

Online Workshop: NISE Network Partner Reopening Strategies PART 1 – May 26, 2020

Chat Box *(edited for clarity)*

14:03:39 From Christina Leavell: NISE Network Coronavirus museum resources: <https://www.nisenet.org/coronavirus>

14:04:06 From Christina Leavell: NISE Network @Home Resources: <https://www.nisenet.org/athome>

14:04:28 From Christina Leavell: Online Workshop: NISE Network Partner Reopening Strategies PART 2 (June 30, RSVP Here): <https://www.nisenet.org/events/online-workshop/online-workshop-nise-network-partner-reopening-strategies-part-2>

14:12:23 From Shiloe Fontes : Is anyone changing their ticket prices because of the timed ticket?

14:13:09 From SCSM Observatory : Matthew Whitehouse at the South Carolina State Museum. Yes, we are discounting our tickets to \$5.

14:13:25 From Kim Sheahan : I am interested in staff training, specifically in conjunction with asking visitors to wear masks.

14:13:26 From Shiloe Fontes : Ohhh. How long are you allowing your ticket for?

14:18:35 From Ken Brandt, Robeson Planetarium : tell me more about the CARE funding?!

14:18:57 From nhoffmann : I also hadn't heard about the CARES funding with school districts.

14:18:59 From Darrell Porcello, Children's Creativity Museum : IMLS CARES funding site: <https://www.imls.gov/grants/available/imls-cares-act-grants-museums-and-libraries>

14:19:06 From nhoffmann : Thanks!

14:19:16 From Christina Leavell : IMLS REALM Project: Testing of various materials and surfaces unique to museums and libraries: <https://www.webjunction.org/explore-topics/COVID-19-research-project.html>

14:19:21 From brachman : Our local library is closed to library patrons but will be open as a cooling station for homeless people who need to get out of the California heat this summer.

14:19:48 From Christina Leavell : ACM COVID-19 Resources:
<https://childrensmuseums.org/about/covid-19>

14:20:01 From Christina Leavell : ASTC COVID-19 Resources:
<https://www.astc.org/coronavirus/>

14:20:12 From Christina Leavell : AAM COVID-19 Resources:
<https://www.aam-us.org/programs/about-museums/covid-19-resources-information-for-the-museum-field/>

14:20:47 From Shiloe Fontes : Thank you Laura!

14:23:11 From Tish Bresee : How do you use remote ticketing?

14:24:06 From Laura Huerta Migus: Hi @Kim Sheahan - there are no standards for staff training yet with respect to visitor conduct and requirement to wear masks. Institutions that are moving forward are treating it the same as "no shirt, no shoes, no service" requirements. There is a move toward a LOT of pre-visit messaging about the requirement for masks (if required) for visitors over 2 years old.

14:24:33 From Kim Sheahan : Thanks, Laura.

14:25:02 From Bethany Thomas - Indiana State Museum : does anyone have training that they are planning for staff that can be shared?

14:25:14 From Darrell Porcello, Children's Creativity Museum : @tish many ticketing vendors have this option...but basically people are looking at purchasing tickets online so no money or credit cards are transferred...also looking at QR codes to scan during entry

14:25:35 From Tish Bresee : ok thanks

14:25:37 From Laura Huerta Migus: @Shiloe - museums that are opening at limited capacity are planning price reductions. The rates vary depending on how much they feel the value will change.

14:26:06 From Rachel Zimmerman Brachman - NASA JPL : How are elevator buttons sanitized?

14:26:08 From Darrell Porcello, Children's Creativity Museum : @tish but this is a great question to bring up in Q&A if people have examples

14:26:15 From Shiloe Fontes : @Laura: Yeah, I figured, we're been talking about the same, but just wondering what like, the average idea is for the timing. If its timed entry, now long is a visit?

14:26:49 From Laura Huerta Migus: For those looking for trainings, I'd also look for other organizations locally that are opening/have opened earlier. Your training will have to align with local regulations/rights/requirements.

14:27:21 From Rachel Zimmerman Brachman - NASA JPL : Are there enough cleaning supplies available to meet the needs of all of the venues that will be reopening?

14:27:26 From Laura Huerta Migus: @Shiloe, I'm seeing 1.5-2 hour visits, with total closure for sanitation between sessions.

14:28:23 From Shiloe Fontes : Thank you Laura!

14:29:39 From Laura Huerta Migus: @Rachel, I'd say that it's not necessarily about supply, but cost. There is a lot of price gouging at the moment. The associations are working on some group purchasing/discount programs.

14:30:39 From amanda wilkening : Access to cleaning supplies will definitely be a challenge. We are seeing a backlog of up to 18 months to buy additional cleaning equipment, and places like Costco are putting purchasing limits on things like sanitizing wipes.

14:32:38 From Darrell Porcello, Children's Creativity Museum : Everyone...we had examples of these home kit ideas on a previous workshop

14:32:47 From Tish Bresee : Did Spangler donate the kits to you?

14:32:49 From Catherine McCarthy, ASU : Thank you Aaron!

14:34:20 From Ken Brandt, Robeson Planetarium : What state are you in?

14:35:02 From Christina Leavell : We'll be sure to include contact information for our presenters in followup materials post workshop

14:37:05 From Darrell Porcello, Children's Creativity Museum : For those of you interested this workshop summary from a few weeks ago had examples of the home kits similar to what Aaron mentioned:
https://www.nisenet.org/sites/default/files/catalog/uploads/2020-5-5_online_workshop_summary_of_resources_final.pdf

14:37:32 From Christina Leavell : Aaron Pan is from the Museum of Texas Tech University in Texas; Diane LaFollette is from Mid-America Science Museum in Arkansas

14:38:41 From Catherine McCarthy, ASU : Aaron's contact is Aaron.Pan@ttu.edu

- 14:39:21 From Nicole Minor : Are you thinking of providing masks to public?
- 14:40:47 From Shiloe Fontes : I would be curious to hear this too- how people are sweeping guests out at the end of their timed ticket entry.
- 14:41:06 From Bethany Thomas - Indiana State Museum : how many staff do you need daily on the floor/frontline to maintain everything?
- 14:41:09 From Rachel Zimmerman Brachman - NASA JPL : How do you clean the pagers?
- 14:43:20 From Rachel Zimmerman Brachman - NASA JPL : Closing the snack bar also encourages guests not to stay too long. Families will leave when the kids get hungry.
- 14:43:31 From Darrell Porcello, Children's Creativity Museum : Good point Rachel
- 14:44:04 From Javier : does anybody have any thoughts on water fountains?
- 14:44:35 From AM : Did you adjust your admission price because some exhibits/experiences remained closed?
- 14:45:19 From Ella Heckman - WonderLab Museum : What about water exhibits?
- 14:45:55 From Darrell Porcello, Children's Creativity Museum : I think many folks will have to adjust their interactive sandbox like this example
- 14:46:41 From Bill Teixeira : Question to Diane, With all the work to be safe have you seen a fair amount of visitors coming in?
- 14:47:06 From Lindsay Bartlett - Lincoln Children's Museum : she said their numbers haven't even hit that 50 person max, but I think she's coming back to that
- 14:47:39 From Laura Huerta Migus: @Ella - There is some evidence that water exhibits might be ok if the water is chlorinated = see how pools are being dealt with = if physical distance can be maintained and hard surfaces cleaned between visitors.
- 14:48:33 From Bill Teixeira : Diane Where are you located in the US.
- 14:48:43 From Catherine McCarthy, ASU : Mid-America Science Museum is in in Hot Springs Arkansas <https://midamericamuseum.org>

14:49:09 From Kathleen Lugarich : What big ticket items were selling in the store?

14:49:27 From Catherine McCarthy, ASU : Thanks you Diane for sharing your experiences!

14:49:29 From Lindsay Bartlett - Lincoln Children's Museum : lot's of great tips Diane!

14:49:31 From Rachel Zimmerman Brachman - NASA JPL : Are you seeing a decrease in grandparents visiting with their grandchildren, since seniors are encouraged to stay home?

14:50:41 From Diane LaFollette, Mid-America Science Museum : Kathleen - we had some big plush and a rocket set that retailed over \$200 that have been on the shelf a couple of years! Both sold last week.

14:53:57 From Diane LaFollette, Mid-America Science Museum : Ella - our governor opened public pools. We figured our water exhibit was safer than that, so it is open. we just changed the Bromine to Chlorine

14:54:12 From Ella Heckman - WonderLab Museum : Thank you!

14:54:24 From Diane LaFollette, Mid-America Science Museum : AM - we did not reduce prices. We have a new traveling exhibit that is an additional 5000 sf. We have had people ask, but not planning on doing that at this time.

14:54:27 From Diane LaFollette, Mid-America Science Museum : our attendance is way down, about 20-25% of our usual attendance for this time of year

14:54:38 From Rachel Zimmerman Brachman - NASA JPL : Will the recording of this presentation be available online later, so I can share this information with my colleagues who missed this presentation? There's a lot of good information here!

14:54:55 From Darrell Porcello, Children's Creativity Museum : yes it will Rachel...we will share the link later this week

14:55:17 From Rachel Zimmerman Brachman - NASA JPL : Thank you!

14:55:23 From Diane LaFollette, Mid-America Science Museum : Bethany - we have one staff member in each gallery at all times. That is 5 people for us.

14:58:16 From Diane LaFollette, Mid-America Science Museum : Nicole - we thought about providing masks, but they have been hard to obtain so we did not think we could keep them on hand. Then there would be confusion about whether we had them or not. We chose not to provide them at all.

14:58:40 From Bethany Thomas - Indiana State Museum : What are people charging for kits?

14:59:08 From Lou Papai : @Bethany, great question

15:00:16 From Laura Huerta Migus: @Bethany - I'm seeing anything from \$3 to \$50 depending on how it fits into the modeling. On the low end, those kits tend to be sponsored by a local sponsor. On the higher end, those that are planned to be sold as a retail/gift shop item.

15:00:43 From Laura Huerta Migus: It also depends on what's in the kits.

15:00:46 From Lisa : We were able to get sponsors and have been able to give away for free. But we are a small children's museum, in a rural area. But if we had to charge they would be \$25, but they are full of fun.

15:00:47 From Eliza Russell : American camping association - link for the guide. <https://www.acacamps.org/resource-library/coronavirus/camp-business/camp-operations-guide-summer-2020>

15:00:57 From Catherine McCarthy, ASU : American Camp Association resources: <https://www.acacamps.org/resource-library/coronavirus-information-camps>

15:01:17 From nandanshastri : Will you please, dear host share Megan's email id? Mine is nandan.shastri@gmail.com

15:03:29 From Bethany Thomas - Indiana State Museum : are you still charging for programs that go virtual?

15:04:28 From Rachel Zimmerman Brachman - NASA JPL : NASA's Eyes on the Solar System can be used at home, for museums that can't do in-person planetarium shows these days. <https://eyes.nasa.gov>

15:04:52 From Christina Leavell : Subscribe to the monthly newsletter <https://nisenet.org/newsletter>
Continue the online conversation: <https://bit.ly/nisenetryver>
Follow NISE Net on social networking <https://nisenet.org/social>

15:06:07 From Javier : Will you keep water fountains available to the public?

15:06:16 From Meagan Downey, Robinson Nature Center : We are still looking at certain programs that we offer virtually

15:06:45 From Diane Watson : Diane - since you are reopened, have you added additional precautions and protocols since reopening that reflect "things we forgot or didn't consider" before reopening?

15:07:05 From Meagan Downey, Robinson Nature Center : We are assessing the amount of time it will take to do pre-recorded videos and the costs for materials in kits and then decreasing prices from the normal camps

15:07:36 From Rachel Zimmerman Brachman - NASA JPL : Are you providing captioning for videoconferences with museum patrons? Any other accessibility issues being considered?

15:07:46 From Meagan Downey, Robinson Nature Center : Most of our camps we are looking at charging about half of what we would charge for the virtual version

15:08:00 From Christina Leavell : Online Workshop: NISE Network Partner Reopening Strategies PART 2 <https://www.nisenet.org/events/online-workshop/online-workshop-nise-network-partner-reopening-strategies-part-2>

15:08:50 From nhoffmann : Salt Lake City has disabled all public water fountains as well

15:12:11 From Lindsay Bartlett - Lincoln Children's Museum : We're also working with all "similar" agencies - although we're the only children's museum, we look to the zoo, natural history museum, libraries, etc so we have a community approach

15:12:30 From Shiloe Fontes, Flandrau Science Center & Planetarium : Looking forward to seeing how those tests come out! We also have a planetarium so curious about that.

15:12:30 From Alfred Venne : I might look to movie theaters

15:12:37 From Christina Leavell : IMLS REALM Project: Testing of various materials and surfaces unique to museums and libraries
<https://www.webjunction.org/explore-topics/COVID-19-research-project.html>

15:13:09 From nhoffmann : We are also having monthly meetings with the other local science museums. We aren't all in lock-step with each other, but it has been good to share with folks that have the same state guidelines to follow.

15:13:54 From Lindsay Bartlett - Lincoln Children's Museum : it's a great time to start an "informal educator's" group in your area! Ours has suddenly gotten really active again

15:14:14 From Darrell Porcello, Children's Creativity Museum : great suggestion Lindsay!

15:14:19 From Alfred Venne : Zoom does a nice job with captioning for recordings

15:14:26 From Laura Huerta Migus: It's such a GREAT opportunity to expand your accessibility! And look at youtube's ability to provide auto captioning.

15:14:51 From Jamie Leaf : How are museum stores adapting to this new reality? Can customers still touch merchandise?

15:15:18 From Rachel Zimmerman Brachman - NASA JPL : If you're going online anyway, this could be a great time to invite speakers who don't live locally. You're no longer limited geographically as to where speakers live, and you don't have to pay their travel expenses.

15:15:51 From Christina Leavell : Great point Rachel!

15:15:55 From Alfred Venne : Thank you all - Fred Venne- Beneski Museum

15:16:19 From nandanshastri : Are there some criteria to open a STEAM school?

15:16:24 From Rachel Zimmerman Brachman - NASA JPL : Google Meet provides realtime captioning during videoconferences, but I don't think it creates a transcript for future use.

15:16:56 From Ali Jackson : With the store, we've also seen some museums post pictures of inventory online and allow customers to shop by phone. Even while closed. Simpler than creating a new online shopping experience.

15:17:12 From Jamie Leaf : great idea!

15:18:10 From missy hermes : Are people also closing restrooms?

15:18:18 From Lisa Hoover : Zoom in combination with Facebook Live

15:18:30 From Nicole Capella : Zoom/Facebook Live

15:18:34 From Nicole Capella : Instagram Live

15:18:37 From Catherine McCarthy, ASU : Bill here are a few museum partners doing different types of online engagement:
<https://www.nisenet.org/blog/post/learn-how-network-partners-are-remaining-resilient-and-adapting-during-current-times>

- 15:18:38 From Ryan Wyatt : We use StreamYard to stream programs to YouTube and Facebook—less interactive, but big audiences!
- 15:19:19 From Nicole Capella : Our local PBS station will share video resources on a "school" channel for our local students.
- 15:19:36 From Javier : Is there any concern about the online content (virtual camps, demos, etc.) becoming freely accessible to the general public?
- 15:19:44 From Catherine McCarthy, ASU : And Bill here are a few more examples of different online engagement: <https://www.nisenet.org/blog/post/nise-network-partners-excel-during-covid-19-shutdown>
- 15:20:03 From Rachel Zimmerman Brachman - NASA JPL : @Nicole, we're in the country are you? Los Angeles' local PBS stations are also providing educational content for students.
- 15:20:54 From Nicole Capella : We have been worried about free online v. paid online. We are still working on that.
- 15:22:23 From Christina Leavell : NISE Network Coronavirus museum resources <https://www.nisenet.org/coronavirus>
- 15:22:58 From Darrell Porcello, Children's Creativity Museum : all nise net materials are creative commons licensed so anyone can adapt if they reshare and give attribution for non commercial purposes
- 15:23:22 From Catherine McCarthy, ASU : Javier here is some information about reading books and story times: Publishers adapting their policies to help educators: <https://www.slj.com/?detailStory=publishers-adapt-policies-to-help-educators-coronavirus-covid19>
- 15:23:28 From annedrake : Loved it . Learned a lot.