

**National Gallery of Art
The Council Meeting
Meeting Notes
September 27, 2012**

Members present:

Diane Arkin	Anne Marie Marenburg	Joyce Schwartz
Jennifer Cross	Patricia Martin	Dianne Stephens
Liz Diament	Deirdre Palmer	Michele Sutton
Virginia Flavin	Ann Marie Plubell	Diedre Tillery
Heidi Hinish	Arlette Raspberry	Harry Walsh
Sally Hoffman	Lynn Russell	Maria Elena Weissman
Marta Horgan	Cathy Ryan	Joan Zeizel

Members absent:

Irene Bortolussi
Audrey Kramer
Dianne Maffia
Wil Scott

Welcome

Chairman Anne Marie Marenburg called the meeting to order at 10:35 am.

Minutes

Minutes from April 18, 2012 meeting were approved.
Motion to approve: Joyce Schwartz, seconded by Diedre Tillery.

Lynn Russell

- *East Building interior renovation:* We will be informed of the schedule for the interior renovation of the East Building as soon as it has been determined.
- *East Building exterior renovation:* As of July 75% of the exterior marble veneer slabs have been removed and 50% reinstalled.
- *Mobile applications:* The Education Department is piloting a mobile app for visitors to use in the Gallery. Visitors who try the app are surveyed regarding their experience—what works, what does not, etc. A mobile app for kids focusing on NGA art will be piloted in the near future.
- *Website:* The hard launch for the website is April 2013. There will be a soft launch in December 2012 or January 2013.
- *Wireless in the Gallery:* The Executive Office has approved wireless Internet access in the Galleries (to be implemented over a four year target period). The wireless system will initially be piloted around the mall entrance—encompassing the entrance, the Founder’s Room and the art information desk.

Old Business

Follow up discussion regarding the report from last year on how to handle outside self-guided groups. The report was titled “Survey of Peer Art Museums’ Experiences, Policies, Practices with Limited Recommendations Related to Outside, Tours which are Unregistered and Self-guided (OTUS).”

- There is confusion regarding the existing policies for OTUS, therefore the recommendations of the report were a good starting point.

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- There is information on the “School Tours” page of the NGA website delineating guidelines for “Self Guided Groups.” It was suggested that something similar be added to the “Adult Education Programs” on the Education page of the NGA website.
- Lynn Russell suggested having guidance sheets in the five primary languages at each guard station for OTUS.
- It was suggested that all volunteers would benefit from training/ role-playing in how to politely handle issues that may arise in relation to OTUS.
- In order for everyone to be on the same page, it was suggested that a memorandum be prepared to address policies regarding OTUS.

Action Items:

- Liz Diament volunteered to lead a group who will formulate the suggested memorandum (or Frequently Asked Questions, FAQs). Diane Arkin and Dianne Stephens volunteered to assist Liz in this endeavor.
- Council members are encouraged to solicit their groups for questions or concerns regarding OTUS. These items should be transmitted to Anne Marie Marenburg, who will forward them to Liz.

New Business

Anne Marie Marenburg prepared a survey that was sent to all who had served on the Council in the past five years. The survey queried the effectiveness of meetings, meeting duration and frequency, and solicited recommendations.

Action Items:

- Craft a mission statement. Diedre Tillery, Vice Chair of APW, will be leading the committee to draft a Council Mission Statement.
- Anne Marie Marenburg requested that one person from each volunteer group (chair or vice-chair) offer to join worthwhile effort.
- Research if the bylaws require a certain number of meetings per year, and then decide if this should be changed.
- Request that meeting minutes be submitted no more than one week following the meeting.
- Post meeting minutes on the volunteer website.
- School docents were requested to send the name of their enrichment chair to Anne Marie Marenburg.

Next Meeting

The next meeting of the Volunteer Council is scheduled for Wednesday, November 29, 10:30 am.

The meeting was adjourned at 11:30.

Respectfully submitted by Cathy Ryan