

Richmondshire Museum AGM 2020

Reports from Management Committee

Curatorial and Admin.

Front of house has remained relatively unchanged over the closed period with me simply making sure the policies are up to date and the handbook is still in good condition. There has been a deep clean of the front of house with a new entrance carpet and all the paintwork washed.

The shop has been stocked with some new lines which are working well so far, sales are fantastic and are up from last year in an explosive sense. This is greatly due to the sale of some posters that are extra to the collection. We also have an Alice in Wonderland focused section to the shop which is going down well so far with two of the items almost selling out already. Mr Lowell who came last year with his photographic print cards popped in and donated his cards to the museum for sale.

The addition of the sum up machine has been useful for visitors.

We have three additional volunteers who are going through training and are all a great asset to an already wonderful team.

Two new exhibitions were researched, designed and mounted, Hurst: A lost community and local artist William Sanderson. Both of these were extremely well received and the Hurst exhibition in particular led to a few family history enquiries. This has led to us extending the time which the Hurst exhibition will be on display so as many people as possible can see it and understand more about the history of Richmondshire.

The second stage of the audit is fully underway now with all of the evidence found being checked through on the database, this has been happening in stages:

1. Duplication of numbers, checking the system for any duplicates
2. Checking the database for any errors with accession numbers
3. Missing accessioned items
4. Lastly each items location will be checked and updated so the

information is correct

5. Location, checked and organised in the correct place.

The process of photographing the collection has continued and these images will be stored on a database in sections according to the categories of the top store, they will then be copied and a copy stored in the fire safe. From here we will be looking at adding some of them to our online collections catalogue. I have been fortunate enough to have two behind the scenes volunteers helping with this process.

Family engagement and the discovery centre have been fine tuned for 2019, seeing extensive additions to the self-led activities in the room and the creation of 'Wednesday Workshops' during all holidays. These led workshops are a great way for me to engage with parents and find out more what they are looking for in a local history museum, what would make them visit more and how we can help them through the holidays. The workshops' having a constant day has made them much easier to promote and attendance is up due to people being able to remember that on a Wednesday there will be something on. This has also made it easier to promote.

These family sessions led to a 'home school' group approaching me and they now meet once a month in the Discovery Centre where they explore hidden sides of the collection and partake in a craft activity.

The evening workshops have had a mixed response, session one had 8 people in attendance with great feedback, then session two was cancelled due to lack of interest. Grants from the community fund meant we could inject more time and money into the sessions and promote them more which led to an increase in their uptake. The final session was fully booked and then a couple more were squeezed in so we were at full capacity. I plan to continue these sessions into the future seasons.

Visitor numbers 2019

CATEGORY	TOTALS
ADULTS [Incl: Season & Town Tickets]	1319
CONCESSIONS	1312
FREE	130
CHILDREN	502
GRAND TOTAL	3,263
SCHOOL GROUPS	[0]
ART CLUB GROUPS	[13]
OTHER GROUPS	[10]
SEASON TICKETS	[22]
TOWN TICKETS	[114]

Report for the Richmondshire Museum AGM

Local Shared Initiatives.

The Museum continued its commitment to working with our partner attractions by maintaining its membership of Welcome to Richmond the tourism section of the Richmond Business Association. In addition to subscriptions, the Group received grant funding from the Town Council to launch and distribute new Richmond Leaflets along with other promotions. This programme was interrupted in March due to the Corona Virus arrangements. For the same reason the Richmond in Bloom Competition we have supported in 2019 is cancelled this year. The Richmond 950 celebrations due to start in January 2021, to which we as a Museum have committed our support, has not been able to raise the grants expected due to a change in focus for the Lottery Funds. They are seeking other sources of finance while adjusting the activities planned to match the funds available. The 950 committee is seeking to engage with all sections of the community to make this a memorable event. The Museum which tells Richmond's story has an important part to play in this. We are delighted that the Richmond Information Centre a partner in Welcome to Richmond has gained funds to open new premises in the Market Hall in the heart of the Town which are due to be ready in June.

The Town Ticket for 2019 had its best year ever raising £3753.50. Thank you to all staff at the attractions and sales venues for their effort this year which resulted in returns well in advance of the £2255.00 raised in 2018 and more than double the 2017 figure. The Museum sold tickets to the value of £125.50 but received a revenue of £572.00 from the share of the total receipts. This is the biggest percentage share of the receipts of all the attractions, and we are grateful to the support of our partners. We were also pleased to report the continued increase in the online sales of the ticket. We seek to extend this again in 2020 to encourage visitors to plan their stay in Richmond before they arrive. We also plan to sell the ticket throughout the winter season at this year's price, encouraging its attraction as a gift. Thanks, are also extended to the eateries who have supported the scheme through the year. However, at this stage the sales of the ticket are suspended due to the Pandemic and a decision will be made later in the 2020 season to see if it is viable to restart.

Conditions Monitoring

Conditions are monitored throughout the museum on a regular basis for temperature, humidity and any signs of insect infestation. Four additional electronic monitoring devices were purchased to record actual and Max/Min readings of temperature and humidity, one installed in the Archaeology store, one in the Wenham study centre as more paper documents are being located there and one to replace a device which went missing from the Wood Yard. One is held in reserve.

Richmondshire Museum, ICT report

Following the introduction of the "Sum Up" card payment service, unexpected problems were encountered when the device was used in the reception area. Investigation showed that the reception area is effectively a mobile phone dead spot! A test using an external aerial and repeater in the shop area was tried and proved successful but the work to install it could not be completed

until the closed season as it required moving the shop and drilling through an external wall to install the cable.

A number of physical repairs have been carried out to the telephone base station in the reception area and while the remote handsets remain operative, it may be necessary to replace the base station in the not too distant future.

Routine backup, software updates and anti virus services have been maintained on the laptops. The former Wenham Trust laptop is now being used as the main admin workstation as Microsoft Outlook could be configured on it to make e-mail admin a little easier.

During the year, The museum had 2090 visits to our website, the home page being most visited with 169 going on to check our opening times and 151 to see our charges. Within the digital research section, the Brodrick papers were accessed 116 times followed by the photo catalogue 43 times and the Study Centre Index 16 times. The vast majority of visitors were from the UK, 2011, followed by 21 from the USA and 14 from Australia. All other countries were in single figures.

The previous work to make the site more accessible to mobile phone users appears to have been successful as these accounted for 961 visits a further 455 using tablets and only 677 using a PC.

Building Fabric

The nature and age of the Museum building presents ongoing maintenance challenges which have included –

Re-instating the Discovery Centre wall as checks with a damp meter confirmed that drying out had been completed.

Repairs to the leaking roof over the reception area.

Re-wiring the Wood yard lights affected by an electrical fault.

An insurance requirement to have a “SAFed Test & Certification for Hydraulic Rupture Valve” carried out on the lift by certified specialist contractors.

Progressing the external paintwork maintenance and replacement windows.