

SHELBURNE MUSEUM ANSWERS TO FREQUENTLY ASKED QUESTIONS, 2019

Table of Contents

A) GENERAL INFORMATION	Page 2
B) ADMISSION	Page 3
C) THE BRICK HOUSE	Page 5
D) MEMBERSHIP	Page 6
E) ACCESSIBILITY	Page 6
F) VISITOR AMENITIES	Page 7
G) CHANGES	Page 9
H) 2017 BUILDING STAFFING AND ACCESSIBILITY RECONFIGURATIONS	Page 11
I) CAROUSEL	Page 12
J) CHILDREN AT SHELBURNE MUSEUM	Page 12
K) COLLECTIONS	Page 13
L) CONSERVATION	Page 15
M) GROUNDS	Page 15
N) VISITOR COMMENTS	Page 16
APPENDIX A – FAQS FOR PIZZAGALLI CENTER FOR ART AND EDUCATION	Page 17

SHELBURNE MUSEUM

ANSWERS TO FREQUENTLY ASKED QUESTIONS, 2019

A) GENERAL INFORMATION

Q: What is Shelburne Museum?

A: The Museum, founded in 1947, is Vermont's largest museum and one of the country's finest, most diverse collections of art, design, and Americana. The product of a lifetime of collecting by Museum founder, Electra Havemeyer Webb, Shelburne's collections range from folk art and architecture to fine art and transportation exhibits. Decorative arts, textile arts, and contemporary design fill the buildings. You may view paintings by Monet, Manet and Degas, hand carved circus figures, quilts, as well as a 220-foot steamboat, *Ticonderoga*, a National Historic Landmark. The Museum's 45 acres of exquisite landscaping is home to 39 exhibit buildings. On August 18, 2013 the Museum opened the new Pizzagalli Center for Art and Education, a spectacular new exhibition and learning space with two 2,500 sf galleries, an auditorium with seating for 140 and a dedicated classroom.

Q: How old is the Museum?

A: The Museum was founded in 1947 and opened to the public in 1952.

Q: What are the dates/hours the Museum is open?

A: The entire Museum opens for the 2019 summer season on Wednesday, May 1. The main campus closes on Thursday, October 31. Hours are 10 a.m. – 5 p.m. seven days/week May 1 - October 31. Free First Friday Eves July 5, August 2, and September 6, the Pizzagalli Center for Art and Education and Museum grounds remain open until 7:30 p.m. During the summer season the Museum Store is open from 10:00 a.m. -5:30 p.m. seven days/week. The Toy Trunk Shop is open 10 a.m.-5 p.m. seven days week during the summer season from May 1 through October 31. Beginning on November 1, The Pizzagalli Center for Art and Education, Webb Gallery, Dorset House, the Electra Havemeyer Webb Memorial Building and the Round Barn remain open seven days a week, 10 a.m. – 5 p.m. until December 30. Beginning January 1, the Pizzagalli Center and Webb Gallery are open Wednesday-Sunday, 10 a.m. – 5 p.m. through April 30.

Q: What is the Museum's mailing address:

A: Shelburne Museum, P.O. Box 10, Shelburne, VT 05482. The physical address is 6000 Shelburne Road.

Q: Does the Museum have a web site?

A: Yes, the address is: www.shelburnemuseum.org

Q: Does the Museum have an e-mail address?

A: Yes, the general e-mail address for the Museum is: info@shelburnemuseum.org

Q: Oh, I thought this was Shelburne Farms. What's the difference?

A: Shelburne Museum and Shelburne Farms operate independently. The Farms was once the agricultural estate of Electra Havemeyer Webb's in-laws, William Seward Webb and Lila Vanderbilt Webb. It is now a non-profit environmental education organization whose mission is to cultivate a

conservation ethic for a sustainable future. The 1,400-acre working farm on Lake Champlain offers a children's farmyard, cheese making and tasting, walking trails and tours of the grounds, formal gardens and historic barns. The Farms also operates the Inn at Shelburne Farms with 24 restored guestrooms and a fine dining restaurant.

Q: Where can I get more information on the Havemeyers?

A: We offer a selection of books at our Museum Store devoted to the Havemeyers and the Webbs. *The History of Shelburne Farms* chronicles the evolution of the Webb's Shelburne Farms property. We also have a book about the Museum's founder Electra Havemeyer Webb, *To Collect in Earnest: The Life and Work of Electra Havemeyer Webb*. It is filled with quotes from Mrs. Webb that provide insight into her passion for collecting. You'll find historical photos of Mrs. Webb setting up exhibitions at the Museum and photos of some of the Museum's buildings being moved and reconstructed.

Q: Can I buy tickets to Higher Ground's Concerts on the Green here at the Museum?

A: For information about this popular summer concert series and to purchase tickets we invite you to visit www.highergroundmusic.com. Their phone number is (802) 652-0777.

B) ADMISSION

Q: How much does a summer season ticket cost?

A: In 2019 the ticket price is \$25 for the day for an adult; \$15 for an in-state resident. You may return the next day at no additional charge. Please retain and submit your receipt at the admissions desk. General admission for adults 18 and over is \$25; youth 13-17 are \$14; children 5-12, \$12; under 5 free; Vermonters are \$15 for adults 18 and over; \$7.50 for Vermont children/youth 5-17; under 5 free. An adult family pass (2 adults and accompanying children ages 5-17, per pass): \$65. After 3 p.m. general admission is \$15 for adults; \$7.50 for children.

Q: Why is the ticket price so high?

A: Your ticket provides you with the chance to see and do a lot: explore 39 exhibit buildings including the steamboat *Ticonderoga*; learn from guides who have extensive information to share about the collection in many of our buildings; see craftspeople at work; ride on a vintage carousel; participate in hands-on and family activities; enjoy shuttle transportation around the grounds and the opportunity to return the next day if you haven't been able to see it all.

Your admission fee is used for the ongoing support of the Museum's preservation and education programs. We exhibit, conserve and care for more than 100,000 items and works of art; present special events and educational programs for children, families and adults; preserve and maintain historical structures; care for 45 acres of gardens, lawns and orchards; provide programs for thousands of school children annually; and conduct research and training to more fully interpret the collections.

Shelburne Museum is an independent non-profit educational institution and operates with no ongoing support from the state or federal government, relying on admissions income, gifts, private and government grants, and endowment income.

Admissions and Membership: A family pricing cap of \$65.00 keeps the cost for families (2 adults and children ages 5-17) down. Also, if you choose to become a Museum member you can return as many times as you would like and we will be happy to apply the full value of today's ticket toward the purchase of a 12- month membership. There are other member benefits outlined in our membership brochure.

Q: Are admission receipts and stickers transferable? What if I just turn it over to my sister and her husband?

A: Admission receipts and stickers are non-transferable. They are intended to provide our paying visitors the opportunity to return once they see how extensive the collections are.

Q: Can we leave the Museum for lunch and come back in without paying again?

A: Yes! Just hold onto your receipt, and make certain that your admissions or member sticker is visible.

Q: Can we bring in a picnic lunch?

A: Yes! We have picnic tables set up near the Weathervane Café, benches around the grounds, an open air lounge area at Shaker Shed, and plenty of lawn space. You may leave your picnic in your car and bring it onto the grounds when you're ready to eat. We highly recommend a visit to the Weathervane Café to pick up a sandwich, salad, or snack.

Q: Can we picnic on the grounds without paying to come in?

A: No, but there are picnic tables around the perimeter of the parking lot where you're welcome to eat. Also, you can bring your picnic lunch onto the grounds if you decide to purchase a ticket.

Q: All we want to do is look at the grounds. We won't go into the buildings. Can we get in for free?

A: That is precisely what our membership program allows you to do. Some of our members have told us they like to come to the Museum and simply stroll. As a member you can visit whenever the Museum is open!

Discounts

Complete information concerning discounts and admissions reciprocity is available in the Museum Store at admissions, and on the Museum's website, www.shelburnemuseum.org

Q: I just want to go to one of the exhibit buildings. Can I pay a reduced price? We can't come back tomorrow.

A: Our members tell us that is one of the best features of their membership. They are able to return at any time throughout the season. Many tell us they come to see just one building or exhibition at a time.

OR,

If you're able to return this afternoon, you may purchase a ticket that is valid after 3 p.m. – 5 p.m. for a reduced price (\$15 for adults, \$7.50 for children and youth ages 5-17).

Q: Do you still have County Days? Half price for Vermonters in June?

A: Today, through the continued generosity of philanthropist Lois McClure summer season admission is reduced for all Vermonters. With a valid Vermont ID, residents pay \$15 for adults and students, children 5-17, \$7.50.

Q: I'm a member at ___ Museum. Do I get in here for free?

A: Shelburne Museum is a member of NARM – the North American Reciprocal Museum Association – a program that includes more than 800 arts and cultural organizations. We offer free admission during regular museum hours to members of museums that participate in NARM. For each member of your party who has a card, we provide free admission. We also offer a \$2 discount to AAM (American Alliance of Museums) members, off a general admission price. NEMA members are admitted free of charge.

OR

We're sorry but we do not have an arrangement with that museum to admit members for free.

Q: I'm an employee of ___ Museum/___ attraction. Can I get a complimentary ticket?

A: We are delighted that you are visiting. Can I please see your ID, business card, or letter of introduction? Please let us know what you thought about your visit and if there are any printed materials that we can send back with you.

Q: Do you offer a senior citizen discount?

A: We are pleased to offer a special senior rate of \$23.00 for summer season admission.

Q: I'm staying at ___ hotel/motel. They told me admission was ___ but I just heard that it is less from a different hotel/motel.

A: The Museum offers a \$5 discount off a full price adult ticket for guests of hotels, motels and B & B's enrolled in our discount program. This discount does not vary from establishment to establishment. Let me check our list to see if the hotel/motel you're staying in participates in this program.

If the establishment is on the list (most are) ask the visitor to present the coupon or voucher.

OR

If their hotel/motel is not on the list:

Unfortunately, your hotel/motel does not participate in our discount program. You may want to remind them of our discount program. We will also send them a reminder.

C) THE BRICK HOUSE

Q: What is the Brick House?

A: The Brick House was the home of the Museum's founder, Electra Havemeyer Webb. It is a magnificent 40-room Colonial Revival home located on the grounds of Shelburne Farms and is available for special events and select rental events.

Q: I'm interested in touring the Brick House, what shall I do?

A: The best way to view the Brick House is by becoming a member. You'll receive advance information on special event opportunities to visit the Brick House, such as the Museum's spring Garden Party and the winter Holiday Party.

D) MEMBERSHIP

Q: I lost my membership card. Can I get in? How do I get a new one? I can't remember when my membership expires.

A: Please give your name to our staff at the admissions desk and they will be able to assist you. We ask members to present their card each time they visit the Museum so be certain to ask about obtaining a replacement card.

Q: My wife and I have a dual membership, but she's not here today so I brought my sister. Can she come in for free under our membership?

A: Sorry, no. Only the people included on your membership cards may come in for free as members. There are no substitutions, however, as a member, you may purchase an admission ticket for your sister at a discounted rate (\$18) or, if your sister is a Vermonter, the rate is \$15.

E) ACCESSIBILITY

Q: Is the Museum accessible to wheelchairs?

A: The Museum's grounds are accessible, as are nearly all of our buildings. Paths, walkways, and roads consist of firmly packed gravel or slate surfaces and the terrain varies in slope and surface. Because each building is unique we have published a Physical Accessibility Guide to help you plan your day. It is available at the store admissions desk as well as at our website www.shelburnemuseum.org.

Also, on the *Ticonderoga*, "Access and Explore" notebooks have images and information about inaccessible portions of the boat.

Q: Should I bring my own wheelchair?

A: We have a number of standard size wheelchairs available. You may reserve a wheelchair in advance, or just request it when you are here. There is no fee for wheelchairs, although donations to support their upkeep and care are appreciated. Wheelchairs are also available in the PCAE building and Webb Gallery during the winter months.

Q: Do you have to walk a lot at the Museum?

A: If you prefer not to walk a lot, we have a wheelchair accessible shuttle that operates each day during the summer season. It is free and you can get on and off throughout your visit. Also, many of the buildings are close to one another.

We also have wagons available free of charge, although we gratefully accept donations to help support their upkeep and care. There are benches located throughout the grounds and in and near our gardens, as well as visitor seating in most of the buildings. There are tables outside and inside the Weathervane Café, as well as seating areas in the Lighthouse and the lower level of Shaker Shed.

In the winter months we encourage visitors to walk the roads encircling the main campus, weather and road conditions permitting.

Q: What services do you offer for visually impaired and hearing impaired visitors?

A: Guide staff is available throughout the grounds and are happy to assist all visitors. Staff members wear blue shirts, with Shelburne Museum fleece jackets or vests in colder weather, and photo id badges. Large type printed guides and/or label copy are available in select exhibits for visitors with visual impairments. Audio installations are available on the *Ticonderoga*, Beach Gallery and the Meeting House. Video installations are located in Beach Gallery, the *Ticonderoga*, Variety Unit and some special exhibitions in the Pizzagalli Center for Art and Education. The museum does not currently offer museum-wide audio tours. I-loview Video Magnifiers, generously donated by Vermont-based ai squared (an accessible technology company), are available at admissions for loan to visitors with visual impairments, and assist guests in viewing label copy.

Q: Do you have materials in languages other than English?

A: There are written guides available in French and Japanese at the admissions entrance.

Q: Can I bring my dog in?

A: Service animals are welcome on the museum grounds, but pets are not allowed. Visitors with service animals should speak with a member of the admissions staff prior to entering the grounds, for clarification on our policy and building access.

Q: What can I do with my pet?

A: I suggest that you contact a local kennel. We do not recommend that you leave your dog in your car; however, of course, it is your decision. Vermont statutes mandate that no animal should be left unattended in a parked vehicle if the health or safety of the animal is at risk. We've been asked by local police to report such incidents.

F) VISITOR AMENITIES

Q: Is there a public telephone?

A: Should any visitor require access to a telephone, please invite them to ask at admissions.

Q: Where can I get something to eat and drink?

A: During our summer season (May 1-October 31) the Weathervane Café is open 7 days a week from 10 a.m. – 4:30 p.m and serves sandwiches, salads, snacks, hot entrees, beverages, dessert, and ice cream. The Museum Store sells beverages, snacks, and candy and is open from 10 a.m. - 5:30 p.m. 7 days a week. Between November 1 and December, the Museum store is open daily 10 a.m. – 5 p.m. During the winter season – January 1-April 30, the Museum Store is open from 10 a.m. – 5 p.m. Wednesday-Sunday.

Q: Where are changing tables located? Do you have a lactation suite?

A: We have changing tables in the men's and women's bathrooms next to the Store, in the Weathervane Café and in the Pizzagalli Center for Art and Education. Mothers and babies may enjoy the lactation suite located in Pleissner Gallery and marked on the Visitor Guide map

Q: Do you have bike racks?

A: There is a bike rack in front of the Museum Store. Be sure to lock your bike securely, as we cannot insure the safety of your bike. Bicycles, scooters, and Segways are not allowed on the Museum grounds.

Q: Is smoking allowed on the Museum grounds?

A: The Museum campus is a smoke free environment, and no smoking materials are allowed on the grounds. There is a smoking receptacle outside the Museum Store and in the parking lot.

Q: Where can I mail this postcard?

A: Should people ask, indicate that the Museum can mail your card. You may also purchase U.S postcard stamps there.

Q: Do you have any guided or walking tours?

A: During the summer season we offer several daily tours: twice daily tours of the *Ticonderoga*; Prentis and Stencil House tours are offered three times daily and ten minute talks in Webb Gallery twice daily through October 31; and the *Three Women* tour is available daily at 3:30 pm in the Electra Havemeyer Webb Memorial Building through August 31. Refer guests to their visitor maps for tour titles and times

Q: What are the busiest times of day? What are the busiest weeks?

A: The Museum is so large that you will be able to enjoy all of the collections and exhibition spaces without it feeling crowded. During September-October, when we welcome bus tours, you may experience lines at the Weathervane Café or crowded shuttles.

Q: Where do you suggest I stay overnight?

A: The Museum store has a list of area hotels and motels.

Q: How long does it take to visit the Museum? What shall we see first? What do you recommend we see today?

A: Many of our visitors in the summer season come for 3-4 hours. You can spend a few hours or a few days, depending on your level of interest. If you only have a limited time we can offer some suggestions. During the winter season, guests can spend an hour, or several, exploring the exhibitions in the Pizzagalli Center for Art and Education. You can also enjoy our American paintings collection in Webb Gallery and walk our grounds.

Q: May I take photographs? Videos?

A: Photography with hand-held cameras is permitted in most buildings. Photography is restricted in some exhibitions; specific restrictions are noted in those installations. We ask visitors to limit the use of flash so as not to impact the experience of other visitors. Tripods, camera stands, and selfie sticks are not allowed indoors, to protect the objects and limit impact on other visitors. All photographs taken are limited to personal use.

Q: Do you have wifi?

A: Yes! Wifi is available throughout the grounds. The Lighthouse Lounge is a great place to surf the Web, or rest, relax, and recharge – both you and your device/s -- during the summer season, as is the Weathervane Café, where there is also a charging station.

Q: What if I have a question or need help when I'm on the grounds?

A: Please approach any staff member about any questions or problems. During the summer season guide staff members are available throughout the grounds and are happy to assist all visitors. They are identified by their light blue shirts and/or navy blue fleece jackets/vests and photo id badges. Various departments have special expertise as shown below:

Staff/Volunteers	How to Identify; where found	Expertise
Admissions/Store Staff	Shelburne Museum shirts or fleece in various colors: Museum store/admissions; Toy Trunk shop.	Can offer a wide range of general information about the Museum and the surrounding area as well as provide assistance with retail purchases and memberships
Guide Staff/Education Staff	Light blue shirt or navy fleece jacket/vest: throughout the grounds	Can answer questions and provide information about Museum's exhibitions, buildings, grounds, and events/activities on the grounds
Volunteer Greeters	At the store entrance to the grounds	Greeters can provide wayfinding information and general information about Museum operations.
Protection Services Officers	Blue polo shirts/light blue uniforms: throughout the grounds	Can provide security and first aid and general Museum information
Preservation and Landscape Staff	Blue Shelburne Museum t-shirts: throughout the grounds	Can provide information about the structures, grounds and gardens, as well as general Museum information

Q: Why do some buildings have guides and some do not?

A: The Museum provides visitors with information about the collection in a variety of ways: through trained and skilled visitor guide staff working in exhibition buildings and demonstration sites; gallery talks; labels; audio and video installations; and hand-held printed exhibition guides or laminates. All buildings are monitored 24 hours a day for security and all buildings are visited regularly each day by Museum staff. If a visitor would like more information about a building or a collection in a building without an exhibit guide, please inquire at a guided building nearby, or ask a volunteer Greeter to direct you to a staffed location.

Q: Does the Museum store sell reproductions?

A: The Museum store carries a wide array of products related to and inspired by our special and permanent exhibitions including books, clothing, and home décor items.

Q: I have a product for sale. How do I contact your store about carrying it?

A: Contact the Store Manager, Lee Wheeler. Her email address is lwheeler@shelburnemuseum.org.

Q: I have lost an item while visiting.

A: Lost items are held at Protection Services. Let me check to see if anyone has turned it in. If not, let me take your name, address and phone number and we will contact you if it is found.

Q: I got separated from my friends/family and I don't know what to do.

A: I am happy to contact Protection Services and alert them. If you will please wait here (encourage them to stay in one place), I'll let the staff know that you are waiting. What is your name? What are the names of people in your party? Can you give me a brief physical description?

G) CHANGES

Q: Tell me about the newest building at the Museum.

A: The Pizzagalli Center for Art and Education opened in August, 2013. The 17,000 square-foot center, with two galleries, a classroom and an auditorium allows the Museum to be open twelve months a year, making programs, exhibitions, and events much more accessible for the community.

The Pizzagalli Center was designed by Ann Beha Architects, a Boston-based firm with extensive expertise in museum and sustainable building design, and is designed to meet LEED standards for environmental sustainability.

Features of the Center for Art and Education include:

- 5,000 square feet of gallery space on two floors, used for temporary exhibitions. New galleries provide space for special exhibitions on a year-round basis.
- An auditorium with seating for 135, allows the museum to offer lectures, symposia, concerts, and films.
- The museum's first classroom designed for classes and programs for audiences of all ages.
- Design that meets the LEED certification standards of the United States Green Building Council including: use of local materials — such as Adirondack stone, Vermont slate, and beech wood floors — to reduce required transportation of materials and to support the local economy; wood products selected from sustainably harvested forests; and energy efficient heating, cooling and lighting.

NOTE: For more specific information on the Pizzagalli Center for Art and Education see the attached building FAQ for the Center.

Q: What happened to Kalkin House and the 1950s House?

A: Both the Kalkin House and 1950s House exhibition buildings were removed in 2012 to make way for the construction of our new art and education center.

The **1950s House** exhibition was closed in 2011. After extensive conversations among curators, conservators, educators, and senior administration it was decided to retire the exhibit. There were several reasons for the decision. The 1950s House opened in 2000 and was not intended to be a permanent exhibit, and was, in fact, held over for several seasons beyond its intended life span. The need for costly systems upgrades and repairs was also a factor. We realize our guests enjoyed the exhibition for many years, a fondness that Shelburne Museum staff share, but maintaining the exhibit was no longer feasible.

Originally called Collector's House, the **Kalkin House** exhibition was also meant to be only a single season-long exhibit. The contemporary structure made from a prefabricated storage structure and

recycled shipping containers was constructed on site in 2001 and sat in the footprint of the proposed new building. It has been repurposed by a local construction firm.

Q: What happened to the things in the 1950s House?

A: The objects in the exhibit were not part of the Museum's permanent collection. Instead, they were part of an interactive experience that encouraged visitors to use them and, as such, objects were replaced as they wore out. The Museum has divested itself of the remaining items from the house.

Q: Why did the Museum keep the 1950s exhibit open for so long if it was meant to be temporary?

A: The exhibit was popular among visitors and was ahead of its time in terms of exploring the post-war era in an interactive way. The Museum will continue to explore themes from mid-century America in exhibitions in the Pizzagalli Center for Art and Education

Q: Where are you showing contemporary exhibitions now that Kalkin is gone?

A: The flexibility of the exhibition space in the Pizzagalli Center for Art and Education allows us to showcase our own collection as well as bring in work by new and interesting artists in all media, in a climate controlled environment. The Kalkin House space, because of the lack of environmental controls, limited the types of works we could exhibit. Since opening the Pizzagalli Center we've featured contemporary sculpture, photography, glass, jewelry and fine art, along with special exhibitions of quilts, furniture, and folk art. We also feature works by contemporary quilters in our Hat and Fragrance Textile Gallery, and you will find the work of contemporary sculptors on the Museum grounds.

Q: I understand that there is no longer a Shelburne Museum Goes to the Dogs event. What happened? I love dogs!

After careful consideration and deliberation, Shelburne Museum made the decision to retire the event in the fall of 2014. Partners Shelburne Museum and Pet Food Warehouse enjoyed 13 years of wonderful canine fun, but felt that the event had reached its peak. Demands on organizers were quickly outgrowing both organizations' ability to ensure the experience we both worked to achieve. Rather than scale back the event to something entirely different and not in keeping with the spirit of the day, we decided to end on a high note. It was a pleasure to create an event that was win-win-win for animal welfare organizations, vendors, and participants and both the Museum and Pet Food Warehouse are grateful to have worked together over the period of time that we did.

H) BUILDING ACCESSIBILITY AND STAFFING

Current Buildings & Exhibits

Q: Why aren't there guides in certain buildings?

A: We continue to offer more structured guided tours in certain locations and this requires shifting resources away from buildings that we feel can be explored by visitors through a self-guided experience. For example we are offering three daily guided tours at both Stencil and Prentis Houses,

which will help our visitors better connect with the exhibitions and gain a more in-depth understanding of the periods they represent.

Q: Why are Prentis and Stencil Houses open only for guided tours?

A: In an effort to improve the quality of the visitor experience we have developed special guided tours of these two houses. Both exhibits are vivid and rich examples of the 20th century Colonial Revival aesthetic. By exploring these houses on a themed, guided tour that explores and decodes the origins of the Colonial Revival, visitors will develop a deeper appreciation of and understanding of the installations.

Q: And Settlers' House?

A: Guide staff will be at the site working with students during our spring and fall school programs, (May-June, mid-September-mid-October) as well as during our summer camps in July-August. On occasion, there may be unique demonstrations at the house or barn. Our interest in maximizing visitor experience has led us to a reconsideration of the ways in which we interpret this complex (including the House, barn, bake oven, and adjacent sawmill). We will continue to consider the highest, best use of the exhibition spaces and the stories they tell.

Q: I'm still really interested in seeing tools. How can I arrange that?

A: If a visitor expresses a specific interest in the tools from Shaker Shed, he/she will need to contact registrar Barbara Rathburn brathburn@shelburnemuseum.org to make an appointment.

Q: When the main campus is closed, what other buildings are open?

A: Webb Gallery, Dorset House, EHW, and the Round Barn, in addition to the Pizzagalli Center for Art and Education, remain open from November 1-December 30. In January, Webb Gallery and the Pizzagalli Center for Art and Education are open Wednesday-Sunday, through April 30.

I) CAROUSEL

Q: When does the carousel operate?

A: The carousel operates during our summer season, May 1 – October 31, weather permitting, from 10a.m. – 5 p.m. seven days a week. Carousel rides are \$1/each, or 6 for \$5, for general visitors. Carousel rides are a benefit of membership and are also offered to school groups and Shelburne Museum campers free of charge. Proceeds help support the ongoing care and maintenance of our beloved carousel.

Q: The carousel is supposed to be open at this time, but is closed. My children are so disappointed!

A: I'm terribly sorry about the inconvenience. Since this is a vintage carousel it does have mechanical problems from time to time. Unfortunately, today that is the problem. **OR** We are unable to operate the carousel at this time because of inclement weather. **OR** On occasion an event requires us to close the carousel. We hope you're able to return again to enjoy the carousel.

J) CHILDREN AT SHELBURNE MUSEUM

Q: Is this a good place for children? What do you suggest I do with my children at the Museum?

A: Yes, the Museum appeals to people of all ages and interests, and is a great place for children! Refer the visitor to activities and programs listed on our visitor map, our website, the family gallery guides, and tArt on the Go carts, and.

Note: You may also want to point out that the Weathervane Café sells creemees! Wagons are available at the entrance. Changing tables are available at the restrooms near the Museum Store, the Weathervane Café, and the Pizzagalli Center for Art and Education in the family bathroom on the main floor.

Q: Do you have special programs just for children?

A: We offer activities, games, and toys inspired by our collections and designed for children of all ages in Owl Cottage Activity Center daily from May- October. Look for our bright blue Art on the Gocarts at the Pizzagalli Center for Art and Education and other locations throughout the grounds. The carts are filled with art supplies, games, activities, and books for all ages. Webby's Art Studio is a drop-in art studio program, free with admission, and takes place on Saturdays from September—May in the Pizzagalli Center for Art and Education. From June—August it is offered daily in Owl Cottage. Gallery Guides are fun interactive workbooks that visitors can keep and use to connect with our collections. They can be found in Webb Gallery, Dorset House, Circus Building, and Beach Lodge. Dive in with Webby cards are found in numerous buildings on the grounds, and provide additional exhibition content for families and children. For more information, contact Holly Miller, Family and Academic Programs Associate at 802-985-3346, x3396.

Our summer camp programs – in June, July and August -- are designed for school-aged children ages 5-13 and provide campers with the unique opportunity of exploring the Museum's collections in creative ways. For more information contact Mollie Davis, Family and Academic Programs Coordinator, at 802-985-3346, x3392, or email mdavis@shelburnemuseum.org.

Q: Who do I contact about Family & Children's Programs? Special events?

Family and Children's Programs: Holly Miller, Family and Academic Programs Associate at 802-985-3346, x3396 or Mollie Davis, Family and Academic Programs Coordinator, 802-985-3346, x3392.
Special Events and Public Programs: (4/2019), Public Programs Associate, 802-0985-3346, x3394.

Q: Do you have programs for school-age children?

A: Yes. The Museum's Education department offers hands-on workshops at the museum for school groups throughout the year. Information can be found under the learn tab on Shelburnemuseum.org or by calling the Family and Academic Programs Coordinator; 802-985-3346, x3392.

Q: Who do I contact about general Education information?

A: Karen Petersen, Director of Visitor Experience and Learning telephone 802-985-3346, x3381, email kpetersen@shelburnemuseum.org.

Q: Who do I contact about Teacher Education? School Programs?

A: Mollie Davis, telephone 802-985-3346, x3392, email mdavis@shelburnemuseum.org

Q: Who do I contact about an internship?

A: Karen Petersen, telephone 802-985-3346, x3381, email kpetersen@shelburnemuseum.org.

K) COLLECTIONS

Q: Where are the Impressionist paintings?

A: In the summer season the Impressionist works can be viewed in the Electra Havemeyer Webb Memorial Building.

Q: Tell me more about when the Museum sold all those paintings. (This references the 1996 deaccessioning and sale of artwork to create a fund for the care of our collections – it was controversial at the time and is still mentioned by some visitors).

A: There were 22 fine art pieces sold in 1996 to create a special endowment. A portion of the interest from the endowment created from the sales proceeds is used for the direct care of the collections. This helps ensure that the works you see when you -- and generations to come -- visit the Museum will still be here and appropriately cared for. We still rely on admissions and fundraising for our operational costs each year.

Q: Where is (object) that my great aunt donated to the Museum?

A: Our collections staff would have that information. Offer to contact the assistant registrar, Kate Owen, at (802) 985-3346, x3384 to ask the question.

Q: Where is (collection/exhibit/object) that I saw the last time I was here?

A: If the visitor, or you, knows which building it is in you could call ahead to the guide in that building, if the building is staffed, to confirm that it is still on exhibit. If you are not sure where it is, offer to contact the assistant registrar, Kate Owen at (802) 985-3346, x3384 to ask the question.

Q: I have an artifact that I want to donate to the Museum. It is in the trunk of my car. What do I do?

A: Staff may **NOT** accept any objects. Individuals who wish to communicate with Shelburne Museum staff about donating, selling or researching objects should direct a visitor inquiry to the curatorial and collections department, curators@shelburnemuseum.org or contact the curatorial inquiry line, 802-985-3346, x3382 (see procedures below). **NOTE TO STAFF: DO NOT** send potential donors to the curatorial and collections department offices.

Curatorial Inquiry Line

Here they will be given detailed instructions on leaving information for curators or conservators. The Museum can then more efficiently direct the inquiries to the appropriate department and ensures a prompt response.

1. No matter what the object is, please ask if they have a **care/conservation** question (see Conservation section below) or an **object** question (see #2 below).
2. If it is an **object** question and they are seeking an appraisal, inform them that the museum is unable to perform appraisals, for ethical reasons. The owner can contact a museum in their area for auction houses and/or certified appraisers near them. **NOTE TO STAFF:** There is also a list of appraisers and auctioneers on the Museum Intranet.

3. If it is an **object** question, please ask if they wish to identify, or donate, an object and then request that they send a photograph and the object's history to the curatorial and collections department at Shelburne Museum. Those can be sent electronically to curators@shelburnemuseum.org or in writing to:

Curators
Shelburne Museum
PO Box 10, 5555 Shelburne Road
Shelburne, VT 05482

If they have a question about an **object in the collection** they can leave a message on the curatorial inquiry line, 802-985-3346, x3382, and we will respond to them directly.

Ticonderoga

Q: I know someone who used to work on the *Ticonderoga*. I have some photos of the *Ticonderoga* when it crossed over land.

A: There is always something more to learn about the buildings and collections at the Museum. If you would like to contact Chip Stulen, director of preservation and landscape and curator for the *Ticonderoga*, he may be interested in your information. His phone number is 802-985-3346, x3209, or cstulen@shelburnemuseum.org.

Q: When was the restoration work completed?

A: The restoration of the *Ti* took place 1993-1998. The guides on the boat can provide you with additional information. There is also a great book on the history of the *Ticonderoga* available for purchase at the museum store.

L) CONSERVATION

Q: Where can I find someone locally to do conservation work?

A: This website allows you to search by specialization and location. The work of those on the list has been peer reviewed. <http://www.conservation-us.org/membership/find-a-conservator>

Q: How do I store my antique valuables?

A: We cannot make specific recommendations, but the following distributors will send you a free materials catalog for safe storage of many types of artifacts.

University Products	800-628-1912	www.universityproducts.com
Light Impressions	800-828-6216	www.lightimpressionsdirect.com
Gaylord	800-962-9580	www.Gaylord.com

Q: Can anyone on staff give me information about caring for my antiques?

A: We're available to provide information and advice on care, storage, and treatment options for collections via email. Our conservators' email is conservation@shelburnemuseum.org

M) GROUNDS

Q: Can we eat the apples from the trees?

A: We ask that visitors refrain from eating apples on our trees, or drops. We do not use pesticides, or fungicides, but still discourage eating apples. Our grounds staff removes apple drops daily during the season and takes them to our compost pile, for use in fertilizing our gardens.

Q: Can you identify those trees/plants?

A: Trees – The large maple and locust trees on the north end of the grounds were here prior to the Museum’s establishment. The trees in the Circus Daylily garden are Honey Locust. The fragrant, cream colored flowering trees south of Diamond Barn are Japanese Tree Lilacs, which flower later than shrub lilacs. Early summer flowering Spirea and Mock Orange bushes can be found throughout the campus. Also, be sure to look for garden maps as well as signage on some of our trees, providing identification information.

Apple Trees – Most of the apples remain unidentified. There is a Russet northwest of the Dorset House, a Cortland north of the Apothecary, a Snow next to the Schoolhouse and Northern Spys southeast of the Stencil House and in the southwest corner of Bostwick Garden. There are 2 espaliered trees in Pleissner Courtyard, grafted with four apple varieties.

Semi Dwarf Trees – Trees in the visitor parking lot are a disease-resistant Liberty variety of crabapple, from a collection of 200 flowering crabapple trees given to the Museum by the University of Vermont’s Agricultural Experimentation Station.

Pines, Tamaracks and Maples – This collection of trees was transplanted near the Beach Lodge and Gallery in 1962.

Lilacs – The older located north of Dutton House came from the Webb estate in Westbury, Long Island. Other lilacs were procured from Horsford Nursery (Charlotte, VT), Heard Landscape Nurseries (Des Moines, IA) and Strawberry Hill (Rhinebeck, NY). In 2017 an additional donation of 48 young lilacs from Great Barrington, MA, were added to our collection. There are over 400 lilac bushes representing 90 varieties throughout the grounds.

Roses – The roses are primarily a hardy rugosa variety, F.J. Grootendorst.

Plants and Gardens – Be sure to look for garden maps, as well as signage on numerous trees and shrubs, providing identification information.

Q: Where’s the Danby Fountain?

A: The Danby Fountain, a longtime presence at the entrance to the museum grounds was moved to the garden area at the front of Horseshoe Barn in 2013, in order to accommodate landscape changes in association with the Pizzagalli Center for Art and Education.

Q: How can I get more information about the garden in front of Hat & Fragrance?

A: During the summer season gardens are listed in the Visitor Map and Guide and descriptions are on our website, www.shelburnemuseum.org. Garden maps are located at each of the gardens and copies of those maps are also available at admissions.

N) VISITOR COMMENTS

Q: Expressing general praise for their visit to the Museum.

A: Thanks so much for visiting and for stopping by to tell us about your wonderful experience. I hope you'll tell as many people as possible about the Museum, either in person or via social media. If you'd like to fill out a visitor comment card, I can get one for you. The staff is always pleased to get positive feedback.

Q: There was a staff member who was particularly helpful.

A: I am pleased that you had such a good experience. If you would take a moment to fill out a visitor comment card, the compliment can be passed along. Staff members love to hear compliments.

Q: I had this problem with one of your employees.

A: Thank you for letting us know you had a problem today. If you can give me some information/fill out this visitor comment card, I will be sure that the information gets directed to the proper person so that we can address the issue.

Q: I want to speak to a manager.

A: Weekends: On weekends the store manager of the day and/or the Protection Services shift supervisor will be the staff members to contact should a guest require a conversation with a manager.

Weekdays: Lee Wheeler manages admissions. She can be reached at x3326. Karen Petersen manages visitor experience and learning, and the guide staff. She can be reached at x3381. If no one is available, contact Protection Services to ask for their assistance in locating one of the above staff members.

APPENDIX A

FAQs for Pizzagalli Center for Art and Education

Q: What are the winter season hours and admissions?

Nov. 1, 2019– December 30, 2019 (PCAE, Webb Gallery, EHW, Dorset, Round Barn, Museum Store, and pathways around campus) Open daily 10 a.m. to 5 p.m.; Closed Thanksgiving Day; Christmas Day, Dec. 25; New Year’s Eve, Dec. 31 and New Year’s Day, Jan. 1
January 1- April 30, 2020. Pizzagalli Center for Art and Education, Webb Gallery and Museum Store) open Wednesday-Sunday, 10 a.m. – 5 p.m. Closed Easter Sunday, April 12.
General admission: \$ 10 adult, \$5 children, -All visitors are charged the same price; members are free of charge.

Q: Tell me more about the building.

A: Architect: Ann Beha Architects, Boston, Mass.

Project team: PC Construction of South Burlington, Vt. and landscape architect Wagner Hodgson Landscape Architecture of Burlington, Vt.

Size: 17,000 square feet. Each exhibition gallery is 2,500 square feet.

Design: The design is an extended volume of two interlocking elements — the exhibition galleries at the south end and the classroom and auditorium at the north end — joined by a light filled lobby and gallery space. The Center is organized on two levels, connected by a grand stair. On the upper level, galleries are lit from lay-lights and clerestories, and an auditorium, used for gatherings and programs, opens onto a porch. The lower level provides additional galleries and a classroom opening onto an outdoor terrace.

Sustainable features include: High efficiency heating, ventilation and climate control; super insulated with heating, cooling and humidity systems designed and programmed to use as little power as possible. For example, the ventilation system detects how many people are in each room by how much carbon dioxide is given off in the air, and adjusts airflow accordingly.

Other features include: underground construction using the earth's thermal wall as insulation; high-efficiency LED lighting systems with daylight dimming controls; LEDs also give off less heat, reducing summertime cooling needs; a building envelope that minimizes energy use through building insulation, air barriers and a high efficiency curtain wall; storm water systems to control flow quantity; light colored materials and site design that reflect heat back into the atmosphere, preventing summer overheating; use of local and recycled materials, including:

Slate (upper lobby floor and stairway) – Sheldon Slate Company in Granville, NY; from “mottled purple quarry” in North Poultney, VT

Stone (exterior and interior walls) – Champlain Stone Company in Warrensburg, NY; known as American granite

Beech wood (lower lobby and galleries’ floor) – Lathrup’s Maple Supply LLC in Bristol, VT; lumbered and harvested in Bristol; milled and dried at Lathrup’s

Cherry wood (doors and trim) – most likely from Pennsylvania; (interior benches) – made by Beeken & Parson’s at Shelburne Farms in Shelburne, VT; (exterior benches) – made by Timothy Clark in Waltham, VT

Western Red Cedar (wood siding and ceiling) – Northwest coastal region; can be described as “clear vertical grain” or CVG

Douglas Fir (exterior columns) – Northwest coastal region

Copper (roof flashing)

Carpet (auditorium) – recycled materials

Glass (throughout) – supported by EFCO Duracast fiber glass pressure plates that increase insulation efficiency of the building

Lighting (throughout) – LED technology; Shelburne Museum is a leader in North American museums for installing LED lighting in gallery spaces

Q: Who are some of the major donors who supported the project?

A: Pizzagalli Center for Art and Education

The three Pizzagalli brothers, Jim, Angelo, and Remo, are local philanthropists and manage Vermont based businesses, Pizzagalli Properties LLC and PC Construction. Jim served as Chair of the Shelburne Museum board of trustees until 2013.

A: Theodore H. Church Exhibition Wing

Named in memory of Ted Church (1925-2008), who was an art collector and the owner of Superior Technical Ceramics Corp. in St. Albans, Vermont. He was a generous donor for many years and his collection was featured in a 2008 exhibition at the Museum.

A: J. Warren McClure and Family Education Wing

The McClure family generously supports education efforts in Vermont through their foundation, the J. Warren & Lois McClure Foundation. The McClure family has made contributions to the Museum for more than 40 years, supporting the move and restoration of the Round Barn, the visitor center, and the restoration of the *Ticonderoga*. An annual gift to the Museum underwrites discounted admission for Vermonters.

A: Cynthia and Don Murphy Gallery; Diana and John Colgate Gallery

Both gallery spaces were endowed by former board members Don Murphy and Diana Colgate, and their spouses.

A: Lintilhac Family Hall

Crea Lintilhac is a former Museum trustee. The Lintilhac Foundation supports Vermont organizations that focus on sustainability and community involvement.

A: Stiller Family Foundation Auditorium

Robert Stiller is the founder of Green Mountain Coffee Roasters – now Keurig Dr. Pepper, one of Vermont’s largest businesses. The Stiller Family Foundation has supported local institutions for years, and was granted the 2013 Award for Outstanding Foundation by the Association of Fundraising Professionals. Christine Stiller is a member of the Museum’s board of trustees.