



Below is the chat transcript from the Visitor Experience Group Reopening Discussion on Friday, May 29, 2020.

14:04:08 **From Elizabeth Culp (she/her)** : Hi! My name is Elizabeth Culp, and I'm the Visitor Engagement Manager at the Museum of Contemporary Art Cleveland

14:04:14 **From Frances Tortorich, Metal Museum** : Frances Tortorich, Director of Development at the Metal Museum in Memphis, TN

14:04:18 **From Pat Wittwer** : Welcome everyone! I'm Pat, Communications Chair for the Visitor Experience Group and manager of the Wells Fargo Museum in Philadelphia

14:04:19 **From Hanan Knauer-Nassau / he him his** : Hi! I'm Hanan Knauer-Nassau, Workplace Experience Manager, Ford Foundation Center for Social Justice

14:04:25 **From Grace, PAAM** : Grace Ryder-O'Malley, Chief Operating Officer, Provincetown Art Association and Museum

14:04:36 **From Vanessa** : Hi! Vanessa Herndon, Visitor Experience Manager, National Museum of American History

14:04:39 **From Roger Elvin** : Roger Elvin Longwood Gardens Assnt. Manager Visitor Center

14:04:51 **From Gwen Nelmes** : Hi All! I'm Gwen, Education Coordinator from the National Museum of Health and Medicine in Silver Spring, MD.

14:04:51 **From Kelsy Edgerton** : Hi all, I'm from a bit outside the area since I'm from the Legislative Assembly of Alberta in Canada! I do all of the bookings, reservations, etc for school groups

14:04:59 **From Nicole Meek** : Nicole Meek, Dir. Visitor Ops, Aquarum of the Pacific

14:05:35 **From Johanna McGinnis** : Johanna McGinnis, LBJ Presidential Library in Austin, TX

14:05:54 **From glorialopez** : Hello, my name is Gloria Lopez Visitor Experience Coordinator from the Smithsonian National Museum of Natural History in Washington DC

14:06:56 **From Natasia** : Hiya! I'm Natasia Gascon based in Los Angeles. Formerly of the Marciano Art Foundation. Currently the Arts and Culture Reporter for the City of El Segundo and House Manager of Highways Performance Art Space and Gallery

14:06:58 **From Nicole Krom** : Nicole Krom, Chair of the VEX Group, and Membership and Outreach Manager at Longwood Gardens.

14:07:13 **From tim alley** : Tim Alley, Director of Visitor Experience and Business Operations, Game On, Berkeley, CA

14:08:32 **From Cindy Helmstetter** : Cindy Helmstetter, Events Chair of VEX

14:13:10 **From Natasia Gascon** : Thinking about the poor security guards that will have to do extra policing

14:13:12 **From Pat Wittwer (he/him/his)** : How do we politely redirect close talkers?

14:13:23 **From Emily Tremain - Carnegie Science Center** : We're trying to figure out floor markings that won't damage our floors. We've temporarily settled on painters tape but I'm curious about other options.

14:13:44 **From Wanessa Tillman** : Are there some good de-escalation techniques that we can use?

14:14:04 **From Natasia Gascon** : I remember an institution used lighting gobos that project signs on the floor

14:14:06 **From Kelsy Edgerton** : Our site requires people to go through high level security (x-ray machines and metal detectors). How do we tell guests that while those staff will be closer to them than 6 ft, the rest of the site will expect at least 6 ft?

14:14:06 **From Daniel Corti** : Some cities prohibit "no cash" sales. How will these strategies work when they conflict with existing laws?

14:14:32 **From Emily Tremain - Carnegie Science Center** : Queuing. We've traditionally done two lines - one for members/advanced ticketing and one for non-members/on-site. We need to rethink but I'm getting a lot of pushback about getting rid of the member line.

14:14:32 **From jomcg** : We have large tour groups, adults and schools. Have you thought about limiting size or how else to manage these groups?

14:15:20 **From jomcg** : Prior question is from Johanna at LBJ

14:16:21 **From Elizabeth Culp (she/her)** : We're using this service for de-escalation training: <https://nappi-training.com/nappi-advantage>

14:16:34 **From Grace, PAAM** : I just found some good de-escalation suggestions from the Crisis Prevention Institute

14:17:16 **From Emily Tremain - Carnegie Science Center** : I've seen some folks offer body language training, though I don't have any sources. How to talk to visitors with a mask on your face.

14:18:26 **From Emily Tremain - Carnegie Science Center** : The National Park Service's Authority of the Resource training may help with rule reinforcement.

14:21:21 **From Emily Tremain - Carnegie Science Center** : We were talking about closing our submarine but they've decided to do timed tours instead of closing.

14:22:46 **From Daniel Corti** : It's staff intensive, but could pulse smaller groups through led by a tour leader. But significant staff increase and where to put folks when their done/waiting their turn?

14:22:49 **From Emily Tremain - Carnegie Science Center** : Yeah, that's what we're going for with the USS Requin tours.

14:22:58 **From Pat Wittwer (he/him/his)** : I think a lot of orgs will have to reevaluate their capacity - instead of basing it on fire safety, it's based on infectious disease safety

14:23:52 **From Emily Tremain - Carnegie Science Center** : State guidelines for us is 50% capacity, but that's still an extremely busy day for us. We're basing capacity limits off what our busy days look like.

14:24:28 From **Cindy Helmstetter** : Maybe museums could alternate between group and individual guest days?

14:24:33 From **Adina Duke** : We had been thinking that staff would return before visitors, but considering so many staff offices cram too many people into tight spaces, we're now thinking a rotating staff or skeleton staff would return while others continue to work from home, My question is whether anyone has considered a formula for a minimum number of staff to open to the public, and in relation to revised capacities.

14:24:33 From **Nicole Krom** : Love that idea Elizabeth!

14:26:08 From **Kelsy Edgerton** : Adina our org is mandating 25% of staff on site, the rest at home. We wont be open for a while yet, but I imagine that the front of house staff will be exempt.

14:26:26 From **Nicole Krom** : We are not doing tours or groups for awhile (we are a botanical garden) and also pulling a lot of our docents from the spaces they normally would have occupied. There are talks of possibly providing a # they can text a question to in the meantime. Otherwise, we have an interactive map that we plan to boost a bit too.

14:26:50 From **Emily Tremain - Carnegie Science Center** : We've been talking about queuing at least some folks outside.

14:26:53 From **LauraM** : Adina I am brining my team back in a rotating schedule. Team A will work one week, then the offices will be closed for the weekend to allow for virus degregation, then Team B comes to work the following week. Staff will be required to wear masks when leaving their offices,.

14:27:06 From **Frances Tortorich, Metal Museum** : Love the idea of a text number for questions, Nicole!

14:27:09 From **Adina Duke** : Thanks, Kelsey. What is your org?

14:28:24 From **Kelsy Edgerton** : Adina we are the Legislative Assembly of Alberta

14:29:11 From **Emily Tremain - Carnegie Science Center** : With cash, we've also been debating about donation areas. No one wants to close them but do we need to?

14:29:18 From **Elizabeth Culp (she/her)** : So sorry, I have to pop out for a quick team check in and then I'll rejoin

14:31:15 From **Nicole Meek** : thank you everyone, have to drop off for another meeting!

14:32:30 From **Krista Dahl Kusuma** : Your challenge is to create a reopening experience for a Children's Museum + Indoor Gallery.

https://docs.google.com/document/d/1OueDC_sWZFeBMW-3vaeA2dZ8Cb4klPa2ueDM6x4UjM/edit?usp=sharing

Your challenge is to create a reopening experience for an Interactive Science Center + Indoor Gallery.

<https://docs.google.com/document/d/1OZaZ7ICxqC1-YeW4vX3gd66yy0KtLbQUu7CYHIRpZOg/edit?usp=sharing>

Your challenge is to create a reopening experience for an Art Museum + Admissions/Visitor Center.

<https://docs.google.com/document/d/1FjdkZnDL4DWt4oq5uKoEILVxIMGSau159xn4nzACulc/edit?usp=sharing>

Your challenge is to create a reopening experience for a Garden + Outdoor Space (garden, trail, or viewing area).

<https://docs.google.com/document/d/1YSeFiUoVbykUVQY7hTkemYUKH6Hy7riTmx3jVe61AMA/edit?usp=sharing>

Your challenge is to create a reopening experience for a Public History Museum + Store or Café.

<https://docs.google.com/document/d/1JZw4TqJb-HsxAsrpt1xpADt5vf0wJb4GveOSpP6yMzg/edit?usp=sharing>

- 14:49:08** From **Natasia Gascon** : An alternative to QR Codes: <https://esmoa.org/gallery/>
- 14:55:39** From **Frances Tortorich, Metal Museum** : Great conversations today! I have to run. Happy to chat about anything discussed with any of you - frances@metalmuseum.org
- 14:58:55** From **Natasia Gascon** : I like the pre-made kit ideas!
- 14:59:15** From **Pat Wittwer (he/him/his)** : Me too! I think that's a great idea if an org has the budget and resources to make it happen
- 14:59:22** From **Kelsy Edgerton** : I think they would be really great in a children's gallery as well
- 14:59:24** From **Grace, PAAM** : Thank you @Natasia, We are looking into that at our museum!
- 15:00:41** From **Wanessa Tillman** : Thanks for all of the great ideas today!!
- 15:00:49** From **Emily Tremain - Carnegie Science Center** : Thank you so much! This was helpful!
- 15:00:50** From **Grace, PAAM** : Thank you! This was informative and fun
- 15:00:54** From **Mary** : Thank you! I appreciate your ideas
- 15:00:56** From **Natasia Gascon** : Augmented reality is good too if the institution has the budget and resources
- 15:00:58** From **Gwen Nelmes** : Thank you!
- 15:01:02** From **Gloria Lopez NMNH** : Thank you everyone this was fantastic :)
- 15:01:02** From **Dan Martin** : Thanks everyone!
- 15:01:08** From **Pat Wittwer (he/him/his)** : Thank you everyone!
- 15:01:34** From **jomcg** : Thank you. I hope you will do this again as we move towards reopening. Johanna McGinnis