



**American
Alliance of
Museums**

Dynamic. Relevant. Essential.

2019

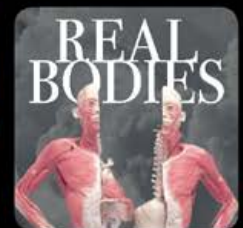
SUSTAINING VIBRANT
MUSEUMS

ANNUAL MEETING & MUSEUMEXPO | MAY 19-22 | NEW ORLEANS, LA

Celebrating 10 Years of Producing Traveling Exhibitions

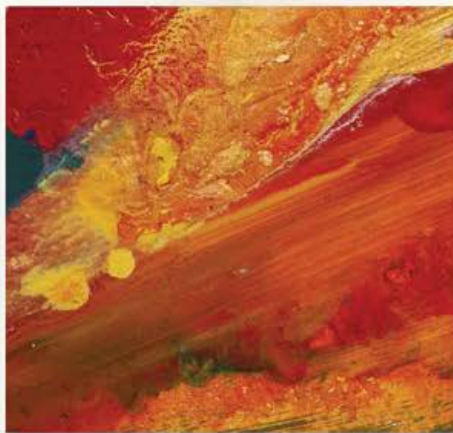


10
years
imagine
exhibitions



And more!

Visit us at booth #1928
Or ImagineExhibitions.com



Insuring the world's *Museums*

There is no substitute for experience when safeguarding your institution.

At Huntington T. Block Insurance Agency we share your passion for art, culture, science and history. Since 1962, we have offered specialized products and services designed to insure your museums' collections, directors, employees, property, and liability exposures.

Visit Booth 1838

for a personal consultation
call 855.219.3189 or visit
HTBInsuresArt.com

Recognized by:



AON

Huntington T. Block Insurance Agency, Inc. is a licensed insurance producer in all states; Texas License # 17489; operating in CA under License # 0825502. Affinity Nonprofits is the program name for the brokerage and program administration operations of Affinity Insurance Services, Inc. (TX 13695); (AR 100106022); in CA & MN, AIS Affinity Insurance Agency, Inc. (CA 0795465); in OK, AIS Affinity Insurance Services, Inc.; in CA, Aon Affinity Insurance Services, Inc. (CA 0694493), Aon Direct Insurance Administrators and Berkely Insurance Agency and in NY, AIS Affinity Insurance Agency.

E-12013-0319

HTB

Art Display ESSENTIALS™



DREXEL UNIVERSITY
Philadelphia, PA



GRAMMY MUSEUM
Los Angeles, CA

MUSEUMRAILS™

Q-Cord™
RETRACTABLES



Laura Sullivan (b. 1918)
Spring Pastoral, 1965

Oil on Canvas

Collection of Gary James Hill
HLO.3.360



MUSEUMSIGNS

Q-Cord™
ART STANCHIONS

THE ESSENTIAL ELEMENTS OF ANY ARTFUL DISPLAY.

Art Display Essentials™ is in the spotlight with product lines made exclusively in the USA including new "NO POP" tops from Q-Cord™ Art Stanchions and improved offerings from Museum Rails™ plus our latest line, Museum Signs. Refined solutions for showcasing, separating and interpreting whatever is on display.

10-31.COM 800 • 862 • 9869

10-31
A FAMILY
COMPANY

Table of Contents

Acknowledgments	5
Welcome	7
Land Acknowledgment.....	9
2019 Annual Meeting & MuseumExpo Theme.....	11
General Information.....	12
Connect with AAM.....	16
– Alliance Resource Center	16
– AAM Bookstore	18
Networking & Special Events	20
– Learning Excursions.....	20
– Evening Events.....	20
– Transportation	20
– MuseumExpo Networking Breaks	21
– Mixers	21
– Wellness	21
– New Orleans Lagniappe Lounge.....	22
Keynote Speakers	25
2019 AAM Awards	27
Professional Networks & Affiliates.....	28
– Professional Network Events	30
– Affiliate Events	31
MuseumExpo	32
– Tech Innovation Hub	33
– Solutions Center	36
Poster Presentations.....	40
Sessions by Track	46
Saturday, May 18.....	52
Sunday, May 19	53
Monday, May 20	54
Tuesday, May 21.....	74
Wednesday, May 22	92
Exhibitors by Company	100
Exhibitors by Product and Service	115
Advertiser Index	120
Leadership and Partners	121
– Local Host Committee	121
– National Program Committee	123
– AAM Annual Meeting Scholars	124
– Local Scholarship Program	125
– AAM-Getty International Program Recipients	125
– AAM Board of Directors	126
– Professional Network Leadership.....	127
– AAM Staff	128

ERCO



Polygon Gallery, Vancouver/Canada. Copyright: ERCO GmbH, www.erco.com.
Photography: Moritz Hillbrand, Zürich/Switzerland.



Light is the fourth dimension of architecture

Ideal for illuminating art, ERCO luminaires provide uniform, glare free general lighting on the one hand, and precise accentuation of exhibits on the other. With a full range of the most flexible indoor luminaires on the market for spotlighting works, beautiful wallwashing for vertical illumination, powerful output for impressive circulation zones, as well

as minimalist yet efficient outdoor luminaires, ERCO offers solutions for every application. And with excellent lumen life and extremely low damage factor, museums and galleries can rest easy that their luminaires and the precious work they illuminate are well taken care of.

Learn more at erco.com

Acknowledgments

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.

Visionary



Leader



Patron



Supporters

Cook Ross • Cortina Productions • Electrosonic • EOS Light Media Corporation
Johns Hopkins University MA in Museum Studies • Marts & Lundy
Monadnock Media Inc. • Reich+Petch Design International

Friends

Chicago Scenic Studios, Inc. • Cinnabar • Gecko Group, Inc. • Lexington, a Nassal Company
MuseumsPartner • Museum Studies Program, Harvard University Extension School
Roto



We design and build destinations where people connect with stories and each other.

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

CO-CHAIRS OF THE AAM NEW ORLEANS HOST COMMITTEE

THE HETTEMA GROUP

Creating Stories You Can Touch

Theme Parks & Attractions

Activations & Events

Museums & Science Centers

Themed Dining & Retail



1. **One World Observatory** *City Pulse*, New York, New York

2. **World Expo USA Pavilion**, Yeosu, Korea

3. **Museum of Science & Industry** *Exploration Experience*, Chicago, Illinois

4. **Museum of Science & Industry** *Mars Exhibit*, Chicago, Illinois

5. **National WWII Museum** *Beyond All Boundaries*, New Orleans, Louisiana

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.

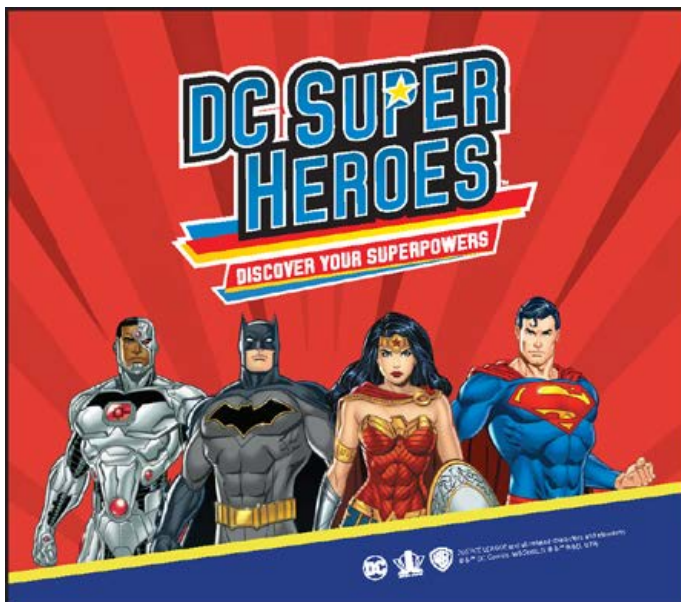
In New Orleans, approximately 2700 people identify as having American Indian/Alaska Native background, comprising 0.7% of the city's population. In Louisiana as a whole, the percentage is 1.3%. The original inhabitants of the land that New Orleans sits on were the Chitimacha, with the Atakapa, Caddo, 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



AWARD-WINNING SEATING FOR GALLERIES, EDUCATIONAL PROGRAMS AND PUBLIC SPACES

design: Tom Shiner, FAIA

M&LF®



MandLF.com

Dynamic, Relevant, Essential: Sustaining Vibrant Museums

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.

General Information

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) Noon–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 Noon–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.



HAHN MUSEUM DISPLAY CASES

WORLDWIDE LEADERSHIP IN PRESERVATION & PRECISION

- MicroClimate Conditioning
- HAHN Pure Conservation
- Advanced Lighting Systems
- HAHN Nitrogen Case
- Security Systems

 **BAM** Certified and under surveillance
Certification N°: BAM/ZBF/017/12

The BAM certificate refers only to the low-emission materials used according to the BEMMA scheme for being processed at the display case manufacturer.

Visit with us at Booth 2020

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.

GENEROUSLY SUPPORTED BY



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.

GENEROUSLY SUPPORTED BY

Visit KRE8 360 at Booth #1961



TRAVELING EXHIBITS

The National WWII Museum is proud to present our Traveling Exhibits Program! Two immersive special exhibits from the curators and collections of the Museum are available for rental right now:

SO READY FOR LAUGHTER

THE LEGACY OF BOB HOPE

SO READY FOR LAUGHTER: THE LEGACY OF BOB HOPE

Presented by National Touring Exhibit Sponsor
BOB & DOLORES HOPE FOUNDATION

Additional Support Provided by
WORLD GOLF HALL OF FAME & MUSEUM



FIGHTING FOR THE RIGHT TO FIGHT: AFRICAN AMERICAN EXPERIENCES IN WWII

National Touring Sponsors
ABBOT DOWNING and WELLS FARGO

ABBOT DOWNING



FOR MORE INFORMATION, PLEASE VISIT NATIONALWW2MUSEUM.ORG/VISIT/EXHIBITS/TRAVELING-EXHIBITS.

BOOTH #2229 | JENNEY FAZANDE, TRAVELING EXHIBITS MANAGER | JENNEY.FAZANDE@NATIONALWW2MUSEUM.ORG | 504-528-1944 x456

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.

Connect with AAM

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 Trampusch, 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.

Connect with AAM

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:

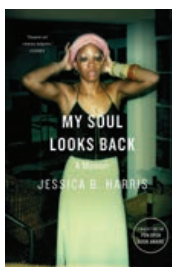
Monday, May 20

■ 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.



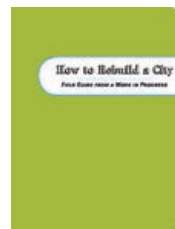
Tuesday, May 21

■ 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*

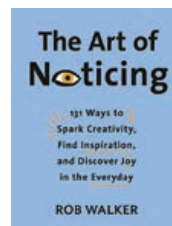
This book discussion, organized by Antenna, publisher of *How to Rebuild a City: Field Guide from a Work in Progress*, offers a deeper understanding of the arts and civic organizations that were crucial to the grass-roots post-disaster recovery of New Orleans from 2005–2010. Discussants explore the economic 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.**



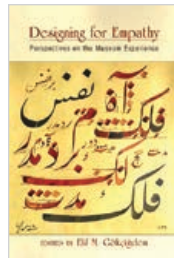
Book Signing Schedule

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

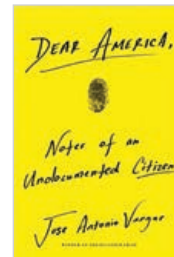


- 3–4 p.m.
Marsha L. Semmel
Partnership Power: Essential Museum Strategies for Today's Networked World



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



Networking & Special Events

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 Alf  rez 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

of the buildings and grounds of this new 8.5-acre campus as finishing touches are being installed in this ambitious new family-friendly museum.

Buses will depart from the Ernest N. Morial Convention Center beginning at 6:30 p.m. Return buses will depart from NOMA beginning at 8:30 p.m. and will drop-off at the New Orleans Marriott.

Hosted by New Orleans Museum of Art, The New Orleans Botanical Garden, and Louisiana Children's Museum.

■ 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.
GENEROUSLY SUPPORTED BY

- **3–3:30 p.m.**
MuseumExpo Networking Break
- **4:30–6 p.m.**
MuseumExpo Happy Hour

Tuesday, May 21

- **10–11 a.m.**
MuseumExpo Networking Break
- **Noon–2 p.m.**
MuseumExpo Lunch
- **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

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.

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.

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

 <p>M.C. Escher</p>	<p><i>Providing themed, high profile, single-source exhibitions to museums worldwide</i></p>	 <p>Henri de Toulouse-Lautrec</p>
<ul style="list-style-type: none"> • Victor Vasarely • Keith Haring Posters • Andy Warhol Posters • Roy Lichtenstein Posters • Carol Wax 	<p>PAN ART CONNECTIONS, INC.</p> <p>www.pan-art-connections.com</p> <p>We can help your collections earn revenue and travel around the world. Contact us.</p>	<ul style="list-style-type: none"> • Nikola Tesla • Ancient Chinese Science & Technology • Voyage, Seafaring and Shipbuilding in Greece from Antiquity to Modern Times
 <p>J.C. and F.X. Leyendecker</p>	<p><i>"...The exhibition contributed to a record-breaking year in terms of attendance."</i></p> <p>Paul S. D'Ambrosio, Ph.D. President / CEO, Fenimore Art Museum "Henri de Toulouse-Lautrec in Bohemian Paris", 2016</p>	 <p>Keith Haring Originals</p>

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 Styrkowicz. 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.

zone display cases



www.zonedisplaycases.com

BOOTH 1817



DRIVEN BY SOLUTIONS

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 Fine Art, Jewelry & Specie (FAJS)

**Specialist fine art insurance broker
with a focus on:**

- Museums
- Universities
- Exhibitions
- Rare Book Libraries
- Dealers and Galleries
- Private Collectors
- Corporate Collectors
- Auction Houses
- Fine Art Packers and Shippers
- Historical Homes and Societies

Visit us at booth number: 1438

Willis of New York, Inc.
12505 Park Potomac Avenue, Suite 300
Potomac, MD 20854
+1 301 581 4247
robert.salmon@willistowerswatson.com

willistowerswatson.com

Willis Towers Watson 

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

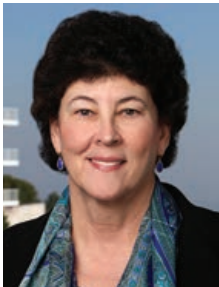
Presented for outstanding leadership and extraordinary accomplishment.

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 & Affiliates

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.

Professional Networks & Affiliates

- **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.

RELATIVE SCALE

Strategy • Design • Interactive • Video

relativescale.com

116 N West Street, Suite 270, Raleigh, NC 27603

+1 919 424 7469 | hello@relativescale.com

Booth 1208

Professional Networks & Affiliates

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*

GENEROUSLY SUPPORTED BY



- EdCom, CARE, MER, and HHSN Reception,
Elms Mansion & Gardens

7–10 p.m.

- National Association for Museum Exhibitions Party
at the Southern Food and Beverage Museum,
Southern Food and Beverage Museum

GENEROUSLY SUPPORTED BY

*Cortina Productions, Electrosonic,
EOS Light Media Corporation,
Reich + Petch Design International,
and Cinnabar*

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



- Education Committee Lunch,
New Orleans Marriott, Galerie 3
 - Environment and Climate Network Lunch &
SEA Awards, *New Orleans Marriott, Lafayette*
 - Historic House and Sites Network Annual Lunch,
New Orleans Marriott, Studio 1
 - Indigenous Peoples Museum Network Lunch,
New Orleans Marriott, Riverview II
 - 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*
- Leadership and Management Lunch
and Annual Meeting: “HR Current Issues
in Museum Management”,
New Orleans Marriott, Galerie 1

**For more information,
please visit the Mobile App.**



Professional Networks & Affiliates

5–6:30 p.m.

- Collections Stewardship Emerging Museum Professionals Reception, *New Orleans Marriott, Galerie 3*
- Independent Museum Professionals Meet and Greet, *New Orleans Marriott, Lobby Bar*
- MuseAwards, *New Orleans Marriott, Galerie 4-6*

GENEROUSLY SUPPORTED BY



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*
- National Association for Museum Exhibitions Breakfast, *New Orleans Marriott, St. Charles*

GENEROUSLY SUPPORTED BY

Lexington, a Nassal Company

5–6:30 p.m.

- The Education Committee Museum Education Mentor Reception, *New Orleans Marriott, St. Charles*

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*

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*

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*

Tuesday, May 21

7:30–8:30 a.m.

- Association of Science Museum Directors Breakfast, *New Orleans Marriott, Napoleon*

5–6 p.m.

- Reception for members and friends of Oklahoma Museums Association, Museum of the Red River and Mabree-Gerrer Museum of Art, *New Orleans Marriott, Napoleon*

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—MuseumExpo

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.

Tech Innovation Hub—MuseumExpo

MONDAY, MAY 20 *(continued)*

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. Streelman, 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.

TUESDAY, MAY 21

10:30–11 a.m.

Event Life Cycle Marketing

Every event has a "life cycle" – an announcement, an on-sale, the event day, and more! The best marketers know how to match the right marketing tools with the right message at the right time. Learn how to tap into specific audiences, generate buzz, and develop #FOMO (fear of missing out) to increase online sales earlier in your sales cycle.

Presenter: *Aaron Bare, Director of Marketing, ETIX*

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.

Tech Innovation Hub—MuseumExpo

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

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.

**For more information,
please visit the Mobile App.**



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.

Solutions Center—MuseumExpo

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 from the field.

4:30–6 p.m.

Environment & Climate Sustainability Slam and Meet and Greet

Solutions Center Theater

Join us for refreshments, idea sharing, and networking! Chat with 2018 Sustainability Excellence Award recipients and 2019 Historic House Summit attendees. Learn about benchmarking for free with EnergyStar Portfolio, joining We Are Still In (WASI), and other climate action resources.

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.

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.

Solutions Center—MuseumExpo

TUESDAY, MAY 21 *(continued)*

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 DEAL 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 bench-marking 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.

Solutions Center—MuseumExpo

WEDNESDAY, MAY 22

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.

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*



MISSIONS MADE REAL

- Project + Program Management
- Cost + Risk Management
- Technology Solutions
- Relocation Management
- Procurement

Photo: Iwan Baan courtesy of Glenstone

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 Svgdik, Student, University of Washington Museology Graduate Program*

Co-Author: *Elaine Carter, Graduate Student, University of Washington*

Poster Presentations

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*

Poster Presentations

Noon–2 p.m. (continued)

P12: Help You, Help Them: Museum Professional Empathy Training

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*

Poster Presentations

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: Candid, Placid, 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*

Poster Presentations

Noon–2 p.m. (continued)

P26: A Joint Exhibition that Celebrates the Cultural Heritage of the Han 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:**

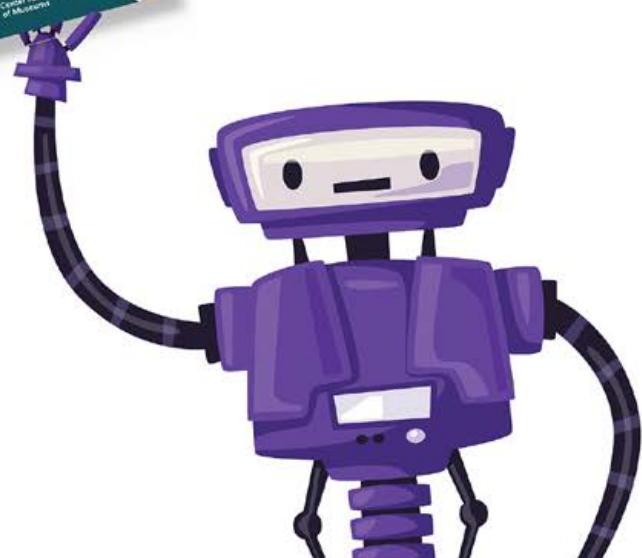
The Scenario Edition presents four versions of 2040 to help your organization navigate uncertain futures. Use the report's worksheets and provocations to enrich your planning.

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

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

Sessions by Track—Monday, May 20

2–3 p.m.	3:30–4:30 p.m.
<p>Working Better Together: Museums, Consultants, and Freelancers Room 240/241</p> <p>Switching Gears: Managing the Twists and Turns of a Museum Career Room: La Nouvelle Ballroom</p>	<p>Fail to Succeed: Using Adversity to Build Personal and Institutional Resilience Room 240/241</p>
<p>Creative Collaborations: A Partnership in Three Acts Room 345 (2–2:30 p.m.)</p> <p>Co-Creating Our Future/Now and Centering Black Artists: Brooklyn Children’s Museum’s ColorLab Art Studio Room 345 (2:30–3 p.m.)</p> <p>The Loyalty Equation: Developing Relationships That Deliver Room 350/351</p> <p>Social Media 101 and 201 Room 356/357</p>	<p>Collection Ranking: Making Deaccessions Work for You Room 243 (3:30–4 p.m.)</p> <p>The Future of Repatriation in Museums: Cultivating a Community of Practice Room: La Nouvelle Ballroom</p>
<p>Fueling Curiosity through Shared Authority in the Experimental Museum Curatorial Practice Room 243</p>	
<p>How the Museum Field Can Be More Inclusive of the Transgender Community Room 340/341</p> <p>Facing Change: Advancing Museum Board Diversity & Inclusion Room 344</p> <p>Beyond Alzheimer’s Disease: Extending Inclusion and Access Room 352 (2:30–3 p.m.)</p>	<p>From Access to Success: Lessons from a Diversity Initiative in Art Handling Room 243 (4–4:30 p.m.)</p> <p>Understanding Everyday Bias Room 340/341</p> <p>Contextual Inquiry Research with Diverse Audiences: A Different Approach to Museum Evaluation Room 343</p> <p>Creating an Inclusive Museum Field Trip Room 344</p>
<p>Thinking Outside the Classroom: Innovation in Educational Partnerships Room 346/347</p> <p>How to Foster Authentic Museum Engagement Through Online K-12 Teacher Training Room 352 (2–2:30 p.m.)</p> <p>New Stories in Old Places: How Historic Sites Are Telling a Fuller Story Room 353</p>	<p>Building Community Through Spaces for Families Room 346/347</p> <p>Moving Every Body: Embodied Engagement in Museums and Gardens Room 352</p> <p>A Scientist Walks into an Art Museum... Partnering with Diverse Content Experts Room 353</p>
<p>The (ICEE) Business Case for Exhibition Exchange Room 252/253</p> <p>Developing a Critical Engagement with Ethics for 21st-Century Exhibitions Room 348/349</p> <p>Mistakes Were Made Room 354/355</p>	<p>Historic Sites: When the Places of the Past Meet the People of the Present Room 348/349</p> <p>31st Annual Excellence in Exhibition Room 354/355</p>
<p>The Powerful (and Power-Shifting) Potential of Museum Participation Room 338/339 (2–2:30 p.m.)</p> <p>Walking on the Wild Side: Innovation through a Museum Venture Fund Room 338/339 (2:30–3 p.m.)</p>	<p>Fake News, Flat Planets and Hot Winters Room 335/336</p> <p>Connecting the Dots: A Game Show for Museum Professionals Room 338/339</p> <p>Hacking the Heist: How an Augmented Reality Experiment Went Uber-Viral Tech Innovation Hub, Booth #1120 (3:30–4 p.m.)</p> <p>Reality Bytes: The Challenges and Benefits of Building AR Experiences Tech Innovation Hub, Booth #1120 (4–4:30 p.m.)</p>
<p>Artificial Intelligence and Leadership: Using Big Data Analytics to Inform Strategy and Operations Room 238/239</p> <p>Partnership Power: Essential Museum Strategies for Today’s Networked World Room 245</p>	<p>When the Other Shoe Drops: Essential Steps to Effective Crisis Communication Room 238/239</p> <p>Preventing Curatorial Apocalypse: Lessons Learned from Renovating Museums Room 245</p>
<p>Fundraising Campaigns: Follow the Basics and Best Practices to Success Room 244</p> <p>What Is a Museum In 2019? Room 335/336</p>	<p>75 Ideas in 60 Minutes: Sustain and Excel! Room 244</p> <p>Dancing Not Drowning: Putting Applied Data to Work for the Business of Museums Room 252/253</p>

Sessions by Track—Tuesday, May 21

TRACK	11 a.m.–Noon
Career Management	
Collections Stewardship	Protecting Artifacts While Enhancing the Museum Experience Room 240/241 High Elevation: Planning to Move Museum Collections Room 243
Community Engagement & Impact	An Intergenerational Arts Program for the LGBTQIA+ Community Room 343 (11–11:30 a.m.) Volunteer Recruitment, Retention, and Recognition: 60 Ideas in 60 Minutes Room 345 Museums and Millennials: How to Engage the Coveted Patron Generation Room 350/351 Study and Improve Visitor Experiences Using Timing and Tracking, Part 1 Room 356/357
Curatorial Practice	
Diversity, Equity, Accessibility, and Inclusion	Museum Teen Force: Creating a 21st-Century Museum Room 340/341 (11–11:30 a.m.) Partnering with the Community to Create Collaborative Socially Engaged Exhibitions Room 340/341 (11:30 a.m.–Noon) Toolkit for Starting an Accessibility Task Force at Your Institution Room 343 (11:30 a.m.–Noon) Ethnic Fraud and Representation in Museums Room 344
Education & Interpretation	Creating Inclusive Spaces by Breaking Language Barriers Room 346/347 Distance Learning Outside of the K12 Classroom: Connecting Live with Adults Room 353
Exhibit Development & Design	Prototyping Innovation: Iterative Digital Transformation at the Henry Ford Room 348/349 (11–11:30 a.m.) Tools for Aligning Visitor Experience and Design Intent Room 348/349 (11:30 a.m.–Noon) Under the Hood: The Mechanics of Exhibition Making Room 354/355
Future of Museums	Labs, Salons, and Experiments for Creative Museum Change Room 335/336 TrendsWatch 2019: Your Annual Glimpse of the Future Room 338/339 A New Deal for Museum Digital Skills: Making the Case for a Context-Centred, Values-Led, and Use-Focused Digital Literacy Framework for Museums Room: La Nouvelle Ballroom
Leadership	Survival of the Funded: Small Museums and Stewardship Room 238/239 The Insider's Guide to Accreditation: Preparation, Pointers, and Pitfalls Room 252/253
Management & Administration	Making Digital Project Management Tools Work for You Room 244 Show Me the Money: Tips and Techniques for Writing a Successful IMLS Grant Application Room 352

Sessions by Track—Tuesday, May 21

2–3 p.m.	3:30–4:30 p.m.
<p>A Conversation on Cultural Diplomacy When a Nation Must Be “First” International Lounge, Room 254 (2:15–3:15 p.m.)</p> <p>Using Audience Research to Build Diverse Engagement Room 340/341</p> <p>How Culturally Specific Museums Are Revolutionizing Visitor Expectations Room 345</p> <p>Museum Professionals at Play: Inviting Play at All Museums and for All Ages Room 356/357</p> <p>Small Museum Lab: Connecting with Your Visitors Room: La Nouvelle Ballroom</p>	<p>Curation Agreements Toolkit: Everything You Should Have, But Don’t Room 240/241</p> <p>Come Tag with Us! How SFMOMA Increased Online Access through Tagging Room 243</p> <p>Unpack Culturally Responsive Practice with Native American Collections Room 340/341 (3:30–4 p.m.)</p> <p>Communicating Challenging Content: Vincent Valdez’s “The City” Room 340/341 (4–4:30 p.m.)</p> <p>75 Ideas in 60 Minutes: Fresh Approaches to Audience Engagement Room 345</p> <p>From Their Mouths: (Not-So-Secret) Critical Approaches to Cultural Representation Room 350/351</p> <p>Study and Improve Visitor Experiences Using Timing and Tracking, Part 2 Room 356/357</p>
<p>Dimensions of Curation: Honoring Objects and Audiences Through Collaboration Room 240/241</p>	
<p>Stories from the OF/BY/FOR ALL First Wave Room 343</p> <p>Words of Welcome/Palabras de Bienvenida/ 歡迎辭 Room 344</p>	<p>Creating Inclusive Representation at a Small Museum Room 343 (3:30–4 p.m.)</p> <p>In Their Own Words: Immigrant Storytelling in Museum Galleries Room 343 (4–4:30 p.m.)</p> <p>Building Relevant Public and Educational Programs Using an Equity Lens Room 344</p> <p>Are You Ready for the Latinx Community? Strategies and Guidelines from AAM’s Latino Network Room: La Nouvelle Ballroom</p>
<p>> 15M Tourists, < 2M Locals: Creating Sustainable Authenticity in the French Quarter by Expanding the Local Impact of a Museum Room 243</p> <p>Conversation and Collaboration: Making Your Collection Relevant through the Lens of Social Justice Room 346/347</p> <p>Come to the Table: A Discussion with the Smithsonian Food History Project Room 352</p> <p>Historical Thinking with Objects Room 353 (2–2:30 p.m.)</p> <p>Meet the Mini Masters: Early Childhood Learning in the Museum Room 353 (2:30–3 p.m.)</p>	<p>What’s Next: How to Build and Grow Successful Museum Experiences for Visitors on the Autism Spectrum Room 346/347</p> <p>Examining and Applying Data for Action: A CARE Training on How to Understand and Use Evaluation and Research Results Room 348/349</p> <p>Fostering Universal Ethics and Compassion: A Summit with The Dalai Lama Room 352</p>
<p>Creative Ways to Solve Problems in Experience Planning Room 348/349</p> <p>Is That Hung White? Getting Real about Diversity in Exhibitions Room 354/355</p>	<p>Made for Instagram? — Exhibition Design in the Age of Social Media Room 354/355</p>
<p>Designing for Empathy: Pitfalls and Potential Room 335/336</p> <p>Occuplay Museums: Should Museums Become More Playful? Room 338/339</p>	<p>International Audience Engagement 2018 Standards of Excellence Room 335/336 (3:30–4 p.m.)</p> <p>Is Rapid-Response Collecting a Trend or the New Sustainable Standard for Collections? Room 335/336 (4–4:30 p.m.)</p> <p>How to Cancel Popular Programs and Still Make Friends and Money Room 338/339</p>
<p>Building A Board Chair/CEO Partnership For Maximum Organizational Effectiveness Room 238/239</p> <p>Museum Marketing and Technology: The Power Partnership Room 245</p>	<p>Many Voices: Seeking Impactful Engagement in the Strategic Planning Process Room 238/239</p>
<p>Collaborative Management: A Holistic Approach to Visitor Experience Room 244 (2–2:30 p.m.)</p> <p>Onetime Visitors to Lifelong Friends: The Benefits of Merging Visitor Services with Membership Room 244 (2:30–3 p.m.)</p>	<p>We’re All in It Together: Strategies and Tactics for Gaining Increased Funding Engaging Museum-Wide Staff Room 244</p> <p>Franco’s Body: Whose Heritage Is It? Room 245</p> <p>Beyond the Elevator Pitch: How to Write a Persuasive NEA Grant Room 252/253</p>

Sessions by Track—Wednesday, May 22

TRACK	11 a.m.–Noon
Career Management	
Collections Stewardship	<p>Forget the Best: Good and Better Approaches to Preservation Room 243 (11–11:30 a.m.)</p> <p>Not-So-Good Vibrations: When Visitors Lead to Deterioration of Historic Buildings Room 243 (11:30 a.m.–Noon)</p> <p>9 Ways Your Museum Can Fail to Comply with NAGPRA, and What You Can Do About It Room 252/253</p>
Community Engagement & Impact	<p>Firestorm: The Museum's Response to a Major Disaster Room 245 (11–11:30 a.m.)</p> <p>Making Antiquity Relevant to Modern Audiences Room 245 (11:30 a.m.–Noon)</p> <p>Museum Transformers: More Than Meets the Eye for Sustained Community Engagement Room 338/339</p> <p>Museums With No Walls Are The Future Room 340/341 (11–11:30 a.m.)</p> <p>Achieving Engagement with Diverse Audiences: A Tactical Guide Room 345</p> <p>Trending or Bust: Keeping Pace with Digital Video Needs Room 350/351</p> <p>Engaging Community in Conversations about the Future Room 356/357</p>
Curatorial Practice	
Diversity, Equity, Accessibility, and Inclusion	<p>Activating Material Culture to Foster Pluralism Room 340/341 (11:30 a.m.–Noon)</p> <p>Funding Something New: Accessibility in Action Room 343 (11–11:30 a.m.)</p> <p>Touch Tours: Bringing a Museum to Life for the Blind Room 343 (11:30 a.m.–Noon)</p> <p>Inclusion: Rich Experience Design for All Room 344</p>
Education & Interpretation	<p>Reprogramming the Past: Web Design for Teens as a Doorway to Exploring Women's History Room 346/347 (11–11:30 a.m.)</p> <p>Young People, Old Structures: Bringing School Programs into Historic Houses Room 346/347 (11:30 a.m.–Noon)</p> <p>The Next Big Thing: Global Developments and the Power of Museum Education Room 352</p> <p>The Good, The Bad, The Ugly: Launching a New Program Room 353 (11–11:30 a.m.)</p> <p>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)</p> <p>Museum Educators as Teacher Educators: Research and Reflections on Best Practices for Providing Teacher Professional Development Room: La Nouvelle Ballroom</p>
Exhibit Development & Design	<p>75 Ideas for Engaging Current and New Historic House Museum Audiences Through Temporary Exhibitions Room 348/349</p> <p>A Better Product Through Design Thinking Room 354/355</p>
Future of Museums	<p>Going Beyond English Room 335/336 (11–11:30 a.m.)</p> <p>Dealing with Disaster: Creating a Community of Grant Advisors Room 335/336 (11:30 a.m.–Noon)</p>
Leadership	
Management & Administration	<p>Get on Board: Engaging Board Members in Fundraising Room 238/239 (11–11:30 a.m.)</p> <p>NEH Supports Museums: The Latest on Opportunities for Exhibitions and Interpretation, Preservation and Infrastructure Funding Room 240/241</p> <p>Planning for Sustainable Success: Building a Development Plan Room 244</p>

Sessions by Track—Wednesday, May 22

COLLECTIONS STEWARDSHIP TRACK

generously supported by

CRUZIER

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.**



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

7–8 a.m. **Raising the Barre at AAM**
*New Orleans Marriott,
Riverview II*

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*

7:30–8:30 a.m. **Professional
Network Breakfasts**
New Orleans Marriott
See Mobile App and page 30.

**AAM Scholarship
and Getty Fellowship
Recipients Breakfast**
*New Orleans Marriott,
Galerie 2-3*

9–10 a.m. **Concurrent Sessions**
*Ernest N. Morial Convention
Center, 200 Level & 300 Level*

10:30 a.m.–Noon **AAM Opening & Keynote:
Carol Bebel, Mitch
Landrieu, and Rick Lowe**
*Ernest N. Morial Convention
Center, La Nouvelle Ballroom*

Noon–6 p.m. **MuseumExpo Open**
*Ernest N. Morial Convention
Center, Hall DE*

Solutions Center
Booth #1053

Tech Innovation Hub
Booth #1120

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

Noon–2 p.m. **MuseumExpo Opening
Reception & Lunch**
*Ernest N. Morial Convention
Center, Hall DE*
Lunch provided.

GENEROUSLY SUPPORTED BY



Noon–1:30 p.m. **Professional Network
and Affiliate Lunches**
New Orleans Marriott
See Mobile App and page 30.

2–3 p.m. **Concurrent Sessions**
*Ernest N. Morial Convention
Center, 200 Level & 300 Level*

3–3:30 p.m. **MuseumExpo
Networking Break**
*Ernest N. Morial Convention
Center, Hall DE*

3:30–4:30 p.m. **Concurrent Sessions**
*Ernest N. Morial Convention
Center, 200 Level & 300 Level*

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
*Hosted by New Orleans
Museum of Art, The New
Orleans Botanical Garden and
Louisiana Children's Museum*

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.**



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

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*

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*

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*

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*

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*

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*

Panel LISTEN & LEARN

No Walls in This Museum! A University Gallery Thrives with Binational Student Staff

Diversity, Equity, Accessibility, and Inclusion

Room: 344

In today's ever-changing world, museums are trying to meet the needs of diverse audiences to stay dynamic and relevant. Learn how the student staff of a university gallery on the US-Mexico border embodies a binational community and helps the contemporary art space offer greater accessibility. Student panelists will share their experiences of commuting daily between two countries and provide tips on approaching diversity to expand outreach.

Moderator: *Melissa Barba, Assistant Director, The University of Texas at El Paso (UTEP), Stanlee and Gerald Rubin Center for the Visual Arts*

Panelists: *Sarah Aguilar, Education and Programming Intern, Stanlee and Gerald Rubin Center for the Visual Arts; Rafael Marquez, Graphic Design Assistant, Stanlee and Gerald Rubin Center for the Visual Arts; Gianna Salas, Public Relations + Marketing Intern, Stanlee and Gerald Rubin Center for the Visual Arts*

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*

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*

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.*

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*

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*

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

Revitalizing with a Rebrand: Transform Perceptions and Increase Awareness

Community Engagement & Impact

Room: 356/357

Museums are under pressure from all sides to conform to evolving notions of their role. How can an institution close the gap between external perception and internal reality? Can an organization use a rebrand as the heart of a transformation that goes well below the surface? In this session, marketing representatives share their failures and triumphs from recently completed multiyear rebranding initiatives.

Moderator: *James Heaton, President and Creative Director, Tronvig Group*

Panelists: *Stacy Dilling, Marketing and Advertising Director, The Field Museum; Amy Mannarino, Director of Communications and Marketing, National Museum of Women in the Arts; Leigh Walters, Director of Marketing and Communications, Missouri Historical Society*

2–3 p.m.

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)*

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 Ocello*, President and Chief Executive Officer, Museum Partners Consulting, LLC; *Sharon Vatsky*, Director of School and Family Programs, Solomon R. Guggenheim Museum

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 Laphorn*, Exhibition Designer, Minneapolis Institute of Art; *Matthew Welch*, Deputy Director and Chief Curator, Minneapolis Institute of Art

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

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

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 (2–2:30 p.m.)

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 (2:30–3 p.m.)

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*

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; DeeArah Wright, Director of Education, Brooklyn Children's Museum*

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*

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*

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*

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*

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: *Brittney 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, Founder, Robin Cembalest Editorial Strategies; 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 Maloney, Director of Interpretation, Baltimore Museum of Industry; Jason Porter, Director, Education and Programs, Museum of Pop Culture*

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*

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*

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*

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*

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

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*

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*

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*

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

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*

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

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)

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

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

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*

Panelists: *Janna Doherty, Early Childhood Program Manager, Museum of Science; Brian Hogarth, Director, Leadership in Museum Education, Bank Street College, Graduate School of Education; Lindsay Lindberg, PhD Student, UCLA Graduate School of Education and Information Studies, Urban Schooling Division; Alexandra Torres-Gypson, Education Specialist, United States Botanic Garden*

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*

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*

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 a 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*

Burst LISTEN & LEARN

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

Burst LISTEN & LEARN

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

WE ALL GET FREE

MUSEUMS & RACE TRANSFORMATION
and JUSTICE
LOUNGE
@MuseumsandRace
#MuseumsandRace EXPO BOOTH 1112



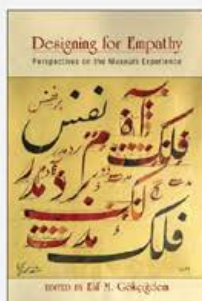
**American
Alliance of
Museums**

SEE THESE NEW ESSENTIAL RESOURCES AT THE AAM BOOKSTORE

DESIGNING FOR EMPATHY

Perspectives on the Museum Experience

Edited by Elif M. Gökçigdem

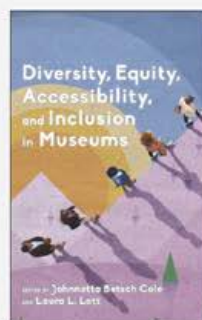


Essays contributed by multidisciplinary and museum thought leaders explore the state of empathy for its design elements that might lead to positive behavior change and paradigm shift towards compassionate worldviews and actions.

2019 • 414 pages
978-1-5381-1829-0 • \$59.00 • Paper
Also available in hardcover and eBook

DIVERSITY, EQUITY, ACCESSIBILITY, AND INCLUSION IN MUSEUMS

Edited by Johnnetta Betsch Cole and Laura L. Lott



Thought leaders in the museum field contemplate the field's struggles with diversity, equity, accessibility, and inclusion. For the first time, these watershed essays, keynote addresses, and data are gathered in one resource.

2019 • 182 pages
978-1-5381-1862-7 • \$35.00 • Paper
Also available in hardcover and eBook

MISSION MATTERS

Relevance and Museums in the 21st Century

By Gail Anderson



Providing a fresh and practical look on mission statements and strategic thinking, Anderson lays out the importance of mission statements while providing useful examples of vision, values, and other components typically a part of a museum's strategic framework.

2019 • 174 pages
978-1-5381-0348-7 • \$45.00 • Paper
Also available in hardcover and eBook

PARTNERSHIP POWER

Essential Museum Strategies for Today's Networked World

By Marsha L. Semmel



Making the case for the "why" and the "how" of museum partnerships in today's hyper-connected and networked world, this book features candid interviews with national museum, philanthropic, and nonprofit leaders and case studies of effective partnerships from museums of different disciplines and sizes.

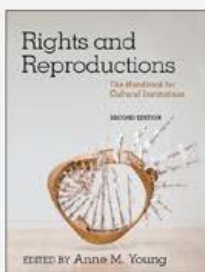
2019 • 388 pages
978-1-5381-0314-2 • \$42.00 • Paper
Also available in hardcover and eBook

RIGHTS AND REPRODUCTIONS

The Handbook for Cultural Institutions

Second Edition

Edited by Anne M. Young



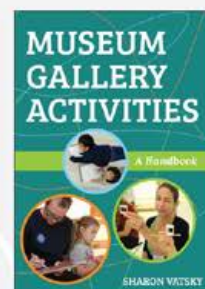
This is the first comprehensive resource to focus solely on the rights and reproductions guidelines, established standards and emerging best practices at cultural institutions. This second edition is the first time the *Handbook* is available in print.

2019 • 404 pages
978-1-5381-1266-3 • \$62.00 • Paper
Also available in hardcover and eBook

MUSEUM GALLERY ACTIVITIES

A Handbook

By Sharon Vatsky



This handbook provides a compendium of successful gallery activities to engage the entire tour group in the interpretive process.

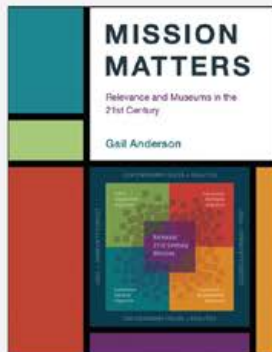
2019 • 168 pages
978-1-5381-0864-2 • \$35.00 • Paper
Also available in hardcover and eBook

**ROWMAN &
LITTLEFIELD**

**Save 20% when you purchase
these titles at the AAM bookstore**

or order online at www.rowman.com with **promo code AAMPRESS20**

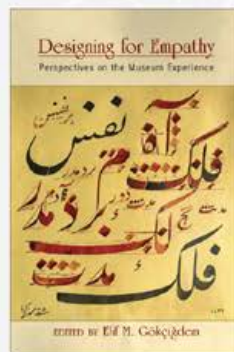
STOP BY THE AAM BOOKSTORE TO MEET OUR AUTHORS!



MONDAY, MAY 20

12:15 – 1:00 pm

Gail Anderson,
*Mission Matters:
Relevance and Museums
in the 21st Century*



MONDAY, MAY 20

1:00 – 2:00 pm

**Elif Gokcigdem and
contributors,**
*Designing for Empathy:
Perspectives on the
Museum Experience*



MONDAY, MAY 20

3:00 – 4:00 pm

Sharon Vatsky,
*Museum Gallery Activities:
A Handbook*



TUESDAY, MAY 21

10:00 – 11:00 am

Randi Korn,
*Intentional Practice for
Museums: A Guide for
Maximizing Impact*



TUESDAY, MAY 21

3:00 – 4:00 pm

Marsha L. Semmel,
*Partnership Power:
Essential Museum Strategies
for Today's Networked World*



WEDNESDAY, MAY 22

11:15 am - noon

**Johnnetta Betsch Cole
and Laura L. Lott,**
*Diversity, Equity, Accessibility,
and Inclusion in Museums*

Save 20% when you purchase
these titles at the AAM bookstore
or order online at www.rowman.com with **promo code AAMPRESS20**

**ROWMAN &
LITTLEFIELD**

Tuesday, May 21

Schedule-at-a-Glance

7–8 a.m. **Yoga with a View**
New Orleans Marriott, Riverview II

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

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

7 a.m.–Noon **Satellite Registration**
New Orleans Marriott, 2nd Floor

7:30–8:30 a.m. **Professional Network and Affiliate Breakfasts**
New Orleans Marriott
See Mobile App.

9–10 a.m. **Keynote: Kimberly Drew**
Ernest N. Morial Convention Center, La Nouvelle Ballroom

10 a.m.–6 p.m. **MuseumExpo Open**
Ernest N. Morial Convention Center, Hall DE

Solutions Center
Booth #1053

Tech Innovation Hub
Booth #1120

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

10–11 a.m. **MuseumExpo Networking Break**
Ernest N. Morial Convention Center, Hall DE
Refreshments available for purchase.

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

Noon–2 p.m. **MuseumExpo Networking**
Ernest N. Morial Convention Center, Hall DE
Food available for purchase in MuseumExpo hall.

Poster Presentations
Ernest N. Morial Convention Center, Hall DE
See page 40.

2–3 p.m. **Concurrent Sessions**
Ernest N. Morial Convention Center, 200 Level & 300 Level

3–3:30 p.m. **MuseumExpo Networking Break**
Ernest N. Morial Convention Center, Hall DE

3:30–4:30 p.m. **Concurrent Sessions**
Ernest N. Morial Convention Center, 200 Level & 300 Level

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

5–6:30 p.m. **Excellence Reception**
New Orleans Marriott, Riverview

Professional Network and Affiliate Networking Receptions
New Orleans Marriott
See Mobile App.

7–10 p.m. **Closing Party: Parade of Museums**
Pre-registration Required
Hosted by The National WWII Museum, Ogden Museum of Southern Art and the Contemporary Arts Center
Limited transportation available.

GENEROUSLY SUPPORTED BY



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*

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

Burst LISTEN & LEARN

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

Burst LISTEN & LEARN

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

Panel LISTEN & LEARN

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

Lecture LISTEN & LEARN

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

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*

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*

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

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*

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*

1–2 p.m.

Panel LISTEN & LEARN

International Hot Topics (sponsored by ICOM)

Room: International Lounge, Room 254

Moderator: *Kathy Dwyer Southern, Part-Time Faculty, George Washington University Museum Studies, Corcoran School of the Arts and Design*

Presenter: *William Eiland, Director, Georgia Museum of Art*

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*

Interactive Lecture PARTICIPATE & SHARE

> 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*

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*

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*

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 Prestegard, Chief Engagement Officer, Minneapolis Institute of Art; Katie Ross, Marketing Director, Denver Art Museum; Bryon Thornburgh, Director of Technology, Denver Art Museum*

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*

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; Emllyn Koster, Former Director, North Carolina Museum of Natural Sciences*

Interactive Lecture PARTICIPATE & SHARE

Occuplay Museums: Should Museums Become More Playful?

Future of Museums

Room: 338/339

"A little nonsense, now and then," wrote Roald Dahl, "is cherished by the wisest men." But is there room for it in museums? That is the question behind Occuplay Museums, a 2018 experiment in which US and UK museums acted on prompts designed to allow playful behavior in their galleries. Hear about successes achieved and roadblocks faced by participating museums, and take part in short exercises to explore your own museum's capacity for playfulness.

Presenter: *Megan Dickerson, Manager of Exhibition Development, The New Children's Museum*

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; Hatuey 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, Exhibit Developer, California Science Center; Vicki Wawerchak, Director of Programs, Guest Experience, Monterey Bay Aquarium*

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

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

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*

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*

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*

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*

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*

3:30–4:30 p.m.

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*

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*

3:30–4:30 p.m. (continued)

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; *Marla 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*

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*

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

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*

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*

Case Study LISTEN & LEARN

In Their Own Words: Immigrant Storytelling in Museum Galleries (4–4:30 p.m.)

Diversity, Equity, Accessibility, and Inclusion

Room: 343

In 2017 the University of Pennsylvania Museum of Anthropology & Archaeology began a three-year project, hiring immigrants and refugees to interpret the collection while sharing personal stories about life in their home countries. Learn about the design, implementation, and resources needed for the program. Two participants from Iraq and Syria will describe their experiences, providing insights on how to implement a program like this at your museum.

Panelists: *Aldulhadi Al-Karfawi, Global Guide, Penn Museum; Yaroub Al Obaidi, Global Guide, University of Pennsylvania Museum of Archaeology and Anthropology; Ellen Owens, Director of Learning Programs, Penn Museum; Kevin Schott, Associate Director of Interpretive Programs, University of Pennsylvania Museum of Anthropology & Archaeology*

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*

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*

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*

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*

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*

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*



A BRIDGE TO THE FUTURE

Mark Your Calendar!

The AAM Annual Meeting & MuseumExpo is the ideal place to grow your network and gain important insights that will help your institution adapt to a shifting landscape.

Join us in San Francisco, May 17-20, 2020!



**American
Alliance of
Museums**

Learn more at
annualmeeting.aam-us.org

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

9:30–10:30 a.m.

Keynote:

Jose Antonio Vargas

Ernest N. Morial Convention Center, La Nouvelle Ballroom

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

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

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

**For more information,
please visit the Mobile App.**



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.*

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*

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*

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*

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*

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*

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*

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 Brierre Aziz, Community Engagement Curator, The New Orleans Museum of Art*

11 a.m.–Noon (continued)

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

Case Study LISTEN & LEARN

Touch Tours: Bringing a Museum to Life for the Blind (11:30 a.m.–Noon)

Diversity, Equity, Accessibility, and Inclusion

Room: 343

Special measures must be taken to ensure that visitors who are blind or low-vision can enjoy and engage with material. The Houston Museum of Natural Science's Touch Tours program presents such visitors with tactile-heavy presentations. Hear about the museum's communication strategies for this community, efforts to improve content accessibility, and methods for acquiring funding and buy-in. Evaluate your own institution's accessibility, and develop cost-effective resources to make a visit easy and educational for a patron who is blind or low-vision.

Presenters: *Matti Hammett*, Youth Education Registrar and Co-Chair of the Committee for Advancing Museum Accessibility, Houston Museum of Natural Science; *Sahil Patel*, Project Manager, Business Development, Houston Museum of Natural Science; *Julia Russell*, Program Growth Manager, Co-Chair for the Committee for Advancing Museum Accessibility, Houston Museum of Natural Science

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 Olson*, Co-Founder, 3DPhotoWorks LLC

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*

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*

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*

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 Spongr*, Director and Curator, Niagara Falls Underground Railroad Heritage Center

Interactive Lecture PARTICIPATE & SHARE

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 PARTICIPATE & SHARE

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 PARTICIPATE & SHARE

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 Cahil, 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
nbrenner@3dservices.com
www.3dservices.com

53Tom

REGISTRATION LOBBY

Tom Styrkovicz
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@aaalh.org
www.aaalh.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

Exhibitors by Company

Angle Park, Inc.

BOOTH: 1913

Martin Baumgaertner
4353 N Mozart St
Chicago, IL 60618
Phone: 312-751-9494
martinb@anglepark.com
www.anglepark.com

ANR Transport

BOOTH: 1904

Nicol Wilcox
P.O. Box 90727
Houston, TX 77290
Phone: 281-987-8444
nwilcox@anrtransport.com
www.anrtransport.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.

Argentine Productions, Inc.

BOOTH: 1412

Peter Argentine
111 Mayfair Drive
Pittsburgh, PA 15228
Phone: 412-341-6448
peter@argentineproductions.com
www.argentineproductions.com

Arrivalist

BOOTH: 1228

Katie Ostuni
1460 Broadway, 6th Floor
New York, NY 10036
Phone: 646-779-1487
katie@arrivalist.com
www.arrivalist.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

BOOTH: 2006

Andrea Fisher
65 Bleecker
12th Floor
New York, NY 10012
Phone: 212-505-8700
afisher@arsny.com
www.artres.com

art2art Circulating Exhibitions

BOOTH: 1929

Hava Gurevich
3011 Barclay Way
Ann Arbor, MI 48105
Phone: 914-725-1045
hava@art2art.org
www.art2art.org

ARTEMIS Fine Art Services

BOOTH: 1906

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
ccounts@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

Exhibitors by Company

Beacon Design by ChemArt

BOOTH: 1136

Donna Aguilera
15 New England Way
Lincoln, RI 02865
Phone: 401-333-9200
marketing@beacondesign.com
www.beacondesign.com

Beck

BOOTH: 1413

Carol See
Victory House
Cox Lane
Chessington, Surrey KT9 1SG
United Kingdom
Phone: 442089740500
csee@beckinteriors.com
www.beckinteriors.com

Betty Brinn Children's Museum

BOOTH: 2130

Stacie Clough
929 E Wisconsin Ave
Milwaukee, WI 83202
Phone: 414-291-0888
sclough@bbcmkids.org
www.bbcmkids.org

Blackbaud, Inc.

BOOTH: 1507

Kevin Russell
65 Fairchild St.
Charleston, SC 29492
Phone: 800-443-9441
Kevin.Russell@blackbaud.com
arts.blackbaud.com

Blackbaud provides cloud software, services, expertise, and data intelligence that arts and cultural organizations need to build and grow lifelong, loyal patron relationships and ensure your organization maximizes its revenue in order to thrive—no matter what size your team is.

Blick Art Materials

BOOTH: 2116

Tamby Peterson
695 US Highway 150 E
Galesburg, IL 61401
Phone: 800-704-7744x5309
info@dickblick.com
www.dickblick.com

Bluewater Studio

BOOTH: 2337

Eric Zuern
4245 44th Street SE
Suite 3
Grand Rapids, MI 49512
Phone: 414-745-4158
ezuern@bluewater.studio
bluewatertech.com

BPI

BOOTH: 1328

Candy Moulton
290 Vanderbilt Ave.
Suite 1
Norwood, MA 02062
Phone: 781-255-1555
cmoulton@bostonproductions.com
bostonproductions.com

Brad Larson Media/ StorySpaces

BOOTH: 2145

Brad Larson
18 Washington Street #241
Canton, MA 02021
Phone: 781-784-1602
info@bradlarson.com
www.bradlarson.com

Bridgeman Images

BOOTH: 2045

Edward Whitley
274 Madison Avenue
Suite 1604
New York, NY 10016
Phone: 212-360-6980
edward.whitley@
bridgemanimages.com
bridgemanimages.com

Bruynzeel Storage Systems

BOOTH: 2012

Jasper Hunnekens
P.O. Box 7118
Panningen, Limburg Netherlands
Phone: +31 77 3069025
jasper.hunnekens@bruynzeel.org
www.bruynzeel-storage.com

Building Four Fabrication

BOOTH: 2213

Rudy Rocha
3555 Broadstreet
Chamblee, GA 30341
Phone: 832-723-1467
info@buildingfour.com
www.buildingfour.com

Canadian Museum for Human Rights

BOOTH: 1921

Helen Delacretaz
85 Israel Asper Way
Winnipeg, MB R3C 0L5 Canada
Phone: 204-289-2000
Helen.Delacretaz@humanrights.ca
beta.humanrights.ca

Cannabis Museum

BOOTH: 1960

Hannah Cachat
16594 Canaanville Rd. Suite 200
Athens, OH 45701
Phone: 706-614-0675
hjcachat@gmail.com
www.cannabismuseum.com

Capitol Museum Services

BOOTH: 1107

Amanda Coggins
12299 Livingston Road
Manassas, VA 20109
Phone: 703-330-5202
amanda@capitolexhibit.com
www.capitolexhibit.com

CASE[WERKS], LLC

BOOTH: 2108

Matt Malaquias
1019 Cathedral Street
First Floor
Baltimore, MD 21201
Phone: 410-332-4160
matt@casewerks.com
www.casewerks.com

CCS Content Conversion Specialists GmbH

BOOTH: 1541

Jennifer Oxley
Weidestr. 134
Hamburg, 22083 Germany
Phone: +49 40 227130-0
J.Oxley@content-conversion.com
content-conversion.com

Cemrock Landscapes Inc.

BOOTH: 1947

Keeler Ekman
4790 South Julian Avenue
Tucson, AZ 85714
Phone: 520-571-1999
kekman@cemrock.com
www.cemrock.com

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

Combase USA

BOOTH: 1223

Zachary Stanbrough
5706 Artesia Fountain
North Las Vegas, NV 89031
Phone: 702-956-0884
zach@combase-usa.com
koronapos.com

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 MK1 1EX
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

Corman & Associates

BOOTH: 1858

Ted Corman
881 Floyd Drive
Lexington, KY 40505
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

Dexibit

BOOTH: 1320

Angie Judge
PO Box 91257, Victoria St West
Auckland, Auckland 1142 New Zealand
Phone: +64 96367365
angie@dexibit.com
www.dexibit.com

Digital Cheetah Solutions, Inc.

BOOTH: 1323

Tari Reischl
510 S. Congress Avenue, Suite 306
Austin, TX 78704
Phone: 512-539-5522
tari.reischl@dcheetah.com
www.digitalcheetah.com

Digitalis Education Solutions, Inc.

BOOTH: 2113

Karrie Berglund
817 Pacific Avenue
Bremerton, WA 98337
Phone: 360-616-8915
karrie@digitaliseducation.com
www.digitaliseducation.com

Dino-Lite Scopes

BOOTH: 2036

Maria de la Cruz
19803 Hamilton Ave
Suite 200
Torrance, CA 90502
Phone: 310-618-9990
sales@dinolite.us
www.dinolite.us

DonorSearch

BOOTH: 2140

Brian Fair
11245 Dovedale Court
Marriottsville, MD 21104
Phone: 410-417-5391
bfair@donorsearch.net
www.donorsearch.net

Dorfman Museum Figures, Inc.

BOOTH: 1830

Robert Dorfman
6224 Holabird Avenue
Baltimore, MD 21224-6124
Phone: 410-284-3248
robert@museumfigures.com
www.museumfigures.com

Drug Enforcement Administration (DEA) Museum and Visitors Center

BOOTH: 1207

Dianne Martin
8701 Morrisette Drive
Springfield, VA 22152
Phone: 202-307-7981
dianne.martin@usdoj.gov
usdoj.gov

Dynalink Technologies, LLC

BOOTH: 2013

Loong Tam
5502 Cranston Court
Sugarland, TX 77479
Phone: 832-429-4173
ltam@dynalinktechnologies.com
www.dynalinktechnologies.com

E Ink Corporation

BOOTH: 1202

Carolyn Tusinski
1000 Technology Park Drive
Billerica, MA 01821
Phone: 617-499-6030
ctusinski@eink.com
www.eink.com

Electrosonic Inc.

BOOTH: 1427

Maurizio Capuzzo
3320 N. San Fernando Blvd.
Burbank, CA 91504
Phone: 818-333-3665
info@electrosonic.com
www.electrosonic.com

Encurate Mobile Technology

BOOTH: 2040

Nancy Harmon
20 N Wacker Dr.
Suite 3310
Chicago, IL 60606
Phone: 407-353-1822
Nancy.Harmon@encurate.com
www.encurate.com

ERCO Lighting, Inc.

BOOTH: 1421

Mark Sieber
160 Raritan Center Parkway
Suite 10
Edison, NJ 08837
Phone: 732-225-8856
m.sieber@erco.com
www.erco.com

Eriksen Translations, Inc.

BOOTH: 2106

Will Lach
50 Court Street
Suite 700
Brooklyn, NY 11201
Phone: 718-802-9010
will.lach@eriksen.com
www.eriksen.com

Etix

BOOTH: 1129

Ben Schnurr
909 Aviation Parkway
Suite 900
Morrisville, NC 27650
Phone: 919-653-0506
ben.schnurr@etix.com
www.hello.etix.com

EverBlock Systems, LLC

BOOTH: 2144

Joshua Brownfeld
790 Madison Ave
Suite 506
New York, NY 10065
Phone: 844-422-5625
joshua@everblocksystems.com
www.everblocksystems.com

Evergreen Exhibitions

BOOTH: 1922

Christi Klingelhefer
7979 Broadway
Suite 107
San Antonio, TX 78209
Phone: 210-582-0015
christi@evergreenexhibitions.com
www.evergreenexhibitions.com

Exhibit Concepts, Inc.

BOOTH: 1506

Steven Lowry
700 Crossroads Court
Vandalia, OH 45377-9675
Phone: 937-890-7000
slowry@exhibitconcepts.com
www.exhibitconcepts.com/museum

Exhibits Development Group

BOOTH: 2129

Jessica Grandbois
214 East 4th Street
Suite 170
Saint Paul, MN 55101
Phone: 651-222-1121
info@exhibitsdevelopment.com
www.exhibitsdevelopment.com

Exhibitors by Company

Experiential Media Group

BOOTH: 2021

Robb Hicks
#110-11188 Featherstone Way
Richmond, ON V6W 1K9 Canada
Phone: (604) 277-0707 x552
rhicks@prxi.com
www.prxi.com

EXPLUS Inc.

BOOTH: 1414

Brett Beach
44156 Mercure Circle
Sterling, VA 20166
Phone: 703-260-0780
explus@explusinc.com
www.explusinc.com

Far Horizons

BOOTH: 1731

Tiru Irani
30 Two Bridges Road
Suite 250
Fairfield, NJ 07004
Phone: 973-287-1716
tiru@fhorizons.com
www.fhorizons.com

Fentress Architects

BOOTH: 1706

Julian Fentress
421 Broadway
Denver, CO 80203-3403
Phone: 303-282-6190
fentress@fentressarchitects.com
www.fentressarchitects.com

Flying Fish Exhibits

BOOTH: 2221

Carrie Reid
5 Satu Way
Unit 11
Mornington, Victoria Australia
Phone: 1-320-309-4001
info@flyingfishexhibits.com
www.flyingfishexhibits.com

Frank Europe

BOOTH: 1236

Philippe Plessers
Schwabenheimer Weg 111
Bad Kreuznach, 55543 Germany
Phone: +49671796560
info@frankeurope.com
www.frankeurope.com

Gallery Systems, Inc.

BOOTH: 1807

Cat Bradley
5 Hanover Square., Suite 1900
New York, NY 10004
Phone: 646-733-2239
info@gallerysystems.com
www.gallerysystems.com

Gateway Ticketing Systems, Inc.

BOOTH: 1420

Donna Walp
445 County Line Rd.
Gilbertsville, PA 19525
Phone: 610-987-4000
info@gatewayticketing.com
www.gatewayticketing.com

Gaylord Archival

BOOTH: 1803

Ashlyn Christman-McCarty
7282 William Barry Blvd
Syracuse, NY 13212
Phone: 315-634-8440
Ashlyn.Christman-McCarty@
gaylord.com
www.gaylord.com

Giant Screen Cinema Association

BOOTH: 2028

Tammy Seldon
624 Holly Springs Rd Suite 243
Holly Springs, NC 27540
Phone: 919-346-1123
tammy@giantsscreencinema.com
www.giantsscreencinema.com

Gilderfluke & Company

BOOTH: 2038

Donna Allen
205 South Flower Street
Burbank, CA 91502
Phone: 818-840-9484
donna@gilderfluke.com
www.gilderfluke.com

GLASBAU HAHN America

BOOTH: 2020

Robert Fischer
15 Little Brook Lane
Newburgh, NY 12550
Phone: 845-566-3331
robert.fischer@glasbau-hahn.com
www.glasbau-hahn.com

Goppion SPA

BOOTH: 1912

Ted Paschkis
205 Mount Auburn Street
Watertown, MA 02472
Phone: 617-893-2547
tpaschkis@goppion-us.com
www.goppion.com

Gretel

BOOTH: 1430

Jo Oskoui
639 S. Spring St., Suite 11-A
Los Angeles, CA 90014
Phone: (323) 369-0753
jo@gretel.io
www.gretel.io

GuestCurator Traveling Exhibitions

BOOTH: 2127

Cynthia Graves
217 McKenzie St. Suite 1A
Santa Fe, NM 87501
Phone: 505-988-5839
cgraves@guestcurator.com
www.guestcurator.com

GuestX

BOOTH: 1348

Nicole Bator
18484 Preston Rd Suite 102-104
Dallas, TX 75093
Phone: 877-968-4332
hello@guestx.com
guestx.com

Guide ID

BOOTH: 1527

Jeff Danziger
282 Richards Ave
Norwalk, 06850
Phone: 347-523-8619
jeffdanziger@guideid.com
www.guideid.com

Guide Technologies

BOOTH: 1039

Nate Johnson
139 W Spring Hill Way
Saratoga Springs, UT 84045
Phone: 509-570-3547
hello@guidetourapp.com
guidetourapp.com

Exhibitors by Company

Guru

BOOTH: 1317

Alenna Gatti
101 W. Broadway
#200
San Diego, CA 92101
Phone: 847-400-7849
agatti@theguru.co
theguru.co

GWWO 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

HealyKohler 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



Alliance Purchasing Cooperative

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

Lexington

BOOTH: 1727

Melissa Ruminot
415 W. Kaley Street
Orlando, FL 32806-3942
Phone: 407-648-0400
mruminot@nassal.com
www.nassal.com

Lighting Services Inc.

BOOTH: 1705

Kerri Galgano
2 Holt Drive
Stony Point, NY 10980-1996
Phone: 845-942-2800
sales@maillsi.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
smcconnell@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

Exhibitors by Company

Maltbie, A Kubik Company

BOOTH: 1521

Deborah Shaw
7000 Commerce Parkway, Suite C
Mt. Laurel, NJ 08054
Phone: 905-272-2818
info@maltbie.com
www.maltbie.com

Marioff

BOOTH: 2009

Jayne Edwards
400 Main Street
Ashland, MA 01721
Phone: 508-231-2181
Jayme.Edwards@fs.utc.com
www.marioff.com

Marist College

BOOTH: 1615

Brian Scott
3399 North Road
Poughkeepsie, NY 12601
Phone: 845-575-3484
Brian.Scott@Marist.edu
www.marist.edu

MBA Design & Display Products

BOOTH: 2237

Angelo Conry
Suite 310
35 East Uwchlan Avenue
Exton, PA 19341
Phone: 610-524-7590
info@mba-usa.com
mbawalls.com

Media Flex-OPALS

BOOTH: 1346

Andrea Chan
P. O. Box 1107
Champlain, NY 12919
Phone: 877-331-1022
info@mediaflex.net
www.mediaflex.net

Meyvaert

BOOTH: 2015

Florence Dwyer
1177 Avenue of the Americas,
7th floor
New York, NY 10036
Phone: +32 (0)9 225 54 27
florence.dwyer@meyvaert.be
www.meyvaert.be

MGAC

BOOTH: 2008

Katie Rubino
730 Eleventh Street, NW
Washington, DC 20001
Phone: 202-942-3900
krubino@mgac.com
www.mgac.com

Mid-America Arts Alliance

BOOTH: 1931

Margaret Keough
2018 Baltimore Avenue
Kansas City, MO 64108
Phone: 816-421-1388
margaret@maaa.org
www.eusa.org

MINISIS Inc.

BOOTH: 2002

Christopher Burcsik
Suite 950-Royal Centre
1055 West Georgia St. PO Box 11142
Vancouver, BC V6E 3P3 Canada
Phone: 604-255-4366
lorna@minisisinc.com
www.minisisinc.com

Minnesota Children's Museum

BOOTH: 1828

Mitch Boerner
10 West Seventh Street
St Paul, MN 55102
Phone: 651-225-6053
travelingexhibits@mcm.org
www.mcm.org/travel

Minotaur Mazes

BOOTH: 2026

Kelly Fernandi
912 N.W. 63rd Street
Seattle, WA 98107
Phone: 206-782-0667
info@minotaurmazes.com
www.minotaurmazes.com

Mountain-Plains Museums Association

BOOTH: 2314

Deb Arenz
7755 South 23rd St
Lincoln, NE 68512
Phone: 402-904-6938
mountplains@aol.com
www.mpma.net

Museum Climate Controls

BOOTH: 2114

Jeff Mak
3490 Laird Road
Unit 8
Mississauga, ON L5L 5Y4 Canada
Phone: 416-728-1540
jeffm@museumclimatecontrols.com
www.museumclimatecontrols.com

Museum Hack

BOOTH: 2102

Nick Gray
27 West 10th Street, Apt 5
New York, NY 10011
Phone: 1-800-778-5531
info@museumhack.com

Museum of Science & Industry

BOOTH: 1920

Jeff Buonomo
5700 S Lake Shore Dr
Chicago, IL 60637-2003
Phone: 773-753-1359
Jeff.Buonomo@msichicago.org
www.msichicago.org

Museums & Race Transformation and Justice Lounge

BOOTH: 1112

Stacey Mann
smanny@gmail.com
museumsandrace.org

Museums Association

BOOTH: 1636

Zoe Spencer
42 Clerkenwell Close
London, EC1R 0AZ United Kingdom
Phone: +44 (0) 207 566 7800
Zoe@museumsassociation.org
www.museumsassociation.org

Museumspartner

BOOTH: 2022

Marie Eckert
Sebastian-Kneipp-Weg 17
Innsbruck, 6020 Austria
Phone: 0043512562800
info@museumspartner.com
www.museumspartner.com

Exhibitors by Company

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
www.topoftherock.com/attractions/natural-history-museum-en.html

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
eunyoungdl@unist.ac.kr
homepagechoe.wixsite.com/polyview

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



Alliance Purchasing Cooperative

Quatrefoil Associates, Inc.

BOOTH: 1736

Mike Fethers
29 C Street
Laurel, MD 20707
Phone: 301-470-4748
mfethers@quatrefoil.com
www.quatrefoil.com

Re:discovery Software, Inc.

BOOTH: 1740

Steve Richardson
3040 Berkmar Drive, Ste. B1
Charlottesville, VA 22901-1444
Phone: 208-338-8487
sales@rediscovery.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

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

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
drussell@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

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 Macungie 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
ctorp@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 méhul
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@thedesignminds.com
www.thedesignminds.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@fieldmuseum.org
www.fnmh.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 47210
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

Exhibitors by Company

TimeLooper Inc.

BOOTH: 1127

Andrew Feinberg
100 W 89th St, Unit 51
New York, NY 10024
Phone: 212-873-2677
info@timelooper.com
www.timelooper.com

TOTAL Fine Arts (A Division of TOTAL Transportation Solutions Inc.)

BOOTH: 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

BOOTH: 1903

Lynn Taylor
137 St. Regis Crescent South
Toronto, ON M3J 1Y6 Canada
Phone: 416-636-5654
ltaylor@tourmate.com
www.tourmate.com

Transamerica Museum Retirement Program

BOOTH: 1638

Jose Ventura
20 South King Street
Leesburg, VA 20175
Phone: 800.648.4807
jventura@ahtins.com
www.ahtins.com



Transformit

BOOTH: 2037

Jim Ahearne
33 Sanford Drive
Gorham, ME 04038
Phone: 207-838-3385
info@transformit.com
www.transformit.com

Transport Consultants International, Inc.

BOOTH: 1905

Bob Simon
30 Union Avenue South 2nd Floor
Cranford, NJ 07016
Phone: 908-272-6500
bob@shippingmadesimple.com
www.shippingmadesimple.com

Tricel Honeycomb Corporation

BOOTH: 1308

Steve Loudin
2100 Swanson Ct
Gurnee, IL 60031
Phone: 847-336-1321
steve@tricelcorp.com
www.tricelcorp.com

TripAdvisor

BOOTH: 1321

Mandy Smith
203 SE 79th Avenue
Portland, OR 97215
Phone: 415-412-0635
masmith@tripadvisor.com
www.tripadvisor.com

Trivium Interactive

BOOTH: 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

BOOTH: 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.

BOOTH: 1704

Mark Silverman
66 Pacella Park Drive
Randolph, MA 02368
Phone: 781-986-6500
msilverman@usart.com
www.usart.com

U.S. Census Bureau

BOOTH: 2306

Catherine Hartz
32 Old Slip, 9th Floor
New York, NY 10005
Phone: (212) 584-3400
Catherine.J.Hartz@census.gov
www.census.gov

U.S. Dept of the Interior Museum Program

BOOTH: 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

BOOTH: 1331

Patric Dietrich
6119A Clark Center Ave
Sarasota, FL 34238
Phone: 941-343-8115
pdietrich@fiberopticlighting.com
www.fiberopticlighting.com

Universal Services Associates, Inc.

BOOTH: 1726

Steve Mantione
5 Horne Dr
Folcroft, PA 19032
Phone: 610-461-0300
smantione@buildwithusa.com
www.BuildWithUSA.com

University of Oklahoma Extended Campus

BOOTH: 1902

Christine Young
1610 Asp Avenue
Suite 108
Norman, OK 73072
Phone: 405-325-1061
pacsinfo@ou.edu
pacs.ou.edu

Exhibitors by Company

Veevart

BOOTH: 1327

Melanie Poulain
8942 Carlyle Ave
Surfside, FL 33154
Phone: (347) 352 0083
antonio.velasco@veevart.com
www.auctifera.com

Vernon Systems Ltd.

BOOTH: 1945

Maria Lemprier
PO Box 6909
12A McDonald Street, Kingsland
Auckland, 1000 New Zealand
Phone: 646-303-6103
vsl@vernonsystems.com
www.vernonsystems.com

VIP Transport Fine Arts Services

BOOTH: 1221

Ed Noonan
8215 Patuxent Range Road
Jessup, MD 20794
Phone: 301-674-7420
enoonan@viptransport.com
www.viptransport.com

Virtual Wonders LLC

BOOTH: 1138

Mark Bauman
514 Wells St.
Delafield, WI 53018
Phone: 202-317-0949
mbauman@virtualwonders.com
www.virtualwonders.com

Vivaticket

BOOTH: 1330

Michael Norris
4501 Vineland Road, Suite 109
Orlando, FL 32811
Phone: 407-370-2900
mnorris@bestunion.com
www.omniticket.com

VRheroes

BOOTH: 1231

Mariusz Laszuk
Łukowska 9/136
Warszawa, Mazowieckie Poland
Phone: +48 505365310
museumvr@gmail.com
kartkazpowstania.pl

Weathercock Co., Ltd.

BOOTH: 1429

Kazue Yamamoto
West 3-jo 7-chome 1-31 Tsukisamu,
Toyohira-ku,
Sapporo, Hokkaido 062-0023
Japan
Phone: +81-11-852-1623
k-yamamoto@weathercock.co.jp
www.weathercock.co.jp

Western Museums Association

BOOTH: 2316

Jason Jones
PO Box 4738
Tulsa, OK 74159
Phone: 707-433-4701
wma@westmuse.org
www.westmuse.org

Willis Towers Watson

BOOTH: 1438

Robert Salmon
12505 Park Potomac Ave
Suite 300
Potomac, MD 20854
Phone: 301-581-4247
Robert.Salmon@willistowerswatson.com
www.willis.com

Winikur Productions

BOOTH: 1428

Ken Winikur
516 E 2nd St, Ste 1
Boston, MA 02127
Phone: 857-496-1950
info@winikurproductions.com
www.winikurproductions.com

Winterland Inc.

BOOTH: 1239

Tarah Fred
1101 S. Miller Ave
Marion, IN 46953
Phone: 800-788-9627-200
tfred@winterlandinc.com
www.winterlandinc.com

Xenario Inc.

BOOTH: 1108

Alexander Brandt
284 5th Avenue, #5E
New York, NY 10001
Phone: 929-373-2216
axanda@hotmail.com
www.xenario.net

Xergy, Inc.

BOOTH: 1329

Jason Jin
299 Cluckey Dr., Ste A
Harrington, DE 19952
Phone: 781-366-3222
jason.jin@xergyinc.com
www.xergyinc.com

Zone Display Cases

BOOTH: 1817

Stephanie Bilodeau
660 Rue de L'Argon
Quebec, QC G2N 2G5 Canada
Phone: 418-841-4004
steph@zonedisplaycases.com
www.zonedisplaycases.com

Exhibitors by Product and Service

3D Printing & Printing Services

HTS Advanced Solutions1206
Leach2048
Shore Design1340

Accessibility Products & Services

AlfaVision1337
Canadian Museum for
Human Rights1921
Tactile Studio Molitor.....1939

Acoustics/Audio

Guide ID1527
Tactile Studio Molitor.....1939

Admissions/Ticketing

ACME Technologies1313
Artifax1247
Blackbaud, Inc.1507
CENTAMAN Systems1326
Convergence, LLC.....1230
Etix1129
Gateway Ticketing Systems, Inc.1420
GuestX.....1348
Patron Technology1220
Retail Control Systems, Inc.1041
TAM Retail2004
Tessitura Network1713
Veevart1327
Vivaticket.....1330

Animation/Gamification

Advanced Animations, LLC.....2031
Gilderfluke & Company2038
Realcast1229

Appraisers/ Auction Houses

American Society of Appraisers ..1607

Architecture

Available Light.....1717
Fentress Architects.....1706
GWWO Architects1626
Gyroscope.....1426
HGA Architects and Engineers. .1937
Lightswitch.....2044
Transformat.....2037

Archival/Archives

Art Resource2006
Bridgeman Images.....2045
Gaylord Archival1803
Hollinger Metal Edge, Inc.1640
Lucidea Argus1730
MINISIS Inc.....2002
Re:discovery Software, Inc.1740
Spacesaver Corporation1813
The Crowley Company.....1103

Associations/ Non-Profit/ Gov't Organization

American Association for
State and Local History2317
American Society of Appraisers ..1607
Association of Midwest
Museums2312
Association of Science-
Technology Centers2315
Drug Enforcement
Administration (DEA)
Museum and Visitors Center. .1207
Giant Screen Cinema
Association2028
Institute of Museum and
Library Services.....2209
Mountain-Plains Museums
Association2314
Museums & Race Transformation
and Justice Lounge.....1112
Museums Association1636
National NAGPRA Program....2302
Southeastern Museums
Conference2313
U.S. Army Center of Military
History-Army Museum
Enterprise2304
U.S. Dept of the Interior
Museum Program.....2203
University of Oklahoma
Extended Campus1902
Western Museums Association .2316

Audio Tours

Acoustiguide, Inc.1814
Actus Audio1637
Audiotree1204
Encurate Mobile Technology ...2040
Guide ID1527
Guru1317
Lingar, Inc.1037
Listen Technologies Corporation .1141
ListenUp Audio2104
OnCell1407
Orpheo1422
Tour-Mate Systems.....1903

Audio/Visual Products & Services

AlfaVision1337
Angle Park, Inc.1913
Argentine Productions, Inc.1412
Beck1413
Bluewater Studio2337
BPI1328
Digitalis Education
Solutions, Inc.2113
Dynamlink Technologies, LLC....2013
Electrosonic Inc.....1427
Gilderfluke & Company2038
Gretel1430
Guide ID1527

Ideum1203
Impact Communications.....2217
Listen Technologies Corporation .1141
Mad Systems Inc.....1836
Orpheo1422
Solomon Group.....1304
Tour-Mate Systems.....1903
Winikur Productions.....1428

Augmented Reality

Lingar, Inc.1037
Realcast1229
Speak Creative.....1628
TimeLooper Inc.....1127
Virtual Wonders LLC.....1138

Building Maintenance

Comprehensive Fire
Technologies.....1431
PPG Paints1641
The Whiting-Turner
Contracting Company1341

Collections Management

Collector Systems, LLC1609
Delta Designs Ltd1529
Gallery Systems, Inc.1807
Hollinger Metal Edge, Inc.1640
Landau Traveling Exhibitions..2128
Lucidea Argus1730
MINISIS Inc.....2002
OnCell1407
Re:discovery Software, Inc.1740
SKINsoft2112
Spacesaver Corporation1813
StabaArte2041
U.S. Dept of the Interior
Museum Program.....2203
Veevart1327
Vernon Systems Ltd.1945

Conservation Material/ Services

Dorfman Museum Figures, Inc .1830
Gaylord Archival1803
Hollinger Metal Edge, Inc.1640
The Crowley Company1103

Consulting Services

Actus Audio1637
Andoniadis Retail Services.....1536
Barker Langham1440
Comprehensive Fire
Technologies.....1431
CREO Exhibits1627
DonorSearch2140
Electrosonic Inc.....1427
Exhibits Development Group...2129
GuestCurator Traveling
Exhibitions2127
HGA Architects and Engineers. .1937

Exhibitors by Product and Service

Institute for Human Centered Design1528
JGL Food Service Consultants..1530
JRA.....1812
Lightswitch.....2044
LORD Cultural Resources.....1629
MGAC.....2008
Mid-America Arts Alliance.....1931
Museum Hack.....2102
Museums & Race Transformation and Justice Lounge.....1112
Natural History Museum – International Engagement...2226
PPG Paints.....1641
Ripley Entertainment.....2120
Roto.....1839
The Whiting-Turner Contracting Company.....1341
Vivaticket.....1330

Digital Equipment & Services

Dino-Lite Scopes.....2036
Encurate Mobile Technology...2040
Image Access Lp.....1537
Starlab.....1153
The Crowley Company.....1103
The Global Display Solution...1227
Weathercock Co., Ltd.....1429

Display Cases

Art Display Essentials– A 10-31 Company.....1513
Capitol Museum Services.....1107
CASE[WERKS], LLC.....2108
CCS Content Conversion Specialists GmbH.....1541
Chicago Scenic Studios, Inc...1737
ClickNetherfield Ltd.....1621
CREO Exhibits.....1627
Exhibit Concepts, Inc.....1506
EXPLUS Inc.....1414
Frank Europe.....1236
Gaylord Archival.....1803
GLASBAU HAHN America.....2020
Goppion SPA.....1912
Hadley Exhibits Inc.....1721
Lexington.....1727
MBA Design & Display Products..2237
Meyvaert.....2015
Pacific Studio, Inc.....1907
Zone Display Cases.....1817

Educational Programs/ Services

American Association for State and Local History.....2317
American Society of Appraisers..1607
Artisans of Florence promoted by Merlan.....2227
Association of Science– Technology Centers.....2315
Blick Art Materials.....2116

Canadian Museum for Human Rights.....1921
Drug Enforcement Administration (DEA) Museum and Visitors Center..1207
Experiential Media Group.....2021
Little Ray's Nature Centres.....2228
Marist College.....1615
Mid-America Arts Alliance.....1931
Museums & Race Transformation and Justice Lounge.....1112
National Oceanic and Atmospheric Administration..2309
PolyView.....2220
Red Tail Entertainment.....2330
Southeastern Museums Conference.....2313
Sphero.....1038
Starlab.....1153
The National Inventors Hall of Fame.....1245
University of Oklahoma Extended Campus.....1902
Western Museums Association...2316

Environmental/Climate Control

GLASBAU HAHN America.....2020
Goppion SPA.....1912
Marioff.....2009
Museum Climate Controls.....2114
Zone Display Cases.....1817

Exhibit Design

American Museum of Natural History.....1821
Available Light.....1717
Barker Langham.....1440
Bluewater Studio.....2337
Building Four Fabrication.....2213
Chicago Scenic Studios, Inc...1737
Children's Museum of Pittsburgh.....2121
Cincinnati Museum Center.....2029
Corman & Associates.....1858
Curia.....1226
EverBlock Systems, LLC.....2144
Evergreen Exhibitions.....1922
Exhibit Concepts, Inc.....1506
Experiential Media Group.....2021
Frank Europe.....1236
Gyroscope.....1426
Hadley Exhibits Inc.....1721
HealyKohler Design.....1538
Ideum.....1203
Imagine Exhibitions, Inc.....1928
Institute for Human Centered Design.....1528
JRA.....1812
Lightswitch.....2044
Little Ray's Nature Centres.....2228
LORD Cultural Resources.....1629
Luci Creative.....1437

Minotaur Mazes.....2026
Ontario Science Centre.....1926
Pacific Studio, Inc.....1907
Quatrefoil Associates, Inc.....1736
Reich + Petch Design International.....1617
Riggs Ward Design.....1630
Roto.....1839
Science Museum of Minnesota..1927
Solid Light, Inc.....1307
Split Rock Studios.....1826
Stage Nine Design LLC.....2123
Tactile Studio Molitor.....1939
The Design Minds.....2003
The Field Museum of Natural History.....2126
The PRD Group.....1526
Transformit.....2037
Universal Services Associates, Inc.....1726
Weathercock Co., Ltd.....1429
Xenario Inc.....1108

Exhibit Display Systems

Absolute Museum & Gallery Products Ltd.....1213
Art Display Essentials– A 10-31 Company.....1513
Building Four Fabrication.....2213
CASE[WERKS], LLC.....2108
CCS Content Conversion Specialists GmbH.....1541
ClickNetherfield Ltd.....1621
EverBlock Systems, LLC.....2144
Frank Europe.....1236
GLASBAU HAHN America.....2020
Goppion SPA.....1912
MBA Design & Display Products..2237
Meyvaert.....2015
StabaArte.....2041
Takiya Company, Ltd.....1714
Universal Fiber Optic Lighting LLC.....1331
Zone Display Cases.....1817

Exhibit Fabrication

3DPhotoWorks.....1845
3DS/Three Dimensional Services.....1240
Beck.....1413
Betty Brinn Children's Museum..2130
Bluewater Studio.....2337
Building Four Fabrication.....2213
Capitol Museum Services.....1107
Cemrock Landscapes Inc.....1947
Chicago Scenic Studios, Inc...1737
Cincinnati Museum Center.....2029
Corman & Associates.....1858
CREO Exhibits.....1627
Exhibit Concepts, Inc.....1506
EXPLUS Inc.....1414
Flying Fish Exhibits.....2221

Exhibitors by Product and Service

Hadley Exhibits Inc.	1721
Lexington	1727
Luci Creative.	1437
Maltbie, A Kubik Company	1521
Meyvaert.	2015
MGAC.	2008
Ontario Science Centre	1926
Pacific Studio, Inc.	1907
Roto	1839
Science Museum of Minnesota ..	1927
Science North	2027
Smooth-On, Inc.	2136
Solid Light, Inc.	1307
Solomon Group.	1304
Split Rock Studios	1826
Stage Nine Design LLC	2123
Takiya Company, Ltd.	1714
Transformit.	2037
Universal Services Associates, Inc.	1726
Weathercock Co., Ltd.	1429
Xenario Inc	1108

Fiber Optics

Luxam	1958
-------------	------

Figures/Mannequins/Costumes

AAMSCO Lighting, Inc.	1322
Dorfman Museum Figures, Inc. .	1830
HTS Advanced Solutions	1206
Smooth-On, Inc.	2136

Film/Video

Argentine Productions, Inc.	1412
BPI	1328
Bridgeman Images.	2045
Cortina Productions, Inc	1720
Electrosonic Inc.	1427
Giant Screen Cinema Association	2028
Impact Communications.	2217
Northern Light Productions ...	1436
Relative Scale	1208
Richard Lewis Media Group ...	1613
Winikur Productions.	1428

Financial Services

Transamerica Museum Retirement Program	1638
---	------

Flooring

EverBlock Systems, LLC.	2144
------------------------------	------

Food Service

JGL Food Service Consultants. .	1530
---------------------------------	------

Framing/Art Gallery Services

Frank Europe	1236
--------------------	------

Fundraising/Donor Development

AccuList, Inc.	1729
American Association for State and Local History	2317
Beacon Design by ChemArt ...	1136
Blackbaud, Inc.	1507
DonorSearch	2140
Etix	1129
Museum Hack	2102
Patron Technology	1220
Scentco, Inc.	2016
Tessitura Network.	1713
Veevart	1327

Furniture

Blick Art Materials.	2116
Delta Designs Ltd	1529

Graphic & Web Design

Blackbaud, Inc.	1507
Digital Cheetah Solutions, Inc. .	1323
Gallery Systems, Inc.	1807
Institute for Human Centered Design	1528
Lucidea Argus	1730
Smithsonian Enterprises Digital Services	1302
Speak Creative.	1628
Vivaticket.	1330
Winikur Productions.	1428

Graphic Design

HealyKohler Design	1538
Shore Design	1340
Smithsonian Enterprises Digital Services	1302
The Design Minds	2003
The PRD Group	1526

Green/Environmental Products

Comprehensive Fire Technologies.	1431
ERCO Lighting, Inc.	1421
Leach	2048
Lighting Services Inc	1705
Museum Climate Controls	2114

Installation/Dismantling

3DS/Three Dimensional Services	1240
Luxam	1958
Maltbie, A Kubik Company	1521
MGAC.	2008

Instruments

Dino-Lite Scopes.	2036
Museum Climate Controls	2114

Insurance

AON Affinity.	1840
Huntington T. Block Insurance Agency An AON Company. ...	1838
Willis Towers Watson	1438

Interactive Content/ Products & Services

3DS/Three Dimensional Services	1240
AAMSCO Lighting, Inc.	1322
American Museum of Natural History.	1821
Angle Park, Inc.	1913
Artisans of Florence promoted by Merlan.	2227
Beck	1413
BPI	1328
Brad Larson Media/ StorySpaces	2145
Children's Museum of Pittsburgh	2121
Cortina Productions, Inc	1720
EXPLUS Inc.	1414
Gretel.	1430
HTS Advanced Solutions	1206
Ideum	1203
Lexington	1727
Lucid Realities.	1121
Mad Systems Inc.	1836
Minotaur Mazes.	2026
Northern Light Productions ...	1436
PolyView	2220
Quatrefoil Associates, Inc.	1736
Red Tail Entertainment	2330
Relative Scale	1208
Richard Lewis Media Group ...	1613
Riggs Ward Design	1630
Roto	1839
TimeLooper Inc.	1127
Trivium Interactive	1441
Universal Services Associates, Inc.	1726
Xenario Inc	1108

IT Integration Products and Services

Collector Systems, LLC	1609
Convergence, LLC.	1230
Curia.	1226
Dexibit	1320
Dynalink Technologies, LLC ...	2013
Maltbie, A Kubik Company	1521

Exhibitors by Product and Service

Lighting

Available Light	1717
ERCO Lighting, Inc.	1421
Gilderfluke & Company	2038
Lighting Services Inc	1705
Lightswitch	2044
Luxam	1958
NMB Technologies Corporation	1123
Universal Fiber Optic Lighting LLC	1331

Market Research

AccuList, Inc.	1729
Arrivalist	1228
GuestX	1348

Master Planning

Barker Langham	1440
Fentress Architects	1706
GWOW Architects	1626
Gyroscope	1426
HealyKohler Design	1538
HGA Architects and Engineers	1937
Imagine Exhibitions, Inc	1928
JRA	1812
LORD Cultural Resources	1629
Luci Creative	1437
Natural History Museum—International Engagement	2226
Quatrefoil Associates, Inc.	1736
Reich + Petch Design International	1617
Riggs Ward Design	1630
Roto	1839
Science Museum of Minnesota	1927
The Design Minds	2003
The PRD Group	1526
The Whiting-Turner Contracting Company	1341

Mobile Applications

Actus Audio	1637
Digital Cheetah Solutions, Inc.	1323
Encurate Mobile Technology	2040
Gretel	1430
Guru	1317
ListenUp Audio	2104
Lucidea Argus	1730
NMB Technologies Corporation	1123
OnCell	1407
Orpheo	1422
Speak Creative	1628

Multimedia

Acoustiguide, Inc.	1814
Angle Park, Inc.	1913
Argentine Productions, Inc.	1412
Brad Larson Media/StorySpaces	2145

Cortina Productions, Inc	1720
Digitalis Education Solutions, Inc	2113
Dynalink Technologies, LLC	2013
Eriksen Translations, Inc	2106
Northern Light Productions	1436
Relative Scale	1208
Richard Lewis Media Group	1613
Science North	2027
Smithsonian Enterprises Digital Services	1302
Solid Light, Inc.	1307
Tour-Mate Systems	1903
Trivium Interactive	1441

Museum Store Merchandise & Services

Andoniadis Retail Services	1536
Corman & Associates	1858
Sphero	1038

Packing/Crating

ARTEMIS Fine Art Services	1906
Crozier Fine Arts, Inc	1249
TOTAL Fine Arts (A Division of TOTAL Transportation Solutions Inc)	2005
Transport Consultants Int'l, Inc	1905
U.S. Art Company, Inc	1704
VIP Transport Fine Arts Services	1221

Photography/Photo Labs/Services

art2art Circulating Exhibitions	1929
Bridgeman Images	2045
GuestX	1348

Point-of-Purchase Products & Services

ACME Technologies	1313
CENTAMAN Systems	1326
Combase USA	1223
Convergence, LLC	1230
Gateway Ticketing Systems, Inc	1420
Retail Control Systems, Inc	1041
Scentco, Inc	2016

Printing Services/Banner/Murals

AccuList, Inc.	1729
Leach	2048
Split Rock Studios	1826

Publishing

Eriksen Translations, Inc	2106
Routledge, Taylor Francis Group	1344
Shore Design	1340
SKINsoft	2112

Retail Products & Services

Andoniadis Retail Services	1536
Beacon Design by ChemArt	1136
Betty Brinn Children's Museum	2130
Blick Art Materials	2116
Cannabis Museum	1960
Scentco, Inc	2016

Security Systems

Acuity-VCT	1605
------------	------

Shipping/Transportation

ANR Transport	1904
ARTEMIS Fine Art Services	1906
Atlas Logistics	1738
Crozier Fine Arts, Inc	1249
Exhibits Development Group	2129
Flying Fish Exhibits	2221
Museumspartner	2022
TOTAL Fine Arts (A Division of TOTAL Transportation Solutions Inc)	2005
Transport Consultants Int'l, Inc	1905
U.S. Art Company, Inc	1704
VIP Transport Fine Arts Services	1221

Signage/Wayfinders

Absolute Museum & Gallery Products Ltd	1213
Art Display Essentials—A 10-31 Company	1513
CASE[WERKS], LLC	2108
Cemrock Landscapes Inc	1947
Eriksen Translations, Inc	2106
Reich + Petch Design International	1617
Solomon Group	1304
The Global Display Solution	1227

Simulators/Simulation Software

Starlab	1153
---------	------

Software

Artifax	1247
CCS Content Conversion Specialists GmbH	1541
CENTAMAN Systems	1326
Collector Systems, LLC	1609
Combase USA	1223
Curia	1226
Dexibit	1320
Digital Cheetah Solutions, Inc	1323
Dino-Lite Scopes	2036
DonorSearch	2140
Gallery Systems, Inc	1807
Gateway Ticketing Systems, Inc	1420
Lingar, Inc	1037
Lucidea Argus	1730

Exhibitors by Product and Service

Mad Systems Inc	1836
MINISIS Inc.	2002
Patron Technology	1220
Re:discovery Software, Inc.	1740
Retail Control Systems, Inc.	1041
SKINsoft	2112
TAM Retail	2004
Tessitura Network.	1713
The Global Display Solution.	1227
Trivium Interactive	1441

STEM Products & Services

Association of Science– Technology Centers	2315
Sphero.	1038
The Discovery Network, Museum of Discovery.	2138
The National Inventors Hall of Fame.	1245
U.S. Dept of the Interior Museum Program	2203

Storage

ARTEMIS Fine Art Services	1906
Atlas Logistics	1738
Crozier Fine Arts, Inc.	1249
Crystalizations Systems, Inc.	1712
Delta Designs Ltd	1529
Spacesaver Corporation	1813
StabaArte	2041
Takiya Company, Ltd.	1714
TOTAL Fine Arts (A Division of TOTAL Transportation Solutions Inc).	2005
Transport Consultants Int'l, Inc.	1905
U.S. Art Company, Inc.	1704
VIP Transport Fine Arts Services	1221

Store Merchandise

Beacon Design by ChemArt	1136
------------------------------------	------

Telecommunications/ WiFi Connectivity

Dexibit	1320
-------------------	------

Touring Exhibitions

3DPhotoWorks	1845
Advanced Animations, LLC.	2031
American Museum of Natural History.	1821
art2art Circulating Exhibitions.	1929
Artisans of Florence promoted by Merlan.	2227
Betty Brinn Children's Museum.	2130
Brad Larson Media/ StorySpaces	2145

Canadian Museum for Human Rights	1921
Cannabis Museum	1960
Capitol Museum Services	1107
Cemrock Landscapes Inc	1947
Children's Museum of Pittsburgh.	2121
Cincinnati Museum Center	2029
ClickNetherfield Ltd.	1621
Drug Enforcement Administration (DEA) Museum and Visitors Center.	1207
Etix	1129
Evergreen Exhibitions	1922
Exhibits Development Group.	2129
Experiential Media Group	2021
Flying Fish Exhibits	2221
Frank Europe	1236
GuestCurator Traveling Exhibitions	2127
Imagine Exhibitions, Inc	1928
JVS Group	2327
Landau Traveling Exhibitions.	2128
Lightswitch	2044
Little Ray's Nature Centres	2228
Lucid Realities.	1121
MBA Design & Display Products.	2237
Mid-America Arts Alliance	1931
Minnesota Children's Museum	1828
Minotaur Mazes.	2026
Museum of Science & Industry	1920
Museumspartner	2022
National Geographic	2030
Natural History Museum– International Engagement	2226
Newseum Traveling Exhibits	2326
Ontario Science Centre	1926
PolyView	2220
Reading Public Museum.	2322
Red Tail Entertainment	2330
Ripley Entertainment.	2120
Running Subway Productions	2328
SAQA Global Exhibitions	1859
SC Exhibitions	2321
Science North	2027
Smithsonian Institution Traveling Exhibition Service– SITES.	1829
Stage Nine Design LLC	2123
The Children's Museum of Indianapolis.	1827
The Discovery Network, Museum of Discovery.	2138
The Field Museum of Natural History.	2126
The National WWII Museum.	2229
The North Carolina Arboretum Exhibitions	2222
Virtual Wonders LLC.	1138

Travel Programs

art2art Circulating Exhibitions.	1929
Digitalis Education Solutions, Inc.	2113
Evergreen Exhibitions	1922
Far Horizons.	1731

Virtual/Augmented Reality

AAMSCO Lighting, Inc.	1322
Advanced Animations, LLC.	2031
AlfaVision	1337
Guru	1317
Impact Communications.	2217
ListenUp Audio	2104
Lucid Realities.	1121
Realcast	1229
TimeLooper Inc.	1127
Virtual Wonders LLC.	1138

Visitor Services

Absolute Museum & Gallery Products Ltd.	1213
ACME Technologies	1313
Artifax	1247
Audiotree	1204
JGL Food Service Consultants.	1530
Museum Hack	2102

Advertiser Index

ADVERTISER	PAGE	BOOTH
AAM 2020 Annual Meeting & MuseumExpo	91	
Art Display Essentials—A 10-31 Company	2	1513
Beck Interiors	Back Cover	1413
Center for the Future of Museums	52	1645
ERCO Lighting, Inc.	4	1421
GLASBAU HAHN America	13	2020
Huntington T. Block Insurance Agency—An AON Company	1	1838
Imagine Exhibitions, Inc.	Inside Front Cover	1928
MGAC	45	2008
Museum & Library Furniture, LLC	10	
Museums & Race	71	1112
PAN Art Connections, Inc.	23	
Relative Scale	29	1208
Roto	Inside Back Cover	1839
Rowman & Littlefield	72, 73	1345 (Alliance Bookstore)
Solid Light, Inc.	6	1307
The Children's Museum of Indianapolis	10	1827
The Hettema Group	8	
The National WWII Museum	15	2229
Willis Towers Watson	26	1438
Zone Display Cases	24	1817

Leadership and Partners

Local Host Committee Sponsors

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.



Local Host Committee

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 lost sight of what was important—the museums. The New Orleans team is truly first class!

Events Committee

- (CHAIR) **Anne Banos**, Deputy Director, New Orleans Museum of Art
- (CHAIR) **Karl Beverung**, Senior Event Sales Manager, The National WWII Museum
- **Elisabeth Rietvelt**, Membership Manager, New Orleans Museum of Art
- **Emmeline Johnston**, Associate Director of Hospitality, Contemporary Arts Center

Leadership and Partners

Hospitality Committee

- (CHAIR) **Lauren Cason**, Director of Marketing & Communications, New Orleans & Company
- (CHAIR) **Tara Letort**, Director of Group Public Relations, New Orleans & Company
- **Ashley Rogers**, Director of Operations, Whitney Plantation
- **Elizabeth Adams**, Conference Services, New Orleans & Company
- **Jenni Daniel**, Director of Development, New Orleans Museum of Art

Host Scholarship Committee

- (CHAIR) **Elizabeth Ogden**, Special Projects Coordinator, The Historic New Orleans Collection
- **Amanda McFillen**, Associate Director of Museum Programs, The Historic New Orleans Collection
- **Ashland Hines**, Manager of Marketing, NOTMC
- **Daniel Hammer**, Vice President/Deputy Director, The Historic New Orleans Collection
- **Stephen Watson**, President and Chief Executive Officer, The National WWII Museum
- **Susan Taylor**, Montine McDaniel Freeman Director, New Orleans Museum of Art

Learning Excursions Committee

- (CHAIR) **Daniel Hammer**, Vice President/Deputy Director, The Historic New Orleans Collection
- (CHAIR) **Megan Koza Mitchell**, Executive Director, Hermann-Grima House
- **Amanda McFillen**, Associate Director of Museum Programs, The Historic New Orleans Collection
- **Annie Irvin**, Executive Director, Beauregard-Keyes Historic House & Gardens
- **Bridget Rabun**, Manager of Grants and Institutional Giving, New Orleans Museum of Art
- **David Johnson**, Editor of Museum Publications, New Orleans Museum of Art
- **Elizabeth Ogden**, Special Projects, The Historic New Orleans Collection
- **Ron Bechet**, Victor H. Labat Endowed Professor of Art, Xavier University
- **Zella Palmer**, Chair-Ray Charles Program in African American Material Culture, Dillard University

Public Engagement, Public Relations and Marketing Committee

- (CHAIR) **Ashland Hines**, Manager of Marketing, NOTMC
- **Jane Wood**, Manager of Visitor Engagement, New Orleans Museum of Art
- **Margaux Krane**, Communications and Marketing Manager, New Orleans Museum of Art
- **Stephanie Bell**, Vice President of Investor Relations, New Orleans Business Alliance
- **Steven Maklansky**, Interim Director, Louisiana State Museum
- **Summer Suleiman**, Managing Editor, GoNOLA.com

Volunteer Committee

- (CHAIR) **Katie Alpert**, Director of Volunteer Services, The National WWII Museum
- (CHAIR) **Kristen Jochem**, Donor Relations and Events Manager, New Orleans Museum of Art
- **Monique Tourres**, Development and Operations Manager, New Orleans Museum of Art
- **Victoria Lacayo**, Events Associate, New Orleans Museum of Art

AAM extends sincere thanks to all Local Host Committee institutions, their staff and leadership for their support of the 2019 Annual Meeting:

- Amistad Research Center
- Audubon Nature Institute
- BBC Destination Management
- Beauregard-Keyes Historic House & Gardens
- Contemporary Arts Center
- Dillard University
- GoNOLA.com
- Greater New Orleans Foundation
- Hermann-Grima House
- Louisiana Children's Museum
- Louisiana State Museum
- New Orleans & Company
- New Orleans Business Alliance
- New Orleans Center for the Gulf South
- New Orleans Museum of Art
- New Orleans Tourism Marketing Corporation
- Newcomb Art Museum of Tulane
- Ogden Museum of Southern Art
- River Road African American Museum
- Sazerac House
- Southern Food and Beverage Museum
- The Historic New Orleans Collection
- The National World War II Museum
- Whitney Plantation
- Xavier University

Leadership and Partners

National Program Committee

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.

James Pepper Henry 2019 National Program Committee Chair

CEO/Director
American Indian Cultural
Center & Museum
Oklahoma City, OK

Dina Bailey

Independent Museum
Professional
Atlanta, GA

Rebekah Beaulieu

Director
Florence Griswold Museum
Old Lyme, CT

Ruth Berson

Deputy Museum Director–
Curatorial Affairs
San Francisco Museum
of Modern Art
San Francisco, CA

Kate Brueggemann

Vice President, Development
Adler Planetarium
Chicago, IL

Jennifer Burch

President
Knights Ridge Consulting
Fishers, IN

Cat Chiappa

Manager of Public Programs
Monterey Bay Aquarium
Monterey, CA

Erin Clancey

Director of Curatorial Services
The National WWII Museum
New Orleans, LA

Lauren Clay

Chief Operating Officer
Louisiana Children's Museum
New Orleans, LA

Emily Craig

Docent Council Coordinator
Los Angeles County
Museum of Art
Los Angeles, CA

Elizabeth Crownover

Director of Learning
The Field Museum
Chicago, IL

Stephanie Eddleman

Early Childhood Specialist
The Children's Museum
of Indianapolis
Indianapolis, IN

Susan Goganian

Director
Historic Beverly
Beverly, MA

David Greenham

Program Director
Holocaust and Human
Rights Center of Maine
Augusta, ME

Erin Greenwald

Vice President of Content
Louisiana Endowment
for the Humanities
New Orleans, LA

Joanna Groarke

Director of Public Engagement
& Exhibition Curator
New York Botanical Garden
Bronx, NY

Linda Harrison

Director and Chief Executive
Officer, Newark Museum
Newark, NJ

Jason Illari

Executive Director
Cumberland County
Historical Society
Carlisle, PA

Stephanie Keating

Adult Programs Coordinator
Albright Knox Art Gallery
Buffalo, NY

Sara Lowenburg

Museum Special Projects
Coordinator
Louisiana State Museum
New Orleans, LA

Alyssa Magnone

Registrar
Augusta Museum of History
Augusta, GA

Skye Malish-Olson

Exhibition Designer
Dallas Museum of Art
Dallas, TX

Mitchell Maniccia

Facilities Manager
Seward House Museum
Auburn, NY

Peggy Martin

Head of Design & Editorial
Minneapolis Institute of Art
Minneapolis, MN

Rachel Mastromarino

Traveling Exhibits Manager
Children's Museum of Pittsburgh
Pittsburgh, PA

Kelly McHugh

Exhibits Project Manager
Museum of Science and Industry
Chicago, IL

Magdalena Mieri

Director, Program in Latino
History & Culture
National Museum of
American History
Washington, DC

Mark Osterman

Adult Learning and
Engagement Manager
Vizcaya Museum and Gardens
Miami, FL

Armando Perla

Curator
Canadian Museum for
Human Rights
Winnipeg, MB
Coordinator
Swedish Museum of
Democracy and Migration

Tara Prout

Memorial Exhibition and
Registries Manager
National 9/11 Memorial
and Museum
New York, NY

Beth Redmond-Jones

Vice President of Engagement
and Education
San Diego Natural
History Museum
San Diego, CA

Ann Rowson Love

Associate Professor of
Arts Administration
Museum Education,
and Exhibitions
Florida State University
Tallahassee, FL

Jared Scherer

Director, Donor Events
California Academy of Sciences
San Francisco, CA

Laura Schiavo

Assistant Professor &
Program Head,
Museum Studies Program
George Washington University
Washington, DC

Andrew Simnick

SVP, Finance, Strategy
& Operations
Art Institute of Chicago
Chicago, IL

Corey Timpson

Principal
Corey Timpson Design Inc.
Winnipeg, MB

Zinnia Willits

Director of Collections
and Operations
Gibbes Museum of Art
Charleston, SC

Hallie Winter

Collections Manager
American Indian Cultural
Center Foundation
Oklahoma City, OK

Rachel Wolff

Marketing Specialist–
Research & Analytics
Walker Art Center
Minneapolis, MN

Anna Woten

Assistant Collections Manager
Atlanta History Center
Atlanta, GA

Gabrielle Wyrick

Deputy Director of Learning
and Engagement
New Orleans Museum of Art
New Orleans, LA

Leadership and Partners

2019 Annual Meeting Scholars and AAM-Getty International Program Participants

The Alliance is grateful to the numerous individuals who made donations during Giving Tuesday or with their Annual Meeting registration, and the following individuals and organizations that so generously contributed their support.



The Getty Foundation



The James Ford Bell Foundation



Ford W. Bell, DVM

Kippen de Alba Chu

Laura & Steve Lott

Museum Studies Program,
Harvard University Extension School

National Association for Museum
Exhibition (NAME)

Ellen Ferguson

Elisabeth Garvil-Gilbert

Eileen Goldspiel

Leah Master

Barbara Cohen-Stratynner

Peter Tirrell

Jorge Zamanillo

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.

AAM Annual Meeting Scholars

Helen Alonzo, Associate Educator, School and Residency Programs, Skirball Cultural Center

Elena Bras, Marketing Assistant, Museum of the American Revolution

Rodney Dawson, Curator of Education, Greensboro History Museum

Josephine Devanbu, Artist, Rhode Island School of Design

Victoria Edwards, Exhibition Designer, University of the Arts

Ashley Famularo, Collections Assistant, The Hershey Story Museum

Billie Guerrero, Museum Director, Pyramid Lake Museum

Jaden Hansen, Founding Director, Museum of Minneapolis

Araya Henry, Manager, Youth and Family Programs, Hudson River Museum

Asif Iqbal, Director, Marketing and Communications, Montclair Art Museum

Julius Jones, Digital Content Manager, Chicago History Museum

Stephanie Lampkin, Museum Collections Manager, Science History Institute

Michelle Lanier, Director, State Historic Sites of North Carolina

Paul Martinez, Aviation Learning Center Educator, The Museum of Flight

Samantha Mera-Candedo, Exhibition Designer, Philadelphia, PA

Pamela Morales Fuentes, Director, Itotia Mexico Xi

Jayson Overby, Curatorial Assistant, Contemporary Art, Crystal Bridges Museum of American Art

Marissa Pierce, Public and Community Relations Coordinator, Flint Institute of Arts

Nora Pinell-Hernandez, Exhibits Fabricator, Ah-Tah-Thi-Ki Museum

Leadership and Partners

Nicolla Sanguinetti, Curator of Collections and Exhibits, Juneau-Douglas City Museum

Carlo Tuason, Graduate Student, Curatorial Practices in the Public Sphere, University of Southern California

Laycca Umer, Coordinator, Programs and Research, New York Hall of Science

Diana Weisbrot, Exhibitions Coordinator, The New Children's Museum

Keisha Williams, Curatorial Department Assistant and Artist Liaison, Minneapolis Institute of Art

Alana Zamora, Development Coordinator, The Witte Museum

Local Scholarship Program

Baylee Badawy, Digital Strategist, New Orleans Jazz Museum

Ilyanette M. Bernabel, Curatorial Assistant, New Orleans Jazz Museum

Pamala Bishop, Student of Museum Studies, Southern University at New Orleans

Rhett Breerwood, Historian, Louisiana National Guard Museums

Michelle Brenner, Archivist, Louisiana Museum Foundation

Rebecca Gibson, Gallery Assistant, Louisiana Guild: Louisiana Crafts Guild

Olivia Morgan, Educator, Paul and Lulu Hilliard University Art Museum

Haley Sledge, Director of Educational Programming, Hermann-Grima + Gallier Historic Houses

Lori Spradley, Student of Museum Studies, Southern University at New Orleans

Brook Tesler, Archivist, Louisiana Museum Foundation

AAM-Getty International Program Recipients

Dulamjav Amarsaikhan, Director of Marketing and Foreign Relations, Zanabazar Fine Art Museum, Ulaanbaatar, Mongolia

Kennedy Atsutse, Curator, Ghana Museum and Monuments Board, Cape Coast, Ghana

Shubha Banerji, Museum Education Officer, Rashtrapati Bhavan, The President's House Museum, New Delhi, India

Tatjana Bugarski, Senior Curator, Museum of Vojvodina, Novi Sad, Serbia

Soledad Campos, Press Officer and Digital Manager, Museo de Arte Latinoamericano de Buenos Aires, Buenos Aires, Argentina

Katrina Cartwright, Education and Outreach Manager, National Art Gallery of The Bahamas, Nassau, Bahamas

Christian Diaz, Director, 2 Museos, Bellas Artes Y Mac, Bahía Blanca, Argentina

Mahrous Elsanadidy, Curator, National Museum of Egyptian Civilizations, Cairo, Egypt

Viviana Escobar, Leader in Education and Culture, Colonial Museum and Santa Clara Museum, Bogotá, Colombia

Leslie García, Chief of the Department of Education, Laboratorio Arte Alameda, Mexico City, Mexico

Eman Abdel Hamid, Curator of Museum Exhibitions, Grand Egyptian Museum, Cairo, Egypt

Geha Ibrahim, Curator, Museum of Egyptian Antiquities, Cairo, Egypt

Loise Maina, Museum Art Shop and Gallery Assistant, National Museum of Kenya, Nairobi, Kenya

Maria del Rosario García Martínez, Public Programs Coordinator, Fundación Proa, Buenos Aires, Argentina

Denise Obrador, Community Outreach Programs Coordinator, Museo Nacional de Arte Oriental, Buenos Aires, Argentina

Renata Otto, Architect, National Museum of Fine Arts, Rio de Janeiro, Brazil

Tashi Phuntsok, Director, The Tibet Museum, Dharamshala, India

Gabriela Ramos, Exhibition Development Aide, Centro de Artes Visuales / Museo del Barro, Asunción, Paraguay

Ana Leticia García Rodríguez, Head Registrar, Collections and Loans, National Museum of Art, INBA, Mexico City, Mexico

Polette Serey, Visual Artist and Educator, Artequin Museum, Santiago, Chile

Susy Sano Takahashi, Director of Communications, Museo Larco, Lima, Peru

Leadership and Partners

AAM Board of Directors

AAM is governed by a Board of Directors elected by the members of the Alliance. We are grateful to the following individuals for their dedication and commitment to AAM and the museum field through their service on the AAM Board.

CHAIR OF THE BOARD

Kippen de Alba Chu, Chief of Staff,
Fort Worth Museum of Science and History

VICE CHAIR

Robert M. Davis, Museum Consultant,
DRMD Strategies, LLC

IMMEDIATE PAST CHAIR

Douglas S. Jones, Director,
Florida Museum of Natural History

TREASURER

Mark Edward, Partner, Hertzbach & Company

Devon Akmon, Senior Consultant, DeVos Institute of
Arts Management

Susana Smith Bautista, Museum Consultant

Cinnamon Catlin-Legutko, President & CEO,
Abbe Museum

Eduardo Díaz, Director, Smithsonian Latino Center

Christine A. Donovan, Vice President and Regional
Director–Foundation and Institutional Advisors,
Northern Trust Company

Berit N. Durler, Trustee, San Diego Zoo Global

Chevy Humphrey, President & CEO, Arizona
Science Center

Lisa Yun Lee, Director, National Public
Housing Museum

Judith Margles, Executive Director, Oregon Jewish
Museum and Center for Holocaust Education

Kelly McKinley, Deputy Director, Oakland Museum
of California

James Pepper Henry, CEO/Director, The American
Indian Cultural Center and Museum

Nathan Richie, Director, Golden History
Museum and Park

Andrés Roldán, Executive Director, Parque Explora

Ruth Shelly, Executive Director, Portland
Children's Museum

Stephanie Stebich, The Margaret and Terry Stent
Director, Smithsonian American Art Museum

Carlos Tortolero, President, National Museum of
Mexican Art

Karol Wight, President and Executive Director,
Corning Museum of Glass

Professional Network Sponsors

The Alliance wishes to express appreciation to the following organizations and individuals that have generously contributed their support to the Professional Networks.



Chicago Scenic Studios, Inc. • Cinnabar

Gecko Group, Inc.

Lexington, a Nassal Company

MuseumsPartner • Roto

1220 Exhibits • Art Guild, Inc. • ATELIER 4
Available Light • Blue Telescope
Crystalizations Systems, Inc. • Design Minds
Dorfman Museum Figures • ELY, Inc.
Group Delphi • HealyKohler Design
Huntington T. Block Insurance Agency, Inc.
ICON Group, Inc. • Masterpiece International
Methods & Materials, Inc.
Richard Lewis Media Group • Riggs Ward
Solid Light • Stage 2 Studios • Terry Dowd, Inc.
Transport Consultants International, Inc.
University of the Arts Department of Museum Studies
Willis Tower Watson • Zone Display Cases

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 Endslo, 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

Clara Allen, Meetings & Events Manager

Carlos Arroyo, Senior Web Developer

Shelon Atwater, Assistant Director, Exhibits

Evlyn Baker, Development Manager

Tiffany Burns, Manager, Conference Education

Carol Constantine, Director of Finance & Administration

Ember Farber, Director, Advocacy

Marjie George, Director, Member Services

Eileen Goldspiel, Director, Institutional Giving

Lauren H. Griffin, Member Services Manager

Shelagh Grimshaw, Director, Development

Julie Hart, Senior Director, Standards &
Excellence Programs

Anthony Hovington, IT and Digital Media Specialist

Megan Lantz, Director, Content & Community
Engagement

Katherine McNamee, Director, Human Resources

Veronica Mooney, Director, Meetings & Events

Josh Morin, Director, IT and Application Services

Joseph O'Neill, Content Coordinator

Dean Phelus, Senior Director, Leadership Programs

Danyelle Rickard, Museum Assessment
Program Officer,

Alexandra Roe, Program Manager, Strategic Initiatives

Brianne Roth, Member Services Manager

Rachael Sexton, Accountant and Office Manager

Martha Sharma, Accreditation Program Officer

Josette Souza, Marketing & Communications Manager

Barry Szczesny, Director, Government Relations and
Public Policy

Allison Titman, Accreditation Program Officer

Cecelia Walls, Content & Editorial Strategist

Susan Zwerling, Museum Assessment Program Officer



Ohio Statehouse Museum, Opened 2018



National Museum of Psychology, Opened 2018



High Museum of Art, Opened 2018

Plan. Design. Build.

Museum master planning

Exhibit and graphic design

Interpretive planning and development

Visitor studies and evaluation

Interactive engineering and media

Fabrication and turnkey installation

THE WORLD'S LEADING MUSEUM FABRICATOR



Qasr Al Hosn | Abu Dhabi, UAE



Holocaust Memorial Center for the Jews of Macedonia | Macedonia



The Macallan Distillery & Visitor Experience | Scotland, UK



Brunei Pameran Islam Sultan Haji Hassanal Bolkiah | Brunei



Aerospace Bristol | England, UK

BECK
INTERIORS

25 YEARS OF EXCELLENCE

✉ Mark Banham: mbanham@beckinteriors.com Carol See: csee@beckinteriors.com

☎ +44 (0) 20 8974 0500

🌐 www.beckinteriors.com

📷 [beckinteriors](https://www.instagram.com/beckinteriors)

📺 [BECK](https://www.linkedin.com/company/beckinteriors)

