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The Alliance wishes to express appreciation to the following organizations and individuals that have generously supported the museum community and the 2019 Annual Meeting & MuseumExpo.
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Visit us at Booth #1307 | solidlight-inc.com
Dear AAM Attendee,

Welcome to New Orleans—a city unlike any other. On the heels of our city’s yearlong Tricentennial celebration in 2018, we are honored to host the world’s largest gathering of museum professionals, and we appreciate you joining us as we collectively share ideas on how to better serve our visitors and communities. New Orleans is often described as a melting pot of cultures and influences—a sum greater than its parts—and likewise, we look forward to you adding your own expertise, experiences, and insights to this dynamic convention, filled with engaging sessions, inspiring talks, and valuable networking opportunities.

To provide you with a truly unique, interactive, and memorable experience, our local host committee has incorporated as much New Orleans culture as possible into the AAM schedule, but we also strongly encourage you to explore our city beyond the Morial Convention Center. Hospitality is a point of great pride for our city—we never meet a stranger—so carve out some time between the sessions to visit our historic neighborhoods and immerse yourself in our world-class museums, unforgettable cuisine, distinctive architecture, vibrant music clubs and arts venues, and unique traditions. New Orleans is filled with museums and historic homes that blend the past with the present. We strive to preserve our culture while presenting our story with new technologies and best practices that leave a lasting impression on our visitors.

It won’t take you long to realize that at the heart of New Orleans is a resilient spirit. We’ve been through more than our fair share of ups and downs, but in spite of adversity we’re stronger than ever. This 300-year-old city and its residents are great examples of how to confront inevitable change and unforeseen challenges while steadfastly preserving the culture and authenticity that binds us as a community. New Orleans truly defines the theme of this year’s AAM Annual Meeting theme—Dynamic, Relevant, Essential: Sustaining Vibrant Museums. All of our institutions, regardless of size or scope, face ever-increasing financial challenges, digital innovations, and shifting demographics. We hope you’ll leave New Orleans with new strategies that ensure the long-term success of your museum.

On behalf of the entire local host committee, enjoy your time in New Orleans, and as we say here, Laissez les bons temps rouler. Let the good times roll!

Susan M. Taylor, The Montine McDaniel Freeman Director, New Orleans Museum of Art
Stephen J. Watson, President & CEO, The National WWII Museum

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2. World Expo USA Pavilion, Yeosu, Korea
5. National WWII Museum: Beyond All Boundaries, New Orleans, Louisiana

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Land Acknowledgment

Indigenous Tribes of New Orleans and Louisiana

We acknowledge that the land we are meeting on today is the original homelands of the Chitimacha, Atakapa, Caddo, Choctaw, Houma, Natchez, and Tunica tribal nations. We acknowledge the painful history of genocide and forced removal from this territory, and we honor and respect the many diverse Indigenous peoples still connected to this land on which we gather.

In New Orleans, approximately 2700 people identify as having American Indian/Alaska Native background, comprising 0.7% of the city’s population. In Louisiana as a whole, the percentage is 1.3%. The original inhabitants of the land that New Orleans sits on were the Chitimacha, with the Atakapa, Caddo, Choctaw, Houma, Natchez, and Tunica inhabiting other areas throughout what is now Louisiana.

The American Alliance of Museums would like to acknowledge the indigenous history of New Orleans, and more broadly, Louisiana, and recognize the Chitimacha Tribe of Louisiana, the Coushatta Tribe of Louisiana, the Jena Band of Choctaw Indians, and the Tunica-Biloxi Indian Tribe of Louisiana.

We would also like to acknowledge the state-recognized tribes of Louisiana, which include the Addai Caddo Tribe, the Biloxi-Chitimacha Confederation of Muskogee, Choctaw-Apache Community of Ebarb, Clifton Choctaw, Four Winds Tribe Louisiana Cherokee Confederacy, Grand Caillou/Dulac Band, Isle de Jean Charles Band, Louisiana Choctaw Tribe, Pointe-Au-Chien Indian Tribe, and the United Houma Nation.

For more information and history on Louisiana’s indigenous communities, please visit our conference page at www.annualmeeting.aam-us.org/indigenous-tribes-of-new-orleans-and-louisiana.

The information above is provided courtesy of the American Library Association’s Office for Diversity, Literacy and Outreach Services.
For more information, visit Booth #1827 or contact:
Sarah Myers, Traveling Exhibits Program Manager,
sarahm@childrensmuseum.org
or 317-334-4107

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Few would dispute that our culture is continually evolving. During the past two decades, massive forces have reshaped both industry and society as we shift towards an ever more fluid economy of information and automation. In the midst of these changes, a key question is how museums can evolve their businesses to sustain long-term financial stability without compromising their social and mission impact.

For much of the last century, many museums have relied on a combination of earned, philanthropic, and endowment revenues to fuel their work. Today that natural equilibrium has changed entirely as museums face increased competition for the attention and charitable dollars of their visitors. Individual donors, foundations, and government funders expect to see measurable impact for their support—a metric which many museums are not able to provide. Increasingly, long-standing support from federal, state, and local governments is under threat. Perhaps these same changes can create opportunities for museums to re-examine and revitalize their work.

Today’s museums are re-examining their role and connection to communities in new ways. There is a growing understanding that our institutions’ long-term viability and financial sustainability is inextricably linked to our ability to be relevant, magnetic, and inclusive. Digital technologies are refining and improving traditional functions such as ticketing, marketing, and fundraising — in addition to driving personalized experiences and new abilities for museums to connect with increasingly tech-savvy audiences. Innovative partnerships with for-profit companies and within mutually aligned sectors like health and education may provide museums access to the financial and technical capacity to help them scale their work.

At the 2019 AAM Meeting and MuseumExpo in New Orleans, we will explore how museums are meeting these challenges head-on. We will learn from each other’s trials and errors and connect with colleagues who can help us grow and tackle our own challenges. Together, let’s explore how we can:

- **Build new mission-related income streams** around the core businesses and talents of museums
- **Demonstrate to donors and funders** that museums provide essential social, economic, educational, and community good.
- **Champion museums** amidst changing expectations from federal, state, and local governments.
- **Become truly inclusive** in our operations, leadership, and engagement with diverse communities.
- **Create mutually profitable collaborations and partnerships** with for-profit companies and with nonprofits in other sectors — especially in health and education.
- **Craft business strategies** around digital content and engagement that extend the reach of museums beyond their gallery walls
- **Explore shared service models** to optimize key functions in human resources, finance and accounting, information technology, and marketing, both to contain costs and improve capacity and outcomes.

New Orleans is a perfect venue for exploring the sustainability and vitality of museums. It’s nearly impossible to find a better example of resilience and a vibrant culture amidst change and challenge than New Orleans. The Big Easy, as the city is known, has persevered through natural disasters, economic down-turns, and societal changes like so many cities in the US, but has done so while preserving its historic culture, charm, and vibrant character. What a great example for museums! Come experience with us some of what makes New Orleans special and help us to identify and amplify strategies to sustain dynamic, relevant, and essential museum communities everywhere.
Welcome to New Orleans!
We’ve compiled the following information to help you navigate the Annual Meeting & MuseumExpo. Alliance staff and volunteers are here to help, let us know how we can assist you.

Meeting Locations
Official conference programming will take place at the Ernest N. Morial Convention Center and the New Orleans Marriott unless otherwise noted. See the daily conference schedule for additional program location details.

Ernest N. Morial Convention Center
900 Convention Center Blvd
New Orleans, LA
504-582-3000

New Orleans Marriott (Headquarters Hotel)
555 Canal St
New Orleans, LA
504-581-1000

Official Conference Hours
See the daily schedule for additional details.

Saturday, May 18 (pre-conference hours) ....... Noontime–5 p.m.
Sunday, May 19 ......... 7 a.m.–6 p.m.
Monday, May 20 .......... 7 a.m.–6 p.m.
Tuesday, May 21 ........ 7 a.m.–6 p.m.
Wednesday, May 22 .......... 7:30 a.m.–1 p.m.

MuseumExpo Hours
Monday, May 20 ................. Noontime–6 p.m.
Tuesday, May 21 ............... 10 a.m.–6 p.m.
Wednesday, May 22 .......... 8 a.m.–Noon

Important Conference Information

AAM Bookstore
Ernest N. Morial Convention Center,
MuseumExpo, Booth #1345
Browse the best in museum literature, attend author signings, and purchase annual meeting swag. See more information on scheduled activities on page 18.

AAM Information Desk
Ernest N. Morial Convention Center, Lobby DE
Stop by anytime during official conference hours for information about conference happenings, hotels, and accessibility accommodations.

AAM Registration
Ernest N. Morial Convention Center, Lobby DE and New Orleans Marriott, 2nd Floor
Attendees can register using our convenient self-check-in kiosks near the registration desk in Lobby DE. Staff will also be available to help with all of your registration needs during official conference hours. An additional express lane will be available for attendees with accessibility needs and exhibitors to pick up their badges and tickets.

Staying at or near the New Orleans Marriott? Pick up your badge while you check in to your hotel. Limited registration services will be available for pre-registered attendees at the Marriott.

Alliance Resource Center
Ernest N. Morial Convention Center, MuseumExpo, Booth #1645
Learn about AAM programs and initiatives, meet AAM staff, exchange ideas with peers, or just relax in the Alliance Resource Center. See page 16 for scheduled activities.

Accessibility
Ernest N. Morial Convention Center, Lobby DE
We aim to accommodate the needs of all Annual Meeting & MuseumExpo attendees to ensure the best experience possible. Staff at the AAM Information Desk, located in Lobby DE, and volunteers in teal shirts are on hand to help answer your accessibility questions.

Learning Excursions and Evening Events: Accessibility information for all excursions and events can be found online and in the Mobile App.

Event transportation: Call the transportation hotline at 504-330-9153 at least 24 hours in advance to request accessible transportation to events.

Anti-Harassment Policy
The American Alliance of Museums is dedicated to providing a safe, inclusive, and welcoming conference experience for everyone. We do not tolerate discrimination or harassment in any form. Our Code of Conduct can be found at: https://annualmeeting.aam-us.org/code-of-conduct/

Attendee List
This year’s list of conference attendees can be accessed through the Mobile App. Search “AAM Events” in the App Store or Google Play to download.

Audio Recordings
A limited number of sessions were recorded during the 2019 Annual Meeting. Access to these recordings will be on the AAM website when they become available.

Audio and video recording of sessions is strictly prohibited without prior permission from AAM.
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General Information

Business Center
Ernest N. Morial Convention Center, Lobby F
Make photocopies, ship packages, and more at the UPS Store. Open during official conference hours.

Chatbot
Have a question? Need help? Our chatbot, AAMers, can automatically answer questions about sessions, meetings, or anything else! Text “AAMers” to 25525

Coat & Baggage Check
Ernest N. Morial Convention Center, Lobby D
Tuesday and Wednesday Only
For your convenience, you may store your coat and baggage for a small fee in a secure space during conference hours.

Ejection
AAM reserves the right to eject any attendee without any prior notice or refund if their behavior is deemed disruptive, offensive, dangerous, or illegal or if they are found to be distributing unauthorized material.

Emergencies
To report medical and non-medical emergencies at the convention center, use any red emergency house phone, which are located throughout Ernest N. Morial Convention Center. This will connect directly to emergency services. Do not call 911.

First Aid
Ernest N. Morial Convention Center, Lobby F
Professional medical personnel are on hand throughout the conference to assist with medical emergencies.

Handouts
Access session handouts and take notes directly in the Mobile App! The Mobile App also allows you to save, print, and email your notes immediately after the conference.

International Lounge
Ernest N. Morial Convention Center, Room 254
This informal gathering space provides cross-cultural exchange and networking with museum colleagues from around the world, offers information on AAM’s international programs, and facilitates dialogue on global museum issues and challenges through scheduled programming.

Lost & Found
Ernest N. Morial Convention Center, Room 342
All lost and found items should be taken to the Volunteer Office. You may stop by to claim lost items during official conference hours. Unclaimed items will be turned over to convention center security at the end of the conference.

Lactation Room
Ernest N. Morial Convention Center, Room 242 and Lobby D
Our self-care lounge offers a private space for lactation, featuring refrigerators, storage, and comfy seating.

New Orleans Lagniappe Lounge
Ernest N. Morial Convention Center, MuseumExpo, Booth #2245
Visit the New Orleans Lagniappe Lounge to experience the food, music and culture of New Orleans. Stop by to snap a picture on the Mardi Gras float, contribute to our 2019 commemorative mural, enjoy live food and drink demonstrations, listen to musical performances, purchase arts from local artisans, and much more!

Photography & Video
By registering for and attending the Annual Meeting & MuseumExpo, you grant the American Alliance of Museums (“AAM”) and its authorized representatives permission to film, photograph, or otherwise record your participation in the event. You further agree that such images, photographs, and recordings may be used by AAM without your prior approval in any form and for any lawful purpose including, without limitation, promoting AAM. Such use will not entitle you to any credit or compensation. You release AAM, its officers, and employees from any liability connected with the use of any image, photograph, or recording taken during the Annual Meeting & MuseumExpo.

Restrooms
All are welcome to use the restroom that is right for them. We ask that no one will be stared at, questioned, or asked to leave. Thank you for helping to make restroom spaces at AAM inclusive and accessible for everyone.

Safety
Attendee safety is important to us. Please have a photo ID on you at all times. Be aware of your surroundings. If you see anything suspicious, report it to AAM staff, volunteers or building security. More information regarding safety at the Annual Meeting & MuseumExpo can be found in the Mobile App.

Self-Care Lounge
Ernest N. Morial Convention Center, Room 242
The Self-Care lounge is available during official conference hours for lactation, prayer, meditation, or just a quiet space to rest.

Soliciting
In order to protect our valued exhibitors and sponsors and the investment they make in AAM and our mission, our rules strictly prohibit solicitation by attendees who transact business at our conference and do NOT have exhibit booths or sponsor investment.
General Information

Speaker Ready Room
Ernest N. Morial Convention Center, Room 255/256
The Speaker Ready Room is where speakers can review their presentations, address session concerns, meet with fellow speakers, and more. Daily meetings will be held in the Speaker Ready Room to discuss important logistics and reminders specific to that day’s sessions. Speakers who are not able to attend the meetings are strongly encouraged to arrive at the Convention Center at least 1 hour prior to start of their session. Please be sure to check-in at the Speaker Ready Room upon arriving.

Volunteer Office
Ernest N. Morial Convention Center, Room 342
All annual meeting volunteers are required to check in at the Volunteer Office prior to their assignment. This office will be staffed during official conference hours.

Telephone Directory
AAM Information ...................... 504-670-5300
Emergency ......................... 504-582-3040
First Aid ............................. 504-582-3040
Speaker Ready Room .......... 504-670-5301
Transportation Hotline ......... 504-330-9153
Volunteer Office/Lost and Found ... 504-670-5302

Stay Connected!

Mobile App
Download the AAM Events Mobile App to access session, event, and presenter info, view the attendee and exhibitor lists, and more. Search “AAM Events” in the App Store or Google Play to download.

Social Media
Join the conversation on social media. Use #AAM2019 to follow the sessions, events and conversation on Facebook, Twitter and Instagram. Follow us on Twitter @AAMers and on Instagram @AAMersOfficial. Find us on Facebook at facebook.com/AmericanMuseums

Wi-Fi
Complimentary basic wireless internet is available in session rooms. Access via AAM19 network with password KRE8360.

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FOR MORE INFORMATION, PLEASE VISIT NATIONALWW2MUSEUM.ORG/VISIT/EXHIBITS/TRAVELING-EXHIBITS.
BOOTH #4226 | JENNEY FAZANDO, TRAVELING EXHIBITS MANAGER | JENNEY.FAZANDO@NATIONALWW2MUSEUM.ORG | 504-528-1944 x 456
Connect with AAM

Alliance Resource Center
Ernest N. Morial Convention Center, MuseumExpo, Booth #1645

Learn about AAM programs and initiatives, meet AAM staff, exchange ideas with peers, or just relax in the Alliance Resource Center. Attend short talks and demos on Alliance programs and initiatives, including accreditation, membership, and peer review in the mini-theater. Stop by to speak with our Membership team who will be on-site to answer any questions regarding new memberships or renewals. Attendees who sign up for our auto-renewal program will receive a special thank-you gift!

Scheduled Activities

Monday, May 20

- **12:30–1 p.m.**
  **Small and Mighty—AAM Resources for Small Museums**
  Discover great AAM resources especially geared to museums with fewer than 10 staff members.

- **1–1:30 p.m.**
  **Maximizing Your Individual Membership**
  Explore the tools and resources available to you as an Individual member. Bring all your questions to our Membership Managers who will be on hand to assist you.

- **1:30–2:30 p.m.**
  **Transamerica Museum Retirement Program**
  Learn how you can design a plan to meet your museum’s needs. Both 401k and 403b options now available.

- **2–2:30 p.m.**
  **Making the Most of your Museum Membership**
  Your museum is a member—what does that mean for you? Learn how to access benefits and discover new resources to take home to your colleagues.

- **2–4:30 p.m.**
  **Ask an Expert from the AAM Council of Affiliates**
  Museums large and small face many challenges, and expert advice can help. Drop by for advice from representatives from five organizations represented on the AAM Council of Affiliates. Each will be here for a half-hour of informal Q&A.

- **2:30–3 p.m.**
  **Closing the GAAP on Direct Care**
  After 25 years AAM and the Financial Accounting Standards Board (FASB) have realigned their positions on the use of deaccession proceeds. Learn what this means for your museum.

- **3–3:30 p.m.**
  **No Need to Re-Invent the Wheel—Sample Documents and You!**
  Learn how to search for and use documents from AAM’s library of over 1,000 plans, policies and more.

- **3:30–4 p.m.**
  **New and Improved Museum Assessment Program**
  Does your museum want help moving from surviving to thriving? MAP provides self-assessment, peer review, a site visit, a final report with recommendations, and resources to support implementing change. Hear all about our new and revised assessments and prepare to apply for this IMLS-funded excellence program.

- **4–4:30 p.m.**
  **First Steps to Accreditation**
  Does your museum have accreditation as a goal? Do you need some help getting started? The AAM Accreditation team will break down the steps to get you moving in the right direction.
Tuesday, May 21

- **12:30–1 p.m.**
  Maximizing Your Individual Membership
  Explore the tools and resources available to you as an Individual member. Bring all your questions to our Membership Managers who will be on hand to assist you.

- **1–1:30 p.m.**
  AAM Peer Review
  Peer reviewers play a vital role in AAM’s Accreditation and Museum Assessment Programs. Learn more about what peer reviewers do, how they support the museum field, and how you can apply to be a part of the team!

- **1:30–2 p.m.**
  New and Improved Museum Assessment Program
  Does your museum want help moving from surviving to thriving? MAP provides self-assessment, peer review, a site visit, a final report with recommendations, and resources to support implementing change. Hear all about our new and revised assessments and prepare to apply for this IMLS-funded excellence program.

- **2–2:30 p.m.**
  Cryptokitties and Digital Provenance: What Blockchain Means for Museums
  Join CFM director Elizabeth Merritt and a pair of digital CryptoKittens for a fun, accessible dive into blockchain—a means of recording and sharing records of transactions via a distributed, decentralized ledger.

- **2:30–3 p.m.**
  Museums and Creative Aging
  Come meet Bill Tramposch, the Alliance’s Aroha Fellow for Museums & Creative Aging, and share what you would like to see this initiative address over the next two years.

- **4–4:30 p.m.**
  Small and Mighty—AAM Resources for Small Museums
  Discover great AAM resources especially geared to museums with fewer than 10 staff members.

- **4:30–5 p.m.**
  No Need to Re-Invent the Wheel—Sample Documents and you!
  Learn how to search for and use documents from AAM’s library of over 1,000 plans, policies and more.

- **5–5:30 p.m.**
  Transamerica Museum Retirement Program
  Learn how you can design a plan to meet your museum’s needs. Both 401k and 403b options now available.

- **5:30–6 p.m.**
  Making the Most of your Museum Membership
  Your museum is a member—what does that mean for you? Learn how to access benefits and discover new resources to take home to your colleagues.

Wednesday, May 22

- **8:30–9 a.m.**
  Making the Most of your Museum Membership
  Your museum is a member—what does that mean for you? Learn how to access benefits and discover new resources to take home to your colleagues.

- **9–9:30 a.m.**
  No Need to Re-Invent the Wheel—Sample Documents and You!
  Learn how to search for and use documents from AAM’s library of over 1,000 plans, policies and more.

- **9:30–10 a.m.**
  First Steps to Accreditation
  Does your museum have accreditation as a goal? Do you need some help getting started? The AAM Accreditation team will break down the steps to get you moving in the right direction.
AAM Bookstore
Ernest N. Morial Convention Center, MuseumExpo, Booth #1345
Browse the best in museum literature, attend author signings, and purchase annual meeting swag.

NEW! Book Discussions
Join us in the bookstore for conversation and discussion featuring these authors and panelists:

Monday, May 20

- 4:30–5:30 p.m.
  My Soul Looks Back: A Memoir
  with author Jessica B. Harris
  Legendary culinary historian Jessica B. Harris will reflect on her celebrated life enriched by her fortuitous proximity to a luminous circle of friends that included Maya Angelou, James Baldwin, and Toni Morrison and their shared commitment to activism, intellectual engagement, and each other. Among her many accomplishments, Dr. Harris served as the inaugural chair and scholar-in-residence of the Ray Charles Program in African-American Material Culture at Dillard University in New Orleans and conceptualized the restaurant at the National Museum of African American History and Culture.

Tuesday, May 21

- 1–2 p.m.
  How to Rebuild a City: Evolving Sustainability Practices in the Post Katrina Landscape
  Panelists: Bob Snead, Publisher, Antenna; Shana Griffin, Activist, Independent Researcher, and Applied Sociologist; Gia Hamilton, Executive Director, New Orleans African American Museum; MaryLee Orr, Founder and Executive Director, Louisiana Environmental Action Network; Monique Verdin, Co-Producer and Co-Writer of the film documentary My Louisiana Love
  This book discussion, organized by Antenna, publisher of How to Rebuild a City: Field Guide from a Work in Progress, offers a deeper understanding of the arts and civic organizations that were crucial to the grassroots post-disaster recovery of New Orleans from 2005–2010. Discussants explore the economic and environmental realities many local public service organizations have tackled over the past 14 years and how their work has shifted to meet the needs of a rapidly changing region and its implications for community sustainability.

- 4:30–5:30 p.m.
  The Art of Noticing
  with author Rob Walker
  The Art of Noticing helps us pay closer attention to our world and to cultivate the skill of noticing what everyone else overlooked. In this book discussion learn about some of the engaging exercises and thought experiments that unleash its power to spark creativity, inspiration and joy in life and work.

For more information, please visit the Mobile App.
Book Signing Schedule

Monday, May 20

■ 12:15–1 p.m.
  Gail Anderson
  Mission Matters: Relevance and Museums in the 21st Century

■ 1–2 p.m.
  Elif Gokcigdem
  Designing for Empathy: Perspectives on the Museum Experience

■ 3–4 p.m.
  Sharon Vatsky
  Museum Gallery Activities: A Handbook Author

Tuesday, May 21

■ 10–11 a.m.
  Randi Korn
  Intentional Practice for Museums: A Guide for Maximizing Impact

■ 3–4 p.m.
  Marsha L. Semmel
  Partnership Power: Essential Museum Strategies for Today’s Networked World

Wednesday, May 22

■ 10:45–11:15 a.m.
  Jose Antonio Vargas
  Dear America: Notes of an Undocumented Citizen

■ 11:15 a.m.–Noon
  Johnnetta Betsch Cole and Laura L. Lott
  Diversity, Equity, Accessibility, and Inclusion in Museums
Close to 75 events — hosted by the Alliance, local museums, and our affiliates — take place during the Annual Meeting and MuseumExpo.

Learning Excursions
Sunday
Pre-registration required
Learning Excursions give museum professionals hands-on learning and behind the scenes tours of our local host city museums. These intimate learning experiences are a great place to start networking while learning from your peers. Excursions are offered in 90-minute, 3-hour, and 6-hour increments. We’ve strategically created the schedule to allow you time to fit in two excursions, giving you the opportunity to maximize all that New Orleans has to offer. Pre-registration is required for Learning Excursions and only a limited number of tickets will be available for purchase on-site.

Professional Network Events
Throughout
Pre-registration required
Mingle with and learn about AAM’s Professional Networks during their breakfasts, lunches, and evening offsite receptions. See page 30 for scheduled activities.

Evening Events
Monday & Tuesday
Pre-registration required

- Opening Party: Light Up the Night at City Park
  Kick off your visit to New Orleans with bright lights, live music and tours of New Orleans’ premiere cultural institutions located in City Park. Enjoy the sounds of live jazz while feasting on an array traditional Creole fare at the New Orleans Museum of Art (NOMA). Experience the pioneering light and neon sculpture of Keith Sonnier in his major NOMA retrospective. As the day gives way to dusk, walk through NOMA’s Besthoff Sculpture Garden, ranked as one of the best in the world, now with more than twenty-five new works by 21st-century artists in an expanded scenic landscape and lagoon.

  The neighboring New Orleans Botanical Garden, which includes The Helis Foundation Enrique Alférez Garden of works by the renowned Mexican-American New Orleans sculptor, will welcome visitors with dessert, drinks, and more music.

  Guests can move to the third point of the City Park triangle open house to visit the nearly complete Louisiana Children’s Museum. Enjoy a sneak peek

- Closing Party: Parade of Museums
  Celebrate your last evening in New Orleans with a fun night of food, art, culture, and history at The National WWII Museum, Ogden Museum of Southern Art, and Contemporary Arts Center. Located in the heart of the city’s Arts District, all three institutions are steps away from one another, creating a microcosmic cultural hub and the perfect location for a closing night block party. Experience the dramatic history of America’s Greatest Generation and their fight to secure freedom and democracy, the richness of Southern Art and culture, along with dynamic creative expression through multidisciplinary arts—all while enjoying delectable food and unique entertainment.

  Limited transportation to and from the New Orleans Marriott will be provided.

  One evening event ticket is included in full conference registration. Additional tickets are $45.00

Transportation
Shuttle Bus Service to Convention Center
New Orleans Marriott, Canal Street Entrance
Attendees staying at the New Orleans Marriott, Sheraton, JW Marriott, and the Hotel Monteleone can take the Shuttle Bus from the New Orleans Marriott to the Convention Center. Buses will pick up and drop off at the Canal Street Entrance to the New Orleans Marriott. Badges must be presented at boarding. Buses will depart every 15 minutes.

Transportation to Events
Ernest N. Morial Convention Center
Buses will pick up and drop off outside of Hall G at the Ernest N. Morial Convention Center. Tickets must be presented at boarding. Bus departure times for each event will be printed on event tickets and can also be found in the Mobile App.
Networking & Special Events

MuseumExpo Networking Breaks
Don’t network on an empty stomach! Visit the MuseumExpo for networking breakfast, breaks, and lunches. Refreshments and food available for purchase unless otherwise indicated.

Monday, May 20
- Noon–2 p.m. MuseumExpo Opening Reception & Lunch
  Lunch provided.

Tuesday, May 21
- 3–3:30 p.m. MuseumExpo Networking Break
- 4:30–6 p.m. MuseumExpo Happy Hour

Wednesday, May 22
- 8–9:30 a.m. MuseumExpo Networking Breakfast
  Breakfast provided.
- 10:30–11 a.m. MuseumExpo Networking Break

Mixers

Sunday, May 19
- 4–5:30 p.m. Emerging Professionals Mixer
  Barcadia
  Looking to continue to meet other emerging professionals during the annual meeting? Challenge colleagues in games, jenga and pinball while you network and meet your peers at Barcadia.
  GENEROUSLY SUPPORTED BY
  Johns Hopkins University MA in Museum Studies

- 4–5:30 p.m. Diversity, Equity, Accessibility, and Inclusion Mixer
  Ernst Cafe
  Looking to engage with your peers about Diversity, Equity, Accessibility and Inclusion (DEAI)? Want to meet others working on DEAI? The iconic balcony at the Ernst Cafe is the perfect backdrop to meeting and networking.
  GENEROUSLY SUPPORTED BY
  Cook Ross

Wellness

Monday, May 20
- 7–8 a.m. Raising the Barre at AAM
  New Orleans Marriott, Riverview II
  Energize your morning with a Pure Barre class! Pure Barre is the fastest, most effective full-body workout. You’ll be guided through a series of low-impact, high intensity movements that are designed to strengthen and tone your body in ways that no other technique can. Equipment and mats will be provided on a first-come-first-serve basis.

Tuesday, May 21
- 7–8 a.m. Yoga with a View
  New Orleans Marriott, Riverview II
  This 60-minute yoga class will provide positive high energy, smooth intentional flow & inspiration to get your body moving & clear your mind. Beginners, intermediate and advanced practitioners will receive direction from the instructor to create poses that work for their individual level. Your instructor will guide proper alignment while empowering you to challenge yourself & find your own personal edge physically & mentally! Mats will be provided on a first-come first-served basis.

Monday & Tuesday
Latte Artist
Coffee + Conversation = Memorable Experiences
MuseumExpo
Famed barista artist Michael Breach (@Baristart) will create an Instagram-friendly latte portrait of you. The Barista Art Bar will be open during MuseumExpo hours on Monday and Tuesday.
Networking & Special Events

New Orleans Lagniappe Lounge
Open during MuseumExpo Hours
Ernest N. Morial Convention Center, MuseumExpo, Booth #2245
Come experience the food, music and culture of New Orleans in the authentic Lagniappe Lounge, right on the show floor. Stop by to enjoy performances by the Ashe Cultural Arts Center and Mardi Gras Indians, live broadcasts from local radio station WWOZ, and jazz trio performances. You can also participate in cooking and cocktail demonstrations from the Southern Food and Beverage Museum and the New Orleans School of Cooking, with seafood compliments of the Louisiana Seafood Board. Attendees will have the opportunity to shop from a selection of handmade arts from fine local craft artisans including painting, photography, ceramics, jewelry and other delights.

When you need to refuel between sessions, the Lagniappe Lounge provides comfortable seating equipped with charging stations for your devices and survival kits with everything that you might need, from band-aids to Zapp’s chips. Be sure to stop by and snap a photo on the Mardi Gras float or take part in coloring a mural created by a local artist to commemorate the annual meeting in New Orleans.

Monday, May 20

- 12:30–1:30 p.m.
  **Cooking Demonstration with Southern Food & Beverage Museum**
  This cooking demonstration presented by the Southern Food & Beverage Museum will give attendees an in-depth look into how to create delicious, traditional dishes while examining how food and drink contributes to our diverse culture.

- 3–3:30 p.m.
  **Mardi Gras Indian Performance**
  The intricate hand-sewn suits of Mardi Gras Indians rank among the nation’s best folk art. Each costume takes roughly a year to create and can weigh as much as 150 pounds. Join us for a presentation of the New Orleans Mardi Gras Indians donned in full regalia.

- 4:30–5 p.m.
  **Drink & Learn Cocktail Demonstration**
  Join us for an interactive experience, presented by Drink & Learn and DrinkLab, to learn about the unique history of New Orleans through cocktails.

- 5–6 p.m.
  **WWOZ Broadcasting Live**
  WWOZ will be broadcasting live at the booth and will feature live local DJs.

Tuesday, May 21

- 10 a.m.
  **Beignets and Café au Lait**
  Indulge in a New Orleans classic treat of beignets and café au lait from Centerplate, the exclusive caterer of the Mercedes-Benz Superdome and Ernest N. Morial Convention Center.

- 10–11 a.m.
  **Ashe Cultural Arts Dancers**
  Ashe Cultural Arts Center is a nonprofit organization located in New Orleans that creates programs, activities and creative works that highlight the contributions of people of African descent. Join us for a presentation by Ashe Cultural Arts dancers as they narrate history through dance.

- 12:30–1:30 p.m.
  **Cooking Demonstration**
  Watch a live cooking demonstration as the Grannys at the New Orleans School of Cooking prepare Shrimp & Grits, a New Orleans staple, with seafood compliments of the Louisiana Seafood Board.

- 2:30–4:30 p.m.
  **WWOZ Broadcasting Live**
  WWOZ will be broadcasting live at the booth and will feature live local DJs.

- 4:30–5 p.m.
  **Drink & Learn Cocktail Demonstration**
  Join us for an interactive experience, presented by Drink & Learn and DrinkLab, to learn about the unique history of New Orleans through cocktails.

- 4:30–5:30 p.m.
  **Lucky Dog Stand**
  Come enjoy a Lucky Dog from this historic and unique French Quarter operation.

- 5–6 p.m.
  **Live Music with Mark Weliky Jazz Trio**
  Feel the rhythm and enjoy the music of Mark Weliky’s Jazz Trio at the Float Stage.
Networking & Special Events

Daily

**Headshots**
Ernest N. Morial Convention Center, Lobby D

ONEbyONE Community Portraits" is a participatory/interactive/community building event unlike any other. Stop by and take a photo by 53Tom’s Artist Tom Strykowski. You'll get one free portrait to take home, plus one will be added to the “ONEbyONE Community Portrait” wall. Experience for yourself what a great event this could be for your museum!

**Sunday, May 19**
- 9 a.m.–1 p.m.

**Monday, May 20**
- 8:30–10 a.m.
- Noon–2 p.m.
- 4:30–6 p.m.

**Tuesday, May 21**
- 10 a.m.–2 p.m.
- 4:30–6 p.m.

**Wednesday, May 22**
- 8:30–11 a.m.
Keynote Speakers

Monday, May 20
10:30 a.m.–Noon
Ernest N. Morial Convention Center, La Nouvelle Ballroom

AAM Opening Session
Featuring:

Carol Bebelle
Co-founder and Executive Director, Ashé Cultural Arts Center

Mitch Landrieu
Mayor, City of New Orleans (2010–2018)

Rick Lowe
Social Practice Artist and Community Organizer, Founder, Project Row Houses

Tuesday, May 21
9–10 a.m.
Ernest N. Morial Convention Center, La Nouvelle Ballroom

Kimberly Drew
Writer, Curator, and Activist

Wednesday, May 22
9:30–10:30 a.m.
Ernest N. Morial Convention Center, La Nouvelle Ballroom

Jose Antonio Vargas
Pulitzer Prize-winning Journalist, Filmmaker, Human Rights Activist
Willis Towers Watson

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Visit us at booth number: 1438

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+1 301 581 4247
robert.salmon@willistowerswatson.com

willistowerswatson.com
2019 AAM Awards

The AAM Board of Directors is pleased to recognize the outstanding contributions of the following individuals and institutions during the AAM Opening Session on Monday, May 20 at 10:30 a.m. and on Tuesday, May 21 at 9 a.m.

Chair’s Leadership Award
*Presented for outstanding leadership and extraordinary accomplishment.*

The AAM Board Chair’s Leadership Award is presented to Marta Mabel Pérez and the staff of the Museo de Arte de Puerto Rico in recognition of their heroic efforts to save Puerto Rican cultural heritage by safely storing and conserving artifacts from across the island following the destruction of Hurricane Maria.

Award for Distinguished Service to Museums
*Recognizes an individual’s excellence and contributions to the museum field for at least 20 years.*

2019 RECIPIENT
Deborah Marrow
Under Dr. Marrow’s leadership, the Getty Foundation awarded nearly 8,000 grants for projects in over 180 countries, benefiting art history, conservation, and museums. The Foundation has also supported professional development programs and internships.

Nancy Hanks Award for Professional Excellence
*Honors a museum professional with less than 10 years of experience in the museum field.*

2019 RECIPIENT
Wesam Mohamed
As Museum Curator for the Egyptian Ministry of Antiquities and later Museum and Heritage Specialist for Bibliotheca Alexandrina in Egypt, and also a PhD Fellow at Aarhus University in Denmark, Ms. Mohamed demonstrates measurable impact on the development of the archaeology museums in Egypt and effective professional exchanges internationally.

Awards for Diversity, Equity, Accessibility, and Inclusion
*Honors and celebrates individuals, organizations, and programs advancing the museum field in the areas of diversity, equity, accessibility, and inclusion.*

2019 RECIPIENT FOR PROGRAMS
New-York Historical Society,
The Citizenship Project

The Citizenship Project is dedicated to preparing Lawful Permanent Residents for the Naturalization Test. Free of charge, and using art and objects from its collection, The Citizenship Project has already prepared more than 1,200 people for naturalization, and 100% of alumni who have reported taking the test have passed.

2019 RECIPIENT FOR INSTITUTIONS
Shedd Aquarium

The Shedd Aquarium is taking a holistic approach to promoting DEAI both in its public experience and throughout the museum as a whole, fostering a welcoming and inclusive culture for all guests—from the creation of an Accessibility and Inclusion Task Force, to staff and volunteer trainings, to opportunities for guests who are blind or have low vision to engage with the aquarium.
Professional Networks

Organized around job responsibilities and areas of common interest, Professional Networks are available to AAM’s Individual Professional members at no additional cost.

- **Collections Stewardship:** The Collections Stewardship Professional Network is a community of practice focused on the stewardship of collections, archives, and exhibitions, including direct care, handling, documentation, shipping, housing, information management, and all activities related to collections of various types and sizes.

- **Committee on Audience Research and Evaluation (CARE):** The Committee on Audience Research and Evaluation (CARE) provides a forum for museum professionals who believe that understanding the visitor is an essential part of museum planning and operation. CARE disseminates information about systematic research and evaluation pertaining to museum audiences.

- **Curators Committee (CurCom):** The mission of the Curators Committee is to support the work of curators through programs, activities and advocacy. CurCom advocates for curators at the national level, sponsors annual professional recognition and competition awards, provides fellowship opportunities for curators and promotes the development of curatorial program sessions for the Alliance’s Annual Meeting in the areas of acquisition, research, interpretation, exhibition, collection care, and ethics.

- **Development and Membership Network (DAM):** The Development and Membership Network advances best practices in development and membership for all types of museums, gardens, historic homes, zoos and aquariums. High-quality sessions organized and sponsored for the Annual Meeting and online throughout the year provide professional development tailored to the museum field.

- **Diversity Committee (DivCom):** The vision of the Diversity Professional Network (DivCom) is a field where an active commitment to diversity and inclusion is integral to excellence at every level of museum culture, practice and operations.

- **Education Committee (EdCom):** The Education Professional Network advances the purpose of museums as places of lifelong learning, serves as an advocate for diverse audiences and educators, and promotes professional standards and excellence in the practice of museum education.

- **Environment and Climate Network (formerly PIC Green):** The Environment and Climate Network is a collaborative and pro-active community working to establish museums as leaders in environmental stewardship and sustainability, and climate action.

- **Historic Houses and Sites Network:** The goal of the Historic Houses and Sites Network is to create and maintain a welcoming network of museum professionals dedicated to the interpretation and preservation of important public histories, architecture and culture.

- **Independent Museum Professionals Network:** The Independent Museum Professionals Network provides a central hub of resources, knowledge and connections. It actively works to support independent museum professionals as well as strengthen the relationship between independent museum professionals and museums.

- **Indigenous Peoples Museum Network:** The Indigenous Peoples Museum Network highlights issues relevant to museums and Indigenous peoples by creating a forum for inclusive dialogue in various formats. Issues may range from interpreting history and human rights issues, to promoting regional programs, to improving leadership skills and meeting challenges with respect to Indigenous peoples in the museum profession.

- **Latino Network:** The Latino Network represents Latino professionals working in museums and cultural institutions in the United States. It offers expertise to US museums interested in better understanding of Latino issues and engaging Latino audiences through the development of exhibitions, collections, public programs, and education initiatives.

- **Leadership and Management Network (LMN):** The Leadership and Management Network promotes excellence by providing resources and peer-to-peer networking in the areas of leadership, governance, administration, finance and human resources.

- **Lesbian Gay Bisexual Transgender Queer (LGBTQ) Alliance:** The Lesbian Gay Bisexual Transgender Queer Alliance provides a forum for communication and dialogue and is committed to advancing diversity, equity, inclusion and inquiry with particular respect to sexual orientation and gender identity within museums.

- **Media & Technology Network (M&T):** The Media & Technology (M&T) Professional Network represents museum professionals and others who use technology to serve the field in a broad array of areas, such as production of media resources for interpretation; defining standards; building databases; and creation, maintenance, and support of growing technologies that museums use to further their missions.
- **Museum Studies Network (formerly COMPT):** The mission of the Museum Studies Network is to bridge the field and academic museums studies programs. MSN connects museum professionals with current trends and issues and supports the research, study, and spread of theoretical and practical work in the museum field. It advances the field by supporting the teaching of future-oriented thinking as well as current best practice.

- **National Association for Museum Exhibition (NAME):** NAME seeks to enhance the cultural landscape by advancing the value and relevance of exhibitions through dialogue among individuals, museum leaders and the public. We promote excellence and best practices, identify trends and recent innovations, provide access to resources, promote professional development and cultivate leadership.

- **Public Relations and Marketing Network (PRAM):** The Public Relations and Marketing Network provides professional development, mentoring, and networking opportunities to museum public relations, communications, and marketing professionals.

- **Security Network:** The Security Committee’s mission is to serve the members and non-members of AAM by providing security expertise to the museum community.

- **Small Museum Administrators Committee (SMAC):** The Small Museum Administrators Committee promotes the significant role of small museums as educational centers, repositories of our national cultural heritage, and organizations committed to quality of life for their communities.

- **Traveling Exhibitions Network (TEN):** The Traveling Exhibitions Network is a non-exclusive network of those who are responsible for, or are interested in, traveling exhibitions. TEN promotes excellence by providing networking opportunities where members can connect to share expertise and information.
Professional Network Events

Saturday, May 18

Noon–2:30 p.m.

- Professional Network Council Meeting, New Orleans Marriott, Salon A-B

Sunday, May 19

9–11 a.m.

- Professional Network Leadership Meetings, New Orleans Marriott
  See Mobile App for room locations.

2–4 p.m.

- Professional Network Leadership Meetings, New Orleans Marriott
  See Mobile App for room locations.

5–6:30 p.m.

- Creative Coalitions Evening Event, Contemporary Arts Center
- Development and Membership & Public Relations and Marketing Network Reception, The Cabildo

Monday, May 20

7:30–8:30 a.m.

- Small Museum Administrators Committee Breakfast, New Orleans Marriott, Galerie 1
- Traveling Exhibit Network Breakfast, New Orleans Marriott, Galerie 4-5

12:30–1:30 p.m.

- Collections Stewardship Board Lunch, New Orleans Marriott, Galerie 4-5
- Curators Committee Business Lunch, New Orleans Marriott, Balcony J-K
- Development and Membership Professional Network Lunch, New Orleans Marriott, Balcony L-N

GENEROUSLY SUPPORTED BY

- EdCom, CARE, MER, and HHSN Reception, Elms Mansion & Gardens
- National Association for Museum Exhibitions Party at the Southern Food and Beverage Museum, Southern Food and Beverage Museum
- Latino Network Lunch, New Orleans Marriott, Balcony I
- LGBTQ Alliance Lunch, New Orleans Marriott, Riverview I
- Museum Studies Network Lunch, New Orleans Marriott, Studio 3
- National Association for Museum Exhibitions Lunch, New Orleans Marriott, Galerie 6

GENEROUSLY SUPPORTED BY

- Chicago Scenic Studios, Inc.; Gecko Group, Inc.; MuseumsPartner; and Roto

For more information, please visit the Mobile App.
Professional Networks & Affiliates

Tuesday, May 21

7:30–8:30 a.m.
- Committee on Audience Research and Evaluation & Public Relations and Marketing Network Breakfast, New Orleans Marriott, Galerie 4-5

12:30–1:30 p.m.
- American Association for State and Local History (AASLH) History Luncheon, New Orleans Marriott, Studio 1-2

4–5:30 p.m.
- University of Leicester Alumni Reception, New Orleans Marriott, Studio 1

5–6:30 p.m.
- Cooperstown Graduate Program Reception, New Orleans Marriott, Napoleon
- New York Museums Meet Up, New Orleans Marriott, Riverview II
- Reception for Bank Street College Leadership and Museum Education Programs, New Orleans Marriott, St. Charles
- The George Washington University Alumni Reception, New Orleans Marriott, Galerie 1

5:30–7 p.m.
- New York University Alumni Reception, New Orleans Marriott, Lafayette

Monday, May 20

10–11:40 a.m.
- AAMV Board Meeting, New Orleans Marriott, Napoleon

Noon–1:20 p.m.
- ICOM-US Luncheon and Business Meeting, New Orleans Marriott, Galerie 2

Noon–1:30 p.m.
- American Association for Museum Volunteers (AAMV) Networking Lunch, New Orleans Marriott, St. Charles

5–6 p.m.
- Reception for members and friends of Oklahoma Museums Association, Museum of the Red River and Mabee-Gerrer Museum of Art, New Orleans Marriott, Napoleon

Affiliate Events

Sunday, May 19

Noon–5 p.m.
- ICOM-US Board Meeting, New Orleans Marriott, Riverview I

2–4 p.m.
- Western Museums Association Board Meeting, New Orleans Marriott, St. Charles
MuseumExpo

Visit the Exhibit Hall and Learn!
MuseumExpo is a must-see for all attendees. Experience the incredible displays, products, and technology available from over 250 exhibitors. Use the exhibitor directory (beginning on page 100) and maps in the Mobile App to the exhibit hall to help you navigate MuseumExpo.

Pavilions & Specialty Areas

■ Federal Agency Pavilion
   The Federal Agency Pavilion includes program officers from several federal agencies such as the Institute of Museum and Library Services, National Endowment for the Arts, and National Endowment for the Humanities, National Park Service and more who can share agency priorities and information about grant opportunities.

■ Museums & Race: Transformation and Justice Lounge
   Booth #1112
   We All Get Free: A Museums & Race Retreat and Restorative Experience
   The 4th Annual Transformation and Justice Lounge engages local artists to tell the unique stories of New Orleans; hosts Community Ciphers to dialog about pressing issues of museums, race, and practice; and invites weary conference travelers to recharge in our Relaxation Pod. For schedule and updates visit the Mobile App or follow: @MuseumsandRace #MuseumsandRace www.MuseumsandRace.org

■ Technology Innovation Pavilion
   Experience how visitors are accessing museum information and experiences in new ways—through technologies such as display solutions, mobile media and applications, interactive kiosks, touch screen technologies, mobile computing solutions, and virtual environments.

■ Traveling Exhibits Pavilion
   Featuring museums and organizations highlighting the best in traveling, or touring, exhibitions. From art and science to history—this area is one stop shopping for your traveling exhibit needs.

Engage and Connect

■ Solutions Center
   Booth #1053
   Explore attendee's knowledge and share your own at the Solutions Center. Connect with AAM Professional Networks and exhibitors as they share lessons learned, recognize industry leaders, and host conversations. Attendees will also have the opportunity to schedule their own meetings and discussions during the conference.

Networking Areas

■ Recharge Lounge
   The perfect meeting spot to get some work done, collaborate with your peers, or recharge your devices.

■ Networking Lounge
   Take a moment to unwind, meet with a new contact or old colleague between conference sessions in comfortable seating. While in the lounge, be sure and check out the Art with LEGO® Bricks installation; “Hummingbird with Trumpet Flower” a piece from a new traveling exhibition by sculpture artist Sean Kenney.
   For additional information about the exhibition please stop by the Imagine Exhibitions Booth #1928.

■ New Orleans Lagniappe
   Booth #2245
   When you need to refuel between sessions, the Lagniappe Lounge provides comfortable seating equipped with charging stations for your devices and survival kits with everything that you might need, from band-aids to Zapp’s chips. Be sure to stop by and snap a photo on the Mardi Gras float or take part in coloring a mural created by a local artist to commemorate the annual meeting in New Orleans. See page 22.

For more information, please visit the Mobile App.
Tech Innovation Hub
Tech Innovation Hub, Booth #1120
Join us and discover how to effectively use new and improved technologies to shape the museum industry. Sessions will be led by the Media and Technology Professional Network and MuseumExpo exhibitors. View the schedule in the Mobile App.

MONDAY, MAY 20

Noon–12:20 p.m.
Sounds Good: Audio Production for Podcasts, Audio Tours, and More
Audio is key in delivering compelling media. This overview presents the basics of audio production, including capturing quality sound, editing components together, and mixing and mastering. This year, each tech tutorial will be delivered in a smaller, bite-sized chunk, in this case introducing the basics of how to get quality audio. After the presentation, there will be an opportunity following the presentation or during tech tutorial office hours to dive deeper into specific areas of interest and also get some hands-on experience with equipment.

12:20–12:40 p.m.
On the Air: Mastering Facebook Live
Interested in doing live broadcasts but not sure where to begin? In this session, we will share our successes and failures in learning how to do Facebook Live broadcasts, as well as specific equipment solutions for live presentations. This year, each tech tutorial will be delivered in a smaller, bite-sized chunk, in this case introducing the basics of Facebook Live broadcasts. After the presentation, there will be an opportunity following the presentation or during tech tutorial office hours to dive deeper into specific areas of interest and also get some hands-on experience with equipment.

12:40–1 p.m.
Open Up and Say GLAM: Free and Open Access to Digital Cultural Heritage Held by Galleries, Libraries, Archives and Museums
Galleries, libraries, archives and museums have a fundamental role in supporting the advance of humanity’s knowledge. Learn how cultural institutions that take steps to open up their collections and metadata stand to benefit from these opportunities. This year, each tech tutorial will be delivered in a smaller, bite-sized chunk, in this case introducing the basics of Open GLAM. After the presentation, there will be an opportunity following the presentation or during tech tutorial office hours to dive deeper into specific areas of interest and also get some hands-on experience with equipment.

1–1:20 p.m.
Get Real: AR/VR
Augmented Reality and Virtual Reality are becoming more and more common as storytelling platforms. Learn how museums consider the use of this technology to provide new experiences for visitors on site and online. This year, each tech tutorial will be delivered in a smaller, bite-sized chunk, in this case introducing the basics of AR and VR. After the presentation, there will be an opportunity following the presentation or during tech tutorial office hours to dive deeper into specific areas of interest and also get some hands-on experience with equipment.

1:20–1:40 p.m.
Where Are We?: Location-Aware Technology
Location-aware technology holds the promise of improving the visitor experience by including contextual information. Learn what technology is being used and about the challenges and successes in this overview. This year, each tech tutorial will be delivered in a smaller, bite-sized chunk, in this case introducing the basics of location aware technology. After the presentation, there will be an opportunity following the presentation or during tech tutorial office hours to dive deeper into specific areas of interest and also get some hands-on experience with equipment.

1:40–2 p.m.
For All: Universal Design Principles and Practice
Universal Design is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability. Learn about how to integrate these principles to create a better product for all users. This year, each tech tutorial will be delivered in a smaller, bite-sized chunk, in this case introducing the basics of Universal Design principles. After the presentation, there will be an opportunity following the presentation or during tech tutorial office hours to dive deeper into specific areas of interest and also get some hands-on experience with equipment.
2:30–3 p.m.
**The Power of Artificial Intelligence**
**ChatBots to Drive Museum Experiences: Opportunities and Challenges**
This session will explore the underlying theory of how technology deployment can help transform your museum and how attendees engage with it. Specifically, it will dive into the practical application of implementing a successful chatbot (including specific questions to ask vendors!), which can be an invaluable tool in elevating museum experiences. Session participants will walk away with a better understanding of museum attendee experiences, the way today’s technology landscape creates the ideal climate for leveraging chatbots, and how to use a bot to build community.

**Presenter:** Robert Caldwell, Founding Partner/CRO, Sciensio

3:30–4 p.m.
**Burst**
**Hacking the Heist: How an Augmented Reality Experiment Went Uber-Viral**
**Future of Museums**
Augmented reality (AR) has become one of the most talked-about breakthrough technologies in the cultural sector. In 2018, a small team of independent technologists and artists leveraged AR to digitally restore artworks stolen in the world’s largest art heist. Get an inside look into this project and examine how and why it went viral, landing feature stories in over one hundred publications.

**Presenter:** Brendan Ciecko, Chief Executive Officer and Founder, Cuseum

4–4:30 p.m.
**Burst**
**Reality Bytes: The Challenges and Benefits of Building AR Experiences**
**Future of Museums**
Hear about the challenges and opportunities one museum encountered while developing an emerging technology platform for a long-term exhibition. In this session, staff will share experiences with the development process. Get tips on how to use augmented reality (AR) as an interpretive tool, keep up with emerging technology, and find a partner that best suits your needs.

**Presenters:** Lisa Incatasciato, Exhibit Content Developer, The Tech Museum of Innovation; Daniel A. Streetman, Director, Exhibit Development, The Tech Museum

4:30–5:30 p.m.
**On Trial: AR and VR**
The jury is still out—help us come to a verdict! This whimsical, mock trial format will allow room to literally interrogate these technologies and help deepen an understanding of the challenges and promise of these emerging platforms. We’re trying something new this year and we hope this will be a fun way to get information and learn more about these newer platforms as tools to engage audiences.
12:40–1 p.m.
Open Up and Say GLAM: Free and Open Access to Digital Cultural Heritage Held by Galleries, Libraries, Archives and Museums
Galleries, libraries, archives and museums have a fundamental role in supporting the advance of humanity’s knowledge. Learn how cultural institutions that take steps to open up their collections and metadata stand to benefit from these opportunities. This year, each tech tutorial will be delivered in a smaller, bite-sized chunk, in this case introducing the basics of Open GLAM. After the presentation, there will be an opportunity following the presentation or during tech tutorial office hours to dive deeper into specific areas of interest and also get some hands-on experience with equipment.

1–1:20 p.m.
Get Real: AR/VR
Augmented Reality and Virtual Reality are becoming more and more common as storytelling platforms. Learn how museums consider the use of this technology to provide new experiences for visitors on site and online. This year, each tech tutorial will be delivered in a smaller, bite-sized chunk, in this case introducing the basics of AR and VR. After the presentation, there will be an opportunity following the presentation or during tech tutorial office hours to dive deeper into specific areas of interest and also get some hands-on experience with equipment.

1:20–1:40 p.m.
Where Are We?: Location-Aware Technology
Location-aware technology holds the promise of improving the visitor experience by including contextual information. Learn what technology is being used and about the challenges and successes in this overview. This year, each tech tutorial will be delivered in a smaller, bite-sized chunk, in this case introducing the basics of location aware technology. After the presentation, there will be an opportunity following the presentation or during tech tutorial office hours to dive deeper into specific areas of interest and also get some hands-on experience with equipment.

1:40–2 p.m.
For All: Universal Design Principles and Practice
Universal Design is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability. Learn about how to integrate these principles to create a better product for all users. This year, each tech tutorial will be delivered in a smaller, bite-sized chunk, in this case introducing the basics of Universal Design principles. After the presentation, there will be an opportunity following the presentation or during tech tutorial office hours to dive deeper into specific areas of interest and also get some hands-on experience with equipment.

3–3:30 p.m.
Whoops! Top Marketing Fails
Whoops! Top Marketing Fails. Good marketers learn from their mistakes... great marketers learning from others’! In this light-hearted session, we’ll go over some of our favorite and most common marketing fails (the names have been changed to protect the innocent) and how to correct the course to get the most out of your digital marketing campaigns.

Presenter: Aaron Bare, Director of Marketing, ETIX

4:30–5:30 p.m.
Office Hours: Tech Petting Zoo
If you missed the sessions on Audio Production, Facebook Live, Open GLAM, AR/VR, Location-Aware and Universal Design, stop by with your questions or simply say hello. All of the session presenters will be on hand at their hip, standing-desk stations ready for more overview or a deeper dive. We’ll have some equipment for you to check out too.
Solutions Center

MuseumExpo, Booth #1053

Explore attendee’s knowledge and share your own at the Solutions Center. Connect with AAM Professional Networks and exhibitors as they share lessons learned, recognize industry leaders, and host conversations. Attendees will also have the opportunity to schedule their own meetings and discussions during the conference.

ON DISPLAY

Curators Committee (CurCom) Excellence in Label Writing Competition
The annual Excellence in Exhibition Label Writing Competition highlights the excellent work of label writers and editors. The competition seeks to champion high quality label writing and inspire museum professionals to produce their very best work. Reception is Monday, May 20, 3–4 p.m., 3rd Floor. On display in Solutions Center.

Curators Committee (CurCom) Excellence in Exhibition
The 31st Annual Excellence in Exhibition Competition recognizes outstanding achievement in the exhibition format from all types of museums, zoos, aquariums, botanical gardens, and any other types of non-commercial institutions offering exhibitions to the public. The Award winners will be announced on Monday, May 20 at 3:30 p.m. (Room 354/355). Award display in the Solutions Center.

MONDAY, MAY 20

1–2 p.m.
Building on Accessibility Foundations in the Facing Change Report
Solutions Center Roundtable Discussion
Join DivCom Leadership, membership and practitioners learning and making change in their institutions. This will be a facilitated conversation to explore tools, standards and frameworks that museums can use to build from the Accessibility framework in AAM’s Facing Change report. Come ready to learn, listen, share your work and leave with actions to take to your home institutions.

1:30–2:30 p.m.
Remember the Alamo! Because it is Going to Change for the Better: A Case Study
Solutions Center Theater
One of the world’s best-known historic icons has recently undergone an extensive planning effort to restore reverence and dignity to the site. The Master Interpretive Plan, lead by a team of PGAV Destinations along with Cultural Innovations and Reed Hilderbrand, will transform the site into an historic and cultural destination that lives up to the fame.

The plan includes closing streets to create a pedestrian-friendly outdoor museum with extensive interpretation of the many layers of history found at the site. A new world-class museum will house collections and include state-of-the-art museum experiences. Interpretation will be based on primary sources and evidence but will also acknowledge perceptions in popular culture. The approved Alamo plan outlines one of the largest history projects in the country and is now advancing into design. The session will consist of an overview of the planning process, including the public-private partnership, extensive public engagement, and design strategies.

Presenters: John Kasman, PGAV Destinations; Tom Owen, PGAV Destinations; Doug McDonald, Alamo CEO; Roberto Trevino, San Antonio City Councilman, Member of Management Committee and Tri Chair of Citizen’s Advisory Committee

2–3 p.m.
National Association for Museum Exhibition Roundtable Discussion: Hot Topics in Museum Exhibitions
Solutions Center Roundtable Discussion
Calling all exhibit people! What’s on your minds? This interactive conversation takes the pulse of our industry and facilitates discussion about hot issues and practices. Collaborative brainstorming, sharing, and self-reflection with Matt Kirchman, ObjectIDEA/The Museum Group and Evelyn Orantes, Evelyn Orantes Consulting.

For more information, please visit the Mobile App.
3–3:30 p.m.
ARGUS—Your Museum Support System Embrace Challenges, Opportunities, and Strategies
Solutions Center Theater
Today’s museum professionals face three common challenges: Maximizing resources by streamlining workflow (and measuring the results of those efficiencies), delivering online and digital access to virtual visitors, and staying relevant by leveraging community curation/co-curation. These challenges might seem insurmountable—but we’ll show you how they become exciting opportunities when you choose our Argus collections management system!

Presenters: Candyce McDonald, Senior Account Executive, Lucidea; Benitta MacLachlan, Knowledge Management Consultant, Lucidea

3–4:30 p.m.
Welcoming Revisions: Updating Welcoming Guidelines for LGBTQ Audiences in 2019
LGBTQ Alliance Roundtable Discussion
Solutions Center Roundtable Discussion
How have the LGBTQ Welcoming Guidelines been used since their 2016 introduction? Have they empowered you or promoted creation of staff DEAI teams? Join the roundtable and learn how the revised content and expanded resources can make your museum more welcoming.

3:45–4:30 p.m.
Education Committee (EdCom) Task Force Survey Results
Solutions Center Theater
The Education Committee (EdCom) Core Document Task Force will share initial findings of field-wide survey on need for Education and Interpretation Plans, as well as examples and best practices, and feedback form the field.

4:30–6 p.m.
Public Relations and Marketing Network (PRAM) In-Depth Discussion
Solutions Center Roundtable Discussion
Grab some refreshments and join PRAM board members for drop-in, informal chats on branding, social media, crisis communications, CRM, or other topics that you want to discuss.

5:30–6 p.m.
Independent Museum Professionals: Collaborate and Caffeinate
Solutions Center Face-to-Face
Bring your beverage to toast the newest professional network! Join colleagues for networking, conversation and chance to learn about opportunities to be involved.

11 a.m.–noon
Development Roundtables
Join members of the Development & Membership Professional Network for information advice and conversation about capital campaigns, major gifts and planned giving, membership strategies, and working with women’s associations.

TUESDAY, MAY 21

10–11 a.m.
Independent Museum Professionals: Collaborate and Caffeinate
Solutions Center Face-to-Face
Bring your beverage to toast the newest professional network! Join colleagues for networking, conversation and chance to learn about opportunities to be involved.

10:30–11 a.m.
Completing the Picture: Visitor Intelligence in the Age of Mobile
Solutions Center Theater
Join the discussion about how mobile location data—which has already revolutionized retail and tourism marketing—is now changing the way destinations, zoos, aquariums, and other attractions are boosting visitation, membership efforts and advertising effectiveness. Case studies will illustrate: How analysis of visitor origin, both local and non-local, can boost membership drives and enhance advertising efforts; Identifying areas of opportunity for strategic partnerships by understanding the location behavior of your guests before and after their visit; How analysis of location-data powered marketing metrics including incremental ROI, time to arrival and repeat visitation can make advertising efforts more efficient & effective.

Presenter: Matt Clement, Vice President, Marketing and Business Development, Arrivalist

11 a.m.–noon
Development Roundtables
Join members of the Development & Membership Professional Network for information advice and conversation about capital campaigns, major gifts and planned giving, membership strategies, and working with women’s associations.
11:30 a.m.–12:30 p.m.
**Museum Studies for a Changing Field**  
*Solutions Center Theater*

A panel of museum studies faculty will explore how professional training and academic study in museum studies programs can flexibly respond to new expectations in the field, understanding Museum Studies both as professional preparation (“best practice”) as well as a theoretically-informed and future-oriented critique and analysis. Each panelist will discuss one development in museums that requires a response in the areas of training: diversity and inclusion, fair labor practices, and museums and social justice.

Noon–1:30 p.m.
**How Evaluation Can Support Your DEAI Efforts: An In-Person Discussion Following the Committee on Audience Research & Evaluation (CARE) Watch & Talk**  
*Solutions Center Roundtable Discussion*

Join us for additional conversations around diversity, equity, access, and inclusion work and how to evaluate your efforts. This will extend the Watch & Talk discussions that began in April.

12:30–1:30 p.m.
**The Management and Deaccession Toolkit: Making the Best Decision for Your Collection**  
*Solutions Center Theater*

AAM’s Management and Deaccession Task Force has created a Toolkit to help our peers navigate the sometimes-treacherous waters of collection care and deaccessions. Join us for a demonstration of the Toolkit and a discussion about this initiative.

12:30–2:30 p.m.
**Museum Studies Program Fair**  
*Solutions Center*

Join faculty from Museum Studies programs coast to coast to learn about course offerings and learning opportunities. This annual fair is always a great time to visit with teachers and mentors, catch up with fellow program students and alumni, and make new connections as you think about your next career steps. Make sure to stop by to say hello!

1:30–2:30 p.m.
**Putting the 2018 Museum Store Association (MSA) Retail Industry Report to Work**  
*Solutions Center Theater*

Do you feel like you don’t have enough staff, or store space, or inventory, to keep up the sales rate you’re aiming for? Comparative industry data is the chance to quantify these questions and make qualified comparisons to other stores in your sector of the industry. Use retail industry benchmarking to frame your store’s challenges and successes, and advocate for needed resources.

**Presenter:** Julie Steiner, 2017/18 MSA President, The Barnes Foundation

1:30–2:30 p.m.
**Make Giving Days Work For You**  
*Solutions Center Roundtable Discussion*

You can do more than just Giving Tuesday. This grassroots giving model has inspired organizations to try all kinds of special days of giving, many with great success. Learn what you can do to start and maximize this new strategy.

**Presenters:** Usha Subramanian, Director of Individual Gifts, John G. Shedd Aquarium, Willard E. White, Senior Consultant & Principal and Leader, Arts & Culture Practice, Marts & Lundy

3–3:30 p.m.
**Meaningful Spectacle: Using Theatricality & Effects to Make Content Resonate**  
*Solutions Center Theater*

How can immersive theatrical techniques and entertainment effects tell serious stories that have impact for today’s audiences? And what does it take to operate a complex, multimedia theater experience? Execs from The Hettema Group and National World War II Museum offer insights. The session includes a behind-the-scenes look at the development and operations of the Museum’s iconic Beyond All Boundaries show, as well as a sneak peek at its future Liberation Theatre.

**Presenters:** Phil Hettema, President/Creative Executive, The Hettema Group; Anthony Pruett, Sr. VP Operations, The Hettema Group; Paul Parrie, Associate VP Operations, The National WWII Museum

3–4 p.m.
**Beyond Stereotypes: AAM’s New Transgender Inclusion Toolkit LGBTQ Alliance Roundtable Discussion**  
*Solutions Center Roundtable Discussion*

This roundtable-style session, led by the LGBTQ Alliance’s Taskforce for Transgender Inclusion, will explore transgender inclusion in museums. Participants will learn more about the Taskforce’s new Toolkit, discuss the Toolkit’s potential applications, and ask questions in an informal, brave space.
4–4:30 p.m.
**The New Era of Corporate Giving**
*Solutions Center Roundtable Discussion*
Gone are the days when corporate sponsorship meant a solicitation letter and a logo on the T-shirt. Today’s corporate giving involves mutually beneficial relationships tied to business goals and requires a different kind of solicitation and stewardship. Learn about the trends and strategies that are garnering success.

**Presenter:** *Jenny Burch, President, Knight Ridge Consulting*

4:30–6 p.m.
**Collections Stewardship Roundtable Discussion**
*Solutions Center Roundtable Discussion*
Come discuss the results of AAM’s Professional Network Survey, the future of Collections Stewardship, and what we will accomplish together in the future. Meet your elected leadership and share what you want your PN to do for you.

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**WEDNESDAY, MAY 22**

8:30–9:30 a.m.
**The Right Side of History: How Museums Can Support Climate and Environmental Justice**
*Solutions Center Roundtable Discussion*
What does it mean to be relevant in this time of environmental crisis, and how can museums address and support the needs of frontline and fence-line communities that are struggling for a more just and sustainable world for all? This panel brings together museum professionals and community organizers to answer these questions, offering new models for exhibitions, public programming, and advocacy that affirm environmental stewardship within the current context means aligning our institutional practices with the global climate and environmental justice movement.

**Organized by The Natural History Museum, sponsored by the Environment and Climate Network**

**Presenters:** *Nicole Heller, Curator of the Anthropocene, Carnegie Museum of Natural History; Monique Verdin, Filmmaker, Co-Founder of Another Gulf is Possible, and Tribal Council Member of United Houma Nation; Gia Hamilton, Curator, Executive Director of the New Orleans African American History Museum; Beka Economopoulos, Executive Director of The Natural History Museum*
**Poster Presentations**

**Tuesday, May 21**
Solutions Center, Booth #1053

**New to the 2019 AAM Annual Meeting & MuseumExpo!** Posters are an educational opportunity to visually present content to a broader audience. The posters are displayed in the Solutions Center, Booth #1053 in the MuseumExpo exhibit hall for the duration of the meeting.

**Noon–2 p.m.**

**P01: Lions, Cars, Plants, Oh My!**
**Access Programs at Your Museum**
*Career Management*

Accessibility specialists from a history museum and botanical garden will share program examples and insights influencing decisions to implement accessibility offerings at their institutions. Attendees will identify their accessibility assets, resources, and stakeholders, and begin building a community of practice towards access and inclusion.

**Presenter:** Maura Nelson, Accessibility Coordinator, United States Botanic Garden
**Co-Author:** Caroline Braden, Accessibility Coordinator, The Henry Ford Museum

**P02: Community Engagement Through Audience-Designed Programs**
*Community Engagement & Impact*

The Historical Society of Pennsylvania partnered with Taller Puertorriqueño to create the PAZ, a group of constituents from both organizations that worked together for over a year to design two programs and a website about migrant experiences and Philadelphia Puerto Rican neighborhoods. We will explain the benefits and pitfalls of the PAZ structure so other museums can refine it for their own uses and overcome challenges when designing dynamic, inclusive programs.

**Presenter:** Beth Twiss Houting, Senior Director of Programs and Services, Historical Society of Pennsylvania

**P03: Community Relationships and Conservation Leadership**
*Community Engagement & Impact*

The Chicago Zoological Society’s Conservation Leadership Academy is a suite of early childhood, youth, teen, and college programs that provide a new education model of community engagement. The academy is founded on a National Science Foundation-funded “Supporting a Community’s Informal Education Needs: Confidence and Empowerment in STEM (SCIENCES)” project that partners with Eden Place, a nature center in an underresourced neighborhood. We apply lessons learned from SCIENCES about building community relationships and developing, facilitating, and evaluating informal science education programs with community relevance.

**Presenter:** Lisa-Anne Kelly, Senior Manager of Education Strategies and Research, Chicago Zoological Society
**Co-Author:** Sarah Breen Bartecki, Senior Vice President of Conservation, Education, and Training, Chicago Zoological Society

**P04: Emerging Technology and Accessibility for Small Museums**
*Community Engagement & Impact*

The Lubbock Lake Landmark will share its experience with its new mobile app so that other small museums can implement these same steps or request similar accessibility features from developers on their own projects. The app addressed a desire for increased technology use and extended a small gallery space virtually by creating additional education and interactive opportunities.

**Presenter:** Megan Reel, Assistant Collections Manager–Ethnology, Museum of Texas Tech University
**Co-Author:** Jessica Stepp, Administration Intern, Museum of Texas Tech University

**P05: Learning About Visitors to the New Nordic Museum**
*Community Engagement & Impact*

Based on an evaluation study conducted at the new Nordic Museum in Seattle, we will explain where to start evaluation for a new museum, focusing specifically on cultural museums. We will also cover how card-sorting activities as a form of data collection can add to and benefit an evaluation study and how to implement this activity.

**Presenter:** Dorothy Svogdik, Student, University of Washington Museology Graduate Program
**Co-Author:** Elaine Carter, Graduate Student, University of Washington

Program information is subject to change.
**P06: Museums As Gateways to America**  
*Community Engagement & Impact*  
The Citizenship Project at the New-York Historical Society serves over 1,000 legal permanent residents annually through citizenship classes that help immigrants prepare for their naturalization interview by utilizing the museum and library collections to teach American history and government. Learn about the successes of this program and how your institution can offer similar programs to help green card holders become American citizens.  
**Presenter:** Samantha Rijkers, Citizenship Project Manager, New-York Historical Society

**P07: Sustainability: Go Green and Save $$$ and Mother Nature**  
*Community Engagement & Impact*  
This highly interactive poster session will present sustainability projects from the Charles H. Wright Museum and Michigan Science Center. Create your own road map for building advocacy and methods that change people’s behaviors, put Mother Nature first, and tie sustainability to your museum’s mission. Images of past sustainability projects and various prototyping methods will inspire participants to help their institution conserve energy, lower water consumption, reduce waste, and support green vendors.  
**Presenter:** Leslie Tom, Chief Sustainability Officer, The Charles H. Wright Museum of African American Museum

**P08: Using Digital Comics to Engage Children in Science Skills**  
*Community Engagement & Impact*  
In 1999, New York City experienced an unforeseen pandemic of West Nile Virus that caused elderly people to sicken and die, crows to fall from the skies, and exotic birds at the Bronx Zoo to perish. The experience revealed lapses in our defenses from zoonotic diseases. In this fictionalized account, three middle school children seek explanation for the death of birds in their neighborhood by engaging a veterinary pathologist who is trying to discover why exotic birds and crows are dying at her zoo.  
**Presenter:** Martin Weiss, Senior Scientist, New York Hall of Science  
**Co-Author:** Laycca Umer, Researcher/Coordinator, New York Hall of Science

**P09: Volunteer Groups: The Greatest Assets You May Be Overlooking**  
*Community Engagement & Impact*  
Museums often focus on individual volunteers and could be overlooking some of the greatest assets in their communities: group volunteers. Come discover the unique volunteer projects Tracy Aviary provides to groups large and small, corporate to family, Gain insight into how projects are determined, groups are recruited and managed, and volunteers feel fulfilled while meeting our mission.  
**Presenter:** Michelle Mileham, Director of Education, Tracy Aviary

**P10: Making the Stonewall Story Vibrant Today**  
*Curatorial Practice*  
In recognition of the lasting impact of the 1969 Stonewall uprising by gay activists in New York City, the Newseum crafted “Rise Up: Stonewall and the LGBTQ Rights Movement,” an exhibition that explores the modern LGBTQ rights movement through the lens of the five First Amendment freedoms. The Newseum’s exhibit team, along with The Design Minds, worked through many challenges: How to ensure that the LGBTQ community is represented fairly? Is the exhibit inclusive, sensitive, and vibrant? Is it relevant and engaging for audiences of all ages?  
**Presenter:** Christy Wallover, Exhibit Writer, Newseum

**P11: Healing Wounds: Inclusion and State History Museum Exhibits**  
*Diversity, Equity, Accessibility, and Inclusion*  
Based on a case study, this poster session will cover how state history museums and their exhibit and curatorial staff are thinking about diversity, equity, accessibility, and inclusion (DEAI) in their work today. Discussion will include the strategies that staff can use to make exhibits more inclusive and the challenges that emerge in the process.  
**Presenter:** Elaine Carter, Graduate Student, University of Washington
Diversity, Equity, Accessibility, and Inclusion
What does it mean to be empathetic, and how are museums and museum professionals empathetic? Should museums be empathetic? This poster presentation will help you identify gaps within your professional training, increase your fluency in professional vocabulary regarding empathy, and develop greater confidence in your empathetic skills to “help you, help them.”
Presenter: Laura-Edythe Coleman, Lecturer and Researcher, Johns Hopkins University Advanced Academic Programs Museum Studies
Co-Author: Phillips Abigail, Assistant Professor, University of Wisconsin-Milwaukee

P13: Looking In|Reaching Out: The Yin Yang of Outreach
Diversity, Equity, Accessibility, and Inclusion
What do we really know about outreach strategies for traditionally underserved communities? This poster session will present results from the evaluation of Inside|Out, an outreach program funded by the Knight Foundation that brings reproductions of artworks from six museums’ collections to outdoor community venues. The presentation will emphasize the “how” and “why” of these results by contextualizing them within an understanding of how the program was planned and implemented.
Presenter: Stephanie Downey, Director, Randi Korn & Associates

P14: Welcoming Generations X, Y, and Z to Museum Boards
Diversity, Equity, Accessibility, and Inclusion
We all agree that museums must embrace diversity at all levels to best serve our communities. Creating age diversity in board leadership by bringing in more directors in their 20s, 30s, and 40s is an often overlooked avenue for understanding millennial visitors, challenging stale ways of thinking, increasing racial and ethnic diversity, and driving our organizations forward.
Presenter: Christina Carr, Friends Council Co-Chair, Freer Gallery of Art and Arthur M. Sackler Gallery

P15: Building a Responsive Gallery Guide Using Computer Vision
Education & Interpretation
The Fort Worth Museum of Science and History has developed an innovative digital gallery guide that uses advanced computer-vision algorithms to identify objects and present connected information. This guide offers new opportunities for accessibility, personalized learning, and multimedia presentation.
Presenter: Morgan Rehnberg, Director of Scientific Presentation, Fort Worth Museum of Science and History
Co-Author: Douglas Roberts, Chief Technology Officer, Fort Worth Museum of Science and History

P16: Creating Critical Dialogue with Black Feminism and Museums
Education & Interpretation
This poster presentation will share the results of an applied project in which a group of black women explored black feminist theory, African American women’s art, and contemporary museum practices, creating artwork for their own exhibition and addressing their marginalized representation in art/museum education. The project allowed us to critically reflect on and analyze our experiences by applying black feminist, contemporary museum, and critical pedagogical theory to visual arts and museum exhibition practice.
Presenter: Amber Coleman, PhD Student and Graduate Assistant, Virginia Commonwealth University

P17: If Walls Could Talk: Oral Histories as Educational Tools
Education & Interpretation
In a time when information is ever-flowing and fake news is rampant, oral histories can tap into people’s memories and reach content at the source. Conducting oral history interviews can also be an instructive tool for developing interpersonal skills and connecting with new communities and audiences. Come see how oral histories can be used with students, teachers, and the visiting public, and start exploring how to utilize the rich stories people are waiting to tell.
Presenter: Jennifer Elliott, Museum Educator, School and Teacher Programs, Intrepid Sea, Air & Space Museum

P18: Ship to Shore: Visitor Questions Drive Science Interactions
Education & Interpretation
Learn the strategies and approaches used by the National Museum of Natural History to connect museum visitors to scientists and other experts at sea. This program inspires visitors to ask questions and ensure they are directing their own learning. We will also share a Program Ticket that was designed to quickly and easily collect different types of visitor data.
Presenter: Jennifer Collins, Manager of Ocean Education, Smithsonian National Museum of Natural History
P19: Aesthetic Dissonance: Viewing Fine Art in a Science Museum  
*Exhibit Development & Design*  
This poster will present results of a study on the impact of viewing a non-science art exhibition on the subsequent viewing of a science exhibition. It compares the experiences of two groups of guests at a large urban science museum: those who attend an art and then a science exhibit, and those who only attend a science exhibit. The collection of survey data and eye-tracking footage help assess their experiences.  
**Presenter:** Tiffany Malone, Arts and Creativity Manager, Museum of Science and Industry Chicago  
**Co-Author:** Jana Greenslit, Evaluator, Museum of Science and Industry Chicago

P20: Collect, Collaborate, and Connect: The Sweet Spot  
*Exhibit Development & Design*  
The Library of Congress featured special and surprising baseball collections from 1750 to around 1960 in its “Baseball Americana” exhibit, but also needed to connect with an audience younger than the age of 60. We reached beyond our walls to borrow familiar 3D baseball artifacts and AV footage, representing a complete picture of the face of baseball today and sparking an immediate connection with an audience that is diverse in age, race, and ethnicity.  
**Presenter:** Betsy Nahum-Miller, Exhibition Director, Library of Congress

P21: Making It Real: Climate Change in Traveling Exhibitions  
*Exhibit Development & Design*  
How do we make powerful stories of climate change that are happening in unfamiliar and inaccessible places real and relevant for museum visitors? In this poster session, we will share exhibit design strategies and lessons learned from the Oregon Museum of Science and Industry’s traveling exhibition, “Under the Arctic: Digging into Permafrost.” The exhibition explores the impact of thawing permafrost on Arctic landscapes, Alaskan communities, and our global climate by using immersive exhibit experiences, real objects, and first-hand stories.  
**Presenter:** Victoria Coats, Research, Development and Advancement Manager, Oregon Museum of Science & Industry  
**Co-Author:** Suzanne Perin, Post-doctoral Researcher, University of Alaska Fairbanks

P22: National Association for Museum Exhibition Ambassadors  
*Exhibit Development & Design*  
Learn how to build a network of exhibit professionals in your region and promote professional development for all with the support of the National Association for Museum Exhibition (NAME). In order to promote year-round professional networking and development for exhibit professionals across the country, NAME launched an ambassador program that allows individuals to work with regional representatives to arrange meet-ups, workshops, and exhibit tours in their communities. NAME even provides sponsorship dollars to help cover event expenses.  
**Presenter:** Elizabeth Chilton, Executive Director, Paint Creek Center for the Arts

P23: The Principles of Feminine Design  
*Exhibit Development & Design*  
The concept of “gender neutrality” has attempted to bridge the gender divide but still skews masculine, even in a female-dominated sphere like the museum field. Session participants will learn to recognize implicit bias, grapple with the myth of gender neutrality, and consider six principles of feminine design for exhibitions.  
**Presenter:** Margaret Middleton, Exhibit Designer, Margaret Middleton Exhibit Design and Museum Consulting

P24: Candids, Plandids, and the Future of Installation Photography  
*Future of Museums*  
Decentralized exhibition photos that smartphone-enabled museum visitors take and post online represent a shift from traditional installation photography. This presentation will consider the differences between the movements of historic and modern museum-goers within digital and gallery spaces, and will demonstrate how visitors’ photos perform on photo-sharing platforms.  
**Presenter:** Betsy Willett, Marketing and Development Associate, MIT List Visual Arts Center

P25: Should We Display Human Remains in Museums?  
*Future of Museums*  
Museums that hold human remains face ethical challenges that some are confronting through innovative displays of non-Indigenous remains, demonstrating respect for the dead and engaging visitors in reflection. Visitor feedback from these institutions can inform ethical display practices and stimulate discussion of how diverse cultural views about the treatment of human remains may impact visitor receptivity to displays.  
**Presenter:** Lia Tarle, PhD Candidate and Research Associate, Simon Fraser University
P26: A Joint Exhibition that Celebrates the Cultural Heritage of the Hun Dynasty
AAM Getty International Program
The Han Dynasty project proposes a joint exhibition with the Xuzhou Museum (Xuzhou, China) and the Museo Histórico del Norte (Salta City, Argentina). These two locations are sister cities that will celebrate their union this year by exhibiting cultural heritage from the Han Dynasty through the collections at both museums. It is an unprecedented endeavor that involves multiple institutions, government authorities, and sponsorships, with the main goal of bringing Xuzhou culture closer to the citizens of Salta, Argentina.
Presenter: Denise Obrador, Community Outreach Programs Coordinator, Museo Nacional de Arte Oriental

P27: What Color Is My Skin?
AAM Getty International Program
One of the Artequin Museum’s areas of interest is community cohesion; in particular the integration of the migrant community that has increased in recent years in Santiago, Chile. Learn about a program that reflects on skin color to explore issues of diversity and tolerance.
Presenter: Polette Serrey, Exhibition Producer, Artequin Museum

P28: Itinerant Didactic Rooms at the Colonial and Santa Clara Museums
AAM Getty International Program
The Colonial and Santa Clara Museums have created itinerant didactic rooms that incorporate pictorial and sculptural images from the museum collections in teaching materials. These materials reach underserved populations in schools, public libraries, hospitals, and cultural centers. The materials create greater visibility about the museum collections and a deeper understanding of Colombian colonial history.
Presenter: Viviana Arce, Educational and Cultural Area Coordinator, Colonial and Santa Clara Museums

P29: Museums and Rituals: Examining Traditions to Inspire New Memories
AAM Getty International Program
Ritualized activities are closely connected to personal, religious, ethnic and other forms of identity. They create complex dynamics expressed through emotions, performances, and physical and social interactions which cannot be presented solely through visual or written materials. This poster session demonstrates how rituals, integral to Serbian cultural heritage, are incorporated into curatorial practices at the Museum of Vojvodina.
Presenter: Tatjana Bugarski, Senior Curator, Museum of Vojvodina

P30: Documenting Antiquities to Protect Egyptian Heritage
AAM Getty International Program
Egypt has a rich heritage of antiquities which spans thousands of years. This heritage does not only belong to Egypt, but also to world heritage. During and after the events of the January 25, 2011 uprising, archaeological sites and museums across Egypt have been attacked and looted of more than thirty three thousand objects. In addition, the Islamic Art Museum Cairo, El-Arish Museum in Sinai, and Malawy Museum in Minya have been bombed. Egypt and world heritage not only lost priceless objects but valuable documentation. Egypt is now facing difficulties to repatriate these stolen objects because of lack of documentation. Learn about an initiative that is addressing this issue, its difficulties and challenges, and outcomes to-date.
Presenter: Mahrous Elsanadidy, Chief Curator, National Museum of Egyptian Civilization

P31: Planning for the Opening of the Grand Egyptian Museum in 2020
AAM Getty International Program
Learn about preparation for the opening of the Grand Egyptian Museum in 2020. Advanced planning includes management of more than 50,000 objects and their display and interpretation.
Presenter: Eman AbdelHamid, Curator, Museum Exhibition, Grand Egyptian Museum

P32: Fostering Community Engagement Through the “Museo Con Alma” Program
AAM Getty International Program
In an effort to build a closer connection to its community, the Museo del Barro launched the “Museo con alma” initiative which included an exhibition that showcased a collective art piece produced by local artists in collaboration with people from the community who were unfamiliar with the museum. Learn about this initiative and the insight it engendered on building and sustaining new audiences.
Presenter: Gabriela Ramos, Exhibition Development Aide, Centro de Artes Visuales, Museo del Barro, Asuncion
Futureproof your planning with TrendsWatch

The Alliance’s annual forecasting report explores how your organization can respond to the major forces shaping our world.

TrendsWatch 2019 dives into:
- Rebuilding trust in a post-truth world
- Blockchain’s growing role in art and the marketplace
- Decolonizing culture and power
- Homelessness and housing insecurity
- The radical work of self-care

Free PDF download for all AAM members and staff of member institutions, and in digital and print editions through the AAM Bookstore.

Also for your toolkit: TrendsWatch 2018: The Scenario Edition presents four versions of 2040 to help your organization navigate uncertain futures. Use the report’s worksheets and provocations to enrich your planning.

Available as a free PDF download to all, and in print through the AAM Bookstore

Center for the Future of Museums
is an initiative of the American Alliance of Museums.
## Sessions by Track—Monday, May 20

<table>
<thead>
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<th>TRACK</th>
<th>9–10 a.m.</th>
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<tr>
<td>Career Management</td>
<td>Generation X: Leading Change, Facing Change <strong>Room 240/241</strong></td>
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<tr>
<td>Collections Stewardship</td>
<td>Artifact Protection in Daylit Spaces: An Analytic Approach <strong>Room 243</strong></td>
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<td>Champagne Dreams, Beer Budget: Innovative Solutions For Packing and Shipping Museum Collections <strong>Room 354/355</strong></td>
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<tr>
<td>Community Engagement &amp; Impact</td>
<td>Brace for Impact! Ideas for Measuring Museum Value <strong>Room 345</strong></td>
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<td>Crafting Connections: Case Studies of Mission-Aligned Adult Programming <strong>Room 350/351</strong></td>
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<td>Revitalizing with a Rebrand: Transform Perceptions and Increase Awareness <strong>Room 356/357</strong></td>
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<tr>
<td>Curatorial Practice</td>
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<tr>
<td>Diversity, Equity, Accessibility, and Inclusion</td>
<td>Decolonizing Development: Fundraising as an Agent of Social Transformation <strong>Room 343</strong></td>
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<td>No Walls in This Museum! A University Gallery Thrives with Binational Student Staff <strong>Room 344</strong></td>
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<tr>
<td>Education &amp; Interpretation</td>
<td>Impact of Awe on Memories of Art and Science Museums <strong>Room 346/347</strong></td>
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<td>Evaluative Thinking with Teens in the Museum <strong>Room 352</strong></td>
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<td>Museums as Catalysts for Empathy-Building and Social Change <strong>Room 353</strong></td>
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<tr>
<td>Exhibit Development &amp; Design</td>
<td>Designers Deconstruct Success <strong>Room 348/349</strong></td>
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<tr>
<td>Future of Museums</td>
<td>Ethics and the Changing Landscape of Evaluation and Research in Museums <strong>Room 335/336 (9–9:30 a.m.)</strong></td>
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<td>Advancing 3-D Digitization and Metadata Conventions <strong>Room 335/336 (9:30–10 a.m.)</strong></td>
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<tr>
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<td>Pushing Interpretive Boundaries and Staying Relevant in a Crowded Market <strong>Room 338/339</strong></td>
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<tr>
<td>Leadership</td>
<td>Meet the New Boss... Not the Same as the Old Boss <strong>Room 238/239</strong></td>
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<td>Getting Your Board on Board! <strong>Room 245</strong></td>
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<td>How AAM &amp; ICOM Networks Can Help Museums</td>
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<td>Address Environmental Issues <strong>Room 252/253</strong></td>
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<tr>
<td>Management &amp; Administration</td>
<td>Managing Emergencies in Cultural Heritage: Sharing Knowledge and Strengthening Networks in the Americas <strong>Room 244</strong></td>
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<td>Public Policy and Advocacy: Championing Museums in Volatile Times <strong>Room 340/341</strong></td>
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## Sessions by Track—Monday, May 20

### 2–3 p.m.

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<thead>
<tr>
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<th>Room/Booth</th>
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<tbody>
<tr>
<td>Working Better Together: Museums, Consultants, and Freelancers</td>
<td>240/241</td>
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<tr>
<td>Switching Gears: Managing the Twists and Turns of a Museum Career</td>
<td>La Nouvelle Ballroom</td>
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<tr>
<td>Creative Collaborations: A Partnership in Three Acts</td>
<td>345</td>
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<tr>
<td>Co-Creating Our Future/Now and Centering Black Artists: Brooklyn Children’s Museum’s ColorLab Art Studio</td>
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<tr>
<td>The Loyalty Equation: Developing Relationships That Deliver</td>
<td>350/351</td>
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<tr>
<td>Social Media 101 and 201</td>
<td>356/357</td>
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<tr>
<td>How the Museum Field Can Be More Inclusive of the Transgender Community</td>
<td>340/341</td>
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<tr>
<td>Facing Change: Advancing Museum Board Diversity &amp; Inclusion</td>
<td>344</td>
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<tr>
<td>Beyond Alzheimer’s Disease: Extending Inclusion and Access</td>
<td>352</td>
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<tr>
<td>Thinking outside the Classroom: Innovation in Educational Partnerships</td>
<td>346/347</td>
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<tr>
<td>How to Foster Authentic Museum Engagement Through Online K-12 Teacher Training</td>
<td>352</td>
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<tr>
<td>New Stories in Old Places: How Historic Sites Are Telling a Fuller Story</td>
<td>353</td>
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<td>The (ICEE) Business Case for Exhibition Exchange</td>
<td>252/253</td>
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<td>Developing a Critical Engagement with Ethics for 21st-Century Exhibitions</td>
<td>348/349</td>
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<tr>
<td>Mistakes Were Made</td>
<td>354/355</td>
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<tr>
<td>Artificial Intelligence and Leadership: Using Big Data Analytics to Inform Strategy and Operations</td>
<td>238/239</td>
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<tr>
<td>Partnership Power: Essential Museum Strategies for Today's Networked World</td>
<td>245</td>
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<tr>
<td>Fundraising Campaigns: Follow the Basics and Best Practices to Success</td>
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<td>What Is a Museum In 2019?</td>
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### 3:30–4:30 p.m.

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<tr>
<th>Session Description</th>
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<tbody>
<tr>
<td>Fail to Succeed: Using Adversity to Build Personal and Institutional Resilience</td>
<td>240/241</td>
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<tr>
<td>Collection Ranking: Making Deaccessions Work for You</td>
<td>243</td>
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<tr>
<td>The Future of Repatriation in Museums: Cultivating a Community of Practice</td>
<td>La Nouvelle Ballroom</td>
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<tr>
<td>Artful Aging: What Museums and Arts Educators Can Learn from Each Other about Creative Aging</td>
<td>345</td>
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<tr>
<td>Howdy Partner! Museum-University Partnerships Impact Relationships with Schools and Communities</td>
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<tr>
<td>#Museums: Go Viral with Museum Hack</td>
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<tr>
<td>From Access to Success: Lessons from a Diversity Initiative in Art Handling</td>
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<tr>
<td>Understanding Everyday Bias</td>
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<td>Contextual Inquiry Research with Diverse Audiences: A Different Approach to Museum Evaluation</td>
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<td>Creating an Inclusive Museum Field Trip</td>
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<td>Building Community Through Spaces for Families</td>
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<td>Moving Every Body: Embodied Engagement in Museums and Gardens</td>
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<td>A Scientist Walks into an Art Museum… Partnering with Diverse Content Experts</td>
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<td>Historic Sites: When the Places of the Past Meet the People of the Present</td>
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<td>31st Annual Excellence in Exhibition</td>
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<td>Fake News, Flat Planets and Hot Winters</td>
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<td>Connecting the Dots: A Game Show for Museum Professionals</td>
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<td>Hacking the Heist: How an Augmented Reality Experiment Went</td>
<td>Tech Innovation Hub, Booth #1120</td>
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<td>Reality Bytes: The Challenges and Benefits of Building AR Experiences</td>
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<td>When the Other Shoe Drops: Essential Steps to Effective Crisis Communication</td>
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<td>Preventing Curatorial Apocalypse: Lessons Learned from Renovating Museums</td>
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<td>75 Ideas in 60 Minutes: Sustain and Excel! Room 244</td>
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<td>Dancing Not Drowning: Putting Applied Data to Work for the Business of Museums</td>
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*Program information is subject to change.*
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<td><strong>Career Management</strong></td>
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<tr>
<td>Collections Stewardship</td>
<td>Protecting Artifacts While Enhancing the Museum Experience Room 240/241</td>
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<td>High Elevation: Planning to Move Museum Collections Room 243</td>
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<tr>
<td>Community Engagement &amp; Impact</td>
<td>An Intergenerational Arts Program for the LGBTQIA+ Community Room 343 (11–11:30 a.m.)</td>
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<td>Volunteer Recruitment, Retention, and Recognition: 60 Ideas in 60 Minutes Room 345</td>
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<td>Museums and Millennials: How to Engage the Coveted Patron Generation Room 350/351</td>
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<td>Study and Improve Visitor Experiences Using Timing and Tracking, Part 1 Room 356/357</td>
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<tr>
<td>Curatorial Practice</td>
<td>Museum Teen Force: Creating a 21st-Century Museum Room 340/341 (11–11:30 a.m.)</td>
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<td>Partnering with the Community to Create Collaborative Socially Engaged Exhibitions Room 340/341 (11:30 a.m.–Noon)</td>
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<td>Toolkit for Starting an Accessibility Task Force at Your Institution Room 343 (11:30 a.m.–Noon)</td>
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<td>Ethnic Fraud and Representation in Museums Room 344</td>
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<td><strong>Diversity, Equity, Accessibility, and Inclusion</strong></td>
<td>Creating Inclusive Spaces by Breaking Language Barriers Room 346/347</td>
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<td>Distance Learning Outside of the K12 Classroom: Connecting Live with Adults Room 353</td>
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<td><strong>Education &amp; Interpretation</strong></td>
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<td>Prototyping Innovation: Iterative Digital Transformation at the Henry Ford Room 348/349 (11–11:30 a.m.)</td>
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<td>Tools for Aligning Visitor Experience and Design Intent Room 348/349 (11:30 a.m.–Noon)</td>
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<td>Under the Hood: The Mechanics of Exhibition Making Room 354/355</td>
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<td><strong>Exhibit Development &amp; Design</strong></td>
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<td>Labs, Salons, and Experiments for Creative Museum Change Room 335/336</td>
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<td><strong>Future of Museums</strong></td>
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<td>Survival of the Funded: Small Museums and Stewardship Room 238/239</td>
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<td>The Insider’s Guide to Accreditation: Preparation, Pointers, and Pitfalls Room 252/253</td>
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<td><strong>Leadership</strong></td>
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<td>Making Digital Project Management Tools Work for You Room 244</td>
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<td>Show Me the Money: Tips and Techniques for Writing a Successful IMLS Grant Application Room 352</td>
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<td><strong>Management &amp; Administration</strong></td>
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### Sessions by Track—Tuesday, May 21

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<tr>
<td>A Conversation on Cultural Diplomacy When a Nation Must Be “First” International Lounge, Room 254 (2:15–3:15 p.m.) Using Audience Research to Build Diverse Engagement Room 340/341 How Culturally Specific Museums Are Revolutionizing Visitor Expectations Room 345 Museum Professionals at Play: Inviting Play at All Museums and for All Ages Room 356/357 Small Museum Lab: Connecting with Your Visitors Room: La Nouvelle Ballroom</td>
<td>Curation Agreements Toolkit: Everything You Should Have, But Don’t Room 240/241 Come Tag with Us! How SFMOMA Increased Online Access through Tagging Room 243</td>
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<td>Dimensions of Curation: Honoring Objects and Audiences Through Collaboration Room 240/241</td>
<td>Unpack Culturally Responsive Practice with Native American Collections Room 340/341 (3:30–4 p.m.) Communicating Challenging Content: Vincent Valdez’s “The City” Room 340/341 (4–4:30 p.m.) 75 Ideas in 60 Minutes: Fresh Approaches to Audience Engagement Room 345 From Their Mouths: (Not-So-Secret) Critical Approaches to Cultural Representation Room 350/351 Study and Improve Visitor Experiences Using Timing and Tracking, Part 2 Room 356/357</td>
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<tr>
<td>Stories from the OF/BY/FOR ALL First Wave Room 343 Words of Welcome/Palabras de Bienvenida / 歡迎辞 Room 344</td>
<td>Creating Inclusive Representation at a Small Museum Room 343 (3:30–4 p.m.) In Their Own Words: Immigrant Storytelling in Museum Galleries Room 343 (4–4:30 p.m.) Building Relevant Public and Educational Programs Using an Equity Lens Room 344 Are You Ready for the Latinx Community? Strategies and Guidelines for AAM’s Latino Network Room: La Nouvelle Ballroom</td>
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<tr>
<td>&gt; 15M Tourists, &lt; 2M Locals: Creating Sustainable Authenticity in the French Quarter by Expanding the Local Impact of a Museum Room 243 Conversation and Collaboration: Making Your Collection Relevant through the Lens of Social Justice Room 346/347 Come to the Table: A Discussion with the Smithsonian Food History Project Room 352 Historical Thinking with Objects Room 353 (2–2:30 p.m.) Meet the Mini Masters: Early Childhood Learning in the Museum Room 353 (2:30–3 p.m.)</td>
<td>What’s Next: How to Build and Grow Successful Museum Experiences for Visitors on the Autism Spectrum Room 346/347 Examining and Applying Data for Action: A CARE Training on How to Understand and Use Evaluation and Research Results Room 348/349 Fostering Universal Ethics and Compassion: A Summit with The Dalai Lama Room 352</td>
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<tr>
<td>Creative Ways to Solve Problems in Experience Planning Room 348/349 Is That Hung White? Getting Real about Diversity in Exhibitions Room 354/355</td>
<td>Made for Instagram? — Exhibition Design in the Age of Social Media Room 354/355</td>
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<td>Building A Board Chair/CEO Partnership For Maximum Organizational Effectiveness Room 238/239 Museum Marketing and Technology: The Power Partnership Room 245</td>
<td>Many Voices: Seeking Impactful Engagement in the Strategic Planning Process Room 238/239</td>
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<td>Collaborative Management: A Holistic Approach to Visitor Experience Room 244 (2–2:30 p.m.) Onetime Visitors to Lifelong Friends: The Benefits of Merging Visitor Services with Membership Room 244 (2:30–3 p.m.)</td>
<td>We’re All In It Together: Strategies and Tactics for Gaining Increased Funding Engaging Museum-Wide Staff Room 244 Franco’s Body: Whose Heritage Is It? Room 245 Beyond the Elevator Pitch: How to Write a Persuasive NEA Grant Room 252/253</td>
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AAM 2019 Annual Meeting & MuseumExpo | May 19–22 | New Orleans, LA
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<tr>
<td>Collections Stewardship</td>
<td>Forget the Best: Good and Better Approaches to Preservation Room 243 (11–11:30 a.m.)</td>
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<td>Not-So-Good Vibrations: When Visitors Lead to Deterioration of Historic Buildings Room 243 (11:30 a.m.–Noon)</td>
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<td>9 Ways Your Museum Can Fail to Comply with NAGPRA, and What You Can Do About It Room 252/253</td>
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<tr>
<td><strong>Community Engagement &amp; Impact</strong></td>
<td>Firestorm: The Museum's Response to a Major Disaster Room 245 (11–11:30 a.m.)</td>
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<td>Making Antiquity Relevant to Modern Audiences Room 245 (11:30 a.m.–Noon)</td>
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<td>Museum Transformers: More Than Meets the Eye for Sustained Community Engagement Room 338/339</td>
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<td>Museums With No Walls Are The Future Room 340/341 (11–11:30 a.m.)</td>
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<td>Achieving Engagement with Diverse Audiences: A Tactical Guide Room 345</td>
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<td>Trending or Bust: Keeping Pace with Digital Video Needs Room 350/351</td>
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<td>Engaging Community in Conversations about the Future Room 356/357</td>
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<tr>
<td><strong>Curatorial Practice</strong></td>
<td>Activating Material Culture to Foster Pluralism Room 340/341 (11:30 a.m.–Noon)</td>
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<td>Funding Something New: Accessibility in Action Room 343 (11–11:30 a.m.)</td>
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<td>Touch Tours: Bringing a Museum to Life for the Blind Room 343 (11:30 a.m.–Noon)</td>
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<td>Inclusion: Rich Experience Design for All Room 344</td>
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<tr>
<td><strong>Diversity, Equity, Accessibility, and Inclusion</strong></td>
<td>Reprogramming the Past: Web Design for Teens as a Doorway to Exploring Women's History Room 346/347 (11–11:30 a.m.)</td>
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<td>Young People, Old Structures: Bringing School Programs into Historic Houses Room 346/347 (11:30 a.m.–Noon)</td>
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<td>The Next Big Thing: Global Developments and the Power of Museum Education Room 352</td>
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<td>The Good, The Bad, The Ugly: Launching a New Program Room 353 (11–11:30 a.m.)</td>
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<td>Maximizing Social Impact: Involving Community, Facilitating Dialogue, and Shifting the Narrative at the Niagara Falls Underground Railroad Heritage Center Room 353 (11:30 a.m.–Noon)</td>
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<tr>
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<td>Museum Educators as Teacher Educators: Research and Reflections on Best Practices for Providing Teacher Professional Development Room: La Nouvelle Ballroom</td>
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<tr>
<td><strong>Education &amp; Interpretation</strong></td>
<td>75 Ideas for Engaging Current and New Historic House Museum Audiences Through Temporary Exhibitions Room 348/349</td>
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<td>A Better Product Through Design Thinking Room 354/355</td>
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<tr>
<td><strong>Exhibit Development &amp; Design</strong></td>
<td>Going Beyond English Room 335/336 (11–11:30 a.m.)</td>
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<td><strong>Future of Museums</strong></td>
<td>Dealing with Disaster: Creating a Community of Grant Advisors Room 335/336 (11:30 a.m.–Noon)</td>
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<tr>
<td><strong>Leadership</strong></td>
<td>Get on Board: Engaging Board Members in Fundraising Room 238/239 (11–11:30 a.m.)</td>
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<tr>
<td><strong>Management &amp; Administration</strong></td>
<td>NEH Supports Museums: The Latest on Opportunities for Exhibitions and Interpretation, Preservation and Infrastructure Funding Room 240/241</td>
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<td>Planning for Sustainable Success: Building a Development Plan Room 244</td>
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Sessions by Track—Wednesday, May 22

COLLECTIONS STEWARDSHIP TRACK

generously supported by

CREZIER

EXHIBITION DESIGN & DEVELOPMENT TRACK

generously supported by

solidlight

FUTURE OF MUSEUMS TRACK

generously supported by

Microsoft

MANAGEMENT & ADMINISTRATION TRACK

generously supported by

CREATIVE FUNDRAISING ADVISORS
## Saturday, May 18

### Schedule-at-a-Glance

| Noon–2:30 p.m. | Professional Network Council Meeting  
*New Orleans Marriott, Salon A-B* |
| Noon–5 p.m. | Registration  
*Ernest N. Morial Convention Center, Lobby DE*  
Satellite Registration  
*New Orleans Marriott, 2nd Floor* |

For more information, please visit the Mobile App.
Sunday, May 19

Schedule-at-a-Glance

7 a.m.–6 p.m.  
**Registration**  
*Ernest N. Morial Convention Center, Lobby DE*

**Satellite Registration**  
*New Orleans Marriott, 2nd Floor*

**Speaker Ready Room**  
*Ernest N. Morial Convention Center, Room 255/256*

8:30 a.m.–5:30 p.m.  
**Learning Excursions**  
*Pre-registration Required*  
Limited tickets will be available for purchase on-site. Bus departure times will be printed on tickets and can be found in the Mobile App.

9–11 a.m.  
**Professional Network Leadership Meetings**  
*New Orleans Marriott*  
See Mobile App for room locations.

11 a.m.–1 p.m.  
**Council of Regions Meeting**  
*New Orleans Marriott, Galerie 6*

1–3 p.m.  
**Maximize Your AAM Meeting Experience**  
*Ernest N. Morial Convention Center, Room 244*

1:30–3:30 p.m.  
**AAM Council of Affiliates Meeting**  
*New Orleans Marriott, Galerie 5*

2–4 p.m.  
**Professional Network Leadership Meetings**  
*New Orleans Marriott*  
See Mobile App for room locations.

2–4:30 p.m.  
**AAM Board of Directors Meeting**  
*New Orleans Marriott, Galerie 3*

3–5 p.m.  
**AAM Scholarship and Getty International Fellowship Speed Networking**  
*New Orleans Marriott, Riverview II*

4–5:30 p.m.  
**AAM Mixers**  
Emerging Professionals  
*Location: Barcadia*  
GENEROUSLY SUPPORTED BY  
*Johns Hopkins University MA in Museum Studies*

Diversity, Equity, Accessibility, Inclusion  
*Location: Ernst Cafe*  
GENEROUSLY SUPPORTED BY  
*Cook Ross*

5–10 p.m.  
**Professional Network Evening Events**  
See Mobile App and page 30.

6–9 p.m.  
**Alliance Leadership Dinner**  
Marché  
Invitation Only  
GENEROUSLY SUPPORTED BY  
*TRAVELERS*

For more information, please visit the Mobile App.
## Monday, May 20

### Schedule-at-a-Glance

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<th>Event</th>
<th>Location</th>
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<tr>
<td>7–8 a.m.</td>
<td><strong>Raising the Barre at AAM</strong>&lt;br&gt;New Orleans Marriott, Riverview II</td>
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<tr>
<td>7 a.m.–6 p.m.</td>
<td><strong>Registration</strong>&lt;br&gt;Ernest N. Morial Convention Center, Lobby DE&lt;br&gt;Satellite Registration&lt;br&gt;New Orleans Marriott, 2nd Floor&lt;br&gt;Speaker Ready Room&lt;br&gt;Ernest N. Morial Convention Center, Room 255/256</td>
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<td>7:30–8:30 a.m.</td>
<td><strong>Professional Network Breakfasts</strong>&lt;br&gt;New Orleans Marriott&lt;br&gt;See Mobile App and page 30.</td>
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<td><strong>AAM Scholarship and Getty Fellowship Recipients Breakfast</strong>&lt;br&gt;New Orleans Marriott, Galerie 2-3</td>
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<tr>
<td>9–10 a.m.</td>
<td><strong>Concurrent Sessions</strong>&lt;br&gt;Ernest N. Morial Convention Center, 200 Level &amp; 300 Level</td>
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<tr>
<td>10:30 a.m.–Noon</td>
<td><strong>AAM Opening &amp; Keynote:</strong> Carol Bebelle, Mitch Landrieu, and Rick Lowe&lt;br&gt;Ernest N. Morial Convention Center, La Nouvelle Ballroom</td>
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<td>Noon–6 p.m.</td>
<td><strong>MuseumExpo Open</strong>&lt;br&gt;Ernest N. Morial Convention Center, Hall DE&lt;br&gt;Solutions Center&lt;br&gt;Booth #1053&lt;br&gt;Tech Innovation Hub&lt;br&gt;Booth #1120&lt;br&gt;New Orleans Lagniappe Lounge&lt;br&gt;Ernest N. Morial Convention Center, MuseumExpo, Booth #2245</td>
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<td>Noon–2 p.m.</td>
<td><strong>MuseumExpo Opening Reception &amp; Lunch</strong>&lt;br&gt;Ernest N. Morial Convention Center, Hall DE&lt;br&gt;Lunch provided.</td>
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<td>GENEROUSLY SUPPORTED BY Next Show Exposition Services</td>
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<tr>
<td>Noon–1:30 p.m.</td>
<td><strong>Professional Network and Affiliate Lunches</strong>&lt;br&gt;New Orleans Marriott&lt;br&gt;See Mobile App and page 30.</td>
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<td>2–3 p.m.</td>
<td><strong>Concurrent Sessions</strong>&lt;br&gt;Ernest N. Morial Convention Center, 200 Level &amp; 300 Level</td>
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<td>3–3:30 p.m.</td>
<td><strong>MuseumExpo Networking Break</strong>&lt;br&gt;Ernest N. Morial Convention Center, Hall DE</td>
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<td>3:30–4:30 p.m.</td>
<td><strong>Concurrent Sessions</strong>&lt;br&gt;Ernest N. Morial Convention Center, 200 Level &amp; 300 Level</td>
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Monday, May 20

3:30–5:30 p.m.  CEO/Directors Roundtable  
New Orleans Marriott, Studio 7-10  
Open to museum CEOs and Directors only.

4–7 p.m.  Professional Network and Affiliate Networking Receptions  
New Orleans Marriott  
See Mobile App and page 30.

4:30–6 p.m.  MuseumExpo Happy Hour  
Ernest N. Morial Convention Center, Hall DE  
Refreshments available for purchase.

6–7 p.m.  CEO/Directors Reception  
New Orleans Museum of Art  
Invitation Only  
Buses depart from Ernest N. Morial Convention Center 30 minutes prior to event.  
GENEROUSLY SUPPORTED BY

7–10 p.m.  Opening Party: Light Up The Night at City Park  
Pre-registration Required  
Buses will depart from the Ernest N. Morial Convention Center beginning at 6:30 p.m.  
GENEROUSLY SUPPORTED BY

For more information, please visit the Mobile App.
Monday, May 20

**9–10 a.m.**

**Panel**  
**LISTEN & LEARN**

**Meet the New Boss... Not the Same as the Old Boss**  
**Leadership**  
**Room: 238/239**

Three museum directors compare experiences in starting their first executive positions. They’ll discuss strategies for joining the community, cultivating relationships with board members and staff, learning new content, developing strategic directions, and navigating the political climate. New directors and others interested in museum leadership will benefit from hearing about our successes (and failures!).

Panelists:  
- Sharon Ament, Director, Museum of London;  
- Concetta Bencivenga, Director, New York Transit Museum;  
- Judy Gradwohl, President and Chief Executive Officer, San Diego Natural History Museum

**Interactive Lecture**  
**PARTICIPATE & SHARE**

**Generation X: Leading Change, Facing Change**  
**Career Management**  
**Room: 240/241**

As baby boomers begin to retire, some Gen Xers are moving into upper management positions in a rapidly evolving museum ecosystem. Others are gaining influence outside the field. How have they faced these changes and worked to make change, and how will they affect the museum world? Professionals with a range of backgrounds will share their stories and lead a discussion about the challenges facing Generation X.

**Moderator:** Megan Smith, Senior Creative Developer, National Museum of American History

**Presenters:**  
- Janeen Bryant, Founder, Principal Consultant, Facilitate Movement;  
- Ryan Hill, Independent Museum Professional;  
- Victoria McKay, Managing Director of Advancement, BSA Foundation;  
- Stephanie Parrish, Associate Director of Programs, Portland Art Museum

**Lecture**  
**LISTEN & LEARN**

**Artifact Protection in Daylit Spaces: An Analytic Approach**  
**Collections Stewardship**  
**Room: 243**

Many museum buildings feature architecturally interesting spaces filled with daylight. From the standpoint of protecting precious artifacts, such spaces can be a conservator’s nightmare. A major challenge in the renovation of the Smithsonian’s National Air and Space Museum, known for its skylit atrium galleries, was how to reduce daylight to acceptable levels. Hear from the designers about lessons learned from this major project that can be applied to museums large and small.

**Presenters:**  
- Malcolm Collum, Chief Conservator, Smithsonian National Air and Space Museum;  
- Leora Mirvish, Principal, Quinn Evans Architects;  
- Gary Woodall, Senior Designer, Gary Steffy Lighting Design Inc.

**Panel**  
**LISTEN & LEARN**

**Managing Emergencies in Cultural Heritage: Sharing Knowledge and Strengthening Networks in the Americas**  
**Management & Administration**  
**Room: 244**

Recent natural and man-made disasters in North America, Latin America, and the Caribbean bear witness to the threat that these events pose to museums and cultural heritage. Join experts who will highlight resources, funders, training, and ongoing programs to prepare museum and preservation professionals and to strengthen communications networks. The first regional training and documentation center in Latin America/Caribbean and ICOM-Disaster Risk Management Committee’s global strategic plan will also be announced.

**Moderator:** Deborah Ziska, Lecturer, Johns Hopkins University

**Panelists:**  
- David de la Torre, Curator of Exhibitions Senior Museum Associate, Jewish Community Center of San Francisco (JCCSF) Community Arts International (CAI);  
- Samuel Franco, Chair, ICOM LAC / Regional Alliance of Latin America and the Caribbean;  
- Beatriz Haspo, Executive Director, APOYOnline–Association for Heritage Preservation of the Americas;  
- Corine Wegener, Director, Smithsonian Cultural Rescue Initiative, Smithsonian Institution
Getting Your Board on Board!

**Panel**
**LISTEN & LEARN**

**Getting Your Board on Board!**  
*Leadership*

Room: 245

A 2017 study found that nonprofit boards are no more diverse than they were two years ago, and current recruitment priorities indicate this is unlikely to change. Despite reporting high levels of dissatisfaction with their demographics, boards are not working on diversity in recruitment. In this session, CEOs from three types of museums will engage in honest dialogue about the barriers, pitfalls, and strategies of prioritizing diversity and inclusion within the board.

**Moderator:** Laura Huerta Migus, Executive Director, Association of Children’s Museums  
**Panelists:** Joe Hastings, Executive Director, Explora; Marilee Jennings, Executive Director, Children's Discovery Museum of San Jose; Elizabeth Pierce, President and Chief Executive Officer, Cincinnati Museum Center

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How AAM & ICOM Networks Can Help Museums Address Environmental Issues

**Panel**
**LISTEN & LEARN**

**How AAM & ICOM Networks Can Help Museums Address Environmental Issues**  
*Leadership*

Room: 252/253

Whether or not they realize it, most cultural organizations are already pursuing some aspects of environmental sustainability and climate resilience work. Still, it is often hard to go beyond recycling and turning off lights, and to convince other staff to help. Hear how museum-focused networks—AAM's and ICOM's—are teaching all kinds of institutions about practices that can make them more sustainable and resilient. Share your needs and interests, and leave with ideas and tools.

**Moderator:** Stephanie Shapiro, Consulting Manager, Eagle Hill Consulting  
**Panelists:** Emlyn Koster, Former Director, North Carolina Museum of Natural Sciences; Diana Pardue, Director, Museum Programs, Statue of Liberty NM and Ellis Island; Sarah Sutton, Principal, Sustainable Museums

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Ethics and the Changing Landscape of Evaluation and Research in Museums (9–9:30 a.m.)

**Case Study**
**LISTEN & LEARN**

**Ethics and the Changing Landscape of Evaluation and Research in Museums (9–9:30 a.m.)**  
*Future of Museums*

Room: 335/336

The methodologies museums use to collect, analyze, manage, and report data are undergoing rapid and radical change—yet no new ethical policies have been adopted to address these changes. Through ethnographic case studies from a traveling exhibition on the Maya, assess ethics in the evolving methodologies used to conduct visitor research. This focus will frame a broader discussion on museum ethical codes and policies.

**Presenter:** Rose Jones, Director of Evaluation, Perot Museum of Nature and Science

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Advancing 3-D Digitization and Metadata Conventions (9:30–10 a.m.)

**Case Study**
**LISTEN & LEARN**

**Advancing 3-D Digitization and Metadata Conventions (9:30–10 a.m.)**  
*Future of Museums*

Room: 335/336

Digitizing collections has become a standard practice for libraries, museums, and archives. But while there are clear technological possibilities for 3-D cultural artifacts, there have been no guidelines for creating these digital files. In 2018, Indiana University-Purdue University Indianapolis (IUPUI) began a pilot project to establish 3-D digitization and metadata conventions that could serve as a launchpad for standardizing digital collections nationwide. Learn about the project’s process, outcomes, and next steps.

**Presenter:** Leigh Grinstead, Digital Services Consultant, Catalyst Fund Lead, LYRASIS

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Pushing Interpretive Boundaries and Staying Relevant in a Crowded Market

**Lecture**
**LISTEN & LEARN**

**Pushing Interpretive Boundaries and Staying Relevant in a Crowded Market**  
*Future of Museums*

Room: 338/339

When cultural institutions have to fight short attention spans to stay relevant, why are so many stuck in a monotonous interpretive mold? This session uses Menokin, a historic house, as an example of a site pushing the definition of “museum.” Find out how Menokin used market and SWOT analysis to find its unique place in the crowded Virginia historic site market. Also learn how Menokin is using technology and daring interpretive philosophies to both save the crumbling historic treasure and connect visitors in ways that are creating buzz.

**Presenter:** Samuel McKelvey, Executive Director, Menokin Foundation
Monday, May 20

9–10 a.m. (continued)

Panel | LISTEN & LEARN

Public Policy and Advocacy: Championing Museums in Volatile Times
Management & Administration
Room: 340/341
Learn about the impact of the most recent elections, including public policy developments and what they mean for the future of your museum. Then hear from AAM’s advocacy expert about how to promote a deeper understanding of your museum with policymakers, the press, and the public. The panel will also discuss how your museum and trustees can more effectively integrate advocacy into your work in these volatile times.

Moderator: Margaret Benjamin, Museum Trustee, Museum Trustee Association
Panelists: Ember Farber, Director, Advocacy, American Alliance of Museums; Barry Szczesny, Director, Government Relations and Public Policy, American Alliance of Museums

Panel | LISTEN & LEARN

Decolonizing Development: Fundraising as an Agent of Social Transformation
Diversity, Equity, Accessibility, and Inclusion
Room: 343
Can development be “decolonized” and serve as an arena for partnership and solidarity across diverse communities? Learn how the AAM framework of DEAI can help reconceptualize and reorganize advancement and fundraising. Explore ways museum leadership can foster more supportive and inclusive environments for development staff, and rethink donor outreach with attention to diversity and inclusion.

Moderator: Johnnetta Cole, Co-Chaired AAM Diversity, Equity and Inclusion Working Group, Cook Ross, Inc. and The Andrew W. Mellon Foundation
Panelists: Arthur Affleck, Vice President of Development, American Alliance of Museums; Mark Auslander, Director, Michigan State University Museum; Chong-Anna Canfora, Director of Development, Michigan State University Museum

Interactive Lecture | PARTICIPATE & SHARE

Brace for Impact! Ideas for Measuring Museum Value
Community Engagement & Impact
Room: 345
It has become increasingly important for informal-learning institutions to demonstrate the impact they have within their communities. In this session, representatives of three institutions will share what they and seven other museums in Utah have done to measure social impact in a statewide study. Learn about best practices for measuring social impact, artistic materials and processes, report ideas, and working with policymakers, funders, and other key stakeholders.

Presenters: Stephen Ashton, Director of Audience Research and Evaluation, Thanksgiving Point Institute; Emily Johnson, Museum Services Specialist, Utah Division of Arts and Museums; Katy Knight, Education Administrator, Bean Life Science Museum at Brigham Young University
Impact of Awe on Memories of Art and Science Museums

Monday, May 20

**Lecture** LISTEN & LEARN

**Impact of Awe on Memories of Art and Science Museums**

*Education & Interpretation*

**Room: 346/347**

Museums evoke awe by placing people in a context that demonstrates the gravity of greatness and a feeling of incalculable vastness. Within the museum, visitors may be awed by being in the presence of artworks. Outside, a museum’s architecture can create feelings of awe, as can the anticipation or reflections of a museum visit. Learn about the psychological concept of awe and similar emotions, along with how they are used in museums. In particular, discover differences in how guests report awe when leaving a variety of art and science museums.

**Presenters:** Alice Anderson, Manager of Audience Research and Impact, Minneapolis Institute of Art; Jana Greenslit, Evaluator, Museum of Science and Industry; Aaron Price, Director, Research and Evaluation, Museum of Science and Industry; Marley Steele-Inama, Director of Audience Research and Evaluation, Denver Zoo

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Designers Deconstruct Success

**Lecture** LISTEN & LEARN

**Designers Deconstruct Success**

*Exhibit Development & Design*

**Room: 348/349**

Join designers to examine recent notable and award-winning exhibition projects and the problems and processes all exhibition creators face. Each designer will offer insights and applicable tips. Learn about translating content into physical experiences, solving technical issues, making aesthetic choices that engage audiences and create positive impacts, and the challenges of working in large, interdisciplinary teams.

**Moderator:** Ian Kerrigan, Senior Vice President for Exhibitions, The National 9/11 Memorial & Museum

**Presenters:** Jonathan Alger, Managing Partner, C&G Partners; Heidi Eitel, Senior Exhibition Designer, Smithsonian National Museum of the American Indian; Shannon Harris, Chief of Staff, Kenan Institute of Private Enterprise; Michael Horvath, Director, Exhibit Design and Production, Museum Of Science. Boston: Jenny-Sayre Ramberg, Principal, Ramberg Works, Inc.; Cynthia Torp, Owner/President, Solid Light, Inc.

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Crafting Connections: Case Studies of Mission-Aligned Adult Programming

**Lecture** LISTEN & LEARN

**Crafting Connections: Case Studies of Mission-Aligned Adult Programming**

*Community Engagement & Impact*

**Room: 350/351**

By now, most museums have learned the formula: to expand adult audiences, add alcohol. However, a carefully crafted mission is often obscured by craft cocktails. Museum professionals feel pressured to compromise on content, resulting in a program that lacks integrity. In this session, learn how three museums have gone beyond the booze to create 21+ programming that is truly mission-driven.

**Moderator:** Beth Redmond-Jones, Vice President of Engagement and Education, San Diego Natural History Museum (The Nat)

**Presenters:** Emma Bloom, Public Programs Manager, San Diego Natural History Museum; January Parkos Arnall, Curator, Public Program, Museum of Contemporary Art, Chicago; Kyle Sater, Manager of Program Development, Adler Planetarium

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Evaluative Thinking with Teens in the Museum

**Lecture** LISTEN & LEARN

**Evaluative Thinking with Teens in the Museum**

*Education & Interpretation*

**Room: 352**

Museums are increasingly conducting evaluation on their teen programs, but teen participants are often left out of such initiatives. If we are truly making programs for our teens, we need to incorporate their voices and ask the questions that are important to them. In this session, teen programs staff and a teen leader will discuss crafting student-centered evaluation that improves programming and gives teens agency to shape their own museum experience. Brainstorm forms of evaluation that might inform your own practice, and explore how you might utilize feedback from youth more effectively.

**Presenters:** Susan McCullough, Acting Program Director for Art Education, Queens College; Dyeemah Simmons, Coordinator of Teen Programs, Whitney Museum of American Art
Monday, May 20

9–10 a.m. (continued)

**Interactive Lecture**  **PARTICIPATE & SHARE**

**Museums as Catalysts for Empathy-Building and Social Change**

_Education & Interpretation_

_Room: 353_

In our ever-changing and divisive world, how can museums help people understand each other, our shared histories, and our environment? By combining artifacts, artworks, and animal species with inquiry-based engagement strategies, museums and zoos are fostering empathy. Learn from three institutions that are developing approaches to create connections, encourage perspective-sharing, offer new ways of thinking, and ultimately change behaviors.

**Moderator:** Karleen V. Gardner, Director of Learning Innovation, Minneapolis Institute of Art

**Panelists:** Jeanine Pollard, Research and Project Manager for the Center for Empathy and the Visual Arts, Minneapolis Institute of Art; Kate Whitman, Vice President of Author and Family Programs, Atlanta History Center; Wei Ying Wong, Vice President Learning and Innovation, Woodland Park Zoo

Panel

**LISTEN & LEARN**

**Champagne Dreams, Beer Budget: Innovative Solutions For Packing and Shipping Museum Collections**

_Collections Stewardship_

_Room: 354/355_

Whether you are a small museum with limited resources, or a large museum with the ability to spend funds on top notch care, there are ways you can partner together for the benefit of your entire community. But money and bureaucracy can sometimes get in the way of partnerships that are mutually beneficial. Let’s discuss some creative work arounds! This panel discussion will break down innovative and cost effective strategies and ideas for the care, handling and transport of collections for museums operating with limited resources. Discussions will focus on issues of sustainability in packing and shipping collections as well as practical solutions for collections care and transport.

**Presenters:** Allison Dixon, Registration Specialist, Smithsonian’s National Museum of the American Indian; Kimberly Robinson, Museum Curator, National Park Service

Panel

**LISTEN & LEARN**

**Artificial Intelligence and Leadership: Using Big Data Analytics to Inform Strategy and Operations**

_Leadership_

_Room: 238/239_

With artificial intelligence now a reality in museums, three executives share their experiences leading big data analytics programs across art, history and science organizations—the Museum of Modern Art (MoMA), the world’s greatest collection of modern and contemporary art; the National Museum of African American History and Culture, the newest of the Smithsonian’s 19 museums and Space Center Houston, home to NASA’s mission control. The panel’s experience will cover digital and technology, visitor services and operations, marketing and visitor experience–deep diving into topics across the strategic and operations agenda.

**Moderator:** Angie Judge, Chief Executive Officer, Dexibit

**Panelists:** Shanita Brackett, Chief IT Portfolio Officer, National Museum of African American History and Culture (NMAAHC); Tracy Lamm, Chief Operating Officer, Space Center Houston; Diana Pan, Chief Technology Officer, Museum of Modern Art (MoMA)
**Monday, May 20**

**Interactive Lecture**  
**PARTICIPATE & SHARE**

**Working Better Together: Museums, Consultants, and Freelancers**  
*Career Management*  
*Room: 240/241*

Explore how museum employees, independent museum professionals, and contract employees can work better together to maximize project potential and provide long-term viability and relevance without compromising social mission and impact.

**Presenters:**  
*Dina Bailey,* Director of Methodology and Practice, International Coalition of Sites of Conscience;  
*Sarah Erdman,* Consultant, Cabinet of Curiosities LLC;  
*Claudia Oceillo,* President and Chief Executive Officer, Museum Partners Consulting, LLC;  
*Sharon Vatsky,* Director of School and Family Programs, Solomon R. Guggenheim Museum

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**Panel**  
**LISTEN & LEARN**

**Fundraising Campaigns: Follow the Basics and Best Practices to Success**  
*Management & Administration*  
*Room: 244*

Successful fundraising campaigns strengthen and often transform museums, paving the way for vibrant futures. Join this conversation about basic campaign components and best practices with experienced development officers and directors. Presenters will describe how they adapted components to fit their campaigns, met challenges, and used consultants—as well as the changes they would make if given the opportunity for a do-over.

**Moderator:**  
*Judith Gibbs,* Chief Advancement Officer, The Baltimore Museum of Art

**Panelists:**  
*Ann Fortescue,* Executive Director, Springfield Museum of Art;  
*Colleen Kelly,* Senior Director, Advancement and Communications, Georgia O’Keeffe Museum;  
*Marise McDermott,* President and Chief Executive Officer, Witte Museum

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**Panel**  
**LISTEN & LEARN**

**Fueling Curiosity through Shared Authority in the Experimental Museum**  
*Curatorial Practice*  
*Room: 243*

Museum curators, like investigative reporters, leave no stone unturned. By an exhibition’s opening, every element of its topic has been expertly dissected. The fruits of these labors are carefully parsed through labels, panels, audio guides, and video programs. But what if the point wasn’t to provide visitors with a tidy and complete intellectual package but to prompt their curiosity? This session will present two case studies that provide alternative approaches to exhibition formation through cocuration and shared authority, with the goal of fueling curiosity and inspiring wonder.

**Panelists:**  
*Alice Anderson,* Manager of Audience Research and Impact, Minneapolis Institute of Art;  
*Eric Bruce,* Head of Visitor Experience and Insights, Minneapolis Institute of Art;  
*Dakota Hoska,* Research Assistant, Minneapolis Institute of Art;  
*Michael Lapthorn,* Exhibition Designer, Minneapolis Institute of Art;  
*Matthew Welch,* Deputy Director and Chief Curator, Minneapolis Institute of Art

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**Panel**  
**LISTEN & LEARN**

**Partnership Power: Essential Museum Strategies for Today’s Networked World**  
*Leadership*  
*Room: 245*

A new book is the first to focus on museum-centered community collaborations, featuring practical perspectives from community leaders, funders, education futurists, and museum professionals. This session features three contributors who will explore how to create, sustain, and evolve museum-centered partnerships and networks. Learn how such partnerships can bolster a museum’s mission, relevance, and operations, and lead to sustained and beneficial community impact.

**Panelists:**  
*Nik Honeysett,* Chief Executive Officer, Balboa Park Online Collaborative;  
*Deborah Schwartz,* President, Brooklyn Historical Society;  
*Auntaneshia Staveloz,* Senior Manager, Office of Strategic Partnerships, Smithsonian Institution National Museum of African American History and Culture

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Program information is subject to change.
Monday, May 20

2–3 p.m. (continued)

Panel | LISTEN & LEARN
The (ICEE) Business Case for Exhibition Exchange
Exhibit Development & Design
Room: 252/253

Exhibition Exchange initiatives, including touring or traveling exhibitions, has increased dramatically in the last 20 years, becoming an important aspect in museum management and strategic planning. From increased visibility and leadership to earned income and innovative collaborations with non-traditional partners, Exhibition Exchange generates direct and indirect benefits that help museums to achieve their missions, vision, and strategic goals. Four museum professionals, members of the ICOM’s International Committee for Exhibitions & Exchange (ICEE), will share successfully strategies, lesson learned and institutional benefits resulting from exhibition exchange initiatives.

Moderator: Anne-Marie Raymond, Acting Director, Exhibitions and Visitor Experience, Canadian Museum of History
Panelists: Lourdes Ramos, President and Chief Executive Officer, Museum of Latino American Art; Antonio Rodriguez, Senior Advisor, International Programs/ICOM ICEE Chairman of the Board; Hillary Spencer, Director, Nomad Exhibitions

Panel | LISTEN & LEARN
What Is a Museum In 2019?
Management & Administration
Room: 335/336

In addition to the dictionary’s standard definition of “museum,” more specialized and sometimes contradictory understandings issue forth from our professional entities and associations. ICOM-US has joined with ICOM-Paris to host a series of listening and talking sessions, through which museum professionals worldwide are hoping to redefine “museum” for the twenty-first century. Learn how ICOM has gathered information and how it will be interpreted, resulting in a definition that encompasses current practice.

Moderator: Kathy Dwyer Southern, Part-Time Faculty, George Washington University Museum Studies, Corcoran School of the Arts and Design
Presenter: Richard West, President and Chief Executive Officer, Autry Museum of the American West

Burst | LISTEN & LEARN
The Powerful (and Power-Shifting) Potential of Museum Participation
Future of Museums
Room: 338/339

For over a century, museums have claimed that they will democratize. However, a range of issues and institutional cultures that privilege expertise have ensured that professional practice remains one-sided. When visitors engaged in “imagined conversations” with future and past visitors, decision-makers, and communities, they exposed the powerful (and power-shifting) potential of museum participation. Explore the unexpected and at times uncomfortable results, developing new understandings and testing emerging thinking in the field.

Presenter: Rachael Coghlan, PhD, Chief Executive Officer/Artistic Director of Craft ACT: Craft and Design Centre and the Artistic Director of DESIGN Canberra Festival

Burst | LISTEN & LEARN
Walking on the Wild Side: Innovation through a Museum Venture Fund
Future of Museums
Room: 338/339

After twenty-five years of stasis, the San Diego Natural History Museum needed revitalization and a little shaking up. An Evolutionary Venture Fund created an atmosphere of risk tolerance and experimentation. It spurred creative thinking and enthusiasm across the organization, revealing that even the smallest idea could help achieve goals. Learn from the museum’s successes and failures, and apply pieces of the process to your own organization.

Presenter: Judy Gradwohl, President and Chief Executive Officer, San Diego Natural History Museum
Panel LISTEN & LEARN

How the Museum Field Can Be More Inclusive of the Transgender Community
Diversity, Equity, Accessibility, and Inclusion
Room: 340/341

As the transgender community is increasingly thrust into the spotlight, museums find themselves grappling with issues they may not have the experience, skills, or guidelines to address. In this panel, representatives of the AAM LGBTQ Alliance’s Task Force for Transgender Inclusion will discuss how you can become a stronger ally and help your institution implement Diversity, Equity, Accessibility, and Inclusion policies for staff, volunteers, and visitors. Review the task force’s new gender transition and allyship guides, and have your questions answered.

Moderator: Blair Denniberg, Executive Assistant, Oregon Museum of Science and Industry
Panelists: Alison Kennedy, Visitor Experience Lead, Franklin Park Conservatory and Botanical Gardens; Anna Woten, Assistant Collections Manager, Atlanta History Center

Panel LISTEN & LEARN

Facing Change: Advancing Museum Board Diversity & Inclusion
Diversity, Equity, Accessibility, and Inclusion
Room: 344

Meet with leaders of the national museum board diversity and inclusion initiative to learn about the three-year project and share your feedback.

Presenter: Laura Lott, President and Chief Executive Officer, American Alliance of Museums

Case Study LISTEN & LEARN

Creative Collaborations: A Partnership in Three Acts (2–2:30 p.m.)
Community Engagement & Impact
Room: 345

When art museums collaborate with performing arts organizations, audiences win. Joining forces enables organizations to draw on respective strengths and attract new audiences. Dive into a lasting partnership between the New Orleans Museum of Art and the NOLA Project that has resulted in over twelve site-specific plays and increased attendance for both partners.

Presenters: A.J. Allegra, Creative Director, The NOLA Project; Tracy Kennan, Curator of Education, New Orleans Museum of Art

Panel LISTEN & LEARN

Thinking Outside the Classroom: Innovation in Educational Partnerships
Education & Interpretation
Room: 346/347

Hear directly from a school and learn how their partnership with cultural institutions has been successfully incorporated into their curriculum. Through the Thinking Outside the Classroom (TOC) initiative, Lycée Français de la Nouvelle-Orléans brings learning directly into museums and national parks with external classrooms and site-based learning. Based on this model, learn how cultural institutions can support student learning through long-term programming. Brainstorm ways to collaborate more effectively with schools and other museums.

Moderator: Ann Woodruff, TOC Liaison, Lycée Français de la Nouvelle-Orléans
Panelists: Ellen Balkin, Director of Education, Ogden Museum of Southern Art; Greg Lambousy, Director, New Orleans Jazz Museum; Marina Schoen, Chief Executive Officer, Lycée Français de la Nouvelle-Orléans

Case Study LISTEN & LEARN

Co-Creating Our Future/Now and Centering Black Artists: Brooklyn Children’s Museum’s ColorLab Art Studio (2:30–3 p.m.)
Community Engagement & Impact
Room: 345

The Brooklyn Children’s Museum recently launched a family art studio, ColorLab, based on the works, processes, and culture of black artists and artistic movements. Hear how the project team set an intention for the space, integrated feedback from teachers and families, enlisted a diverse internal team, maintained the integrity of the content, and built a process-oriented, reflective studio practice. Also learn how the project has led to larger institutional shifts in participatory space and program development.

Presenters: Hana Elwell, Vice President of Exhibits and Education, Brooklyn Children’s Museum; DeDeArah Wright, Director of Education, Brooklyn Children’s Museum

Program information is subject to change.
Monday, May 20

**2–3 p.m. (continued)**

**Panel** **LISTEN & LEARN**

**Developing a Critical Engagement with Ethics for 21st-Century Exhibitions**

*Exhibit Development & Design*

**Room:** 348/349

Content developers, designers, evaluators, fabricators, and others engaged in exhibition development often face ethical challenges. In this session, explore how to tackle ethical quandaries related to interpretation, display, stakeholder engagement, technology, current social and political forces, and other topics. Examine problematic scenarios and refine ethical values for modern-day exhibition planning.

**Moderator:** Janet Marstine, Associate Professor, School of Museum Studies, University of Leicester

**Panelists:** Joanna Groarke, Director of Public Engagement and Library Exhibitions Curator, The New York Botanical Garden; Emilie Johnson, Assistant Curator, Thomas Jefferson Foundation; Ian Kerrigan, Senior Vice President for Exhibitions, The National 9/11 Memorial & Museum

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**Interactive Lecture** **PARTICIPATE & SHARE**

**The Loyalty Equation: Developing Relationships That Deliver**

*Community Engagement & Impact*

**Room:** 350/351

The Loyalty Equation involves building loyal relationships online and on-site with visitors, members, donors, and stakeholders. By systematically managing and measuring loyalty, museums can gain financial strength and stability. In this session, learn how to adapt and apply loyalty practices from the corporate world to the work of museums. Discover best practices, innovative approaches, and steps that any institution can take to turn transactional business into loyal relationships.

**Presenters:** Ashley Alexander, Director of Membership and Philanthropic Programs; Ryan Auster, Senior Research Associate, Museum of Science, Boston; Kristin Prestegaard, Chief Engagement Officer, Minneapolis Institute of Art; Suzette Sherman, Director of Leadership Giving, Museum New Mexico Foundation

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**Lecture** **LISTEN & LEARN**

**How to Foster Authentic Museum Engagement Through Online K–12 Teacher Training (2–2:30 p.m.)**

*Education & Interpretation*

**Room:** 352

More than ever, museum educators can share their collections with teachers and students worldwide through online learning—but the best practices are still being formed. Too often, online courses focus on lecture-based models that ask participants to ingest hard content rather than master new skills. In this session, learn strategies for fostering engaging and effective skills-based learning online.

**Presenter:** Colleen Wilson, Senior Program Specialist, Arts Integration, The Barnes Foundation

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**Case Study** **LISTEN & LEARN**

**Beyond Alzheimer’s Disease: Extending Inclusion and Access (2:30–3 p.m.)**

*Diversity, Equity, Accessibility, and Inclusion*

**Room:** 352

Taking the lessons learned from working with Alzheimer’s and dementia patients in museums, you can build a program that makes your institution even more inclusive and accessible. Using an existing program as a case study, identify stakeholders within your community and learn how to build buy-in among them. Plus, find audiences in your community, and take the first steps toward building your program.

**Presenter:** Brittny Bevel, Education Curator, Tampa Museum of Art Inc.
**Panel**  LISTEN & LEARN

**New Stories in Old Places: How Historic Sites Are Telling a Fuller Story**  
*Education & Interpretation*

*Room: 353*

Historic sites and museums need to be more inclusive and tell a fuller story of their past, present, and future. Educators, curators, visitor services professionals, and other staff must collaborate to identify opportunities and align new stories and methods with existing collections, programming, and tours. Hear from staff of three historic sites that are busy doing this work. Join them in a moderated discussion about tips, techniques, pitfalls, and opportunities that come with telling the full story.

**Moderator:** Carrie Villar, John & Neville Bryan Associate Director of Museum Collections, National Trust for Historic Preservation

**Panelists:** Stephanie Boyle, Director of Education, Dumbarton House—National Society of the Colonial Dames of America (NSCDA) Museum & Headquarters; Catherine Hughes, Director of Museum Theatre and Research, Conner Prairie; Mark Osterman, Adult Learning and Engagement Manager, Vizcaya Museum and Gardens

**Interactive Lecture**  PARTICIPATE & SHARE

**Mistakes Were Made**  
*Exhibit Development & Design*

*Room: 354/355*

Resources squandered, stakeholders alienated, deadlines missed: we honestly admit our biggest blunders and what we learned from them. A crowd-sourced contest awards the AAM Epic Failure Trophy of 2019 to the most honest person in the room.

**Moderator:** Sean Kelley, Senior Vice President, Director of Interpretation, Eastern State Penitentiary

**Presenters:** Ashley Rogers, Director of Museum Operations, Whitney Plantation; Chris Taylor, Chief Inclusion Officer, Minnesota Historical Society; Patrick Wittwer, Marketing Chair, Visitor Experience Group

**Interactive Lecture**  PARTICIPATE & SHARE

**Social Media 101 and 201**  
*Community Engagement & Impact*

*Room: 356/357*

Unearth hidden gems you need to know to crush it at social media and stay on top of the fast-evolving mediums that are shaping our lives. Listen to #MuseSocial professionals discuss best practices and unique tactics, and have your questions answered. Discuss the importance of championing diversity, amplifying narratives, and improving access on social media platforms in your personal and professional life.

**Moderator:** Sarah Erdman, Consultant, Cabinet of Curiosities, LLC

**Panelists:** Robin Cembalest, Consultant, Cabinet of Curiosities, LLC; Ember Farber, Director, Advocacy, American Alliance of Museums; Monica Montgomery, Strategic Director & Co-Founder, Museum Hue; Mark Schlemmer, Registrar for Collections, New-York Historical Society Museum & Library

**Open Forum**  PARTICIPATE & SHARE

**Switching Gears: Managing the Twists and Turns of a Museum Career**  
*Career Management*

*Room: La Nouvelle Ballroom*

To invest in museums as a society, we must also invest in ourselves as museum professionals. Join this open discussion to gain tips on how to package yourself based on your core values, interests, and professional strengths. Hear candid stories from colleagues who have had transitioned between different types of institutions, departments, or regions. Plus, discuss how to maintain internal values and perspectives regardless of your institution or employment status.

**Moderator:** Ami Davis, Independent Art and Museum Consultant, Ami Davis Consulting

**Presenters:** Melanie Adams, Senior Director, Guest Experience and Educational Services, Minnesota Historical Society; Beth Maione, Director of Interpretation, Baltimore Museum of Industry; Jason Porter, Director, Education and Programs, Museum of Pop Culture
Monday, May 20

3–4 p.m.

**Panel**  
**LISTEN & LEARN**

**ICOM US Event–International Committees: How to Grow Your ICOM Network (sponsored by ICOM)**

International Lounge, Room: 254

Co-Moderated by: **John Wetenhall, Director, George Washington University Museum**; **Marta Lourenço, Deputy Director, Museums of the University of Lisbon**; **Alejandra Peña Gutierrez, Director, Museo de Arte de Ponce**

**Case Study**  
**LISTEN & LEARN**

**Collection Ranking: Making Deaccessions Work for You (3:30–4 p.m.)**

**Collections Stewardship**

Room: 243

As museums grapple with perpetually growing holdings and shrinking storage space, they must confront the difficult task of collection review and refinement. History Colorado and the Indianapolis Museum of Art have created two similar but individualized approaches to assessing their collections, prioritizing objectives, and establishing deaccession goals. Examine how each institution bridged the gap between registration and curatorial departments and handled deaccessions, and learn how their collections have benefited.

Presenters: **Melissa de Bie**, Director of Collections Access and Senior Registrar, History Colorado; **Alisa DiGiacomo**, Director of Curatorial Services and Senior Curator, History Colorado; **Robin Lawrence**, Manager of Curatorial Affairs, Indianapolis Museum of Art at Newfields; **Jennifer Rigsby**, Associate Registrar for Collections, Indianapolis Museum of Art at Newfields

3:30–4:30 p.m.

**Panel**  
**LISTEN & LEARN**

**When the Other Shoe Drops: Essential Steps to Effective Crisis Communication**

**Leadership**

Room: 238/239

The secret to crisis communication is front-loading effective planning and internal communication. This panel of seasoned museum and communications professionals will discuss effective strategies based on actual events. Gain clear, actionable guidelines for small and medium museums that have to maximize lean resources in times of instability.

Moderator: **Matthew McLendon**, J. Sanford Miller Family Director, The Fralin Museum of Art at The University of Virginia

Panelists: **Saralyn Reece Hardy**, Marilyn Stokstad Director, Spencer Museum of Art, The University of Kansas; **Kristen Shepherd**, Executive Director, Museum of Fine Arts, St. Petersburg, FL; **Lynnette Werning**, Founder and President, Blue Water Communications

**Case Study**  
**LISTEN & LEARN**

**From Access to Success: Lessons from a Diversity Initiative in Art Handling (4–4:30 p.m.)**

**Diversity, Equity, Accessibility, and Inclusion**

Room: 243

Recent initiatives to diversify museum staff have accrued considerable currency. But what makes these initiatives successful, and how impactful are they for participants? Sharing stories from an innovative initiative to diversify the field of art handling, this session highlights participants’ successes and challenges as they build museum careers.

Moderator: **George Luna-Pena**, Program Manager, Diversity Apprenticeship Program, The Broad

Panelists: **Lance Bad Heart Bull**, Preparator’s Apprentice, Diversity Apprenticeship Program, The Broad; **Vanessa Garcia**, Preparator’s Apprentice, Diversity Apprenticeship Program, The Broad; **Alicia Teele**, Preparator’s Apprentice, Diversity Apprenticeship Program, The Broad

**Interactive Lecture**  
**PARTICIPATE & SHARE**

**Fail to Succeed: Using Adversity to Build Personal and Institutional Resilience**

**Career Management**

Room: 240/241

The fear of failure is an epidemic in museum culture, keeping us from reaching our full potential as leaders, innovators, and seekers of excellence. But there’s hope! Join this interactive session to learn how to transmute failure into success by building personal and institutional resilience. Revolutionize your career and leadership with new strategies and practical solutions that foster lasting confidence.

Presenter: **Dan Yaeger**, Executive Director, New England Museum Association
Monday, May 20

**Interactive Lecture**  **PARTICIPATE & SHARE**

**75 Ideas in 60 Minutes: Sustain and Excel!**  
*Management & Administration*

Room: 244

In a lively game show format, this fast-paced session will feature two teams led by recognized leaders in museum philanthropy. They will compete to present ideas to energize development and membership programs in museums of any size. You are invited to participate and help determine the outcome of the competition. Everyone wins when the best possible ideas are shared!

Moderator: Charles Katzenmeyer, Vice President, Institutional Advancement, The Field Museum

Panelists: Carl Hamm, Managing Partner for Museums and Performing Arts, Alexander Haas; Kathleen Spiess, Vice President of Development, The Morton Arboretum

**Interactive Lecture**  **PARTICIPATE & SHARE**

**Understanding Everyday Bias**  
*Diversity, Equity, Accessibility, and Inclusion*

Room: 340/341

Uncover how hidden biases affect organizations and reflect on your own biases. Through a lecture and video exercises, learn what bias is, how it operates, and the impact of bias at work. Understand how quickly and easily we make judgments about others, and how bias can have a significant negative influence on museums, aquariums, and zoos.

Presenter: Eric Peterson, Senior Consultant, Cook Ross, Inc.

**Panel**  **LISTEN & LEARN**

**Fake News, Flat Planets and Hot Winters**  
*Future of Museums*

Room: 335/336

Museums are being recognized as important catalysts for social and political engagement. In a volatile political landscape, museums are being challenged to take positions on controversial topics and to serve as forums for public discourse. In this session, explore museums’ changing roles through the topic of climate change. Panelists will consider the challenges and opportunities for the future of museums.

Moderator: Beka Economopoulos, Executive Director, The Natural History Museum

Panelists: Jacqueline Genovesi, Vice President Learning, The Academy of Natural Sciences of Drexel University; Shiralee Hudson Hill, Lead Interpretive Planner, Art Gallery of Ontario; Rose Jones, Director of Evaluation, Perot Museum of Nature and Science

**Panel**  **LISTEN & LEARN**

**Contextual Inquiry Research with Diverse Audiences: A Different Approach to Museum Evaluation**  
*Diversity, Equity, Accessibility, and Inclusion*

Room: 343

Evaluation has long played an important role in museums. All too often, though, evaluation methods unintentionally bar participation by many of the audiences museums seek to attract. The methods may require random sampling when diverse visitors are not present, for example, or they may not assess the very features of a program or exhibition that are exclusionary. Discover an accessible alternative—contextual inquiry research—that enables museums to gather rich and sometimes unexpected responses from audiences often prevented from offering them.

Moderator: Janice Majewski, Director, Inclusive Cultural and Educational Projects, Institute for Human Centered Design

Panelists: Valerie Fletcher, Executive Director, Institute for Human Centered Design; Ashley Grady, Senior Program Specialist, Smithsonian Institution; Beth Ziebarth, Director, Access Smithsonian, Smithsonian Institution

**Interactive Lecture**  **PARTICIPATE & SHARE**

**Connecting the Dots: A Game Show for Museum Professionals**  
*Future of Museums*

Room: 338/339

Back by popular demand! How can we place our practice within a continuum of museum efforts and visions over time, and how can we learn from the work of others in the field? Match your wits against colleagues in this fast-paced game show format that focuses on milestone events, breakthroughs, and innovations in the last thirty years of museum practice.

Presenter: Kathleen McLean, Principal, Independent Exhibitions
Monday, May 20

3:30–4:30 p.m. (continued)

Interactive Lecture  |  PARTICIPATE & SHARE

Creating an Inclusive Museum Field Trip  
*Diversity, Equity, Accessibility, and Inclusion*

Room: 344

Museum education should be for everyone. To create a field trip for all students requires intentionality, cultural humility, and collaboration. Inclusion and accessibility should be considered and prioritized at every step of the process. From simple language shifts to overhauling programmatic content, four educators will share practical steps to enable social, physical, and cognitive engagement for all learners.

**Presenters:** Megan Becker, Access Programs Specialist, Penn Museum; Abigail Diaz, Director of Education, Wisconsin Maritime Museum; Jennifer Edginton, Curator of Education, Kenosha Public Museums; Leila Makdisi, Education Coordinator, Museum of Science and Industry Chicago

Panel  |  LISTEN & LEARN

Artful Aging: What Museums and Arts Educators Can Learn from Each Other about Creative Aging  
*Community Engagement & Impact*

Room: 345

Learn about a growing body of practice and research that documents how museum environments can encourage social, intellectual, and artistic learning among artists and adults ages 55 and older. Ask questions and share wisdom about how these programs can ensure that museums continue to be meaningful, useful, and vital.

**Moderator:** Ed Friedman, Co-Founder, Executive Director, Lifetime Arts, Inc.

**Panelists:** Lindsay Lewis, Program Manager, Aroha Philanthropies; Annie Montgomery, Director of Education, Lifetime Arts, Inc.; Sonnet Takahisa, Director, Strategic Education Initiatives

Panel  |  LISTEN & LEARN

Historic Sites: When the Places of the Past Meet the People of the Present  
*Exhibit Development & Design*

Room: 348/349

In this panel, speakers from three historic sites share the challenges they face on a daily basis as they juggle the often-conflicting needs of today’s visitors and yesterday’s historic sites. The conversation will range from the unique challenges posed by heritage architecture, the potential for technological innovation in historic sites, and the challenges of interpreting the often-complex stories of the past.

**Moderator:** Jeremy Taylor, Content Director, GSM Project

**Panelists:** Jeffery Guin, Director of Technology and Digital Initiatives, Vizcaya Museum and Gardens; Ashley Rogers, Director of Museum Operations, Whitney Plantation; Anne Elisabeth Thibault, Director, Exhibitions, Technology, Development, Pointe-à-Callière, Montreal Archaeology and History Complex

Panel  |  LISTEN & LEARN

Building Community Through Spaces for Families  
*Education & Interpretation*

Room: 346/347

Spaces for early learners provide critical access points for parents, caregivers, and children to connect with a museum and its collections. Building a strong family audience is key for museums to build strong relationships with communities and become essential to people’s lives. Hear how an art museum and a natural history museum created experiences to empower caregivers and build the comfort level needed for return visitation. Gain insight into how evaluation and research can support museums’ efforts to develop family audiences, champion families as institutional partners, and create successful learning experiences for children and caregivers.

**Moderator:** Mike Denison, Principal and Design Director, Roto

**Panelists:** Jeanine Ancelet, Principal, Audience Focus; Julia Forbes, Shannon Landing Amos Head of Museum Interpretation, High Museum of Art; Beth Redmond-Jones, Vice President of Engagement and Education, San Diego Natural History Museum (The Nat)
Monday, May 20

**Interactive Lecture**  **PARTICIPATE & SHARE**

**Howdy Partner! Museum-University Partnerships Impact Relationships with Schools and Communities**

*Community Engagement & Impact*

*Room: 350/351*

By tapping into community pillars like teachers and schools, museums and universities can impact a bigger and broader audience. Conference attendees will hear how a partnership between the School of Education at Loyola University in Chicago and several local cultural institutions has evolved over a period of five years. Conference attendees will learn how they can adapt these successful strategies and circumvent challenges to create an action plan of their own, regardless of museum size or location.

**Presenters:** *Kyla Cook,* School Learning Experiences Coordinator, The Field Museum; *David Ensminger,* Associate Professor, Loyola University Chicago; *Colleen Incandela,* Manager of Program Development, Adler Planetarium; *Wendy Quinlan,* N.W. Harris Learning Collection Administrator, The Field Museum; *Sarah Wehlage,* School Partnerships Manager, Chicago Academy of Sciences/Peggy Notebaert Nature Museum

**Interactive Lecture**  **PARTICIPATE & SHARE**

**A Scientist Walks into an Art Museum... Partnering with Diverse Content Experts**

*Education & Interpretation*

*Room: 353*

Museums across the country are breaking down silos between the sciences, arts, and humanities to help visitors understand our complex world. This session’s project team—representing an art museum, a living history museum, and a science center—has been integrating experts from other disciplines into interdisciplinary public programs. These artists, scientists, and historians illuminate the real work they do, humanize their professions, and help make connections between seemingly disparate fields. In this interactive lecture, identify opportunities that would be enhanced by cross-disciplinary experts at your own museum.

**Presenters:** *Chelsea Farrar,* Curator of Community Engagement, University of Arizona Museum of Art; *Anna Johnson,* Portal to the Public Manager, Pacific Science Center; *Kelsey VanVoorst,* Interpretation Manager, Conner Prairie

**Interactive Lecture**  **PARTICIPATE & SHARE**

**Moving Every Body: Embodied Engagement in Museums and Gardens**

*Education & Interpretation*

*Room: 352*

Museum professionals and researchers are exploring the body as a tool for sense-making, reflection, and connection. Integrating movement, mindfulness practices, immersive play, and performance into programs allows staff and visitors to respond to collections, the space, and each other in creative ways. In this session, learn about the developing practices and theories that view the body as a resource for engagement. Identify connections between embodied learning and your institution’s mission, and take home simple exercises you can try with staff and visitors.

**Moderator:** *Zoe Silverman,* Educator, Independent

**Panel**  **LISTEN & LEARN**

**31st Annual Excellence in Exhibition**

*Exhibit Development & Design*

*Room: 354/355*

This session highlights exemplary exhibitions created by colleagues at a variety of museums and cultural organizations. The judges will interview the competition winners, who will share the inspiration for exhibitions that demonstrate best practices for integrated design and delivery.

**Moderator:** *Stacey Swigart,* Collections Management and Evaluation, Philadelphia History Museum at the Atwater Kent

**Panelists:** *Sheri Levinsky-Raskin,* Assistant Vice President, Research and Evaluation, Intrepid Sea, Air & Space Museum; *Ann Rowson Love,* Associate Professor, Museum Education & Visitor-Centered Curation, Department of Art Education, Florida State University/Liaison to The Ringling Museum; *Lonny Schwartz,* Principal, The Design Minds, Inc.; *Marley Steele-Inama,* Director of Audience Research and Evaluation, Denver Zoo
Monday, May 20

### 3:30–4:30 p.m. (continued)

#### Interactive Lecture

**PARTICIPATE & SHARE**

**#Museums: Go Viral with Museum Hack**

*Community Engagement & Impact*

*Room: 356/357*

The difference between a social media post that gets 1000+ likes and one that gets none can be very small. At Museum Hack we’ve developed proprietary systems and best practices for running social media campaigns that reach massive audiences, in some cases with 2+ million views (all with very little spending on ads). In this interactive lecture, we will share our expertise and ask participants to get involved too. #ItsGoingToBeAwesome

**Presenters:** Tasia Duske, Chief Executive Officer, Museum Hack; Hayley Milliman, Content Lead, Museum Hack

#### Interactive Lecture

**PARTICIPATE & SHARE**

**Preventing Curatorial Apocalypse: Lessons Learned from Renovating Museums**

*Leadership*

*Room: 245*

Many lessons for designing new museums can be drawn from renovating existing institutions. The Smithsonian’s National Air and Space Museum is undergoing a massive renovation that will address many of the problems it has experienced since opening in 1976. Through their collaboration on this project, architects, curators, and facilities managers have gleaned valuable insights. Learn from their experience and identify key questions to ask before starting a museum construction or renovation project.

**Moderator:** Michael Henry, Senior Design Manager, Smithsonian Institution

**Panelists:** Malcolm Collum, Chief Conservator, Smithsonian National Air and Space Museum; Colin MacKillop, Senior Associate, Quinn Evans Architects; Leora Mirvish, Principal, Quinn Evans Architects; Gary Woodall, Senior Designer, Gary Steffy Lighting Design Inc.

#### Panel

**LISTEN & LEARN**

**Dancing Not Drowning: Putting Applied Data to Work for the Business of Museums**

*Management & Administration*

*Room: 252/253*

This panel discussion will pair executive leaders from the Arizona Science Center, Art Institute of Chicago, Cleveland Museum of Art, and the American Alliance of Museums who have each successfully pioneered the use of applied data and analytics within their organizations. These individuals have used a range of different strategies to advance the use data in areas including: visitor engagement, attendance modeling, operational efficiency, resource allocation, and collection management to name few. Attendees will learn how they can adapt and use similar techniques and approaches in their own museum work.

**Moderator:** Jane Alexander, Chief Digital Information Officer, Cleveland Museum of Art

**Panelists:** Keith Laba, Chief Information and Analytics Officer, Arizona Science Center; Andrew Simnick, Senior Vice President for Finance, Strategy, and Operations, Art Institute of Chicago; Robert Stein, Senior Vice President, Guest Experiences and Communications, Shedd Aquarium

#### Open Forum

**PARTICIPATE & SHARE**

**The Future of Repatriation in Museums: Cultivating a Community of Practice**

*Collections Stewardship*

*Room: La Nouvelle Ballroom*

Nearly thirty years after the passage of the Native American Graves Protection and Repatriation Act (NAGPRA), there is still confusion about its requirements and procedures. Lucky for us, there are many repatriation experts throughout the field eager to support others and share resources. In this open forum, join a new initiative bringing together museum professionals to connect, collaborate, and increase capacity for repatriation work. Learn about available resources, share successes and obstacles, and make your ideas heard.

**Moderator:** Anne Amati, NAGPRA Coordinator/Registrar, University of Denver Museum of Anthropology

**Presenters:** Angela Neller, Curator, Wanapum Heritage Center; Jayne-Leigh Thomas, NAGPRA Director, Indiana University
Hacking the Heist: How an Augmented Reality Experiment Went Uber-Viral (3:30–4 p.m.)
Future of Museums
Room: Tech Innovation Hub, Booth #1120
Augmented reality (AR) has become one of the most talked-about breakthrough technologies in the cultural sector. In 2018, a small team of independent technologists and artists leveraged AR to digitally restore artworks stolen in the world’s largest art heist. Get an inside look into this project and examine how and why it went viral, landing feature stories in over one hundred publications.
Presenter: Brendan Ciecko, Chief Executive Officer and Founder, Cuseum

Reality Bytes: The Challenges and Benefits of Building AR Experiences (4–4:30 p.m)
Future of Museums
Room: Tech Innovation Hub, Booth #1120
Hear about the challenges and opportunities one museum encountered while developing an emerging technology platform for a long-term exhibition. In this session, staff will share experiences with the development process. Get tips on how to use augmented reality (AR) as an interpretive tool, keep up with emerging technology, and find a partner that best suits your needs.
Presenters: Lisa Incatasciato, Exhibit Content Developer, The Tech Museum of Innovation; Daniel Streelman, Director, Exhibit Development, The Tech Museum of Innovation
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## Schedule-at-a-Glance

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<td>2–3 p.m.</td>
<td>Concurrent Sessions</td>
<td>Ernest N. Morial Convention Center, 200 Level &amp; 300 Level</td>
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<td>3–3:30 p.m.</td>
<td>MuseumExpo Networking Break</td>
<td>Ernest N. Morial Convention Center, Hall DE</td>
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<td>3:30–4:30 p.m.</td>
<td>Concurrent Sessions</td>
<td>Ernest N. Morial Convention Center, 200 Level &amp; 300 Level</td>
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<td>4:30–6 p.m.</td>
<td>MuseumExpo Happy Hour</td>
<td>Ernest N. Morial Convention Center, Hall DE</td>
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<td>Refreshments available for purchase.</td>
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<tr>
<td>5–6:30 p.m.</td>
<td>Excellence Reception</td>
<td>New Orleans Marriott, Riverview</td>
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<td>Professional Network and Affiliate Networking Receptions</td>
<td>New Orleans Marriott</td>
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<td>See Mobile App.</td>
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<td>7–10 p.m.</td>
<td>Closing Party: Parade of Museums</td>
<td>Pre-registration Required</td>
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<td>Hosted by The National WWII Museum, Ogden Museum of Southern Art and the Contemporary Arts Center</td>
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<td>Limited transportation available.</td>
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**Generously Supported By**

- **Centerplate**
- **Solomon Group**

*Program information is subject to change.*
Tuesday, May 21

11 a.m.–Noon

Panel  LISTEN & LEARN

**ICOM Kyoto 2019 (sponsored by ICOM)**
Room: International Lounge, Room 254
Lead by ICOM Japan

**Panel  LISTEN & LEARN**

**Survival of the Funded: Small Museums and Stewardship**
*Leadership*
Room: 238/239

Museum professionals are masters of creative thinking and funding, often establishing collaborative financial relationships. Many museums’ organizational structures include formal partnerships with a parent organization or funding entity that influences the mission, operations, finances, and staff. In this session, hear from colleagues who work with parent organizations such as universities, boards, foundations, and friends groups in governing and sustaining their museums. Learn how to negotiate strong relationships with stewards.

**Moderator:** Rebekah Beaulieu, Director, Florence Griswold Museum

**Panelists:** Benjamin Futa, Director, Allen Centennial Garden; James Pearson, Director, Southeast Museum of Photography; Karen Stone, Museum Division Manager, St. Mary’s County Government; Roy Young, Vice President, George Washington’s Mount Vernon

Panel  LISTEN & LEARN

**Protecting Artifacts While Enhancing the Museum Experience**
*Collections Stewardship*
Room: 240/241

In developing the design for the renovation of Smithsonian’s National Air and Space Museum, architects, engineers, and curators tackled this dilemma. Creating the appropriate environmental conditions for the artifacts has presented a number of technical design challenges that many other museums share, particularly those housed in modern era buildings.

**Moderator:** Leora Mirvish, Principal, Quinn Evans Architects

**Presenters:** Malcolm Collum, Chief Conservator, Smithsonian National Air and Space Museum; Michael Henry, Senior Design Manager, Smithsonian Institution; Colin MacKillop, Senior Associate, Quinn Evans Architects; Gary Woodall, Senior Designer, Gary Steffy Lighting Design Inc.

Lecture  LISTEN & LEARN

**High Elevation: Planning to Move Museum Collections**
*Collections Stewardship*
Room: 243

Every museum will undergo a move at some level, but often staff do not have guidance on where to start. When planning projects such as renovations or creating off-site storage areas, it may be overwhelming to envision innovative and effective processes while focusing on preserving objects. Hear three diverse perspectives on planning moves for any type of collection, budget, or staff size.

**Presenters:** Melissa Bechhoefer, Director of Integrative Collections, Denver Museum of Nature & Science; Melissa de Bie, Director of Collections Access and Senior Registrar, History Colorado; Laura Elliff Cruz, Collections Manager, Denver Art Museum

Panel  LISTEN & LEARN

**Making Digital Project Management Tools Work for You**
*Management & Administration*
Room: 244

Every day, museums work on projects that require multiple people and resources to collaborate to achieve a goal. Digital project management tools can streamline your team’s work, increasing transparency, accountability, and communication. But with an ever-growing range of digital tools available, deciding what will work for your team can feel daunting. In this panel, three project managers discuss how they use digital tools to juggle cross-departmental projects and how you can do it too.

**Moderator:** Ian Kerrigan, Senior Vice President for Exhibitions, The National 9/11 Memorial & Museum

**Panelists:** Shaelyn Amaio, Museum Educator and Exhibit and Interpretive Planner, Connecticut Landmarks; Susan Wigodner, Senior Digital Program Manager, The Field Museum; Stephanie Wilson, Project Manager, Collections and Interpretation, Georgia O’Keeffe Museum

Program information is subject to change.

AAM 2019 Annual Meeting & MuseumExpo | May 19–22 | New Orleans, LA
Tuesday, May 21

11 a.m.–Noon (continued)

**Lecture** LISTEN & LEARN

**The Insider’s Guide to Accreditation: Preparation, Pointers, and Pitfalls**

*Leadership*

*Room: 252/253*

Learn the ins and outs of the accreditation process, whether you are interested in first-time accreditation or preparing for reaccreditation. We'll review the basic steps, time requirements, and costs. Then, accreditation “insiders” will share pointers on how to prepare, avoid pitfalls, and have a smooth review.

**Presenters:** William Eiland, Director, Georgia Museum of Art; CJ Roberts, The Frank E. Duckwall President and Chief Executive Officer, Tampa Bay History Center; Martha Sharma, Accreditation Program Officer, American Alliance of Museums

**Interactive Lecture** PARTICIPATE & SHARE

**Labs, Salons, and Experiments for Creative Museum Change**

*Future of Museums*

*Room: 335/336*

In these changing, uncertain times, museum professionals must develop brave new skills to remain relevant. In this session, explore tools, conditions, and approaches for tapping into creativity and developing collaborative trust with our colleagues and communities. Based on their experiences creating museum labs, salons, and experimental projects, panelists will present models for igniting staff creativity, discovering new passions, and instigating generous collaborations.

**Moderator:** Kathleen McLean, Principal, Independent Exhibitions

**Panelists:** Americo Castilla, Director, Fundación TyPA; Barbara Henry, Principal, Barbara Henry & Associates

**Lecture** LISTEN & LEARN

**TrendsWatch 2019: Your Annual Glimpse of the Future**

*Future of Museums*

*Room: 338/339*

Don’t miss this dramatic overview of AAM’s annual forecasting report. The director of the Alliance’s Center for the Future of Museums presents an overview of significant trends gathering steam in 2019, illustrating their significance to museums and their communities. Explore the implications for financial sustainability and strategic planning.

**Presenter:** Elizabeth Merritt, Vice President, Strategic Foresight and Founding Director, Center for the Future of Museums, American Alliance of Museums

**Case Study** LISTEN & LEARN

**Museum Teen Force: Creating a 21st-Century Museum (11–11:30 a.m.)**

*Diversity, Equity, Accessibility, and Inclusion*

*Room: 340/341*

How can museums sustainably engage teens? This engagement exists within four Bay Area museums that collectively activate arts education and social justice curricula in informal learning environments. Representatives of these institutions discuss approaches for engaging teens through programs and internships that support art, activism, community, and twenty-first century learning skills. Share your own processes and challenges as we unpack the current culture of teen engagement in museums.

**Presenters:** Richard Collins, School and Community Outreach Coordinator, Museum of African Diaspora; PJ Gubatina Policarpio, Youth Programs Manager, Contemporary Jewish Museum; Triana Patel, Educator, Youth and Family Public Programs, Asian Art Museum; Tina Wiley, Coordinator of Teen Programs, de Young Museum

**Case Study** LISTEN & LEARN

**Partnering with the Community to Create Collaborative Socially Engaged Exhibitions (11:30 a.m.–Noon)**

*Diversity, Equity, Accessibility, and Inclusion*

*Room: 340/341*

When it comes to addressing imperative social issues through exhibitions, many museums don’t know where to start. The Newcomb Art Museum partnered with over twenty community organizations to collaboratively create an exhibition about incarcerated women in Louisiana. The result is an honest, empathetic show that not only represents an underserved group but also educates visitors on a critical national issue. Learn why the first step to creating an exhibition that addresses social issues is starting a conversation with those directly impacted.

**Moderator:** Monica Ramirez-Montagut, Museum Director, Newcomb Art Museum of Tulane University, New Orleans

**Panelists:** Dolfinette Martin, Operations Manager, Operation Restoration; Rontherin Ratliff, Co-Founder, Level Artist Collective; Syrita Steib-Martin, Executive Director, Operation Restoration
An Intergenerational Arts Program for the LGBTQIA+ Community (11–11:30 a.m.)
Community Engagement & Impact
Room: 343
Stay Gold is an art-making program designed to foster connections across generations (ages thirteen to ninety-nine) within the LGBTQIA+ community. Discover how creating connections through collaboration can strengthen our understandings of one another while cultivating empathy and gratitude. This session will highlight not only how this program impacted participants and became a transformational experience for facilitators.

Presenters: Eli Burke, Education Director, Museum of Contemporary Art Tucson; Carissa DiCindio, Assistant Professor, University of Arizona

Toolkit for Starting an Accessibility Task Force at Your Institution (11:30 a.m.–Noon)
Diversity, Equity, Accessibility, and Inclusion
Room: 343
Staff from across departments at the Smithsonian’s Freer|Sackler formed an accessibility task force to evaluate and improve access and engagement. By identifying the legal requirements, quick wins for buy-in, and loftier long-term goals, the team devised a toolkit to serve as a resource for other institutions. Learn and share ideas about the toolkit, which is available for everyone to collaborate and improve upon.

Presenters: Beth Dion, Exhibitions Coordinator, Freer|Sackler, Smithsonian; Ryan King, Digital Experience Designer, Smithsonian Freer|Sackler Museums of Asian Art; Sonja Potter, Exhibitions Coordinator, Freer|Sackler, Smithsonian; Brooke Rosenblatt, Visitor Experience Manager, Freer|Sackler

Ethnic Fraud and Representation in Museums
Diversity, Equity, Accessibility, and Inclusion
Room: 344
When curating the arts of disenfranchised communities, who is the authority—the curator, the artist, or the community represented? Several controversial projects have misrepresented or excluded American Indian or Indigenous communities. In an era when diversity is purportedly championed, this violation of trust has damaged the relationship between museums and Native communities. Panel speakers will present best practices for museum professionals interested in fair and accurate interpretations of American Indian and Indigenous communities.

Moderator: Tahnee Ahtoneharjo-Growingthunder, Museum Administrator, Curator, Cultural Advisor, Oklahoma History Center, Kiowa Tribal Museum, & Wallraf Richartz Museum
Panelists: Mario A. Caro, Curator, Lecturer, Art, Culture, and Technology Graduate Program, Massachusetts Institute of Technology; America Meredith, Curator, Editor, Artist, First American Art Magazine; Nancy Mithlo, Curator, Professor of Gender Studies, University of California Los Angeles

Volunteer Recruitment, Retention, and Recognition: 60 Ideas in 60 Minutes
Community Engagement & Impact
Room: 345
Getting volunteers, keeping them, and keeping them happy are the main challenges for any volunteer manager. Drawing ideas from a variety of museums, this session will introduce a wide range of fresh strategies for volunteer recruitment, retention, and recognition. With a fast-paced presentation and ideas that can be applied by large or small museums, this session is for every institution that utilizes volunteers or wants to. Bring your own recruitment, retention, and recognition ideas to share.

Moderator: Richard Harker, Director of Programming and Volunteers, Historic Oakland Foundation
Presenters: Renee Birk, Assistant Director, Guest Engagement, John G. Shedd Aquarium; Crystal Lee Stone, Assistant Manager of Volunteer Engagement, Exploratorium; Jennifer Woods, Assistant Manager of Volunteer Programs, Seattle Art Museum
Tuesday, May 21

11 a.m.–Noon (continued)

Panel  LISTEN & LEARN

Creating Inclusive Spaces by Breaking Language Barriers
Education & Interpretation
Room: 346/347
As museums are increasingly analyzing their internal practices and external programs with an eye toward equity and inclusion, language accessibility is paramount. Join diverse educators of natural sciences, art, and archaeological and ethnographic museums to discuss strategies for developing and delivering multilingual programming. Learn how to go beyond simply translating a narrative for linguistically diverse audiences.

Moderator: Cindy Valencia, Assistant Manager of School Programs, California Academy of Sciences
Panelists: Elizabeth Antonellis, Bilingual Museum Educator, Harvard Museums of Science and Culture–Peabody Museum; Theresa Sotto, Associate Director, Academic Programs, Hammer Museum; Esther Tang, Bilingual Education Specialist, California Academy of Sciences

Case Study  LISTEN & LEARN

Prototyping Innovation: Iterative Digital Transformation at the Henry Ford (11–11:30 a.m.)
Exhibit Development & Design
Room: 348/349
How can museums go beyond tech for tech’s sake? How do we use cutting-edge technology like augmented reality and artificial intelligence while building to last? How can new types of digital interpretation avoid distracting from historic objects and hands-on experiences? Bluecadet and The Henry Ford will describe their museum-wide experience design project, sharing methodologies, learnings, heroic failures, and mutual successes from their multiyear collaboration.

Presenters: Matt Elliott, Manager of Digital Experience and Innovation, The Henry Ford; Lilly Preston, Managing Director and Executive Producer, Bluecadet; Brett Renfer, Creative Director, Bluecadet

Burst  LISTEN & LEARN

Tools for Aligning Visitor Experience and Design Intent (11:30 a.m.–Noon)
Exhibit Development & Design
Room: 348/349
Do we really understand what it means to be a visitor? To find out, the Shedd Aquarium’s planning team explored five exhibitions “as a visitor” using the Dimensions of the Visitor Experience instrument. They then compared each team member’s scores to those of visitors, and the results were startling. In this session, explore how this tool helps teams unpack assumptions and the effects of this collaborative process.

Presenter: Kris Nesbitt, Senior Director, Exhibits and Experience Development, John G. Shedd Aquarium

Lecture  LISTEN & LEARN

Museums and Millennials: How to Engage the Coveted Patron Generation
Community Engagement & Impact
Room: 350/351
Is your museum struggling to entice and engage a millennial audience? Uncover why millennials choose to patronize certain museums, what events they like to attend, and how museums can engage this coveted generation long after the events have ended. This discussion will provide practical takeaways and examples of programs that have successfully attracted a millennial audience. Plus, learn about the four areas to focus on when marketing to millennials: affordability, uniqueness, relevance, and accessibility (AURA).

Presenter: Jaclyn Spainhour, Museum Director, Hunter House Victorian Museum
Panel  LISTEN & LEARN

Show Me the Money: Tips and Techniques for Writing a Successful IMLS Grant Application
Management & Administration
Room: 352
Following a brief introduction to its grant programs and initiatives, the Institute of Museum and Library Services will host a dialogue with three recent panel reviewers. The panelists will share their experiences as IMLS reviewers and offer recommendations on how to write competitive proposals and avoid common pitfalls in writing and submitting applications. Session attendees will be encouraged to participate in the discussion and will learn what it takes to craft a successful application.

Moderator: Jill Connors-Joyner, Museum Program Officer, Institute of Museums and Library Services
Panelists: Linda Blanshay, Director, Program Development, Museum of Tolerance; Marian Carpenter, Associate Director for Collections and Chief Registrar, John and Mable Ringling Art Museum; Lisa Sasaki, Director of the Smithsonian Asian Pacific American Center, Smithsonian

Panel  LISTEN & LEARN

Under the Hood: The Mechanics of Exhibition Making
Exhibit Development & Design
Room: 354/355
What drives the exhibition process? Putting together the right exhibition team, development process, and budget—and maintaining creative, positive relationships along the way—is no easy task. In this session, design and fabrication professionals will discuss concrete strategies for creating a project that hums and a successful, visitor-centered exhibition. Learn about everything from Request For Proposals to workflow to development and fabrication.

Moderator: Liza Rawson, Head, Exhibition Development and Design, Liberty Science Center
Panelists: Cathlin Bradley, Director of New Business Development, Kubik Maltbie, Inc.; Barbara Punt, President and Chief Project Manager, Punt Consulting Group; Lauren Telchin Katz, Senior Project Manager, Smithsonian National Museum of American History

Interactive Lecture  PARTICIPATE & SHARE

Distance Learning Outside of the K12 Classroom: Connecting Live with Adults
Education & Interpretation
Room: 353
Join educators to dig into the world of distance learning outside of the K-12 sphere—in senior centers, continuing education, and veteran homes. Learn how to bring your institution to a variety of lifelong learners through user-friendly and affordable technologies. Connect virtually with an activity director who will share examples of what these audiences want and expect out of virtual programming. Explore tools and methodologies, from scripted studio-based programs to video chats in the galleries, to tailor these distance-learning opportunities for those you serve.

Presenters: Kate Fitzgerald, Distance Learning Specialist, The National WWII Museum; Chrissy Gregg, Distance Learning Manager, The National WWII Museum; Charlotte Martin, Senior Manager of Access Initiatives, Intrepid Sea-Air-Space Museum

Interactive Lecture  PARTICIPATE & SHARE

Study and Improve Visitor Experiences Using Timing and Tracking, Part 1
Community Engagement & Impact
Room: 356/357
Museum staff who understand patterns of visitor behavior and movement can create and continually improve great visitor experiences. One of the easiest and most efficient ways to gather actionable information is through timing and tracking (T&T). This two-part interactive session is a practical primer on how to use T&T studies to improve visitor experience, operational management, and exhibitions at any museum. Part one focuses on how to collect and analyze the data.

Presenters: Beverly Serrell, Director, Serrell & Associates; Karen Wise, Principal, Wise Strategic Advising
Tuesday, May 21

11 a.m.–Noon (continued)

**Open Forum**  PARTICIPATE & SHARE

**A New Deal for Museum Digital Skills: Making the Case for a Context-Centered, Values-Led, and Use-Focused Digital Literacy Framework for Museums**

*Future of Museums*

*Room: La Nouvelle Ballroom*

Museums still don’t have the skills to lead the digital transformation we need and that our audiences expect. It’s time to frame a fresh set of assumptions around digital literacy in our profession. This open forum is underpinned by the latest findings and ongoing research from One by One, a nationwide digital literacy research project in the United Kingdom. Take this opportunity to identify ways a similar initiative and network of practice could grow in the United States.

**Moderator:** Ross Parry, Professor of Museum Studies and Deputy Pro-Vice-Chancellor (Digital), School of Museum Studies, University of Leicester, UK

**Presenter:** Carolyn Royston, Chief Experience Officer, Cooper Hewitt, Smithsonian Design Museum

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2–3 p.m.

**Panel**  LISTEN & LEARN

**Building A Board Chair/CEO Partnership For Maximum Organizational Effectiveness**

*Leadership*

*Room: 238/239*

There are three essential “make or break” factors in the relationship between a museum’s CEO and board chair. Little can be accomplished should that relationship crumble. Explore how strong and effective CEO-board chair partnerships ensure success in the organization. Participate in open dialogue about your experiences, and hear recommendations on how to develop and foster this critical bond.

**Panelists:** Kay Corbin, Board Chair, Arizona Science Center; Berit Durler, Former Chair of the Board, San Diego Zoo Global; Chevy Humphrey, Hazel A. Hare President and Chief Executive Officer, Arizona Science Center; Douglas Myers, President and Chief Executive Officer, San Diego Zoo Global

**Interactive Lecture**  PARTICIPATE & SHARE

**Dimensions of Curation: Honoring Objects and Audiences Through Collaboration**

*Curatorial Practice*

*Room: 240/241*

Over the past three decades, there has been an undue distinction in museum practices often represented in linear terms: your museum is at one end (object-based) or the other (audience-based), or somewhere in between. This has manifested as a divisive discussion about visitor-centered practices taking the place of object- and expertise-oriented curation. In this session, examine those positions historically, and discover an approach to provoke visitor- and object-centered practices through a three-dimensional model rather than a linear one. Use this new model to help your museum map its own position.

**Moderator:** Ann Rowson Love, Associate Professor, Museum Education and Visitor-Centered Curation, Department of Art Education, Florida State University/Liaison to The Ringling Museum

**Panelists:** W. James Burns, Executive Director, Arizona Historical Society; Adam Scher, Vice President for Collections, Virginia Museum of History and Culture; Pat Villeneuve, Professor and Director of Arts Administration, Department of Art Education
> 15M Tourists, < 2M Locals: Creating Sustainable Authenticity in the French Quarter by Expanding the Local Impact of a Museum  
*Education & Interpretation*  
*Room: 243*

With the opening of a 36,000-square-foot expansion in early 2019, The Historic New Orleans Collection (THNOC) located in the city’s French Quarter seeks to expand its local audience and ensure the sustainability of the iconic neighborhood’s authenticity, better serving New Orleans as a meaningful historic resource. The session discusses the intent of the expansion and the process of building it, the relevance of the building and site to the interpretive program, and achieving audience expansion through educational outreach in the new facility.

**Presenters:** Daniel Hammer, Vice President/Deputy Director, The Historic New Orleans Collection; John Lawrence, Director of Museum Programs, The Historic New Orleans Collection; Jenny Schwartzberg, Curator of Education, The Historic New Orleans Collection

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**Case Study**  
**LISTEN & LEARN**

**Collaborative Management: A Holistic Approach to Visitor Experience (2–2:30 p.m.)**  
*Management & Administration*  
*Room: 244*

As museums strive to offer increasingly varied programs to increasingly diverse audiences, their structures become more complex, and communication can break down. The resulting visitor experience can be fragmented, inconsistent, and difficult to evaluate. But by embracing internal collaboration and distributed leadership, museums can become more responsive, improve their relevance, and better serve visitors and communities. In this session, collectively create new insights and turn them into actionable ideas for improving the visitor experience.

**Presenters:** Stephen Ashton, Director of Audience Research and Evaluation, Thanksgiving Point Institute; Ashley Clouse, Value Added Programs Coordinator, Thanksgiving Point Institute; Axel Estable, Director of Education and Curator of Curiosity, Thanksgiving Point Institute; Gary Hyatt, Director of Venue Guest Services, Thanksgiving Point Institute; Lorie Millward, Vice President of Possibilities, Thanksgiving Point

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**Case Study**  
**LISTEN & LEARN**

**Onetime Visitors to Lifelong Friends: The Benefits of Merging Visitor Services with Membership (2:30–3 p.m.)**  
*Management & Administration*  
*Room: 244*

How can you turn a onetime visitor into a lifelong supporter? The Tampa Bay History Center might have an answer. Through this case study, learn how linking front-of-house operations with the membership department can grow your membership base and build long-term investment in your institution.

**Presenters:** Emanuel Leto, Director of Marketing and Communications, Tampa Bay History Center; Andrea Nalls, Director of Guest Experience and Membership, Tampa Bay History Center

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**Lecture**  
**LISTEN & LEARN**

**Museum Marketing and Technology: The Power Partnership**  
*Leadership*  
*Room: 245*

Building a power partnership between marketing and technology empowers both to work together for the sustained success of the entire organization. As the division of roles and responsibilities between the two fields becomes more fluid, this relationship is no longer a “nice to have”—it’s a “need to have.” Learn how to develop a powerful shared vision that includes a dynamic marketing-technology collaboration.

**Presenters:** Douglas Hegley, Chief Digital Officer, Minneapolis Institute of Art; Kristin Prestegaard, Chief Engagement Officer, Minneapolis Institute of Art; Katie Ross, Marketing Director, Denver Art Museum; Bryon Thornburgh, Director of Technology, Denver Art Museum

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**Panel**  
**LISTEN & LEARN**

**A Conversation on Cultural Diplomacy When a Nation Must Be “First” (2:15–3:15 p.m.)**  
*Community Engagement & Impact*  
*Room: International Lounge, Room: 254*

How is the very definition of “museum” changing in a global age of diminishing resources, population dislocation, and cultural relativism? This special panel, jointly organized by AAM and ICOM-US, will feature prominent museum leaders from other countries. Hear their perspectives on the value of museums in today’s global society and on how museums around the world might work in alliance.

**Presenters:** William Eiland, Director, Georgia Museum of Art; John Wetenhall, Director, George Washington University Museum
Tuesday, May 21

2–3 p.m. (continued)

Panel | LISTEN & LEARN
Designing for Empathy: Pitfalls and Potential
*Future of Museums*
Room: 335/336
Explore the pitfalls and potential of empathy-building in museums. Discover practical answers to three philosophical questions, which could help build understanding of the subtle, nuanced issues surrounding empathy and empathy-building. Panelists will share firsthand experiences—both successes and failures—in designing, developing, and implementing exhibitions, programs, and informal learning opportunities related to empathy.

Moderator: **Elif Gokcigdem**, Founder, Empathy-Building Through Museums

Panelists:
- **Jon Carfagno**, Executive Director, Hickory Museum of Art
- **Anne Fullenkamp**, Director of Design, Children’s Museum of Pittsburgh
- **Elaine Gurian**, Senior Museum Consultant, Elaine Heumann Gurian LLC
- **Emlyn Koster**, Former Director, North Carolina Museum of Natural Sciences

Panel | LISTEN & LEARN
Using Audience Research to Build Diverse Engagement
*Community Engagement & Impact*
Room: 340/341
This session will use case studies to offer practical, economical, and data-driven research techniques that organizations have employed to effectively engage diverse audiences. Panelists will provide an overview of why an audience engagement strategy with diversity and inclusion at its core is essential at the programmatic and organizational level, and how evaluation techniques can meaningfully support these efforts.

Moderator: **Chris Taylor**, Executive Director, Pilchuck Glass School

Panelists:
- **Frederic Bertley**, President and Chief Executive Officer, Center for Science and Industry (COSI)
- **Cecilia Garibay**, Principal and Founder, Garibay Group
- **Magda Martinez**, Chief Operating Officer, City of Philadelphia Mural Arts

Panel | LISTEN & LEARN
Stories from the OF/BY/FOR ALL First Wave
*Diversity, Equity, Accessibility, and Inclusion*
Room: 343
OF/BY/FOR ALL is a global initiative to help civic and cultural organizations become of, by, and for their communities. Twenty organizations took on bold experiments to deepen community involvement and organizational sustainability. Join project founders and participants for a candid look at what they learned. Get inspired, get new tools, and get ready to make your institution stronger by becoming OF/BY/FOR ALL.

Moderator: **Lauren Benetua**, OFBYFOR ALL Community Catalyst, Santa Cruz Museum of Art & History

Panelists:
- **Tina Menendez**, Vice President of Education, HistoryMiami Museum
- **Hatuay Ramos-Fermin**, Director of Programs and Community Engagement, The Laundromat Project
- **Emily E. Reynolds**, Marketing Specialist, Niagara Falls Underground Railroad Heritage Center
- **Nina Simon**, Executive Director, Santa Cruz Museum of Art & History
**Panel**  
**LISTEN & LEARN**

**Words of Welcome / Palabras de Bienvenida / 歡迎辭**  
*Diversity, Equity, Accessibility, and Inclusion*

**Room: 344**

Cultural relevance through language access is one way museums are building a more equitable society. Join a conversation about breaking down the language barrier to create more inclusive and accessible learning environments for all. Four California museums of different disciplines will share bilingual and multilingual approaches to audience inclusion. Compare their methodologies and learn how cross-departmental teams develop bilingual education programs and multilingual exhibitions.

**Moderator:** Tamara Schwarz, Director of Exhibit Development and Strategic Planning, California Academy of Sciences  
**Panelists:** Cris Scorza, Education and Engagement, Director, Museum of Contemporary Art San Diego; Anna Simmons, Senior Exhibit Content Developer, California Academy of Sciences; Krista Ulman, Exhibits Developer, California Science Center; Vicki Wawerchak, Director of Programs, Guest Experience, Monterey Bay Aquarium

**Interactive Lecture**  
**PARTICIPATE & SHARE**

**Conversation and Collaboration: Making Your Collection Relevant through the Lens of Social Justice**  
*Education & Interpretation*

**Room: 346/347**

How can museums collaborate and create spaces for dialogue and inquiry around issues of social justice? In this interactive lecture, discuss the interconnectedness of disciplines, institutions, and expression. We'll work together as educators, curators, or visitor services teams to tackle social justice and inclusivity within our collections while making connections to other institutions. Discover how organizations can encourage communication in their exhibitions and classrooms, and find community partners to extend the conversation.

**Presenters:** Emily Cayton, Associate Director of Education, The Contemporary Austin; Mallory Lineberger, Education Specialist, LBJ Presidential Library; Amanda Melancon, Education Specialist, LBJ Presidential Library; Kait Nader, Director of Community Engagement, The GRAMMY Museum

**Interactive Lecture**  
**PARTICIPATE & SHARE**

**How Culturally Specific Museums Are Revolutionizing Visitor Expectations**  
*Community Engagement & Impact*

**Room: 345**

Since the opening of the Smithsonian’s National Museum for African American History and Culture in 2016, culturally specific museums are recognizing a change in visitor expectations. Gone are the “Drano” visitors that zip through exhibitions; visitors are now reading every line of text, engaging with every activity, and sitting through entire films. How is this new museum changing visitors, and what is the impact on community engagement, interpretation, and operations? Analyze these questions with perspectives from state government systems, museums, and consultants.

**Moderator:** Joy Bailey-Bryant, Vice President, Lord Cultural Resources  
**Presenters:** Marion Gill, Director of Museum Planning and Operations, International African American Museum; Angela Thorpe, Acting Director, North Carolina African American Heritage Commission; Brenda Tindal, Director of Education and Engagement, International African American Museum

**Interactive Lecture**  
**PARTICIPATE & SHARE**

**Creative Ways to Solve Problems in Experience Planning**  
*Exhibit Development & Design*

**Room: 348/349**

Planning programs and exhibitions can be complicated, particularly when the team comprises both internal and external stakeholders. Roadblocks can prevent a project from meeting deadlines, placing the owner at risk for lost time and money. In this hands-on session, explore methods for effectively and efficiently addressing “sticky points” in experience planning while supporting and motivating internal and external stakeholders.

**Presenters:** Charity Counts, Executive Director, Association of Midwest Museums; Tricia O’Connor, Content Developer, Solid Light, Inc.; Kevin Orangers, Vice President of Programs and Operations, National Liberty Museum; Gibran Villalobos, Partnerships and Engagement Program Liaison, Museum of Contemporary Art Chicago
Tuesday, May 21

2–3 p.m. (continued)

**Interactive Lecture**  PARTICIPATE & SHARE

**Come to the Table: A Discussion with the Smithsonian Food History Project**

*Education & Interpretation*

*Room: 352*

What new stories can your museum tell through food and drink? What really happens when you hire a beer historian? How can food history add depth to interpretation, grow audiences, and increase sales? Join us to learn about the successes, opportunities, mistakes, and growth of the Smithsonian Food History Project over the past five years. Share and ask questions about how your museum can explore what we eat, what we cook, and how it’s grown.

**Moderator:** Ashley Rose Young, Historian, American Food History Project, National Museum of American History, Smithsonian Institution

**Presenters:**
- Valeska Hilbig, Deputy Director, Office of Communications and Marketing, Smithsonian/National Museum of American History
- Theresa McCulla, Historian, American Brewing History Initiative, National Museum of American History, Smithsonian Institution
- Kathy Sklar, Business Program Manager, Smithsonian National Museum of American History

**Burst**  LISTEN & LEARN

**Historical Thinking with Objects (2–2:30 p.m.)**

*Education & Interpretation*

*Room: 353*

Although many state education standards encourage examining artifacts as primary sources, it can be difficult to apply historical thinking skills to objects on the average field trip. The models commonly proposed in curricula generally require more time and research than is realistic during school visits. This session will showcase a solution developed in response to these challenges—a tour model that can be applied to any collection with a guiding question.

**Presenter:** Joseph Milillo, Programs Manager, Bayou Bend, The Museum of Fine Arts, Houston

2–3 p.m. (continued)

**Burst**  LISTEN & LEARN

**Meet the Mini Masters: Early Childhood Learning in the Museum (2:30–3 p.m.)**

*Education & Interpretation*

*Room: 353*

The Mini Masters program at the New Orleans Museum of Art features classroom instruction, multiple museum tours, and a final showcase of student work. Since its pilot program in 2012, the program has adapted, expanded, and developed teaching tools for classroom educators. Come learn the recipe for successful interactions with some of our youngest visitors.

**Presenter:** Chantell Nabonne, Gallery Learning Specialist, New Orleans Museum of Art

**Lecture**  LISTEN & LEARN

**Is That Hung White? Getting Real about Diversity in Exhibitions**

*Exhibit Development & Design*

*Room: 354/355*

Recent diversity, equity, accessibility, and inclusion (DEAI) initiatives have examined how museums can celebrate the breadth of lived experiences of our audiences and staff. Amid these discussions of staff support, community engagement, and decolonization, one integral aspect of museum work has seemingly slipped below the radar: exhibitions. This panel will tackle issues of unconscious bias in design, the emotional labor of underrepresented staff, shared authority in storytelling, and concrete actions museums can take to answer the question: Is that hung white?

**Moderator:** Stacey Mann, Experience Designer and Interpretive Strategist, Independent Consultant

**Panelists:**
- Nafisa Isa, Program Manager, Smithsonian Asian Pacific American Center
- Joanne Jones-Rizzi, Vice President of STEM Equity and Education, Science Museum of Minnesota
- Erika Katayama, Senior Director, Audience Engagement, San Diego Museum of Man
- Jaron Keener, Exhibit Designer and Production Manager, Carnegie Museum of Natural History
Tuesday, May 21

**Interactive Lecture**  **PARTICIPATE & SHARE**

Museum Professionals at Play: Inviting Play at All Museums and for All Ages  
*Community Engagement & Impact*

**Room: 356/357**

Play helps people of all ages learn, connect to one another, and make new discoveries. These traits make play a powerful—but often underutilized—tool for professionals in all types of museums. During this interactive session, we will share research, case studies, and hands-on activities that will inspire you to play more at your home institution. You will also be equipped to advocate for play by connecting it to your museum’s educational, financial, and equity goals.

**Moderator:** Kyrie Kellett, Principal and Certified Interpretive Planner, Mason Bee Interpretive Planning  

**Presenters:** Aaron Alcorn, Curator, Living Computers: Museum + Labs; Hollie Barattolo, Manager, Museum Education & Access, The Academy of Natural Sciences of Drexel University; Natalie Ruhe Thomas, Coordinator of Family Interpretation, Denver Art Museum; Brooke Shoemaker, Museum and Early Learning Specialist, Smithsonian Early Enrichment Center

**Panel**  **LISTEN & LEARN**

Many Voices: Seeking Impactful Engagement in the Strategic Planning Process  
*Leadership*

**Room: 238/239**

You have the vision. Now, the hard part: how do you meaningfully incorporate the insights of diverse stakeholders? In today’s environment, traditional strategic planning methods feel out of sync. Learn from the experiences of leaders at three art museums and discover tactics for including the many voices vital for success in strategic planning initiatives.

**Moderator:** Claire Ruud, Director of Convergent Programming, Museum of Contemporary Art Chicago  

**Panelists:** Anne Breckenridge Barrett, Director, Center for Creative Photography at the University of Arizona; Lisa Key, Deputy Director, Museum of Contemporary Art Chicago; Heidi Reitmaier, Deputy Director and Chief of Public Programming and Learning, Art Gallery of Ontario

**Lecture**  **LISTEN & LEARN**

Small Museum Lab: Connecting with Your Visitors  
*Community Engagement & Impact*

**Room: La Nouvelle Ballroom**

Understanding visitors—who they are, why they come, and how to welcome and serve them—is key to improving a museum’s connection to its community. Unfortunately, for many small museums, evaluating audiences and programs seems to be beyond their limited time, money, and manpower. This session will provide a fast-paced introduction to visitor services and evaluation so that small museums will have the tools to undertake these critical activities.

**Moderator:** Janice Klein, Consultant, EightSixSix Consulting  

**Presenter:** Jeannette Rooney, Assistant Director, Local History Services, Indiana Historical Society

**Burst**  **LISTEN & LEARN**

Curation Agreements Toolkit: Everything You Should Have, But Don’t  
*Collections Stewardship*

**Room: 240/241**

How many times have museum curation agreements been drafted from a document found online—if the agreement was drafted and signed at all? Have you been stumped by collection agreement terms? This session will show you how to use a free, web-based toolkit with many new resources. Among them are templates, trainings, and a cutting-edge tool that uses questions to generate a tailored agreement to protect your museum, collections, and partnerships.

**Presenter:** Elizabeth Varner, Staff Curator, Policy and Partnerships, U.S. Department of the Interior Museum Program
Tuesday, May 21

### Interactive Lecture  PARTICIPATE & SHARE

**Come Tag with Us! How SFMOMA Increasing Online Access through Tagging**  
*Collections Stewardship*

**Room: 243**

San Francisco Museum of Modern Art (SFMOMA) staff wanted to share the museum's collection with everyone, regardless of their knowledge about art. They engaged a broad audience via an SMS service, Send Me SFMOMA, and created an ongoing, successful study with local teachers. Presenters will share lessons learned from working directly with educators to generate artwork tags and highlight how Send Me SFMOMA has increased the visibility of the museum's online collection. Afterward, participate in a live tagging session.

**Presenters:**  
Julie Charles, Deborah and Kenneth Novack Associate Curator, School Initiatives, San Francisco Museum of Modern Art; Maria Misunas, Collections Information Manager, San Francisco Museum of Modern Art; Jay Mollica, Creative Technologist, San Francisco Museum of Modern Art; Layna White, Head of Collections Information and Access, San Francisco Museum of Modern Art

### Interactive Lecture  PARTICIPATE & SHARE

**We’re All in It Together: Strategies and Tactics for Gaining Increased Funding Engaging Museum-Wide Staff**  
*Management & Administration*

**Room: 244**

Fundraising is essential to enabling museums to fulfill their missions, so how do we engage staff across an institution to support these efforts? Furthermore, how do we maintain the integrity of a museum’s mission while using it to raise money? In this session, participants will hear about successful strategies for enlisting museum-wide staff in philanthropy. Speakers will share real life stories about successes and challenges related to fundraising, from grants to corporate sponsorships and more. Participants will leave the session with a model for developing cross-functional teams that will work together to get funding for initiatives that support their missions.

**Presenters:**  
Barbara A. Engelskirchen, Chief Development Officer, National Museum of Mexican Art; Nancy Villafranca, Director of Education, Chicago History Museum

### Panel  LISTEN & LEARN

**Franco’s Body: Whose Heritage Is It?**  
*Management & Administration*

**Room: 245**

Monuments, historical sites, and even cemeteries are perennially at risk of profanation, vandalism, or terrorism. At the 2018 annual meeting, this panel discussed the notion of museums’ complicity in the looting and holding for ransom of artworks, and, in turn, museums’ role as places of sanctuary. Continuing this dynamic and lively discussion, focus on our responsibility for protecting public heritage sites, including burial sites and open-air museums.

**Moderator:** William Eiland, Director, Georgia Museum of Art  
**Panelists:**  
France Desmarais, Deputy Executive Director and Scientific Director, ALIPH—International Alliance for the Protection of Heritage in Conflict Areas; Monica Ramirez-Montagut, Museum Director, Newcomb Art Museum of Tulane University, New Orleans

### Panel  LISTEN & LEARN

**Beyond the Elevator Pitch: How to Write a Persuasive NEA Grant**  
*Management & Administration*

**Room: 252/253**

Learn about best practices and gain tips for writing persuasive proposals to secure federal funding from the National Endowment for the Arts (NEA). Endowment staff and former peer reviewers will address how to apply for federal funding to support a range of activities, including exhibitions, public programming, and special initiatives. Given the current political climate, stay up to date on changes and new priorities that affect the nation’s largest arts funder.

**Moderator:** Wendy Clark, Director of Museums, Visual Arts and Indemnity, National Endowment for the Arts  
**Panelists:**  
Monica Ramirez-Montagut, Museum Director, Newcomb Art Museum of Tulane University; Tina Freeman, Owner, Photographer
Case Study  LISTEN & LEARN

International Audience Engagement 2018 Standards of Excellence (3:30–4 p.m.)
*Future of Museums*

**Room:** 335/336

Audience engagement has grown from a handful of positions across the country to a new subset and discipline within the museum field. Yet, as an industry, museums have not standardized what it means to be an “audience-focused institution.” The International Audience Engagement Network was formed to help define and bring audience engagement to the forefront of organizations. Review the network’s new standards and guidelines that have been designed for all museums to adopt.

**Presenters:** Kristin Prestegaard, Chief Engagement Officer, Minneapolis Institute of Art; Adam Rozan, Director of Programs and Audience Development, Smithsonian’s National Museum of American History

Panel  LISTEN & LEARN

How to Cancel Popular Programs and Still Make Friends and Money
*Future of Museums*

**Room:** 338/339

We’ve all been there: a program or event is incredibly popular with your community, but it is resource-intensive and no longer innovative or mission-appropriate. How can you move forward effectively without losing friends or the revenue you’ve come to count on? Explore how three institutions have navigated these potentially dangerous waters and used the process to create mission-supportive, financially sound programs that the public loves even more.

**Moderator:** Ann Loshaw, Owner, ALo Consulting

**Panelists:** Jennifer Carlquist, Executive Director, Boscobel House and Gardens; Sean Kelley, Senior Vice President, Director of Interpretation, Eastern State Penitentiary; Robin Nicholson, Executive Director, The Frick Pittsburgh

Case Study  LISTEN & LEARN

Is Rapid-Response Collecting a Trend or the New Sustainable Standard for Collections? (4–4:30 p.m.)
*Future of Museums*

**Room:** 335/336

Too often, collection objects are far removed from the museum’s surrounding community. Rapid-response collecting, in which curators gather and accession objects from community events, poses a solution to this problem. Consider this widely discussed and internationally adopted initiative, using a teen-led taskforce as an example. Analyze the core question this practice brings to mind: Is rapid-response collecting a sustainable solution for making and keeping a collection, and a cultural institution, relevant in its community?

**Presenters:** Kate Calleri, Curator and Manager of Collections Interpretation, Brooklyn Children’s Museum; Oasa DuVerney, Managing Artist Color Lab, Brooklyn Children’s Museum

Case Study  LISTEN & LEARN

Unpack Culturally Responsive Practice with Native American Collections (3:30–4 p.m.)
*Community Engagement & Impact*

**Room:** 340/341

The Denver Art Museum recently launched a program called Art Lives Here, installing Native American objects in community centers, libraries, and schools. In this session, explore the intersection of cultural art objects, community members, school systems, and museum educators. Share ideas for ways the program can be culturally responsive to communities and help them be responsive to the objects in their spaces.

**Presenters:** Hayley Nicholas, Coordinator of Teacher and School Outreach Programs, Denver Art Museum; Luisa Zamora, Schools and Community Programs Coordinator, Denver Art Museum
Tuesday, May 21

3:30–4:30 p.m. (continued)

Case Study LISTEN & LEARN

Communicating Challenging Content: Vincent Valdez’s “The City” (4–4:30 p.m.)
Community Engagement & Impact
Room: 340/341
Museums are increasingly presenting challenging, socially relevant content to diverse audiences—all within a hyper-reactive digital world. Public reception and online discourse develops rapidly and requires timely and sensitive management. This session will focus on the presentation and promotion of Vincent Valdez: The City, an exhibition that includes a thirty-foot painting of the Ku Klux Klan. Explore how to develop a multifaceted communications strategy around a challenging and potentially controversial exhibition.

Presenters: Penny Snyder, Public Relations and Media Manager, Blanton Museum of Art; Carlotta Stankiewicz, Director of Marketing and Communications, Blanton Museum of Art, The University of Texas at Austin

Case Study LISTEN & LEARN

Creating Inclusive Representation at a Small Museum (3:30–4 p.m.)
Diversity, Equity, Accessibility, and Inclusion
Room: 343
How does a small museum with small-museum resources begin to assess itself for inclusivity? Find out how the Biggs Museum of American Art engaged outside scholars of traditionally underrepresented populations to evaluate current practices and explore new modes of representing diversity. Coordinated by only two staff and one outside sponsor, this extensive study resulted in a public symposium centered around ways museums can better represent their communities.

Presenters: Ryan Grover, Curator, Biggs Museum of American Art; Regina Lynch, Curator of Community and Academic Programs, Biggs Museum of American Art

Lecture LISTEN & LEARN

Building Relevant Public and Educational Programs Using an Equity Lens
Diversity, Equity, Accessibility, and Inclusion
Room: 344
Explore how three cultural institutions utilize educational and public programming to implement racial equity work both internally and externally. Learn how that work affects their communities. Each presenter will focus on a different model of applying the lens of racial equity to internal policy, community partnerships, and preexisting institutional programming, as well as the benefits of this work. Plus, examine how organizations can practice ethical decision-making that moves beyond the empty rhetoric of diversity by putting theory into practice.

Presenters: David Rue, Public Engagement Associate, Seattle Art Museum; Nico Wheadon, Director, Public Programs & Community Engagement, The Studio Museum in Harlem; Lauren Zelaya, Assistant Curator of Public Programs, Brooklyn Museum
Tuesday, May 21

**Panel | LISTEN & LEARN**

75 Ideas in 60 Minutes: Fresh Approaches to Audience Engagement  
Community Engagement & Impact  
Room: 345

Building upon popular sessions from the past four annual meetings, this year’s session will provide new ways to cut through a cluttered marketplace to engage members, drive attendance, and enhance visitor experiences. With examples from both inside and outside the field, experts from AAM’s Public Relations and Marketing Network (PRAM) and the Visitors Experience Group (VEX) will offer a fast-paced review of some of today’s most interesting ideas for audience engagement.

**Moderator:** Tim Hallman, Director of Communications and Business Development, Asian Art Museum  
**Presenters:** Rebecca Gilliam, Vice President, Visitor Experience, Minnetrista; Nicole Krom, President, Visitor Experience Group; Peggy Martin, Head of Design and Editorial, Minneapolis Institute of Art

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**Interactive Lecture | PARTICIPATE & SHARE**

What’s Next: How to Build and Grow Successful Museum Experiences for Visitors on the Autism Spectrum  
Education & Interpretation  
Room: 346/347

How can museums continue to be relevant to the growing and evolving audience of visitors on the autism spectrum? Two museums will describe their rationale and processes for designing programming for this audience, and will outline practical considerations. Through reflection and small group discussions, participants will exchange ideas and expertise and articulate different motivations and rationales for growing programs for their visitors.

**Presenters:** Marie Clapot, Museum Educator, Accessibility, The Metropolitan Museum of Art; Jennifer Kalter, Assistant Deputy Director, Education & Public Programs, New York Transit Museum

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**Interactive Lecture | PARTICIPATE & SHARE**

Examining and Applying Data for Action: A CARE Training on How to Understand and Use Evaluation and Research Results  
Education & Interpretation  
Room: 348/349

All of our organizations, whether led by volunteers or managing a multi-million dollar budgets, are gathering data from, and about, our visitors, participants, donors, members, and other patrons. Yet, many of us may not know exactly what to do with that data, from manipulating and presenting it for others to understanding and applying the findings to future decisions, improvements, or changes. In this session, evaluation and research leaders from the Committee on Audience Research and Evaluation will present tools and experiences to walk participants through how to present information, facilitate data discussions, and support teams in using the data to move forward with ideas, decisions, directions, and more.

**Presenters:** Sheila Brommel, Evaluation Manager, Minnesota Historical Society; Emily Craig, Docent Council Coordinator, Los Angeles County Museum of Art; Elizabeth Kollmann, Manager, Research and Evaluation, Museum of Science, Boston; Marley Steele-Inama, Director of Audience Research and Evaluation, Denver Zoo

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**Lecture | LISTEN & LEARN**

From Their Mouths: (Not-So-Secret) Critical Approaches to Cultural Representation  
Community Engagement & Impact  
Room: 350/351

Based on six years of studies, discover simple, powerful approaches for addressing issues of equity and cultural representation in exhibitions. These methods are drawn from the voices of people who find themselves represented by museums but often excluded from participation. Diverse museum professionals will share the impact of the studies on their projects, their thinking about community engagement and cultural representation in museums, and their application of engagement methods in non-museum contexts.

**Moderator:** Swarupa Anila, Director of Interpretive Engagement, Detroit Institute of Arts  
**Presenters:** Geoff Emberling, Associate Research Scientist, Kelsey Museum of Archaeology, University of Michigan; Cecilia Garibay, Principal and Founder, Garibay Group; Rebecca Hart, Vicki and Kent Logan Curator of Modern and Contemporary Art, Denver Art Museum; Kenneth Morris, Director, Evaluation and Research, Detroit Institute of Arts

Program information is subject to change.
Tuesday, May 21

3:30–4:30 p.m. (continued)

**Open Forum**  PARTICIPATE & SHARE

**Fostering Universal Ethics and Compassion: A Summit with The Dalai Lama**
*Education & Interpretation*
*Room: 352*

Museum professionals report back to the field their learnings from a unique summit with the Dalai Lama, which took place in October 2018 in Dharamsala, India. The summit focused on how museums can contribute to building a better world through an education of empathy, compassion, and universal ethics, included around 30 multidisciplinary and cross-industrial experts, and was intended to create a shared terminology, vision, and actionable ideas. This panel will review the summit’s outcomes through the lens of how advancing empathy and compassion can make museums even more relevant, essential, and sustainable in today’s increasingly contentious world.

**Moderator:** John Wetenhall, Director, George Washington University Museum  
**Presenters:** Karleen Gardner, Director of Learning Innovation, Minneapolis Institute of Art; Elif Gokcigdem, Founder, Empathy-Building Through Museums; Ruth Shelly, Executive Director, Portland Children’s Museum

**Panel**  LISTEN & LEARN

**Made for Instagram? — Exhibition Design in the Age of Social Media**
*Exhibit Development & Design*
*Room: 354/355*

For better or worse, Instagram and its influencers are changing the way we envision, design, and market exhibitions. “Made-for-Instagram” moments seem increasingly important for museums to remain relevant in the digital age. Panelists examine this growing trend from marketing, educational, and exhibition-planning perspectives, citing examples from their institutions. Let’s explore the implications of social media for education and the role of the museum.

**Moderator:** Victoria Lewis, Manager of Interpretive Content, The New York Botanical Garden  
**Panelists:** Ariel Handelman, Senior Director of Marketing, The New York Botanical Garden; Anna Toledano, PhD Candidate in History of Science, Stanford University; Stacy Wakeford, Director, Content, Canadian Museum of Nature

**Interactive Lecture**  PARTICIPATE & SHARE

**Study and Improve Visitor Experiences Using Timing and Tracking, Part 2**
*Community Engagement & Impact*
*Room 356/357*

Museum staff who understand patterns of visitor behavior and movement can create and continually improve great visitor experiences. One of the easiest and most efficient ways to gather actionable information is through timing and tracking (T&T). This two-part interactive session is a practical primer on how to use T&T studies to improve visitor experience, operational management, and exhibitions at any museum. Part two focuses on how to present and interpret the data.

**Moderator:** Karen Wise, Principal, Wise Strategic Advising  
**Presenter:** Beverly Serrell, Director, Serrell & Associates

**Open Forum**  PARTICIPATE & SHARE

**Are You Ready for the Latinx Community? Strategies and Guidelines from AAM’s Latino Network**
*Diversity, Equity, Accessibility, and Inclusion*
*Room: La Nouvelle Ballroom*

Did you know that Latinos comprise the country’s second-largest growing population but one of the least represented in the museum world? Is your museum ready to engage this audience? Members of AAM’s Latino Network will introduce a new project to develop recommendations and resources that will help museum professionals navigate Latinx community engagement. Explore the key content areas and strategies to be included in the guidelines, and offer feedback and ideas to enhance the project.

**Presenters:** Diana Munn, Director of Public Programs, Harvard Museums of Science & Culture; Susana Reyes, Art of the Americas Department Coordinator, Museum of Fine Arts, Boston; Margarita Sandino, Director of Education, Dixon Gallery and Gardens; Gibran Villalobos, Partnerships and Engagement Program Liaison, Museum of Contemporary Art Chicago
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Wednesday, May 22

Schedule-at-a-Glance

7:30 a.m.–1 p.m.
Registration
Ernest N. Morial Convention Center, Lobby DE

Speaker Ready Room
Ernest N. Morial Convention Center, Room 255/256

8 a.m.–Noon
MuseumExpo Open
Ernest N. Morial Convention Center, Hall DE

New Orleans Lagniappe Lounge
Ernest N. Morial Convention Center, MuseumExpo, Booth #2245

8–9:30 a.m.
MuseumExpo Networking Breakfast
Ernest N. Morial Convention Center, Hall DE
Breakfast provided.

8 a.m.–Noon
Solutions Center
Booth #1053

9:30–10:30 a.m.
Keynote:
Jose Antonio Vargas
Ernest N. Morial Convention Center, La Nouvelle Ballroom

11 a.m.–Noon
Concurrent Sessions
Ernest N. Morial Convention Center, 200 Level & 300 Level

1–4 p.m.
A Futuring Workshop
Ernest N. Morial Convention Center, Room 238/239

For more information, please visit the Mobile App.
Wednesday, May 22

8:30–9:30 a.m.

Panel LISTEN & LEARN
Emerging Professionals: International Opportunities for Going Global
Sponsored by ICOM
Room: International Lounge, Room 254

11 a.m.–Noon

Burst LISTEN & LEARN
Get on Board: Engaging Board Members in Fundraising (11–11:30 a.m.)
Management & Administration
Room: 238/239
Explore ways for museum board members to generate new income for your institution by leveraging their personal strengths and peer networks. Gather practical, proven ideas from professionals who represent a variety of museum types, funding models, and sizes. Then, add your ideas to the mix in this fast-paced, interactive session.

Presenters: Jamie Clements, President and Chief Executive Officer, Museum of New Mexico Foundation; Emily Marino, Senior Grant Writer, Arnot Health Foundation, Inc.

Burst LISTEN & LEARN
Forget the Best: Good and Better Approaches to Preservation (11–11:30 a.m.)
Collections Stewardship
Room: 243
Preservation programs often emphasize best practices. However, not everyone has the funds for a high-tech HVAC system or the staff time to develop a preservation plan. How do institutions with limited resources find ways to implement preservation practices that are feasible and sustainable? Learn how museums can forgo the “best” in favor of “good” and “better” approaches to preservation, highlighting how to make preservation a component of any collections care program.

Presenters: Samantha Forsko, Preservation Specialist, Conservation Center for Art & Historic Artifacts; Joseph Shores, Preparator, The Historic New Orleans Collection

Burst LISTEN & LEARN
Not-So-Good Vibrations: When Visitors Lead to Deterioration of Historic Buildings (11:30 a.m.–Noon)
Collections Stewardship
Room: 243
At the heart of New York City’s Tenement Museum is an apartment building built in 1863. Though it housed thousands of new arrivals to this country over the course of seventy years, it wasn’t designed to accommodate the over 250,000 visitors that the museum now sees annually. This session will reveal how visitors are often unintentionally the main culprits behind deterioration of a building’s historic surfaces. Explore ways to plan preservation projects and react to emergency conservation needs while limiting disruption to daily activities.

Presenter: Danielle Swanson, Collections Manager, Tenement Museum

Interactive Lecture PARTICIPATE & SHARE
NEH Supports Museums: The Latest on Opportunities for Exhibitions and Interpretation, Preservation and Infrastructure Funding
Management & Administration
Room: 240/241
What kinds of support can the National Endowment for the Humanities offer your museum? As the federal granting agency enters its first full calendar year under the new leadership of Chairman Jon Parrish Peede, learn more from program officers in the Division of Public Programs and the Division of Preservation and Access about new opportunities, suggestions for applying, and how regular grant program offerings continue to evolve.

Presenters: Jill Austin, Senior Program Officer, National Endowment for the Humanities; Sarah Lepinski, Senior Program Officer, National Endowment for the Humanities
Wednesday, May 22

11 a.m.–Noon (continued)

**Interactive Lecture**  PARTICIPATE & SHARE

**Planning for Sustainable Success: Building a Development Plan**  
*Management & Administration*

**Room:** 244

In the face of leadership transitions, shrinking traditional revenue streams, and metric-driven donors, a comprehensive development plan can be the tool you need to leverage your institution’s resources and connections. Whether your museum’s development team has one person or a dozen, such a plan is critical for identifying areas of growth and investing time and money wisely. Learn what your development plan should include and how to put it together.

**Presenters:** Kate Brueggemann, Vice President of Development, Adler Planetarium; Donna McGinnis, President and Chief Executive Officer, Naples Botanical Garden

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**Burst**  LISTEN & LEARN

**Making Antiquity Relevant to Modern Audiences (11:30 a.m.–Noon)**  
*Community Engagement & Impact*

**Room:** 245

Are you fascinated by the great ideas represented by your museum’s permanent collection, special exhibitions, and public programs, but unsure how to make them resonate with target audiences? Attend this session and acquire tools to approach your marketing and communications planning with confidence. Using the University of Pennsylvania Museum of Archaeology and Anthropology’s new Middle East Galleries as a case study, discover a methodical approach that will deliver relevant, resonant messages to potential visitors.

**Presenters:** Yael Eytan, Director of Marketing and Communications, Penn Museum

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**Burst**  LISTEN & LEARN

**Firestorm: The Museum’s Response to a Major Disaster (11–11:30 a.m.)**  
*Community Engagement & Impact*

**Room:** 245

In October 2017, a firestorm in California became one of the largest natural disasters in American history. Learn how local museums responded, and consider their role in addressing community crisis—providing refuge, documenting the events, and leading the recovery process. The presenters, who collectively have experienced fire, hurricanes, and earthquakes, will outline steps taken to serve the community through collaborative art-making, outreach, exhibitions, educational programs, and archival documentation.

**Presenters:** Jeff Nathanson, Executive Director and Curator of Art, Museum of Sonoma County; Eric Stanley, Associate Director and Curator of History, Museums of Sonoma County

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**Interactive Lecture**  PARTICIPATE & SHARE

**9 Ways Your Museum Can Fail to Comply with NAGPRA, and What You Can Do About It**  
*Collections Stewardship*

**Room:** 252/253

The Native American Graves Protection and Repatriation Act (NAGPRA) has been a legal requirement in the US museum field for almost thirty years. Though the deadlines for initial NAGPRA compliance have long since passed, this important work continues. Museum boards and staff that don’t realize or acknowledge their current and ongoing obligations may be putting their institution at risk. With National NAGPRA Program staff, find out how museums can fail to comply with the law, and gain practical resources and guidance for revitalizing your compliance efforts.

**Presenter:** Sarah Glass, Notice and Grant Coordinator, National NAGPRA Program, National Park Service
Wednesday, May 22

**Case Study**  LISTEN & LEARN

**Going Beyond English (11–11:30 a.m.)**  
*Future of Museums*

**Room:** 335/336

Explore the role museums can play in creating inclusive and welcoming environments through language accessibility. We will examine bilingual education programs and multilingual exhibition interpretation as a strategy to break down barriers and engage diverse audiences. Presenters will share how they're spearheading inclusive learning opportunities that go beyond translating a narrative for non-English speaking audiences. Discover methodologies for creating multilingual offerings to help bring cultural relevance to your institution.

**Presenters:**  
Ryan Byarlay, Exhibit Graphic Designer, California Academy of Sciences; Anna Simmons, Senior Exhibit Content Developer, California Academy of Sciences; Esther Tang, Bilingual Education Specialist, California Academy of Sciences

**Case Study**  LISTEN & LEARN

**Dealing with Disaster: Creating a Community of Grant Advisors (11:30 a.m.–Noon)**  
*Future of Museums*

**Room:** 335/336

How can talented grant writers in the museum community offer a turbo boost of support and engage with affected institutions in a useful way? This hypothetical case study will explore how professionals with grant-writing experience can help cultural institutions that are dealing with disaster to apply for emergency funding. Audience feedback will be sought for practices, models, and other suggestions for interaction.

**Presenters:**  
Lori Foley, Administrator, Heritage Emergency National Task Force, Federal Emergency Management Agency (FEMA); Catherine Kirby, Senior Advisor, Programs and Partnerships, Smithsonian Cultural Rescue Initiative

**Interactive Lecture**  PARTICIPATE & SHARE

**Museum Transformers: More Than Meets the Eye for Sustained Community Engagement**  
*Community Engagement & Impact*

**Room:** 338/339

Addressing community needs and interests as partners and collaborators creates trusting relationships. Over time, these relationships can influence and even transform museums. This session probes essential community engagement practices, focusing on holistic, long-term commitments that are integrated into every level of an organization. Learn how to build and sustain internal and external relationships, staff accountability and thoughtful succession, and projects that will lead to transformative growth.

**Moderator:**  Darcie Fohrman, Director, Darcie Fohrman Museum Exhibitions

**Presenters:**  
Janeen Bryant, Founder, Principal Consultant, Facilitate Movement; Barbara Henry, Principal, Barbara Henry & Associates; Evelyn Orantes, Independent Curator, Educator and Community Engagement Strategist, Evelyn Orantes Consulting

**Burst**  LISTEN & LEARN

**Museums With No Walls Are The Future (11–11:30 a.m.)**  
*Community Engagement & Impact*

**Room:** 340/341

Many museums have existed as elitist spaces since their conception and their future is contingent upon how they shift this paradigm. As these institutions seek to attract a more diverse population of visitors, they must reevaluate how their actual buildings have and continue to perpetuate exclusionary practices. “NOMA+” is the New Orleans Museum of Art’s community outreach initiative which features a 14-foot high “pop-up museum” unit that is used to more effectively engage New Orleans’ 72 neighborhoods.

**Presenter:**  Nic Briere Aziz, Community Engagement Curator, The New Orleans Museum of Art
Wednesday, May 22

**Burst**  LISTEN & LEARN

Activating Material Culture to Foster Pluralism (11:30 a.m.–Noon)

*Diversity, Equity, Accessibility, and Inclusion*

Room: 340/341

Pluralism is a choice to actively engage with the diversity of our communities, moving beyond mere tolerance of religious, racial, cultural, and social differences to cultivate deep understanding and acceptance. Hear how staff from the Aga Khan Museum, the first museum in North America dedicated to the art of Muslim civilizations, and the Royal Ontario Museum, Canada's largest encyclopedic museum, have activated material culture to foster pluralism through educational programming. Learn about their use of object- and inquiry-based learning methodologies to support dialogues about diverse worldviews.

**Presenters:** Wendy Ng, Manager, Learning, Royal Ontario Museum; Jovanna Scorsone, Education and Public Engagement Manager, Aga Khan Museum

**Case Study**  LISTEN & LEARN

Funding Something New: Accessibility in Action (11–11:30 a.m.)

*Diversity, Equity, Accessibility, and Inclusion*

Room: 343

As at most museums, the Missouri History Museum’s only real programming for patrons who are deaf was providing an American Sign Language (ASL) interpreter upon request. Learn how staff changed that approach by offering more programming, events, and tours for the Deaf community, even with a limited budget.

**Presenter:** Nicole Smith, VSA Membership Assistant Manager, Kennedy Center

**Interactive Lecture**  PARTICIPATE & SHARE

Inclusion: Rich Experience Design for All

*Diversity, Equity, Accessibility, and Inclusion*

Room: 344

Multisensory design sets us on a path toward rich storytelling and inclusive experiences, but breaking trail can be difficult. Examine two museums’ approaches—such as tactile imaging, audio tours, and first-person testimonies—to make photography exhibitions accessible and experiential for everyone. Learn how user feedback has informed innovation and how one design intent can be applied to different contexts, producing varying results.

**Moderator:** Corey Timpson, Principal, Corey Timpson Design, Inc.

**Presenters:** Carrie Christoffersen, Executive Director and Curator, Newseum; Anil Lewis, Executive Director, National Federation of the Blind; John Olso, Co-Founder, 3DPhotoWorks LLC
Wednesday, May 22

Panel  LISTEN & LEARN

Achieving Engagement with Diverse Audiences: A Tactical Guide
Community Engagement & Impact
Room: 345

The US population has been steadily diversifying, yet the average demographic of most arts audiences does not reflect our communities’ makeup. The long-term success of cultural organizations depends on audience diversification and engagement. In this session, examine case studies from two organizations that have launched successful engagement programs and diversified their audiences.

Panelists: Ceci Dadisman, Digital Marketing Manager, The FORM Group; Kristie Swink Benson, Director of Communications, High Museum of Art

Case Study  LISTEN & LEARN

Reprogramming the Past: Web Design for Teens as a Doorway to Exploring Women's History (11–11:30 a.m.)
Education & Interpretation
Room: 346/347

Through the New-York Historical Society’s Tech Scholars program, underserved teen girls explore women’s history while building web design skills. Learn about the program’s development, from its launch in February 2018 to its expansion across four cohorts. Hear the lessons learned from creating a course that leverages collections to help teens develop visual literacy and critical thinking skills, learn web design principles, and meet professional mentors.

Presenters: Rugan Lewis, Manager of Teen Programs, New-York Historical Society; Lena Sawyer, Digital Learning Programs Educator, New York Historical Society

Panel  LISTEN & LEARN

75 Ideas for Engaging Current and New Historic House Museum Audiences Through Temporary Exhibitions
Exhibit Development & Design
Room: 348/349

As historic house museums look for new ways to engage and diversify their audiences, many are experimenting with temporary exhibitions. This session will provide a range of ideas on how art and history exhibitions can be leveraged to effectively use under-used or new spaces within or outside a house museum as exhibition space. Although it can be challenging, evolving the traditional visitor model requires rethinking guest access, interpretation, programming, and a host of other details to ensure successful integration of temporary exhibitions in historic house museums. Join us for 75 thought-provoking ideas on your house museum can benefit from temporary exhibitions.

Panelists: Lise Dube-Scherr, President and Chief Executive Officer, International Arts & Artists; Susan Goganian, Director, Historic Beverly; Ann Loshaw, Owner, ALo Consulting; Zachary Wnek, Museum Curator, Latah County Historical Society

Case Study  LISTEN & LEARN

Young People, Old Structures: Bringing School Programs into Historic Houses (11:30 a.m.–Noon)
Education & Interpretation
Room: 346/347

While bringing students into historic houses presents a set of obstacles, these sites provide an enriching and immersive learning environment for students that can transport them back in time—an experience that can be heightened through the application of creative storytelling techniques. This session will examine tactics that promote successful school programs in historic homes and will provide participants the opportunity to work together to identify strengths and obstacles in their own historic sites and to brainstorm ways to creatively institute school programs based in storytelling.

Presenters: Angelica Bradley, Youth and Family Program Manager, The John and Mable Ringling Museum of Art; Katie Nickel, School and Teacher Program Coordinator, The John and Mable Ringling Museum of Art
Wednesday, May 22

11 a.m.–Noon (continued)

Panel | LISTEN & LEARN

Trending or Bust: Keeping Pace with Digital Video Needs
*Community Engagement & Impact*
*Room: 350/351*

In an increasingly competitive digital landscape, how do museums keep up with video trends while balancing production quality and minimal budgets? Professionals from a range of institutions will discuss three video strategies, examining budgets, contracts, editing, production value, staffing needs, and above all, effective digital storytelling. From live streaming on an iPhone to building a partnership with YouTube, learn about the who, what, and why of producing digital video with a variety of resources.

**Panelists:** Emily Haight, Communications Specialist, National Portrait Gallery; Hilary-Morgan Watt, Digital Engagement Manager, Hirshhorn Museum and Sculpture Garden, Smithsonian Institution; Lanae Spruce, Manager of Social Media and Digital Engagement, National Museum of African American History and Culture, Smithsonian Institution

Panel | LISTEN & LEARN

The Next Big Thing: Global Developments and the Power of Museum Education
*Education & Interpretation*
*Room: 352*

Around the world, museums have come to be seen as key players in advancing learning. How are new technologies, pedagogical approaches in informal learning, and the emphasis on accessibility shaping the field? Are museums going to play an even greater role in supporting formal education and societal development in the future? Learn about recent trends in museum education, particularly in Russia, the United Kingdom, Greece, and Qatar as compared to the latest North American examples.

**Moderator:** Jelena Trkulja, Director of Education, Qatar Museums

**Panelists:** Alexandra Bounia, Professor, MA Programme Director, UCL Qatar; Celeste Fetta, Director of Education, Virginia Museum of Fine Arts; Anna Tsvetkova, Deputy Director for Development and PR, State Russian Museum

Case Study | LISTEN & LEARN

The Good, The Bad, The Ugly: Launching a New Program (11–11:30 a.m.)
*Education & Interpretation*
*Room: 353*

Does the thought of creating a new program make you nervous because you don’t know where to start? Engaging Community in Conversations about the Future. Find out how evaluation and rebranding can help turn an existing program into something new, relevant, mission-focused, and engaging to new audiences. Come away with a road map for launching a new program.

**Presenters:** Kathleen Cooke, Manager of Adult Programs, Dallas Museum of Art; Stacey Lizotte, DMA League Director of Adult Programs, Dallas Museum of Art

Case Study | LISTEN & LEARN

Maximizing Social Impact: Involving Community, Facilitating Dialogue, and Shifting the Narrative at the Niagara Falls Underground Railroad Heritage Center (11:30 a.m.–Noon)
*Education & Interpretation*
*Room: 353*

Team members from the recently-opened Niagara Falls Underground Railroad Heritage Center discuss how the Center, located in the heart of the African American community of Niagara Falls aligns with principles of the International Coalition of Sites of Conscience to connect the past to modern social justice issues. They will discuss their challenges and success.

**Presenters:** Christine Bacon, Program & Interpretation Specialist, Niagara Falls Underground Railroad Heritage Center; Christina Beauvoir, Visitor Experience Specialist, Niagara Falls Underground Railroad Heritage Center; Ally Spong, Director and Curator, Niagara Falls Underground Railroad Heritage Center
WEDNESDAY, MAY 22

**Interactive Lecture**

**A Better Product Through Design Thinking**

*Exhibit Development & Design*

**Room: 354/355**

In this interactive lecture, look at recent projects to see how design thinking can improve museum products and processes. Presenters represent a range of institutions, from national history museums to science centers and more regional museum settings. Choose a topic to engage with—agile/rapid development, framing questions, focus and flare, or learning from failure—and come away with new ideas and tools.

**Moderator:** Lauren Telchin Katz, Senior Project Manager, Smithsonian National Museum of American History

**Presenters:** Clare Brown, Chief of Design, National Museum of American History, Smithsonian Institution; Naomi Crellin, Founder, Chief Creative Officer, Storycraft Creative; Josh Sarver, Vice President of Exhibits and Programs, Center of Science and Industry (COSI); Sandra Smith, Vice President Engagement and Enterprise, Senator John Heinz History Center

**Interactive Lecture**

**Engaging Community in Conversations about the Future**

*Community Engagement & Impact*

**Room: 356/357**

How does a conversation on the future increase a museum’s relevancy to the community? How can this conversation be inclusive? In this session, four museums will share their methods, exhibitions, and programs. Interact with each one’s resources, create ideas for the future, ask questions, and walk away with a method and model that fits your institution.

**Moderator:** Elizabeth Merritt, Vice President, Strategic Foresight and Founding Director, Center for the Future of Museums, American Alliance of Museums

**Presenters:** Meredith Doby, Vice President of Exhibits, The DoSeum; Sarah Henry, Deputy Director and Chief Curator, Museum of the City of New York; Leonardo Menezes, Content Manager, Museum of Tomorrow; Howard Taylor, Director, San Angelo Museum of Fine Arts

**Open Forum**

**Museum Educators as Teacher Educators: Research and Reflections on Best Practices for Providing Teacher Professional Development**

*Education & Interpretation*

**Room: La Nouvelle Ballroom**

Museums must develop strategies distinct from their typical informal learning approach when providing professional development to P-12 educators that is meaningful to classroom practice and students. Learn how museum educators can help P-12 educators connect museum and site content to pedagogy through a conversation with peers from various content areas about recent research and best practices for facilitating professional development opportunities.

**Moderator:** Lora Cooper, Project Assistant & Instructor, Monticello, Thomas Jefferson Foundation

**Presenters:** Christine Baron, Assistant Professor, Teachers College, Columbia University; Sarah Cahill, Director of Education, Mystic Seaport Museum; K. Allison Wickens, Vice President for Education, George Washington’s Mount Vernon
## Exhibitors by Company

Exhibitors current as of March 29, 2019

### 3DPhotoWorks
**BOOTH: 1845**
John Olson  
124 Hudson Ave  
Chatham, NY 12037  
Phone: 518-392-8161  
john@3dphotoworks.com  
www.3dphotoworks.com

### 3DS/Three Dimensional Services
**BOOTH: 1240**
Nancy Brenner  
2829 Norland Ave  
Burnaby, BC V5B 3A9 Canada  
Phone: 604-980-2450-109  
brenner@3dservices.com  
www.3dservices.com

### 53Tom
**REGISTRATION LOBBY**
Tom Stykowicz  
8104 High Dr  
Leawood, Kansas 66206  
Phone: 913-940-8900  
photo@53tom.com  
53tom.com

### AAMSCO Lighting, Inc.
**BOOTH: 1322**
Robert Rosenzweig  
100 Lamp Light Circle  
Summerville, SC 29483  
Phone: 843-278-0000  
info@aamsco.com  
www.aamsco.com

### Absolute Museum & Gallery Products Ltd
**BOOTH: 1213**
Sam Sprague  
The Hub, Station Road  
Pathfields Business Park  
South Molton, Devon EX36 3LL  
United Kingdom  
Phone: 0044 1769 572389  
info@absoluteproduct.com  
www.absoluteproduct.com

### AccuList, Inc.
**BOOTH: 1729**
David Kanter  
258 Ceremonial Ridge  
San Antonio, TX 78260  
Phone: 210-807-9940  
david@acculistusa.com  
www.acculistusa.com

### ACME Technologies
**BOOTH: 1313**
Mike Brown  
1 Almaden Blvd  
Suite 310  
San Jose, CA 95113  
Phone: 612-562-7074  
mike@acmeticketing.com  
www.acmeticketing.com

### Acoustiguide, Inc.
**BOOTH: 1814**
Charles Waldron  
555 8th Avenue  
Suite 1009  
New York, NY 10018-5010  
Phone: 212-279-1300  
info@acoustiguide.com  
www.acoustiguide.com

### Actus Audio
**BOOTH: 1637**
Sheila Mayfield  
1819 St. James Place  
Houston, TX 77056  
Phone: 832-786-1345  
info@actusaudio.com  
www.actusaudio.com

### Acuity-VCT
**BOOTH: 1605**
Randy Stankie  
26404 Center Ridge RD-B1  
Cleveland, OH 44145  
Phone: 440-808-8980  
rstankie@acuity-vct.com  
www.acuity-vct.com

### Advanced Animations, LLC
**BOOTH: 2031**
Jan Shoener  
300 E. Maple Road  
Suite 350  
Birmingham, MI 48009  
Phone: 248-646-8731  
info@advancedanimations.com  
www.advancedanimations.com

### AlfaVision
**BOOTH: 1337**
Els De Rooy  
Houtkaai 23, Bus 0202  
8000 Brugge, Belgium  
Phone: +32 475 26 88 88  
info@alfavision.be  
www.alfavision.be

### American Alliance of Museums
**BOOTH: 1645**
2451 Crystal Drive  
Arlington, VA 22202  
Phone: 202-289-1818  
www.aam-us.org

### American Association for State and Local History
**BOOTH: 2317**
Darah Fogarty  
2021 21st Ave S  
Ste 320  
Nashville, TN 37212  
Phone: 615-320-3203  
fogarty@aaslh.org  
www.aaslh.org

### American Museum of Natural History
**BOOTH: 1821**
Jennifer Chow  
Central Park West At 79th Street  
New York, NY 10024  
Phone: 212-769-5125  
Jchow@amnh.org  
www.amnh.org/traveling

### American Society of Appraisers
**BOOTH: 1607**
Jennifer Aguilar  
11107 Sunset Hills Road  
Suite 310  
Reston, VA 20190  
Phone: 703-733-2120  
lwood@appraisers.org  
www.appraisers.org

### Andoniadis Retail Services
**BOOTH: 1536**
Andrew Andoniadis  
4832 NW Promenade Terrace  
Suite 420  
Portland, OR 97229-0983  
Phone: 503-629-9279  
andrew@museumstoreconsult.com  
www.museumstoreconsult.com
AON Affinity
BOOTH: 1840
Kendra N. Walker
1120 20th Street NW, 6th Floor
Washington DC 20036
Phone: 202-429-8521
kendra.walker@affinitynonprofits.com
www.affinitynonprofits.com

Aon’s AAM-Recognized Directors & Officers (D&O) program offers cutting-edge insurance coverage to nonprofit museums, historical societies and other institutions under one highly specialized program. With more than 35 years of nonprofit experience, Aon has worked with AAM to identify your unique concerns and crafted a D&O policy specifically for your museums’ needs.

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peter@argentineproductions.com
www.argentineproductions.com

Art Display Essentials—A 10-31 Company
BOOTH: 1513
William Stender
2 West Crisman Road
Columbia, NJ 07832
Phone: 908-496-4946
wstender@10-31.com
10-31.com

Art Resource
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Andrea Fisher
65 Bleecker
12th Floor
New York, NY 10012
Phone: 212-505-8700
afisher@artsny.com
www.artres.com

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Hava Gurevich
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hava@art2art.org
www.art2art.org

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Colleen Allen-Funk
10405 Shady Trail
Suite 100
Dallas, TX 75220
Phone: 214-357-2577
colleen@artemisfas.com
www.artemisfas.com

Artifax
BOOTH: 1247
Elizabeth Magalski
575 Eighth Avenue
New York, NY 10018
Phone: 212-897-6279
elizabeth.magalski@jcainc.com
www.jcainc.com/artifax

Artisans of Florence promoted by Merlan
BOOTH: 2227
Hareem Ahmed
234 Matheson Blvd
Mississauga, ON L4Z 1X1 Canada
Phone: 801-318-2142
hareem@merlan.ca
www.artisansofflorence.com

Association of Midwest Museums
BOOTH: 2312
Charity Counts
450 W Ohio Street
Indianapolis, IN 46202
Phone: 314-746-4557
counts@midwestmuseums.org
midwestmuseums.org

Association of Science–Technology Centers
BOOTH: 2315
Michelle Kenner
818 Connecticut Ave., NW
7th Floor
Washington, DC 20006
Phone: 202-783-7200
mkenner@astc.org
www.astc.org

Atlas Logistics
BOOTH: 1738
Jenna Deisher
1212 St. George Road
Evansville, IN 47711
Phone: 812-325-7300
marketing@atlasworldgroup.com
atlaslogistics.com

Audiotree
BOOTH: 1204
Keonmin Lee
6152 Stanton Ave, #C111
Buena Park, CA 90621
Phone: 714-710-0106
eAudiotree@gmail.com
www.eaudiotree.com

Available Light
BOOTH: 1717
Douglas Gustafson
31 State Street
6th Floor
Boston, MA 02109
Phone: 617-944-6800
doug@availablelight.com
www.availablelight.com

Barker Langham
BOOTH: 1440
Jody Neal
1 Naoroji Street
London, London WC1X 0GB United Kingdom
Phone: 201-989-9520
info@barkerlangham.co.uk
www.barkerlangham.co.uk

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<thead>
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<td>Beacon Design by ChemArt</td>
<td>1136</td>
<td>Donna Aguilera</td>
<td>15 New England Way, Lincoln, RI 02865</td>
<td>401-333-9200</td>
<td><a href="mailto:marketing@beacondesign.com">marketing@beacondesign.com</a></td>
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<td>Beck</td>
<td>1413</td>
<td>Carol See</td>
<td>Victory House, Cox Lane, Chessington, Surrey KT9 1SG United Kingdom</td>
<td>442089740500</td>
<td><a href="mailto:csee@beckinteriors.com">csee@beckinteriors.com</a></td>
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<td>Betty Brinn Children's Museum</td>
<td>2130</td>
<td>Stacie Clough</td>
<td>929 E Wisconsin Ave, Milwaukee, WI 83202</td>
<td>414-291-0888</td>
<td><a href="mailto:sclough@bbcmkids.org">sclough@bbcmkids.org</a></td>
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<td>Bluewater Studio</td>
<td>2337</td>
<td>Eric Zuern</td>
<td>4245 44th Street SE, Suite 3, Grand Rapids, MI 49512</td>
<td>414-745-4158</td>
<td><a href="mailto:ezuern@bluewaterstudio.com">ezuern@bluewaterstudio.com</a></td>
<td>bluewaterstudio.com</td>
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<td>Brad Larson</td>
<td>18 Washington Street #241, Canton, MA 02021</td>
<td>781-784-1602</td>
<td><a href="mailto:info@bradlarson.com">info@bradlarson.com</a></td>
<td><a href="http://www.bradlarson.com">www.bradlarson.com</a></td>
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<td>bluewaterstudio.com</td>
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<td>BPI</td>
<td>1328</td>
<td>Candy Moulton</td>
<td>290 Vanderbilt Ave., Suite 1, Norwood, MA 02062</td>
<td>781-255-1555</td>
<td><a href="mailto:cmoulton@bostonproductions.com">cmoulton@bostonproductions.com</a></td>
<td>bostonproductions.com</td>
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<td>bridgemanimages.com</td>
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<tr>
<td>Cemrock Landscapes Inc.</td>
<td>1947</td>
<td>Keeler Ekman</td>
<td>4790 South Julian Avenue, Tucson, AZ 85714</td>
<td>520-571-1999</td>
<td><a href="mailto:kekman@cemrock.com">kekman@cemrock.com</a></td>
<td><a href="http://www.cemrock.com">www.cemrock.com</a></td>
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<tr>
<td>Canadian Museum for Human Rights</td>
<td>1921</td>
<td>Helen Delacretaz</td>
<td>85 Israel Asper Way, Winnipeg, MB R3C 0L5 Canada</td>
<td>204-289-2000</td>
<td><a href="mailto:Helen.Delacretaz@humanrights.ca">Helen.Delacretaz@humanrights.ca</a></td>
<td>beta.humanrights.ca</td>
</tr>
<tr>
<td>Cannabis Museum</td>
<td>1960</td>
<td>Hannah Cachat</td>
<td>16594 Canaanville Rd. Suite 200, Athens, OH 45701</td>
<td>706-614-0675</td>
<td><a href="mailto:hjcachat@gmail.com">hjcachat@gmail.com</a></td>
<td><a href="http://www.cannabismuseum.com">www.cannabismuseum.com</a></td>
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<tr>
<td>Capitol Museum Services</td>
<td>1107</td>
<td>Amanda Coggins</td>
<td>12299 Livingston Road, Manassas, VA 20109</td>
<td>703-330-5202</td>
<td><a href="mailto:amanda@capitolexhibit.com">amanda@capitolexhibit.com</a></td>
<td><a href="http://www.capitolexhibit.com">www.capitolexhibit.com</a></td>
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<tr>
<td>CASE[WERKS], LLC</td>
<td>2108</td>
<td>Matt Malaquias</td>
<td>1019 Cathedral Street, First Floor, Baltimore, MD 21201</td>
<td>410-332-4160</td>
<td><a href="mailto:matt@casewerks.com">matt@casewerks.com</a></td>
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<td>CCS Content Conversion Specialists GmbH</td>
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<td>Jennifer Oxley</td>
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<td>+49 40 227130-0</td>
<td><a href="mailto:J.Oxley@content-conversion.com">J.Oxley@content-conversion.com</a></td>
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<td>New Orleans, LA</td>
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Exhibitors by Company

CENTAMAN Systems
BOOTH: 1326
Tanya Nascimento
17 N. State
Suite 1830
Chicago, IL 60602
Phone: 312-401-0979
tanya@centaman.com
www.centaman.com

Chicago Scenic Studios, Inc.
BOOTH: 1737
Rachel Strack
955 W. Cermak Road
Chicago, IL 60608
Phone: 312-274-9900
rstrack@chicagoscenic.com
www.chicagoscenic.com

Children’s Museum of Pittsburgh
BOOTH: 2121
Rachel Mastromarino
10 Children’s Way
Pittsburgh, PA 15212
Phone: 412-322-5058 x229
rmastromarino@pittsburghkids.org
www.pittsburghkids.org

Cincinnati Museum Center
BOOTH: 2029
Erica Wainwright
1301 Western Ave
Cincinnati, OH 45203-1138
Phone: (513) 375-7294
ewainwright@cincymuseum.org
www.cincymuseum.org

ClickNetherfield Ltd.
BOOTH: 1621
Grant Hawthorne
The Glassworks
Grange Road Houstoun
Industrial Estate
Livingston, Scotland EH54 5DE
United Kingdom
Phone: 44-1506-835200
G.Hawthorne@clicknetherfield.com
www.clicknetherfield.com

Collector Systems, LLC
BOOTH: 1609
Eric Kahan
169 Hudson Street
New York, NY 10013
Phone: 212-431-0897
info@collectorsystems.com
www.collectorsystems.com

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Zachary Stanbrough
5706 Artesia Fountain
North Las Vegas, NV 89031
Phone: 702-956-0884
zach@combase-usa.com
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Comprehensive Fire Technologies
BOOTH: 1431
Tina Nelissen
2145 Ticonderoga Blvd
Chester Springs, PA 19425
Phone: 714-280-1053
tnelissen@comprehensivefire.com
comprehensivefire.com

Conservation by Design Ltd/Armour Systems + Museum Workshop
BOOTH: 1339
Amanda Harmsworth
2 Wolseley Road
Woburn Road Industrial Estate
Milton Keynes, Bedfordshire MK11EX
United Kingdom
Phone: +01234846372
amanda@armour-systems.com
www.armour-systems.com

Convergence, LLC
BOOTH: 1230
David Matty
6 Journey, Suite 160
Aliso Viejo, CA 92656
Phone: 949-716-8322
matty@convergence.net
www.convergence.net

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Phone: 859-233-0544
ted@cormans.com
www.cormans.com

Cortina Productions, Inc.
BOOTH: 1720
Alisa Katz
1651 Old Meadow Road
Suite 400
McLean, VA 22102
Phone: 703-556-8481
kaitlinlange@cortinaproductions.com
www.cortinaproductions.com

CREO Exhibits
BOOTH: 1627
Al Salm
8329 216th St. SE
Woodinville, WA 98072
Phone: 206-390-4530
asalm@creo-ia.com
www.creoindustrialarts.com

Crozier Fine Arts, Inc.
BOOTH: 1249
Andrew Barron
525 West 20 Street
New York, NY 10011
Phone: 212-741-2024
andrewbarron@crozierfinearts.com
www.crozierfinearts.com

Crystalizations Systems, Inc.
BOOTH: 1712
Pat Ellenwood
1401 Lincoln Avenue
Holbrook, NY 11741
Phone: 631-467-0090
info@csistorage.com
www.CSIstorage.com

Curia
BOOTH: 1226
Jack LaPan
15 Ionia Ave. SW, Suite 270
Grand Rapids, MI 49503
Phone: 248-554-3185
jackl@cdh.com
www.cdh.com

Delta Designs Ltd
BOOTH: 1529
Brett Danielson
1535 NW 25th Street
Topeka, KS 66618
Phone: 785-234-2244
brettd@deltadesignsltd.com
www.deltadesignsltd.com
### Exhibitors by Company

<table>
<thead>
<tr>
<th>Company</th>
<th>Booth Number</th>
<th>Booth Location</th>
<th>Contact Information</th>
</tr>
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<tr>
<td><strong>Dexibit</strong></td>
<td>1320</td>
<td></td>
<td>Angie Judge</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>PO Box 91257, Victoria St West Auckland, Auckland 1142 New Zealand</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: +64 96367365 <a href="mailto:angie@dexibit.com">angie@dexibit.com</a></td>
</tr>
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<tr>
<td><strong>Drug Enforcement Administration (DEA)</strong></td>
<td>1207</td>
<td></td>
<td>Dianne Martin</td>
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<tr>
<td><strong>Museum and Visitors Center</strong></td>
<td></td>
<td></td>
<td>8701 Morrissette Drive Springfield, VA 22152</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 202-307-7981 <a href="mailto:dianne.martin@usdoj.gov">dianne.martin@usdoj.gov</a> usdoj.gov</td>
</tr>
<tr>
<td><strong>Digital Cheetah Solutions, Inc.</strong></td>
<td>1323</td>
<td></td>
<td>Tari Reischl</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>510 S. Congress Avenue, Suite 306 Austin, TX 78704</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 512-539-5522 <a href="mailto:tari.reischl@dcheetah.com">tari.reischl@dcheetah.com</a></td>
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<td></td>
<td></td>
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<td><a href="http://www.digitalcheetah.com">www.digitalcheetah.com</a></td>
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<tr>
<td><strong>Digitalis Education Solutions, Inc.</strong></td>
<td>2113</td>
<td></td>
<td>Karrie Berglund</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>817 Pacific Avenue Bremerton, WA 98337</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 360-616-8915 <a href="mailto:karrie@digitaliseducation.com">karrie@digitaliseducation.com</a></td>
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<td><strong>Dino-Lite Scopes</strong></td>
<td>2036</td>
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<td>Maria de la Cruz</td>
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<td></td>
<td></td>
<td></td>
<td>19803 Hamilton Ave Torrance, CA 90502</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 310-618-9990 <a href="mailto:sales@dinolite.us">sales@dinolite.us</a></td>
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<td><strong>DonorSearch</strong></td>
<td>2140</td>
<td></td>
<td>Brian Fair</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>11245 Dovedale Court Marriottsville, MD 21104</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 410-417-5391 <a href="mailto:bfair@donorsearch.net">bfair@donorsearch.net</a></td>
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<td><strong>Dorfman Museum Figures, Inc.</strong></td>
<td>1830</td>
<td></td>
<td>Robert Dorfman</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>6224 Holabird Avenue Baltimore, MD 21224-6124</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 410-284-3248 <a href="mailto:robert@museumfigures.com">robert@museumfigures.com</a></td>
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<td>Phone: 202-307-7981 <a href="mailto:dianne.martin@usdoj.gov">dianne.martin@usdoj.gov</a> usdoj.gov</td>
</tr>
<tr>
<td><strong>Dynalink Technologies, LLC</strong></td>
<td>2013</td>
<td></td>
<td>Loong Tam</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>5502 Cranston Court Sugarland, TX 77479</td>
</tr>
<tr>
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<td>Phone: 832-429-4173 <a href="mailto:ltam@dynalinktechnologies.com">ltam@dynalinktechnologies.com</a> <a href="http://www.dynalinktechnologies.com">www.dynalinktechnologies.com</a></td>
</tr>
<tr>
<td><strong>E Ink Corporation</strong></td>
<td>1202</td>
<td></td>
<td>Carolyn Tusinski</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>1000 Technology Park Drive Billerica, MA 01821</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 617-499-6030 <a href="mailto:ctusinski@eink.com">ctusinski@eink.com</a> <a href="http://www.eink.com">www.eink.com</a></td>
</tr>
<tr>
<td><strong>Electrosonic Inc.</strong></td>
<td>1427</td>
<td></td>
<td>Maurizio Capuzzo</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>3320 N. San Fernando Blvd. Burbank, CA 91504</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Phone: 818-333-3665 <a href="mailto:info@electrosonic.com">info@electrosonic.com</a> <a href="http://www.electrosonic.com">www.electrosonic.com</a></td>
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<tr>
<td><strong>Encurate Mobile Technology</strong></td>
<td>2040</td>
<td></td>
<td>Nancy Harmon</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>20 N Wacker Dr. Suite 3310</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Chicago, IL 60606 Phone: 407-353-1822 <a href="mailto:Nancy.Harmon@encurate.com">Nancy.Harmon@encurate.com</a> <a href="http://www.encurate.com">www.encurate.com</a></td>
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<td><strong>ERCO Lighting, Inc.</strong></td>
<td>1421</td>
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<td>Mark Sieber</td>
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<td></td>
<td></td>
<td>160 Raritan Center Parkway Suite 10</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>Edison, NJ 08837 Phone: 732-225-8856 <a href="mailto:m.sieber@erco.com">m.sieber@erco.com</a> <a href="http://www.erco.com">www.erco.com</a></td>
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<tr>
<td><strong>Eriksen Translations, Inc.</strong></td>
<td>2106</td>
<td></td>
<td>Will Lach</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>50 Court Street Suite 700</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Brooklyn, NY 11201 Phone: 718-802-9010 <a href="mailto:will.lach@eriksen.com">will.lach@eriksen.com</a> <a href="http://www.eriksen.com">www.eriksen.com</a></td>
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<tr>
<td><strong>Etix</strong></td>
<td>1129</td>
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<td>Ben Schnurr</td>
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<td></td>
<td></td>
<td></td>
<td>909 Aviation Parkway Suite 900</td>
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<td></td>
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<td>Morrisville, NC 27650 Phone: 919-653-0506 <a href="mailto:ben.schnurr@etix.com">ben.schnurr@etix.com</a> <a href="http://www.hello.etix.com">www.hello.etix.com</a></td>
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<td><strong>EverBlock Systems, LLC</strong></td>
<td>2144</td>
<td></td>
<td>Joshua Brownfeld</td>
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<td></td>
<td></td>
<td></td>
<td>790 Madison Ave Suite 506</td>
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<td></td>
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<td>New York, NY 10065 Phone: 844-422-5625 <a href="mailto:joshua@everblocksystems.com">joshua@everblocksystems.com</a> <a href="http://www.everblocksystems.com">www.everblocksystems.com</a></td>
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<td><strong>Evergreen Exhibitions</strong></td>
<td>1922</td>
<td></td>
<td>Christi Klingelhefer</td>
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<td></td>
<td></td>
<td></td>
<td>7979 Broadway Suite 107</td>
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<tr>
<td></td>
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<td></td>
<td>San Antonio, TX 78209 Phone: 210-582-0015 <a href="mailto:christi@evergreenexhibitions.com">christi@evergreenexhibitions.com</a> <a href="http://www.evergreenexhibitions.com">www.evergreenexhibitions.com</a></td>
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<td><strong>Exhibit Concepts, Inc.</strong></td>
<td>1506</td>
<td></td>
<td>Steven Lowry</td>
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<td></td>
<td></td>
<td></td>
<td>700 Crossroads Court Vandalia, OH 45377-9675</td>
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<td>Phone: 937-890-7000 <a href="mailto:slowry@exhibitconcepts.com">slowry@exhibitconcepts.com</a> <a href="http://www.exhibitconcepts.com/museum">www.exhibitconcepts.com/museum</a></td>
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<td><strong>Exhibits Development Group</strong></td>
<td>2129</td>
<td></td>
<td>Jessica Grandbois</td>
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<td></td>
<td></td>
<td></td>
<td>214 East 4th Street Suite 170</td>
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<td></td>
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<td>Saint Paul, MN 55101 Phone: 651-222-1121 <a href="mailto:info@exhibitsdevelopment.com">info@exhibitsdevelopment.com</a> <a href="http://www.exhibitsdevelopment.com">www.exhibitsdevelopment.com</a></td>
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<td>Experiential Media Group</td>
<td>2021</td>
<td>Robb Hicks</td>
<td>#110-11188 Featherstone Way</td>
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<td>EXPLUS Inc.</td>
<td>1414</td>
<td>Brett Beach</td>
<td>44156 Mercure Circle Sterling, VA 20166</td>
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<td>Far Horizons</td>
<td>1731</td>
<td>Tiru Irani</td>
<td>30 Two Bridges Road Suite 250</td>
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<td>Fentress Architects</td>
<td>1706</td>
<td>Julian Fentress</td>
<td>421 Broadway</td>
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<td>Flying Fish Exhibits</td>
<td>2221</td>
<td>Carrie Reid</td>
<td>5 Satu Way Unit 11</td>
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<td>Frank Europe</td>
<td>1236</td>
<td>Philippe Plessers</td>
<td>Schwabenheimer Weg 111 Bad Kreuznach, 55543 Germany</td>
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<td>Gallery Systems, Inc.</td>
<td>1807</td>
<td>Cat Bradley</td>
<td>5 Hanover Square, Suite 1900 New York, NY 10004</td>
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<td>Gateway Ticketing Systems, Inc.</td>
<td>1420</td>
<td>Donna Walp</td>
<td>445 County Line Rd. Gilbertsville, PA 19525</td>
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<tr>
<td>Giant Screen Cinema Association</td>
<td>2028</td>
<td>Tammy Seldon</td>
<td>624 Holly Springs Rd Suite 243 Holly Springs, NC 27540</td>
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<td>Gilderfluke &amp; Company</td>
<td>2038</td>
<td>Donna Allen</td>
<td>205 South Flower Street Burbank, CA 91502</td>
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<tr>
<td>GLASBAU HAHN America</td>
<td>2020</td>
<td>Robert Fischer</td>
<td>15 Little Brook Lane Newburgh, NY 12550</td>
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<tr>
<td>Goppion SPA</td>
<td>1912</td>
<td>Ted Paschkis</td>
<td>205 Mount Auburn Street Watertown, MA 02472</td>
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<td>1430</td>
<td>Jo Oskoui</td>
<td>639 S. Spring St., Suite 11-A Los Angeles, CA 90014</td>
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<tr>
<td>GuestCurator Traveling Exhibitions</td>
<td>2127</td>
<td>Cynthia Graves</td>
<td>217 McKenzie St. Suite 1A Santa Fe, NM 87501</td>
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<td>GuestX</td>
<td>1348</td>
<td>Nicole Bator</td>
<td>18484 Preston Rd Suite 102-104 Dallas, TX 75093</td>
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<tr>
<td>Guide ID</td>
<td>1527</td>
<td>Jeff Danziger</td>
<td>282 Richards Ave Norwalk, 06850</td>
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<tr>
<td>Guide Technologies</td>
<td>1039</td>
<td>Nate Johnson</td>
<td>139 W Spring Hill Way Saratoga Springs, UT 84045</td>
</tr>
</tbody>
</table>

Program information is subject to change.
Exhibitors by Company

**Guru**
BOOTH: 1317  
Alenna Gatti  
101 W. Broadway  
#200  
San Diego, CA 92101  
Phone: 847-400-7849  
agatti@theguru.co  
www.theguru.co

**GWVO Architects**
BOOTH: 1626  
Alan Reed  
800 Wyman Park Drive, Suite #300  
Baltimore, MD 21211  
Phone: 410-332-1009 areed@gwwoinc.com  
www.gwwoinc.com

**Gyroscope**
BOOTH: 1426  
Steve Tornallyay  
283 4th Street  
Suite 201  
Oakland, CA 94607  
Phone: 510-986-0111  
info@gyroscopeinc.com  
www.gyroscopeinc.com

**Hadley Exhibits Inc.**
BOOTH: 1721  
Paul Warner  
1700 Elmwood Avenue  
Buffalo, NY 14207-2408  
Phone: 716-874-3666  
pwarner@hadleyexhibits.com  
www.hadleyexhibits.com

**Healy Kohler Design**
BOOTH: 1538  
Terence Healy  
5207 Georgia Ave., NW  
Washington, DC 20011  
Phone: 301-466-1741  
th@healykohler.com  
www.healykohler.com

**HGA Architects and Engineers**
BOOTH: 1937  
Amy Braford Whittey  
420 North 5th Street  
Suite 100  
Minneapolis, MN 55401  
Phone: 612-758-4000  
abrafordWhittey@hga.com  
www.hga.com

**Hollinger Metal Edge, Inc.**
BOOTH: 1640  
Bob Henderson  
6340 Bandini Blvd.  
Commerce, CA 90040  
Phone: 323-721-7800  
bh@metaledgeinc.com  
www.metaledgeinc.com

**HTS Advanced Solutions**
BOOTH: 1206  
Sally Aleman  
12500 Castlebridge Dr, Bldg D  
Houston, TX 77065  
Phone: 281-890-8290  
info@hts-3d.com  
hts-3d.com

**Huntington T. Block Insurance Agency An AON Company**
BOOTH: 1838  
Casey Wigglesworth  
1120 20th Street NW, 6th Fl.  
Washington, DC 20036  
Phone: 202-429-8590  
casey_wigglesworth@asg.aon.com  
www.huntingtontblock.com

Huntington T. Block Insurance Agency, Inc. (HTB) is the AAM Recognized provider of fine art insurance. A leader in providing comprehensive collections and exhibition coverage, HTB has set industry standards and defined criteria for fine art underwriting and loss prevention staff of insurance professionals, HTB has the expertise to customize a fine art insurance policy for your museum’s unique needs.

**Ideum**
BOOTH: 1203  
Jim Spadaccini  
2469 Corrales Road  
Bldg C  
Corrales, NM 87048  
Phone: 505-792-1110  
jims@ideum.com  
www.ideum.com

**Image Access Lp**
BOOTH: 1537  
Jonathan Wenninger  
2511 Technology Dr Suite 109  
Elgin, IL 60124  
Phone: 224-293-2585  
Jonathan.wenninger@imageaccess.de  
www.imageaccess.us

**Imagine Exhibitions, Inc.**
BOOTH: 1928  
Tom Zaller  
2870 Peachtree Road  
#418  
Atlanta, GA 30305  
Phone: 404-514-0385  
tzaller@imagineexhibitions.com  
www.imagineexhibitions.com

**Impact Communications**
BOOTH: 2217  
Kristy Somerlot  
1138 West 9th Street  
Cleveland, OH 44113-0940  
Phone: 216-861-1063  
ksomerlot@impactcommunications.com  
www.impactcommunications.com

**Institute for Human Centered Design**
BOOTH: 1528  
Gabriela Bonome-Sims  
200 Portland Street  
1st Floor  
Boston, MA 02114  
Phone: 617-695-1225  
gsims@IHCDesign.org  
www.IHCDesign.org

**Institute of Museum and Library Services**
BOOTH: 2209  
Daniel Leunig  
955 L’Enfant Plaza North  
Suite 4000  
Washington, DC 20024  
Phone: 202-653-4685  
imlsinfo@imls.gov  
www.imls.gov

**JGL Food Service Consultants**
BOOTH: 1530  
Tracy Lawler  
224 Cleveland Lane  
Princeton, NJ 08540  
Phone: 732-274-1694  
Tracy@jglconsultants.com  
www.jglconsultants.com
Exhibitors by Company

JRA
BOOTH: 1812
Linda Round
600 Vine Street, Suite 1700
Cincinnati, OH 45202
Phone: 513-381-0055
Lround@jackrouse.com
www.jackrouse.com

JVS Group
BOOTH: 2327
Milada Fiserova
Slavikova 6142/18d
Ostrava-Poruba, 70800 Czech Republic
Phone: +420603776467
Milada@jvsgroup.cz
www.jvsgroup.cz

Kern Studios
BOOTH: 1739
Joe Mazzotta
1380 Port of New Orleans Place
New Orleans, LA 70130
Phone: 504-321-6054
joe@kernstudios.com
www.kernstudios.com

Landau Traveling Exhibitions
BOOTH: 2128
Jeff Landau
3615 Moore St.
Los Angeles, CA 90066-3044
Phone: 310-391-3098
info@a-r-t.com
www.a-r-t.com/lte

Leach
BOOTH: 2048
Michael Trevethan
Dyson Wood Way, Bradley Business Park
Huddersfield, West Yorkshire HD21GN United Kingdom
Phone: +447976802923
michael.trevethan@weareleach.com
www.leachinspire.com

Lighting Services Inc.
BOOTH: 1705
Kerri Galgano
2 Holt Drive
Stony Point, NY 10980-1996
Phone: 845-942-2800
sales@lssl.com
www.lightingservicesinc.com

Lightswitch
BOOTH: 2044
Avraham Mor
321 Beverly Dr
Wilmette, IL 60091
Phone: 909-360-2900
amor@lightswitch.net
www.lightswitch.net

Lingar, Inc.
BOOTH: 1037
Matthew Dias
545 Boylston Street
Boston, MA 02116
Phone: 617-906-8850
info@lingar.com
lingar.com

Listen Technologies Corporation
BOOTH: 1141
Micheline Shaffer
14912 Heritage Crest Way
Bluffdale, UT 84065-4818
Phone: 801-542-7774
mikey.shaffer@listentech.com
www.listentech.com

ListenUp Audio
BOOTH: 2104
Jared Crellin
514 Flat Shoals Ave SE
Atlanta, GA 30316
Phone: 678-733-9487
contact@listenupaudiobooks.com
www.listenupaudio.com

Little Ray’s Nature Centres
BOOTH: 2228
Shane McConnell
5305 Bank St.
Ottawa, ON K1X 1H2 Canada
Phone: 613-822-8824
smconnell@raysreptiles.com
www.raysreptiles.com

LORD Cultural Resources
BOOTH: 1629
Natalie Bornstein
88 Pine Street
Mezzanine
New York, NY 10005
Phone: 646-375-2500
nbornstein@lord.ca
www.lord.ca

Luci Creative
BOOTH: 1437
AJ Goehle
6900 N Central Park Ave
Lincolnwood, IL 60712
Phone: 224-233-0730
aj@lucicreative.com
lucicreative.com

Lucid Realities
BOOTH: 1121
Alexandre Roux
108 Av Ledru Rollin
Paris, France
Phone: + 33 (0) 1 44 75 70 52
Studio@lucidrealities.studio
lucidrealities.studio

Lucidea Argus
BOOTH: 1730
Mark Maslowski
Suite #1115, 13560 Maycrest Way
Richmond, BC V6V 2W9 Canada
Phone: 604-278-6717
mmaslowski@lucidea.com
www.lucidea.com

Luxam
BOOTH: 1958
Rick Jellow
12201 NW 35 Street suite 534
Coral Springs, FL 33065
Phone: 954-755-7254
rick@luxam.com
www.luxam.com

Mad Systems Inc.
BOOTH: 1836
Tricia Rodriguez
733 N. Main Street
Orange, CA 92868
Phone: 714-259-9000
info@madsystems.com
www.madsystems.com

Program information is subject to change.
<table>
<thead>
<tr>
<th>Company</th>
<th>Booth/Year</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maltbie, A Kubik Company</td>
<td>1521</td>
<td>Deborah Shaw&lt;br&gt;7000 Commerce Parkway, Suite C&lt;br&gt; Mt. Laurel, NJ 08054&lt;br&gt;Phone: 905-272-2818&lt;br&gt;<a href="mailto:info@maltbie.com">info@maltbie.com</a>&lt;br&gt;www.maltbie.com</td>
</tr>
<tr>
<td>Marioff</td>
<td>2009</td>
<td>Jayme Edwards&lt;br&gt;400 Main Street&lt;br&gt;Ashland, MA 01721&lt;br&gt;Phone: 508-231-2181&lt;br&gt;<a href="mailto:Jayme.Edwards@fs.utc.com">Jayme.Edwards@fs.utc.com</a>&lt;br&gt;www.marioff.com</td>
</tr>
<tr>
<td>Marist College</td>
<td>1615</td>
<td>Brian Scott&lt;br&gt;3399 North Road&lt;br&gt;Poughkeepsie, NY 12601&lt;br&gt;Phone: 845-575-3484&lt;br&gt;<a href="mailto:Brian.Scott@Marist.edu">Brian.Scott@Marist.edu</a>&lt;br&gt;www.marist.edu</td>
</tr>
<tr>
<td>MBA Design &amp; Display Products</td>
<td>2237</td>
<td>Angelo Conry&lt;br&gt;Suite 310&lt;br&gt;35 East Uwchlan Avenue&lt;br&gt;Exton, PA 19341&lt;br&gt;Phone: 610-524-7590&lt;br&gt;<a href="mailto:info@mba-usa.com">info@mba-usa.com</a>&lt;br&gt;mbawalls.com</td>
</tr>
<tr>
<td>Media Flex–OPALS</td>
<td>1346</td>
<td>Andrea Chan&lt;br&gt;P. O. Box 1107&lt;br&gt;Champlain, NY 12919&lt;br&gt;Phone: 877-331-1022&lt;br&gt;<a href="mailto:info@mediaflex.net">info@mediaflex.net</a>&lt;br&gt;www.mediaflex.net</td>
</tr>
<tr>
<td>Meyvaert</td>
<td>2015</td>
<td>Florence Dwyer&lt;br&gt;1177 Avenue of the Americas, 7th floor&lt;br&gt;New York, NY 10036&lt;br&gt;Phone: +32 (0)9 225 54 27&lt;br&gt;<a href="mailto:florence.dwyer@meyvaert.be">florence.dwyer@meyvaert.be</a>&lt;br&gt;www.meyvaert.be</td>
</tr>
<tr>
<td>MGAC</td>
<td>2008</td>
<td>Katie Rubino&lt;br&gt;730 Eleventh Street, NW&lt;br&gt;Washington, DC 20001&lt;br&gt;Phone: 202-942-3900&lt;br&gt;<a href="mailto:krubino@mgac.com">krubino@mgac.com</a>&lt;br&gt;www.mgac.com</td>
</tr>
<tr>
<td>Mid-America Arts Alliance</td>
<td>1931</td>
<td>Margaret Keough&lt;br&gt;2018 Baltimore Avenue&lt;br&gt;Kansas City, MO 64108&lt;br&gt;Phone: 816-421-1388&lt;br&gt;<a href="mailto:margaret@maaa.org">margaret@maaa.org</a>&lt;br&gt;www.eusa.org</td>
</tr>
<tr>
<td>MINISIS Inc.</td>
<td>2002</td>
<td>Christopher Burcsik&lt;br&gt;Suite 950–Royal Centre&lt;br&gt;1055 West Georgia St. PO Box 11142&lt;br&gt;Vancouver, BC V6E 3P3 Canada&lt;br&gt;Phone: 604-255-4366&lt;br&gt;<a href="mailto:lorna@minisisinc.com">lorna@minisisinc.com</a>&lt;br&gt;www.minisisinc.com</td>
</tr>
<tr>
<td>Minnesota Children’s Museum</td>
<td>1828</td>
<td>Mitch Boerner&lt;br&gt;10 West Seventh Street&lt;br&gt;St Paul, MN 55102&lt;br&gt;Phone: 651-225-6053&lt;br&gt;<a href="mailto:travelingexhibits@mcm.org">travelingexhibits@mcm.org</a>&lt;br&gt;www.mcm.org/travel</td>
</tr>
<tr>
<td>Minotaur Mazes</td>
<td>2026</td>
<td>Kelly Fernandi&lt;br&gt;912 N.W. 63rd Street&lt;br&gt;Seattle, WA 98107&lt;br&gt;Phone: 206-782-0667&lt;br&gt;<a href="mailto:info@minotaurmazes.com">info@minotaurmazes.com</a>&lt;br&gt;www.minotaurmazes.com</td>
</tr>
<tr>
<td>Mountain-Plains Museums...</td>
<td>2314</td>
<td>Deb Arenz&lt;br&gt;7755 South 23rd St&lt;br&gt;Lincoln, NE 68512&lt;br&gt;Phone: 402-904-6938&lt;br&gt;<a href="mailto:mountplains@aol.com">mountplains@aol.com</a>&lt;br&gt;www.mpma.net</td>
</tr>
<tr>
<td>Museum Climate Controls</td>
<td>2114</td>
<td>Jeff Mak&lt;br&gt;3490 Laird Road&lt;br&gt;Unit 8&lt;br&gt;Mississauga, ON L5L 5Y4 Canada&lt;br&gt;Phone: 416-728-1540&lt;br&gt;<a href="mailto:jeffm@museumpclimatecontrols.com">jeffm@museumpclimatecontrols.com</a>&lt;br&gt;www.museumpclimatecontrols.com</td>
</tr>
<tr>
<td>Museum Hack</td>
<td>2102</td>
<td>Nick Gray&lt;br&gt;27 West 10th Street, Apt 5&lt;br&gt;New York, NY 10011&lt;br&gt;Phone: 1-800-778-5531&lt;br&gt;<a href="mailto:info@museumhack.com">info@museumhack.com</a></td>
</tr>
<tr>
<td>Museum of Science &amp; Industry</td>
<td>1920</td>
<td>Jeff Buonomo&lt;br&gt;5700 S Lake Shore Dr&lt;br&gt;Chicago, IL 60637-2003&lt;br&gt;Phone: 773-753-1359&lt;br&gt;<a href="mailto:Jeff.Buonomo@msichicago.org">Jeff.Buonomo@msichicago.org</a>&lt;br&gt;www.msichicago.org</td>
</tr>
<tr>
<td>Museums &amp; Race Transformation and Justice Lounge</td>
<td>1112</td>
<td>Stacey Mann&lt;br&gt;<a href="mailto:smanny@gmail.com">smanny@gmail.com</a>&lt;br&gt;museumsandrace.org</td>
</tr>
<tr>
<td>Museumspartner</td>
<td>2022</td>
<td>Marie Eckert&lt;br&gt;Sebastian-Kneipp-Weg 17&lt;br&gt;Innsbruck, 6020 Austria&lt;br&gt;Phone: 0043512562800&lt;br&gt;<a href="mailto:info@museumspartner.com">info@museumspartner.com</a>&lt;br&gt;www.museumspartner.com</td>
</tr>
</tbody>
</table>
National Endowment for the Arts
BOOTH: 2303
Toniqua Lindsay
400 7th Street SW
Washington, DC 20506
Phone: 202-682-5555
lindsayt@arts.gov
www.arts.gov

National Endowment for the Humanities
BOOTH: 2305
Jill Austin
400 7th Street SW
Washington, DC 20506
Phone: 202-606-8400
info@neh.gov
www.neh.gov/divisions/preservation

National Geographic
BOOTH: 2030
Seth de Matties
1145 17th Street NW
Washington, DC 20036
Phone: 202-457-8460
sdematties@ngs.org
www.nationalgeographic.com

National NAGPRA Program
BOOTH: 2302
Sarah Glass
1849 C Street NW
Mail Stop 7360
Washington, DC 20240
Phone: 202-354-1479
nagpra_grants@nps.gov
www.nps.gov/nagpra

National Oceanic and Atmospheric Administration
BOOTH: 2309
Cheryl Oliver
1305 East West Highway
11th Floor, Room 11644
Silver Spring, MD 20910
Phone: 240-533-0710
cheryl.oliver@noaa.gov
www.noaa.gov

Natural History Museum – International Engagement
BOOTH: 2226
Jan English
Cromwell Road
London, N/A United Kingdom
Phone: +44 207 942 5789
j.english@nhm.ac.uk
www.nhm.ac.uk/touringexhibitions

Newseum Traveling Exhibits
BOOTH: 2326
Karis Erwin
555 Pennsylvania Ave., N.W.
Washington, DC 20001
Phone: 202-292-6560
kerwin@newseum.org
www.newseum.org/exhibits/traveling

NMB Technologies Corporation
BOOTH: 1123
Kevin King
39830 Grand River Avenue
Novi, MI 48375
Phone: 206-462-0715
kking@nmbtc.com
www.saliot.com/en

Northern Light Productions
BOOTH: 1436
Tim Lay
300 Western Avenue, 2nd Floor
Boston, MA 02134
Phone: 617-789-4344
tlay@nlprod.com
www.nlprod.com

OnCell
BOOTH: 1407
Paige Castle
1160 D Pittsford–Victor Rd.
New York, NY 14534
Phone: 585-419-9844
Pcastle@oncell.com
www.oncell.com

Ontario Science Centre
BOOTH: 1926
Heather Farnworth
770 Don Mills Road
Toronto, ON M3C 1T3 Canada
Phone: 416-696-3222
heather.farnworth@osc.on.ca
www.ontariosciencecentre.ca

Orpheo
BOOTH: 1422
Myron Baer
315 Madison Avenue
Suite 2601
New York, NY 10017
myron.baer@orpheo.us
orpheogroup.com

Ozark Museum of Natural History
BOOTH: 1949
James Patrick
205 Wolf Creek Rd.
Cedarcreek, MO 65627
Phone: 417-794-3303
jpatrick@OMNH.org

Pacific Studio, Inc.
BOOTH: 1907
Marc Burns
5311 Shilshole Ave., NW
Seattle, WA 98107
Phone: 206-783-5226
mburns@pacific-studio.com
www.pacific-studio.com

Patron Technology
BOOTH: 1220
Aaron Schwartzbord
850 Seventh Ave
Suite 801
New York, NY 10019
Phone: 212-271-4328-128
aaron@patrontechnology.com
www.patrontechnology.com

PolyView
BOOTH: 2220
Eunyoung Kang
108-704, UNIST-gil 50, Eonyang-eup, Ulju-gun
Ulsan, 44919 Korea (South)
Phone: +821025760496
eunyoungdil@unist.ac.kr
homepagechoe.wixsite.com/polyview

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Exhibitors by Company

PPG Paints
BOOTH: 1641
Chip Belcastro
400 Bertha Lamme Drive
Cranberry, PA 16066
Phone: 352-431-0507
cbelcastro@ppg.com
www.ppgpaints.com

Quatrefoil Associates, Inc.
BOOTH: 1736
Mike Fetters
29 C Street
Laurel, MD 20707
Phone: 301-470-4748
mfetters@quatrefoil.com
www.quatrefoil.com

Rediscovery Software, Inc.
BOOTH: 1740
Steve Richardson
3040 Berkmar Drive, Ste. B1
Charlottesville, VA 22901-1444
Phone: 208-338-8487
sales@rediscover.com
www.rediscoverysoftware.com

Reading Public Museum
BOOTH: 2322
Stephanie Shaak
500 Museum Road
Reading, PA 19611
Phone: 610-371-5850
stephanie.shaak@readingpublicmuseum.org
www.readingpublicmuseum.org

Realcast
BOOTH: 1229
Nino Sapina
17 rue Henri Tariel
Issy les Moulineaux, 92130 France
nino@realcast.io
www.realcast.io

Red Tail Entertainment
BOOTH: 2330
David Denson
420 Throckmorton St., Suite 200
Fort Worth, TX 76035
Phone: 682-257-8837
ddenson@redtailentertainment.com

Richard Lewis Media Group
BOOTH: 1613
Richard Lewis
70 Coolidge Hill Road
Watertown, MA 02472
Phone: 617-926-8300
richard@rlmg.com
www.rlmg.com

Riggs Ward Design
BOOTH: 1630
Mary Kristen Craver
2315 West Main Street
Richmond, VA 23220
Phone: 804-254-1740
mkcraver@riggsward.com
www.riggsward.com

Ripley Entertainment
BOOTH: 2120
John Corcoran
7576 Kingspointe Pkwy, 188
Orlando, FL 32819
Phone: 407-345-8010
corcoran@ripleys.com
www.ripleys.com

RocketRez
BOOTH: 1137
Shari Pendergrast
418 Main St
Steinbach, MB R5G 1Z5 Canada
sharip@rocket-rez.com
rocket-rez.com

Roto
BOOTH: 1839
Dana Jackson
7001 Discovery Blvd
Dublin, OH 43017
Phone: 614-760-8690
drusell@rotostudio.com
www.rotostudio.com

Routledge, Taylor Francis Group
BOOTH: 1344
Ray Reinhardt
530 Walnut St; Suite 850
Philadelphia, PA 19106
Phone: 561-361-6074
Raymond.Reinhardt@taylorandfrancis.com
www.tandfonline.com

Rowman & Littlefield
BOOTH: Alliance Bookstore
Jessica Wetzel
501 Forbes Blvd
Suite 200
Lanham, Maryland 20706
Phone: 800-462-6420
jwetzel@rowman.com
www.Rowman.com

Running Subway Productions
BOOTH: 2328
Kelly Collins
70 West 40th Street, 9th Fl.
New York, NY 10018
Phone: 646-619-8601
kelly@runningsubway.com
www.runningsubway.com

SAQA Global Exhibitions
BOOTH: 1859
Martha Sielman
PO Box 141
Hebron, CT 06248
Phone: 216-333-9146
shipping@saqa.com
www.saqa.com

Reich + Petch Design International
BOOTH: 1617
Niki Reich
1867 Yonge Street
Suite 1100
Toronto, ON M4T 2A9 Canada
Phone: 416-480-2020
reich@reich-petch.com
www.reich-petch.com

Relative Scale
BOOTH: 1208
Luke Cline
116 N West St
Suite 270
Raleigh, NC 27603
Phone: 919.424.7469
luke@relativescale.com
www.relativescale.com

Retail Control Systems, Inc.
BOOTH: 1041
Ryan Parks
86 Chosen Vale Lane, Suite 206
Enfield, NH 03748
Phone: 603-632-5500
rparks@retailcontrolsystems.com
www.rcs-pos.com

Richard Lewis Media Group
BOOTH: 1613
Richard Lewis
70 Coolidge Hill Road
Watertown, MA 02472
Phone: 617-926-8300
richard@rlmg.com
www.rlmg.com

Riggs Ward Design
BOOTH: 1630
Mary Kristen Craver
2315 West Main Street
Richmond, VA 23220
Phone: 804-254-1740
mkcraver@riggsward.com
www.riggsward.com

Ripley Entertainment
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7576 Kingspointe Pkwy, 188
Orlando, FL 32819
Phone: 407-345-8010
corcoran@ripleys.com
www.ripleys.com

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418 Main St
Steinbach, MB R5G 1Z5 Canada
sharip@rocket-rez.com
rocket-rez.com

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Dana Jackson
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Dublin, OH 43017
Phone: 614-760-8690
drusell@rotostudio.com
www.rotostudio.com

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Philadelphia, PA 19106
Phone: 561-361-6074
Raymond.Reinhardt@taylorandfrancis.com
www.tandfonline.com

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Lanham, Maryland 20706
Phone: 800-462-6420
jwetzel@rowman.com
www.Rowman.com

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BOOTH: 2328
Kelly Collins
70 West 40th Street, 9th Fl.
New York, NY 10018
Phone: 646-619-8601
kelly@runningsubway.com
www.runningsubway.com

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BOOTH: 1859
Martha Sielman
PO Box 141
Hebron, CT 06248
Phone: 216-333-9146
shipping@saqa.com
www.saqa.com
Exhibitors by Company

SC Exhibitions
BOOTH: 2321
Oliver Zietzke
Semmel Concerts Entertainment GmbH
Am Mühlgraben 70
Bayreuth, 95445 Germany
Phone: +49 (0)921 / 74 600 0
zietzke.oliver@semmel.de
www.sc-exhibitions.com

Scentco, Inc.
BOOTH: 2016
Sean Lucas
8640 Argent Street
Santee, CA 92071
Phone: 619-582-9900
slucas@scentcoinc.com
www.scentcoinc.com

Science Museum of Minnesota
BOOTH: 1927
Cari Dwyer
120 West Kellogg Blvd
Saint Paul, MN 55102-1202
Phone: 651-221-9415
cdwyer@smm.org
www.smm.org

Science North
BOOTH: 2027
Kayla Plaunt
100 Ramsey Lake Road
Sudbury, ON P3E 5S9 Canada
Phone: 705-522-3701 x308
PlauntKayla@sciencenorth.ca
www.sciencenorth.ca

Shore Design
BOOTH: 1340
Ron Shore
PO Box 2713
Antioch, CA 94531
Phone: 415-508-1170
ronshoredesign@earthlink.net
www.ronshoredesign.com

SKINsoft
BOOTH: 2112
Geoffroy Rigoulot
5 rue du Château Rose
Besançon, 25000 France
Phone: 33(0)972260937
Geoffroy.rigoulot@skin-soft.org
skin-soft.org

Smithsonian Enterprises Digital Services
BOOTH: 1302
Todd Stowell
600 Maryland Ave. SW
Suite 760E
Washington, DC 20024
Phone: 202-633-5983
stowellt2@si.edu
digitalservices.si.edu

Smithsonian Institution Traveling Exhibition Service-SITES
BOOTH: 1829
Ed Liskey
MRC 941
PO Box 37012
Washington, DC 20013
Phone: 202-633-3142
sites_schedule@si.edu
www.sites.si.edu

Smooth-On, Inc.
BOOTH: 2136
Kevin McDonald
5600 Lower Macunigie Road
Macungie, PA 18062
Phone: 800-762-0744
kmcdonald@smooth-on.com
www.smooth-on.com

Solid Light, Inc.
BOOTH: 1307
Cynthia Torp
800 South Fifth Street
Louisville, KY 40203
Phone: 502-562-0060
torp@solidlight-inc.com
www.solidlight-inc.com

Solomon Group
BOOTH: 1304
Christie Clemens
825 Girod St.
New Orleans, LA 70113
Phone: 504-252-4500
christie.clemens@solomongroup.com
www.solomongroup.com

Southeastern Museums Conference
BOOTH: 2313
Susan Perry
130 West Paces Ferry Road NW
Atlanta, GA 30305
Phone: 404-814-2048
sperry@semcdirect.net
www.SEMCDirect.net

Spacesaver Corporation
BOOTH: 1813
Lori Compas
1450 Janesville Avenue
Fort Atkinson, WI 53538-2706
Phone: 920-563-6362
lcompas@spacesaver.com
www.spacesaver.com

Speak Creative
BOOTH: 1628
Jacob Savage
1648 W Massey
Memphis, TN 38120
Phone: 901-757-5855
jacob.savage@madebyspeak.com
www.madebyspeak.com

Sphero
BOOTH: 1038
Kendra Werner
4772 Walnut Street, Suite 209
Boulder, CO 80301
Phone: 720-938-8480
kendra.werner@sphero.com
www.sphero.com/education

Split Rock Studios
BOOTH: 1826
Colin Cook
2071 Gateway Blvd
Arden Hills, MN 55112
Phone: 651-631-2211
ccook@splitrockstudios.com
www.splitrockstudios.com

StabaArte
BOOTH: 2041
Nina Hildebrand
90 Bliss Road
Unit 1
Newport, RI 02840
Phone: 401-364-8633
nina.hildebrand@stabaArte.com
www.stabaArte.com
Exhibitors by Company

Stage Nine Design LLC
BOOTH: 2123
Troy Carlson
751 Northport Dr
West Sacramento, CA 95691
Phone: 916-501-9115
tc@stagenine.com
www.stageninedesign.com

Starlab
BOOTH: 1153
Leigh McKenney
86475 Gene Lasserre Blvd.
Yulee, FL 32097
Phone: 904-225-2228
starlab@starlab.com
starlab.com

Swift Sensors
BOOTH: 1639
Ray Almgren
4611 Bee Cave Road, Ste 100
Austin, TX 78746
Phone: 512-415-3261
info@swiftsensors.com
www.swiftsensors.com

Tactile Studio Molitor
BOOTH: 1939
Philippe Moreau
29, rue méléh
Pantin, 93500 France
Phone: +49 (0) 671 79656 10
info@tactilestudio.eu
www.tactilestudio.fr

Takiya Company, Ltd.
BOOTH: 1714
Jeffrey Isaacs
14507 Drexmore Road
Shaker Heights, OH 44120
Phone: 216-403-9162
takiya.us@takiya.com
www.takiya.com/en

TAM Retail
BOOTH: 2004
Lynn Lode
10609 W. 159th Street
Orland Park, IL 60467
Phone: 888-843-1476
llode@tamretail.com
www.tamretail.com

Tessitura Network
BOOTH: 1713
Tammi Hennegan
11700 Preston Road
Ste 660, PMB 214
Dallas, TX 75230
Phone: 888-643-5778
thennegan@tessituranetwork.com
www.tessituranetwork.com

The Children's Museum of Indianapolis
BOOTH: 1827
Sarah Myers
PO Box 3000
Indianapolis, IN 46206-3000
Phone: 317-334-4016
sarahm@childrensmuseum.org
www.childrensmuseum.org

The Crowley Company
BOOTH: 1103
Hannah Clawson
5111 Pegasus Court
Frederick, MD 21704
Phone: 240-215-0224
hannahc@thecrowleycompany.com
www.thecrowleycompany.com

The Design Minds
BOOTH: 2003
Mike Lesperance
10364 Main Street
Fairfax, VA 22030
Phone: 703-246-9241
mike@thedesigminds.com
www.thedesigminds.com

The Discovery Network, Museum of Discovery
BOOTH: 2138
Ginsie Higgs
500 President Clinton Ave, Suite 150
Little Rock, AR 72201
Phone: 501-537-3081
ghiggs@museumofdiscovery.org
www.thediscoverynetwork.org

The Field Museum of Natural History
BOOTH: 2126
Amy Bornkamp
1400 S Lake Shore Dr
Chicago, IL 60605-2827
Phone: 312-665-7332
abornkamp@fmnh.org
www.fmnh.org

The Global Display Solution
BOOTH: 1227
Brett Shea
8220 SW Nimbus Ave
Beaverton, OR 97008
Phone: 503-352-4439
brett@asiasourcesinc.com
theglobaldisplaysolution.com

The National Inventors Hall of Fame
BOOTH: 1245
Ashley Takacs
3701 Highland Park NW
North Canton, OH 44720
atakacs@invent.org
www.invent.org

The National WWII Museum
BOOTH: 2229
Jenney Fazande
945 Magazine St
New Orleans, LA 70130-3813
Phone: 504-528-1944
jenney.fazande@nationalww2museum.org
nationalww2museum.org

The North Carolina Arboretum Exhibitions
BOOTH: 2222
Ashlee Lanier
100 Frederick Law Olmsted Way
Asheville, NC 28806-9315
Phone: 828-665-2492
ajlanier@ncarboretum.org
www.ncarboretum.org/exhibits-events

The PRD Group
BOOTH: 1526
Bill Lazenby
14555 Avion Pkwy #175
Chantilly, VA 20151-1117
Phone: 703-352-2288
wlazenby@theprdgroup.com
www.theprdgroup.com

The Whiting-Turner Contracting Company
BOOTH: 1341
Jessica Traub
300 East Joppa Rd.
Baltimore, MD 21286
Phone: 410-337-5709
Jessica.Traub@whiting-turner.com
www.whiting-turner.com
<table>
<thead>
<tr>
<th>Company Name</th>
<th>Booth</th>
<th>Contact Details</th>
</tr>
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</table>
| **TimeLooper Inc.**                             | 1127  | Andrew Feinberg  
100 W 89th St, Unit 5I  
New York, NY 10024  
Phone: 212-873-2677  
info@timelooper.com  
www.timelooper.com |
| **TOTAL Fine Arts** (A Division of TOTAL Transportation Solutions Inc.) | 2005  | Scott Pustai  
20 Casebridge Court  
Toronto, ON M1B 3M5 Canada  
Phone: 416-636-1444  
scott@total-transportation.com  
www.totalfinearts.com |
| **Tour-Mate Systems**                            | 1903  | Lynn Taylor  
137 St. Regis Crescent South  
Toronto, ON M3J 1Y6 Canada  
Phone: 416-636-5654  
tltyler@tourmate.com  
www.tourmate.com |
| **Transamerica Museum Retirement Program**      | 1638  | Jose Ventura  
20 South King Street  
Leesburg, VA 20175  
Phone: 800.648.4807  
jventura@ahlins.com  
www.ahlins.com |
| **Trivel Honeycomb Corporation**                | 1308  | Steve Loudin  
2100 Swanson Ct  
Gurnee, IL 60031  
Phone: 847-336-1321  
steve@trivelcorp.com  
www.trivelcorp.com |
| **TripAdvisor**                                 | 1321  | Mandy Smith  
203 SE 79th Avenue  
Portland, OR 97215  
Phone: 415-412-0635  
masmith@tripadvisor.com  
www.tripadvisor.com |
| **Trivium Interactive**                         | 1441  | Jillian Domenici  
135 Lewis Wharf  
Boston, MA 02110  
Phone: 617-676-7947  
jill@triviuminteractive.com  
www.triviuminteractive.com |
| **U.S. Army Center of Military History-Army Museum Enterprise** | 2304  | Shannon Stratton  
9955 Tracy Loop, Bldg 765  
Fort Belvoir, VA 20020  
Phone: 703-805-9797  
shannon.d.civ@mail.mil  
www.history.army.mil/museums |
| **U.S. Art Company, Inc.**                      | 1704  | Mark Silverman  
66 Pacella Park Drive  
Randolph, MA 02368  
Phone: 781-986-6500  
msilverman@usart.com  
www.usart.com |
| **U.S. Census Bureau**                          | 2306  | Catherine Hartz  
32 Old Slip, 9th Floor  
New York, NY 10005  
Phone: (212) 584-3400  
Catherine.Hartz@census.gov  
www.census.gov |
| **U.S. Dept of the Interior Museum Program**    | 2203  | Elizabeth Varner  
1849 C Street NW MS 4262  
Washington, DC 20240  
Phone: 202-208-3438  
Elizabeth_Varner@ios.doi.gov  
museums.doi.gov |
| **Universal Fiber Optic Lighting LLC**          | 1331  | Patric Dietrich  
6119A Clark Center Ave  
Sarasota, FL 34238  
Phone: 941-343-8115  
pdietrich@fiberopticlighting.com  
www.fiberopticlighting.com |
| **Universal Services Associates, Inc.**         | 1726  | Steve Mantione  
5 Horne Dr  
Folcroft, PA 19032  
Phone: 610-461-0300  
smantione@builithusa.com  
www.BuildWithUSA.com |
| **University of Oklahoma Extended Campus**      | 1902  | Christine Young  
1610 Asp Avenue  
Suite 108  
Norman, OK 73072  
Phone: 405-325-1061  
pacsinfo@ou.edu  
pacs.ou.edu |
<table>
<thead>
<tr>
<th>Company</th>
<th>Booth</th>
<th>Contact Person</th>
<th>Address Details</th>
<th>Phone</th>
<th>Email</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veevart</td>
<td>1327</td>
<td>Melanie Poulain</td>
<td>8942 Carlyle Ave Surfside, FL 33154</td>
<td>(347) 352 0083</td>
<td><a href="mailto:antonio.velasco@veevart.com">antonio.velasco@veevart.com</a></td>
<td><a href="http://www.auctifera.com">www.auctifera.com</a></td>
</tr>
<tr>
<td>Vernon Systems Ltd.</td>
<td>1945</td>
<td>Maria Lemprier</td>
<td>12A McDonald Street, Kingsland Auckland, 1000 New Zealand</td>
<td>646-303-6103</td>
<td><a href="mailto:vsl@vernonsystems.com">vsl@vernonsystems.com</a></td>
<td><a href="http://www.vernonsystems.com">www.vernonsystems.com</a></td>
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<tr>
<td>VIP Transport Fine Arts Services</td>
<td>1221</td>
<td>Ed Noonan</td>
<td>8215 Patuxent Range Road Jessup, MD 20794</td>
<td>301-674-7420</td>
<td><a href="mailto:enoonan@vipTRANSPORT.com">enoonan@vipTRANSPORT.com</a></td>
<td><a href="http://www.viptransport.com">www.viptransport.com</a></td>
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<tr>
<td>Virtual Wonders LLC</td>
<td>1138</td>
<td>Mark Bauman</td>
<td>514 Wells St. Delafield, WI 53018</td>
<td>202-317-0949</td>
<td><a href="mailto:mbaumann@virtualwonders.com">mbaumann@virtualwonders.com</a></td>
<td><a href="http://www.virtualwonders.com">www.virtualwonders.com</a></td>
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<tr>
<td>Vivaticket</td>
<td>1330</td>
<td>Michael Norris</td>
<td>4501 Vineland Road, Suite 109 Orlando, FL 32811</td>
<td>407-370-2900</td>
<td><a href="mailto:mnorris@bestunion.com">mnorris@bestunion.com</a></td>
<td><a href="http://www.omniticket.com">www.omniticket.com</a></td>
</tr>
<tr>
<td>Weathercock Co., Ltd.</td>
<td>1429</td>
<td>Kazue Yamamoto</td>
<td>West 3-jo 7-chome 1-31 Tsukisamu, Toyohira-ku, Sapporo, Hokkaido 062-0023 Japan</td>
<td>+81-11-852-1623</td>
<td><a href="mailto:k-yamamoto@weathercock.co.jp">k-yamamoto@weathercock.co.jp</a></td>
<td><a href="http://www.weathercock.co.jp">www.weathercock.co.jp</a></td>
</tr>
<tr>
<td>Western Museums Association</td>
<td>2316</td>
<td>Jason Jones</td>
<td>PO Box 4738 Tulsa, OK 74159</td>
<td>707-433-4701</td>
<td><a href="mailto:wma@westmuse.org">wma@westmuse.org</a></td>
<td><a href="http://www.westmuse.org">www.westmuse.org</a></td>
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<tr>
<td>Willis Towers Watson</td>
<td>1438</td>
<td>Robert Salmon</td>
<td>12505 Park Potomac Ave Suite 300 Potomac, MD 20854</td>
<td>301-581-4247</td>
<td><a href="mailto:Robert.Salmon@willistowerswatson.com">Robert.Salmon@willistowerswatson.com</a></td>
<td><a href="http://www.willis.com">www.willis.com</a></td>
</tr>
<tr>
<td>Winikur Productions</td>
<td>1428</td>
<td>Ken Winikur</td>
<td>516 E 2nd St, Ste 1 Boston, MA 02127</td>
<td>857-496-1950</td>
<td><a href="mailto:info@winikurproductions.com">info@winikurproductions.com</a></td>
<td><a href="http://www.winikurproductions.com">www.winikurproductions.com</a></td>
</tr>
<tr>
<td>Winterland Inc.</td>
<td>1239</td>
<td>Tarah Fred</td>
<td>1101 S. Miller Ave Marion, IN 46953</td>
<td>800-788-9627</td>
<td><a href="mailto:tfred@winterlandinc.com">tfred@winterlandinc.com</a></td>
<td><a href="http://www.winterlandinc.com">www.winterlandinc.com</a></td>
</tr>
<tr>
<td>Xenario Inc.</td>
<td>1108</td>
<td>Alexander Brandt</td>
<td>284 5th Avenue, #5E New York, NY 10001</td>
<td>929-373-2216</td>
<td><a href="mailto:axanda@hotmail.com">axanda@hotmail.com</a></td>
<td><a href="http://www.xenario.net">www.xenario.net</a></td>
</tr>
<tr>
<td>Xergy, Inc.</td>
<td>1329</td>
<td>Jason Jin</td>
<td>299 Cluckey Dr., Ste A Harrington, DE 19952</td>
<td>781-366-3222</td>
<td><a href="mailto:jason.jin@xergyinc.com">jason.jin@xergyinc.com</a></td>
<td><a href="http://www.xergyinc.com">www.xergyinc.com</a></td>
</tr>
<tr>
<td>Zone Display Cases</td>
<td>1817</td>
<td>Stephanie Bilodeau</td>
<td>660 Rue de L’Argon Quebec, QC G2N 2G5 Canada</td>
<td>418-841-4004</td>
<td><a href="mailto:steph@zonedisplaycases.com">steph@zonedisplaycases.com</a></td>
<td><a href="http://www.zonedisplaycases.com">www.zonedisplaycases.com</a></td>
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- Dorfman Museum Figures, Inc. 1830
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- Actus Audio ........................ 1637
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The Alliance wishes to express appreciation to the following organizations that have generously supported the 2019 Local Host Committee in New Orleans in support of annual meeting activities.

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The Local Host Committee plays a critical role in ensuring the overall success of the meeting by:

- Hosting evening events that showcase the depth and breadth of the local culture
- Recruiting and managing 250+ local and national volunteers to support the onsite logistics for the program
- Acting as hospitality and tourism ambassadors for the city during the meeting
- Using the annual meeting to garner publicity for the local cultural community as well as the annual meeting
- Coordinating and executing experiential learning opportunities
- Raising funds to cover committee activity and administrative expenses as well as helping to raise funds to offset overall annual meeting expenses

In a city known for its endless hospitality, our New Orleans Host Committee Co-Chairs, Susan Taylor, The Montine McDaniel Freeman Director, New Orleans Museum of Art and Stephen Watson, President and Chief Executive Officer, The National World War II Museum, have worked tirelessly to ensure that all conference attendees leave knowing “What It Means to Miss New Orleans”. Through fundraising efforts, credible insight and endless support, they have been able to create a memorable connection of the museum community to showcase its impact on both the local and national level.

Special thanks to our Host Committee Co-Chairs for their dedication to the success of the 2019 AAM Annual Meeting.

Behind the scenes is where all the magic happens! With immense gratitude, we thank the Host Sub-Committee Chairs and Members for their countless hours of work put into the planning of the annual meeting. From monthly meetings to planning development to onsite execution, this team united in all efforts and never loss sight of what was important—the museums. The New Orleans team is truly first class!

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- The Historic New Orleans Collection
- The National World War II Museum
- Whitney Plantation
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The National Program Committee is responsible for the review and selection of program sessions and must ensure that the program reflects a thoughtful balance of topics. The committee is composed of individuals representing diverse professional expertise, regional affiliations, and types of institutions that have an overview of the entire museum field. Proposals are peer-reviewed and are given fair and honest appraisal to provide Annual Meeting participants with the most current thinking on a range of subjects. Thank you, 2019 National Program Committee.

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Nora Pinell-Hernandez, Exhibits Fabricator, Ah-Tah-Thi-Ki Museum

Congratulations to recipients of the AAM annual meeting scholarship and AAM-Getty International Program! We are pleased to welcome 25 students and museum professionals who identify as underrepresented in the museum field, 10 students and museum professionals from New Orleans and surrounding region, and 21 international museum professionals who work in art museums and/or with art collections.
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Leadership and Partners

Professional Network Leadership

AAM thanks the individuals who provide leadership for the Professional Networks throughout the year, especially to the following chairs:

- **Professional Network Council Chair:**
  Ellen Endslow, Chester County Historical Society

- **Professional Network Council Vice Chair:**
  Mike Lesperance, The Design Minds, Inc.

- **Collections Stewardship:**
  John Simmons, Curator of Collections, Museologica

- **Committee on Audience Research and Evaluation (CARE):**
  Sarah Cohn, Principal, Aurora Consulting

- **Curators Committee (CurCom):**
  James Burns, Executive Director, Arizona Historical Society

- **Development and Membership Network (DAM):**
  Donna McGinnis, President and Chief Executive Officer, Naples Botanical Garden

- **Diversity Committee (DivCom):**
  Alethia Wittman, Collections Interpreter, The Burke Museum of Natural History and Culture
  Cecile Shellman, Cecile Shellman Consulting and

- **Education Committee (EdCom):**
  Sheri Levinsky-Raskin, Assistant Vice President, Research and Evaluation, The Intrepid Sea, Air & Space Museum

- **Environment and Climate Network (formerly known as PIC Green):**
  Stephanie Shapiro, Associate, Eagle Hill Consulting

- **Historic House and Sites Network:**
  Roy Young, Vice President for Guest Experience, George Washington’s Mount Vernon
  Susan Goganian, Director, Historic Beverly

- **Independent Museum Professionals Network:**
  Claudia Ocello, President and CEO, Museum Partners Consulting, LLC

- **Indigenous Peoples Museum Network:**
  Stacey Halfmoon (Caddo), Director of American Indian Relations, Ohio History Connection

- **Latino Network:**
  Margarita Sandino, Director of Education, Dixon Gallery and Gardens

- **Leadership and Management Network:**
  Wyona Lynch-McWhite, Vice President, Arts Consulting Group

- **Lesbian Gay Bisexual Transgender Queer (LGBTQ) Alliance:**
  Mike Lesperance, Principal, The Design Minds, Inc.

- **Media & Technology Network (M&T):**
  Angie Judge, Chief Executive Officer, Dexibit

- **Museum Studies Network (formerly COMPT):**
  Sarah Chicone, Senior Lecturer, Cultural Heritage Management, Johns Hopkins University Advanced Academic Programs
  Stephanie Brown, Program Coordinator and Senior Lecturer, Johns Hopkins University Advanced Academic Programs

- **National Association for Museum Exhibition (NAME):**
  Penny Jennings, Associate Director for Experience Development, Oakland Museum of California

- **Public Relations and Marketing Network (PRAM):**
  Tim Hallman, Director of Communications & Business Development, Asian Art Museum of San Francisco

- **Security Network:**
  Chris Provan, Facilities and Security Manager, Longyear Museum of Anthropology & Picker Art Gallery

- **Small Museum Administrators Committee (SMAC):**
  Jason Illari, Executive Director, Cumberland County Historical Society

- **Traveling Exhibitions Network:**
  Cynthia Brown, Senior Director, Projects, Phillip and Patricia Frost Museum of Science and
  Heather Farnworth, Director, International Sales, Ontario Science Centre
Leadership and Partners

AAM Staff

The American Alliance of Museums staff thanks you for joining us in New Orleans for the 2019 AAM Annual Meeting and MuseumExpo. We look forward to seeing you next year in San Francisco!

Laura L. Lott, President & Chief Executive Officer
Arthur Affleck, Vice President, Development
Brooke Leonard, Chief of Staff
Elizabeth Merritt, Vice President, Strategic Foresight & Foundation Director, Center for the Future of Museums
Janet Vaughan, Vice President, Membership & Excellence

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Eileen Goldspiel, Director, Institutional Giving
Lauren H. Griffin, Member Services Manager
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Anthony Hovington, IT and Digital Media Specialist
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Katherine McNamee, Director, Human Resources
Veronica Mooney, Director, Meetings & Events
Josh Morin, Director, IT and Application Services
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Dean Phelus, Senior Director, Leadership Programs
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Allison Titman, Accreditation Program Officer
Cecelia Walls, Content & Editorial Strategist
Susan Zwerling, Museum Assessment Program Officer

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Visitor studies and evaluation
Interactive engineering and media
Fabrication and turnkey installation

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Aerospace Bristol | England, UK

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Mark Banham: mbanham@beckinteriors.com  Carol See: csee@beckinteriors.com
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