

NGA VOLUNTEER FAQs:

1. What should I do if I see a visitor touching a work of art?

It is appropriate for any NGA Employee or Volunteer to intervene and say something if they observe a visitor touching a work of art. This happens on occasion. You can simply say to the visitor, "Please don't touch the art. It can be damaged that way. Thank you." Sometimes our visitors intervene when they observe another visitor touching art. (A visitor from the U.K. initially subdued vandal Susan Burns on her second visit to us on August 5, 2011 when she tried to rip a painting off a wall in the West Building Ground Floor. This visitor kept Burns away from the painting long enough for our Security Officer to physically restrain and finally take her into custody. This visitor's quick actions likely saved this painting from severe damage).

2. What should I do if I see a visitor is too close to a work of art?

It is perfectly acceptable for anyone to voice their concerns to the offending visitor. It is best to follow that up by notifying the closest Security Officer as well.

3. Is there a specific distance that must be maintained between visitor and the works of art?

AOP maintains a "1-foot Rule" which we intervene if the visitor is observed getting closer than this.

4. Are writing and drawing implements allowed in the Gallery?

Per the 'Security Officers Handbook', "**Visitors may not use pens with fluid ink, magic markers or other items that could endanger the artwork in the galleries** (exception for copyists).

5. Do self-guided groups need to register?

No, but if a group leader is willing fill out their name / tour/number of people/state /on a comment card that would be helpful.

6. What is the difference between a commercial and personal outside tour in how the Gallery treats them?

No difference.

7. Can more than one tour group be in one specific gallery at any one time?

Only one tour guide can be speaking in a gallery at any one time. NGA tours have priority

8. At what age can children be unaccompanied by chaperones?

Under 14 years of age and they must be accompanied by an adult chaperone.

9. Can a volunteer or guard touch a student in order to prevent them from touching a work of art?

The only time anyone should put their hands on a visitor is to prevent what they believe is a person's deliberate attempt to destroy or vandalize a work of art. Someone's simple act of touching art should not automatically trigger a staff member to put their hands on a visitor. However the staff member should verbalize that touching the art is prohibited whenever someone is touching the art.

10. What do I do if I observe questionable behavior or activity?

Notify a Security Officer and/or call the Security Command Center at ext. 6115

11. What shall I do if there is a medical emergency on my tour?

Notify a Security Officer and/or call the Security Command Center at ext. 6115