

## **SUGGESTIONS AND RESPONSES** *(my responses in italics)*

### **WEBSITE**

#### ***Survey indicates website use had increased dramatically and is the #1 way docents learn!***

Lecturers or curators on new exhibits could post articles or summaries on the exhibits online during and before the exhibit. - *Yes, they do provide information and we post everything on the docent website as soon as we receive them. These items are also printed for the binders.*

All labels + photos online – *Working to make this better*

Shorten videos / Edit videos – *Reshooting as we go, edit when we have time.*

More videos – *We record everything we do, but we don't record DDT lectures*

List videos under tours, not training pages – *Recordings are listed in 4 places on the docent website: Recordings page, School tour page, Exhibition page, and with DOT trainings*

For docent guide, each gallery on separate page – *Nice idea, will try this*

Wider schedule on website – *Wider page includes necessary information, scroll sideways to view all*

Irrelevant items on schedule – *We list all museum educational opportunities*

Binders online (IIIIII) – *This is a goal! We were successful in getting school information online, now will focus on gallery information*

Not up to date – *As much as possible, we post as soon as we receive information.*

Tallies online for docent checks – *At the moment, this is not possible since anyone can see everyone ones activity*

Perfect catalog of collection online – *This is a big goal. Not even the museum can handle this. We are working on improvements. Currently have objects list for each gallery and all labels given by the curator!*

Other websites – *We do add as possible; glad to know you like this. There is a balance between good information and too much to read.*

### **TRAINING – MISSION IS EDUCATION**

Return of 2 year training (III) – *Shorter trainings keep new docents coming and we train them where we have the greatest need – school tours right now.*

Not interested in practicing how to share the exhibit with visitors in the one-hour precious time the docents have with the curator. – *Sharing with the visitor is the purpose of being a docent. All museum staff are trying to be more engaging and relevant to the visitors.*

More time with curators / they are not good speakers or very friendly / more training with curators – *We book the curators as much as we can and they are wiling. They do speak for every exhibition giving lectures ahead of time if needed and then a walk through right after opening.*

Curators should not do education things - the training sessions focus only on education tours which I do not do. (II) *Education is the mission of the museum and all staff are tasked to be more visitor friendly and educational.*

Train way before the exhibitions – *When possible we do. Usually, the curators are not ready to speak ahead of time.*

Want more information – *There is so much information on the docent website and in the binders. The walk throughs have much information and are not always well attended. Possible docents need training on how to find information on the website and binders. I will make a video on this!*

Train to use website (III )– *Yes, I will make a video on how to use the website*  
SH needs more information – *There is loads of information in binders, on the website under tour name and exhibition name, plus videos of the training.*

Special walk throughs for adult touring docents - esp SH (III) – *We had over 60+ docents attend the last walk through. I think SH trainings are working well and docents are signing up to do tours.*

Reviews in gallery – (IIII) – *I’m trying to set up more since this seems to be a big request by many.*

Make shorter trainings – *hungry, don’t want long tour training*

Make longer – *don’t want to come for just an hour*

Don’t like the disruption of questions by docents – *Docents do ask questions!*

Learn from experienced docents – *Please follow!*

Group of docents train each other (IIII) – *We do have docents demonstrate tours for DOTS. Content exclusive training doesn’t always create good tours. Mentorships set up this year! More docents want curators or Ed curatorus to train.*

## **DOTS**

I don’t think the new DOTS can do adult tours – *Eventually they can and will. It takes time.*

I think the new docents need gallery reviews – *Many docents need reviews, No one can remember it all. Being a docent is a continuous journey!*

More training for school tours after DOT sessions – *We have continuing education sessions for everyone nearly every week – this week we had five!*

School tour docents (STD) should do adult tours (IIIII) (actual STD opinion-II) – *They are trained for school tours, They can do AAD, SH and Family Days, and in time, adult tours.*

All docents should choose what type of tour they give – *They do choose as they sign up for the training.*

## **ADULT TOURS**

**2,335 tours for 19,774 visitors in 2015 / 1698 tours for 6,875 visitors in 2011**

Special interest groups develop new tours? – *Always an option, come and talk to me! We do need some creative adult tours!*

Adult tours are afterthoughts? – *used to have 1 per day, now 3 hours or more of tours daily. We have tripled the number of adults we serve since 2011.*

Different types and more tours like morning starters – *Do you mean to replace afternoon focus tours with starter like tours?*

Adult tours – guidance for spotlight and zip (IIII) *Some guidelines are online; I will post more.*

More emphasis on adult visitors – *see comments above*

Starters unsatisfying (I) - *Not for the visitors – they can have a long or short tour.*

### **SCHOOL TOURS**

**663 tours for 24,314 students in 2015 / 523 tours for 17,648 students in 2011**

Activities for children tours – some need MORE, some need less – *Let me know which so we can fix them or help you teach the activities*

Too short, too much to do (I) – *Many tours have scaffolded activities, so you use what suits your group. Come talk about this!*

Want more training – (III) – *See the website for videos, follow, come to DOT training, let me know what we can schedule to help you succeed!*

No openings to do school Tours – *When this comment was written, there were 29 open slots for school tours within the month.*

### **COMMUNICATION**

Get answers to emails questions – *Try to asap, but we are off on weekends when some docents expect answers.*

### **BOOK CLUB/TOUR & TALK STORY**

Docents cant attend T&TS, Book club (I) – *They can! For public programs, the public is the priority! Docents welcome as long as they don't overwhelm and crowd the group. Adult group tours are limited to 15-17 people for art safety.*

### **NOT HAPPY**

Id like to be younger

Cant drive as I age

Lack of stamina

### **PARKING**

Bad – will quit – *Don't worry, the museum just bought a new lot for 37 more places!*

### **WEEKLY UPDATES**

Love emails – *Thank Debbie*

Put DDT lectures on calendar – *We are!*

### **DOCENT ROOM**

Schedule printed larger – *we could get a magnifying glass to help you read, but unfortunately the information only fits this size paper.*

Copy Machine - *Very few people use the computer in the docent room to justify having a printer there to service.*

Bigger table – *The table is a \$9,000 table gifted to the docents and will stay.*

Shelf – *A standing file was added recently to the shelf, maybe that will help.*

Cluttered table / clutter is okay, what it is for – *We place the needed routes each morning to be picked up, then they are gone. Shouldn't be a problem.*

File cabinet (II) – *No one used it as much as you think. It was full of very old things.*

Bigger room – *Not possible now. Docents are lucky to have their space as many museums don't provide a room. When and if we rebuild this end of the museum we can talk about the size.*

## **GENERAL COMMENTS**

Added duties – survey – *This is a temporary thing and extremely important to our work and fundraising*

Mail parking pass? – *Parking passes are issued to active docents so it should be easy to pick up when you are here giving tours.*

Travel committee – *Not on mission, but docent may travel together without official council, museum or staff involvement.*

Wheel chair ramps – *Needed, not my kuliaana but will pass a reminder along.*

Appreciation – (I) Award for doing more than expected – *Yes, we are starting this a the Volunteer Brunch. We also give many ins out each year!*

Annual business meeting – *This is a nice idea to share the upcoming year vision.*

Better signage – *Director doesn't want signs, he likes docents helping visitors.*

It is very tiresome that some docents complain over little things – *Amen! However, we do all like learning so keep suggestions and ideas coming! Our mission is to bring great art and people together!*