause problems when males and females worked together. At the same time complications regarding the uniforms arose, which were resolved after a couple of years.

In the meantime from the 1950's women in the Nordic Customs administrations obtained executive positions. Furthermore the change in the 1960's and 1970's to a paperless Customs clearance and declaration procedure created new Customs audit divisions in the Nordic countries, which employed a great deal of women. However, it took forty years before a woman became Director General of a Customs administration (Norway in 1995). Today nobody sees a woman at the Customs as an odd, curious figure.

Portugal

Customs House Museum

The museum

At the Association for Transports and Communications (AMPC) our most recent project is the Customs House Museum. It has been a fundamental undertaking. It is concerned with the location of the place - from the Miragaia waterfront beach to the Customs House; from the Customs services to the Transports and Communications Museum.

It opened to the public in May 2006 and includes the old Customs House Library (the home of ancient manuscripts and books), where gestures and memories of the past live together with present rhythms. This exhibition is located in a noble area of the building, visually connecting to the Douro River taking you on a voyage of time.

The Customs House Museum, in Porto, is a unique project in Portugal, supported by a partnership between the AMTC and the Official Authority which owns the museum collection. AMTC restored the objects, identified them and promotes them in their historical environment. It also recuperates the building and guarantees its public use and visits.

Educational Services

The museum has developed several educational projects, according to its mission. As far as the Customs House Museum is concerned, we offer both free and guided visits. The museum educational services has also developed various pre-booked workshops such as -

- "Looking for the Treasure" (in the whole building or only the exhibition).
- "The Dispatch" (simulating the regular ancient Customs services).
- Anniversary programmes.
- Books in the library.

This educational service demands permanent creativity, as well as innovative ideas, communicating the correct and relevant information to the public. This means that investigation, developed (both internally and externally), and team work take an important role in the museum work.





United Kingdom

Drugs awareness

Rush at "Seized!" has been developed over 15 years in response to concerns from teachers and youth leaders about the growing impact of drugs misuse on young people and their families across Merseyside.

As a Customs Museum we are uniquely placed to deliver this programme with access to first hand information, through provoking collections and close links with UK Border Agency.

The programme is delivered in 2 forms

- Full day of activities.
- Stand alone session.

Young people observe a commissioned theatre piece presenting an account of a girl named Mel, who faces choices relating to experimenting with ecstasy. Young people are then given the opportunity to question characters in the play, opening up discussion around the topic of legal and illegal drug use and its consequences.

We use a simulated drugs box to raise awareness of what each drug looks like, and likely effects. Booze goggles illustrate the effect of alcohol on perception and decision making, and our handling collection provides an insight in to the work of Customs officers in detecting drug smuggling. We work with key stage 3 school groups (11-13 years) within Merseyside, working with hard to reach young people.

Up to 30,000 young people have accessed this programme benefiting socially and culturally from their first visit to a museum and developing an increased sense of self worth, and a confidence in their ability to challenge behaviours and take responsibility for their own health and well being.

Recently Kidscount (a youth parliament) awarded the programme for best community contribution for youth issues, and we went down to the House of Commons (London) to collect the award.





Programme - 2009

Wednesday 9th September

4.00 - Visit museum and events

- Rummage
- Role players, Mother Redcap and Grave Tales
- Sniffer dog demonstration.

6.00 - Welcome speeches

- Henri Nimax (IACM President)
- David Fleming (Director of NML)
- Gary Jones (HM Revenue and Customs)

7.00 - Evening meal - fork buffet.

Thursday 10th September

9.15 - Learning presentations

- Netherlands
- Germany

10.45 - Workshops
Role of education and its value, including best practice and logistics.

12.30 - 1.30 - Lunch - finger food buffet.

2.15 - 3.00 - Duck tour of Albert Dock and Liverpool centre.

3.00 - Activities

- Guided gallery tour at The Walker by an expert, aimed at older audience.
- Samurai armour demonstration at the World Museum Liverpool, aimed at a cross generational audience.

5.00 - Back to hotel.

7.00 - Formal photograph.

7.15 - Speeches

- Henri Nimax (IACM President)

- John Millard (Director of Public Services NML). Followed by formal dinner.

9.00 - Ghost tour.

10.30 - Finish.

Friday 11th September



9.15 - Presentations.

- Portugal - Customs Museum in Porto.
- Luxemburg - Exhibition by Luxemburg City Museum on Treaty of Schengen.
- Belgium - research in to smuggling garments.

10.30 - General assembly.

Report by - President, Treasurer and auditor.
Verbal report - IACM and new members.
Workshops

- Future conferences.
- Revision of rules and reducing costs.
- Newsletter theme - interpretation and education.
- IACM internet.

12.30 - Lunch - fork buffet.

1.45 - Open discussion.

3.00 - Finish 2009 conference.





2009 Delegates Liverpool UK





This year's theme

Museums are places for ideas and dialogue where collections inspire.

Fundamentally they are educational in purpose.

This was the core theme of this year's programme - education and engaging our visitors.

- a glimpse in to this year's conference

Welcome address

During the opening evening Gary Jones gave a talk on 'the role of the museum from the perspective of HM Revenue and Customs' -

"I am Head of Strategic Communications for HM Revenue and Customs (HMRC) and also chair the joint HMRC/Museum Steering Group. I have been closely involved with the museum for many years.

For the benefit of those new to IACM, the museum was originally opened in March 1994 as the HM Customs and Excise National Museum. It was run on behalf of the Department by National Museums Liverpool, under a formal Trust Agreement. The creation of HM Revenue and Customs in April 2005 (bringing together HM Customs and Excise, and Inland Revenue) led to a major re-branding of the museum to reflect the wider role of the new department. The museum was re-launched as "Seized! Revenue & Customs Uncovered" in May 2008.

The museum has always played a very important part in the 'outreach' work of both HMRC and the former Customs & Excise. Visitor numbers were always very impressive (the most recent showing around 313,000 visitors in the first 12 months following the museums relaunch in 2008). What was equally impressive was the positive feedback from visitors. Feedback showed not only increased awareness of the work of the department, but also some of the key messages which the museum was trying to get across on behalf of the Department (the importance to the UK's 'social welfare' in paying the right amount of tax and duties; the negative impacts on society of dealing in or buying contraband/counterfeit goods; the impact of not complying with CITES rules covering endangered species etc). The department's Communications and Marketing team very much saw the museum as a key 'channel' for marketing messages leading to required behaviour change. Another benefit was the enhanced department's recognition and reputation.

In looking to the future HMRC was in active discussions with the newly created UK Border Agency on transferring lead responsibility for the museum from HMRC to the UK Border Agency (though HMRC will continue to have an important role).

In conclusion I thank Karen and the museum team for their outstanding work in helping make the museum so successful. I am delighted to open the conference and meet delegates. I wish the conference every success."

Gary Jones
Head of Strategic Communications
for HM Revenue and Customs
and Chair of Museum Steering Group



ICOM report

As secretary of the national committee of ICOM Netherlands I visited the annual ICOM meeting in Paris (2009). In the absence of Tora Ribers (Denmark) I represented IACM.

It was the first meeting with the new General Director of ICOM (Julian Anfun), a former director of the food and beverage shop at the Louvre Museum (Paris).

Because IACM is an affiliated member of ICOM the impact of our presence is low. However for the contacts and profile within the international museum network, it is important for us to attend.

The general assembly discussed

- Financial report.
- Reorganisation of ICOM head quarters.
- Agreed Brazil will host future annual meeting (2013).
- Next year (2010) the annual meeting will be in Sjanhai (China).

Frans Fox
Director Tax & Customs Museum, Rotterdam



Delegates and guests

Austria

Austrian Customs Guard
Ferdinand Hampl
Address - Alois Kellner-Str 2-12/1, A-2320
Schwechat, Austria
Tel - 0043 664 4425753
Email - f.hampl@kabsi.at

Azerbaijan

Azerbaijan Customs Museum
Sevil Axundova
Address - 2, Inshaachilar ave., Baku City AZ-1073-Azerbaijan
Email - sevil-axundova@mail.ru

Belgium

National Museum van Douane en Accijnzen
Anne Van Puymbroeck
Address - Kattendijkdok Oostkaai 22, B-2000 Antwerpen, Belgium
Tel - 0032 3229 2259
Email - anne.vanpuymbroeck@minfin.fed.be

Denmark

Told Skat Museum
Tora Ribers
Address - Langelinie Alle 21, DK-2100 Kobenhavn, Denmark
Tel - 0045 7237 9197
Email - tora.ribers@skat.dk or museum@skat.dk

Finland

Tullimuseo
Janne Nokki
Address - Information Services, PI 512, SF-00101 Helsinki, Finland
Tel - 00358 2 0492 2774
Email - tullimuseo@tulli.fi or janne.nokki@tulli.fi



France

Musée National des Douanes
Renata Pstrag & Roland Giroire
Address - 1 Quai de la Douane, F-33064 Bordeaux Cedex, France
Tel - 0033 556 488282
Email - contact@musee-douanes.fr or rjgiroire@orange.fr

Germany

Deutsches Zollmuseum
Susanne Mehrkühler
Address - Alter Wandrahm 16, D-20457 Hamburg, Germany
Tel - 0049 40 300876 23
Email - museum@zoll.de

Hungary

Vám-es-Pézügyor Museum
Varga Ildiko & Janos Kosztyu
Address - Mátyas u.16, H-1093 Budapest, Hungary
Tel - 0036 1 2180724
Email - vpszekk@vam.gov.hu or varga.ildiko@mail.vpop.hu

Iceland

Icelandic Customs Museum
Hordur D. Hardarson
Address - Tollstjoranum i Reykjavik, Tollhusinu, Tryggvagotu 19, 150 Reykjavik, Iceland
Email - hordur.hardarson@tollur.is

Ireland

Dublin Castle
Ciaran Pringle
Address - Office of the Revenue Commissioners, Irl-Dublin2, Ireland
Tel - 00353 1 6748 871
Email - cpringle@revenue.ie

Italy

Museo Storico Della Guardia Finanzia
Gerardo Severino
Address - Piazza Mariano Armellini 20, I-00162 Roma, Italy
Tel - 0039 06 4423 8841
Email - Severino.Gerardo@gdf.it

Luxembourg

Luxemburg Customs Museum
Jean-Pierre Reuter & Henri Nimax
Address - 51 rue Hiel, L-5485 Wormeldange-
Haut, Luxembourg
Tel - 00352 290191-258
Email - jean-pierre.reuter@do.etat.lu
henri.nimax@do.etat.lu

Malta

Malta Customs Museum
Albert Zammit
Address - Customs House, Valletta, CMR 02,
Malta
Tel - 00356 2568 5214
Email - albert.zammit@gov.mt

Moldavie

Museum of the Customs Service
Natalie Bejenaru
Address - 49/ Dac ia str., Chisinau, MD-2043,
Republic of Moldova
Tel - 00373 535365
Email - bv.chisinau@customs.gov.md

The Netherlands

Tax & Custom Museum
Frans Fox, Wim van Es & Anne-Marieke van
Schaik
Address - Parklaan 14-16, NL-3016 BB
Rotterdam, Netherlands
Tel - 0031 104 400 200
Email - fox@BDMuseum.nl or
vanes@BDMuseum.nl or
Vanschaik@BDMuseum.nl

New Zealand

New Zealand Customs Service
Jim Boyes
Address - PO Box 29, Auckland, New Zealand
Tel - 0064 093596621
Email - jim.boyes@customs.govt.nz

Norway

Norwegian Customs Museum
Jon Agust Eggertsson
Address - Tollbugata 1A PO 8122 Dep, N-
0032 Oslo, Norway
Tel - 0047 223 46876
Email - museum@toll.no

Portugal

Associação para o Museu dos
Transportes e Comunicações
Suzana Faro
Address - Rua Nova da Alfândega 5, Edifício
da Alfandega, P-4050-430 Porto, Portugal
Tel - 00351 22 3403000
Email - museu@amtc.pt

Republik Czech

General Directorate of Customs
Jan Hlinka
Address - General Directorate of Customs,
Budejovicka 7, C2-14096 Praha 4, Czech
Republik
Tel - 00420 2 6133 2134
Email - hlinka@cs.mfcr.cz

Sweden

Tullmuseet
Rickard Bengtsson
Address - Alströmsgatan 39, Box 12854, S-
11298 Stockholm, Sweden
Tel - 0046 8 4050 461
Email - Rickard.Bengtsson@tullverket.se

United Kingdom

UK Border Agency National Museum
Karen Bradbury, Steve Butler, Sarah Han,
Joyce Parr & Lucy Gardner
Address - Dock Traffic Office, Albert Dock,
Liverpool, L3 4AX, United Kingdom
Tel - 0044 151 478 4454
Email -
karen.bradbury@liverpoolmuseums.org.uk or
steve.butler@liverpoolmuseums.org.uk or
sarah.han@liverpoolmuseums.org.uk or
joyce.parr@liverpoolmuseums.org.uk or
lucy.gardner@liverpoolmuseums.org.uk

Next year's conference

2010 - **Luxemburg**

22nd -24th September 2010 Annual general meeting and conference

Optional - 21st of September 2010 to celebrate St. Mathew (holy patron of Customs officers).

Future conferences

2011 - **Prague**, Czech Republic

2012 - **Helsinki**, Finland







IACM 2009 Delegates Tour Liverpool, UK