



ANSWERS TO FREQUENTLY ASKED QUESTIONS, 2021

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SHELBURNE MUSEUM

ANSWERS TO FREQUENTLY ASKED QUESTIONS, 2021

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: Where is the Museum located?

A: 6000 Shelburne Road, Shelburne, VT 05482

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

A: Museum grounds & gardens and select buildings will be open to the public starting June 2, 2021, with member early access June 1, 2021. The Museum will be open Wednesdays through Sundays from 10 a.m. to 4 p.m. through October 17, 2021.

Q: What buildings will be open?

A: All buildings will be open with the exception of the following:

- Apothecary
- Hat & Fragrance
- Lighthouse
- Owl Cottage
- Stagecoach Inn
- Weaving Shop

Conservation work is being conducted in several of the buildings – Apothecary, Hat & Fragrance, Stagecoach Inn, and Weaving Shop. Lighthouse and Owl Cottage are closed out of an abundance of public health caution.

Q: Are you requiring visitors to wear face masks during the 2021 season?

A: Yes, for the health & safety of both visitors and staff we are asking all visitors, vaccinated and unvaccinated, to wear a mask when inside any Museum building. Masks are encouraged on the

grounds, particularly if you are unable to socially distance, this policy allows us to offer a safe and welcoming space to families with children who are not currently eligible to be vaccinated as well as to individuals who are unable to get vaccinated.

Q: What is the Museum's mailing address:

A: Shelburne Museum, PO Box 10, Shelburne, VT 05482

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 is 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 Havemeyer's 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 will 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, and general email is info@highergroundmusic.com.

ADMISSION

For the 2021 season tickets are available for purchase at Admissions at the Museum; pre-registration is not required.

Q: How much does a ticket cost?

A: Adult General admission \$25; In State Adult \$15; Youth 13-17 \$14; Children 5-12 \$12; In State Children/Youth \$8; Family Pass (2 adults and accompanying children) \$65; Under 5 – free; Members always free! 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 33 exhibit buildings, including two decks of 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; enjoy shuttle transportation around the grounds and the opportunity to return the next day if you have not 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 interpret the collections more fully.

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: 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 are ready to eat.

Q: All we want to do is look at the grounds. We will not 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 cannot 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 are able to return this afternoon, you may purchase a ticket that is valid after 3 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 am 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 1,100 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.

Q: I am 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.

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 am 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 will 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. It is not available for scheduled tours.

MEMBERSHIP

Q: What are your membership levels?

A: Please see below membership levels. You can learn more about the levels and respective benefits here: <https://shelburnemuseum.org/join-support/member/>

Basic Membership:

- Individual \$60
- Dual \$85
- Family \$125

Upper-Level Membership:

- Sustaining \$250
- Patron \$500
- Benefactor \$1,000

Barnstormers Membership:

- Barnstormers: Individual \$175
- Barnstormers: Dual \$300

Director's Circle Membership:

- Curator \$2,500+
- Collector \$5,000+
- Sponsor \$10,000+
- Electra Havemeyer Webb Circle \$25,000+

Business Membership:

- Friend \$250
- Supporter \$500
- Manager \$1,000

Q: I lost my membership card. Can I get in? How do I get a new one? I cannot 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 is 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.

Q: Why did the Museum create a “Plus One” program? How does it work?

A: Members have requested more flexible Membership options. With the “Plus One” program, Members get free admission for one guest per visit with this upgrade. Member must accompany the guest. Discounts and other Membership benefits do not apply to the guest.

Q: We have an adult child who is away at college. What is the best Membership for our family?

A: The Dual Membership with the “Plus One” upgrade is the perfect option. This option allows your adult child free admission while visiting home. At other times, you may bring another guest under this Membership.

Q: What is the NARM benefit for Family Members? Can I purchase a Family Membership for just myself so I can get the NARM benefit?

A: All Family Memberships now include the NARM benefit which includes free or discounted admission to nearly 1,100 museums and cultural institutions in North America. NARM stands for North American Reciprocal Museum Association. Visit www.narmassociation.org for a complete listing of participating organizations. An individual may purchase a Family Membership to receive NARM benefits.

Q: I want my babysitter/caregiver to bring my kids to the Museum using my Family Membership. What do I need to do?

A: This benefit is meant to allow your children to visit the Museum with a babysitter/caregiver in your stead. Simply give your babysitter/caregiver your Shelburne Museum Membership card and have them present the card at the admissions desk. If you would like to bring your babysitter/caregiver along for a visit, we suggest purchasing a Family Plus One Membership.

Q: My sister and I do not live in the same household. What is the best Membership for us?

A: If you plan to visit the Museum together, the best option is for you to purchase an Individual Membership with the “Plus One” upgrade. If you plan to visit the Museum separately, we recommend purchasing Individual Memberships for each of you.

Q: Does our Family Membership cover school field trips?

A: Memberships do not cover fees for school field trips and programs.

Q: Why is there no senior discount on Memberships?

A: Seniors represent a significant proportion of our Membership base, and the Museum greatly values their participation as Members. In order to maintain the highest level of services possible, we must do everything we can to keep our operating budget in balance, and we are not able to offer a senior rate at this time. You will find that our Membership rates are competitive with the region’s other cultural institutions.

Q: Who are the Barnstormers and how do I join?

A: The Barnstormers are a lively Museum constituency active in organizing special programs and a signature annual Winter Soirée. Barnstormers enjoy increased access and engaging events at the Museum. To join, visit www.shelburnemuseum.org/join-support/member and select the appropriate

Barnstormers level for you. You may also contact us at 802.985.0885 or members@shelburnemuseum.org for more information. Members at the Patron level (\$500) and above may also join the Barnstormers by opting in.

Q: Why isn't my Dual Barnstormers Membership tax deductible?

A: Based on the value of Barnstormers benefits, the IRS does not allow for tax deductibility at the Dual Barnstormers Membership level. For more information about Membership, contact us at 802.985.0885 or members@shelburnemuseum.org.

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. You can download this guide from <https://shelburnemuseum.org/visit/>. 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.

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

A: If you prefer not to walk a lot, we have a 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 for children available free of charge, although we gratefully accept donations to help support their upkeep and care. If you need to take a rest, 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 also tables outside the Weathervane Café and the lower level of Shaker Shed.

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.

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 have been asked by local police to report such incidents.

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: Our Weathervane Café will be open with snack and grab-and-go options available. The café will be open Wednesday-Sunday from 11 a.m. – 3 p.m. Outdoor seating will be provided. There is a water vending machine on the back porch of the Museum Store to your left as you exit Admissions.

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, in the Railroad Station bathrooms, 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 ensure the safety of your bike. Bicycles, scooters, and Segway 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: 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. In addition, your admission is good for two consecutive days with receipt.

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 Wi-Fi?

A: Yes! Public Wi-Fi is available throughout the grounds.

Q: What if I have a question or need help when I am 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 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 do not know what to do.

A: I am happy to contact Protection Services and alert them. What is your name? What are the names of people in your party? Can you give me a brief physical description?

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. It 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.

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 have 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!

A: 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.

BUIDING STAFFING AND ACCESSIBILITY

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 guided tours daily at 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: I am 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.

CAROUSEL

Q: When does the carousel operate?

A: The carousel operates during our open season, June 2 through October 17, weather permitting, from 10a.m. – 4 p.m. 5 days a week, with a 30-minute break for lunch. Carousel rides are free of charge, thanks to the generosity of Museum donors. We invite donations to 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 am 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 are able to return again to enjoy the carousel.

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 is a great place for children! We have child-friendly programs listed on our visitor map, our website, and you can ask a staff member about any special activities happening. In 2021 we invite families to look for Walk with Webby's signs to creatively explore exhibitions and buildings throughout the grounds, our Story Walk near the Schoolhouse, and Mindful Moments combining poetry with invitations for close looking and imagining.

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

A: Yes. The Museum's Education department offers virtual learning and 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? Family 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.

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. We can contact the assistant registrar, Kate Owen, at (802) 985-3346, x3384 to inquire.

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

A: If the visitor, or assisting staff member, 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, we can contact the assistant registrar, Kate Owen at (802) 985-3346, x3384 to ask.

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.

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.

CONSERVATION

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

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

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 A	800-962-9580	www.Gaylord.com

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

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

GROUNDS

Q: Can we eat the apples from the trees?

A: We ask that visitors refrain from eating the apples. 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 rosgosa 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 is 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.

APPENDIX A

FAQs for Pizzagalli Center for Art and Education

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.