Volunteer Meeting Minutes 6 August 2021

**Events**

July

* Lunar Lecture – The Birmingham Toy Trade
* Art Exhibition
* Weddingsx 2
* Judging by RHS

August

* Lunar Lecture 22 Aug at 4pm, Erasmus Darwin’s Gardens by Paul Elliott
* Wedding x 1

**Guidance for desk volunteers**

With the continual changes, it is important that you read the desk guidance notes at the beginning of each shift

In accordance with industry guidelines we are

* Keeping the one way system
* Keeping face masks
* No longer a requirement to leave contact details
* Clean things people may have touched between customers

Numbers in the museum

* Use the counter so that you are aware of how many people you have in the museum at any one time. This is also important for fire regulations
* Allow 10 visitors in every 15 minutes
* Max of 20 at any time but use your common sense

Children up to 11 years are free with accompanying adult ticket holder

Last entry will now be 4.15pm

When greeting visitors

* If they are paying on the door, explain how gift aid works
* Explain they can leave their details for track and trace but it is optional
* Give a VERY brief intro (max 2 minutes) . We are complimented on the friendliness of our volunteers and I want that to continue. However, if visitors are told too much on the desk, they have nothing to discover in the house. Also, to avoid a bottleneck in reception and to allow visitors to feel comfortable we need to get them up to the library quickly.
* Point out the start of the one way system
* Ask households to stay together
* If they have young children, explain that the windows may be open upstairs
* Give them the free mouse hunt if applicable
* Suggest they come to you with questions if they have any

Children’s activities

New mouse tour – follows the one way system and designed to be hands free

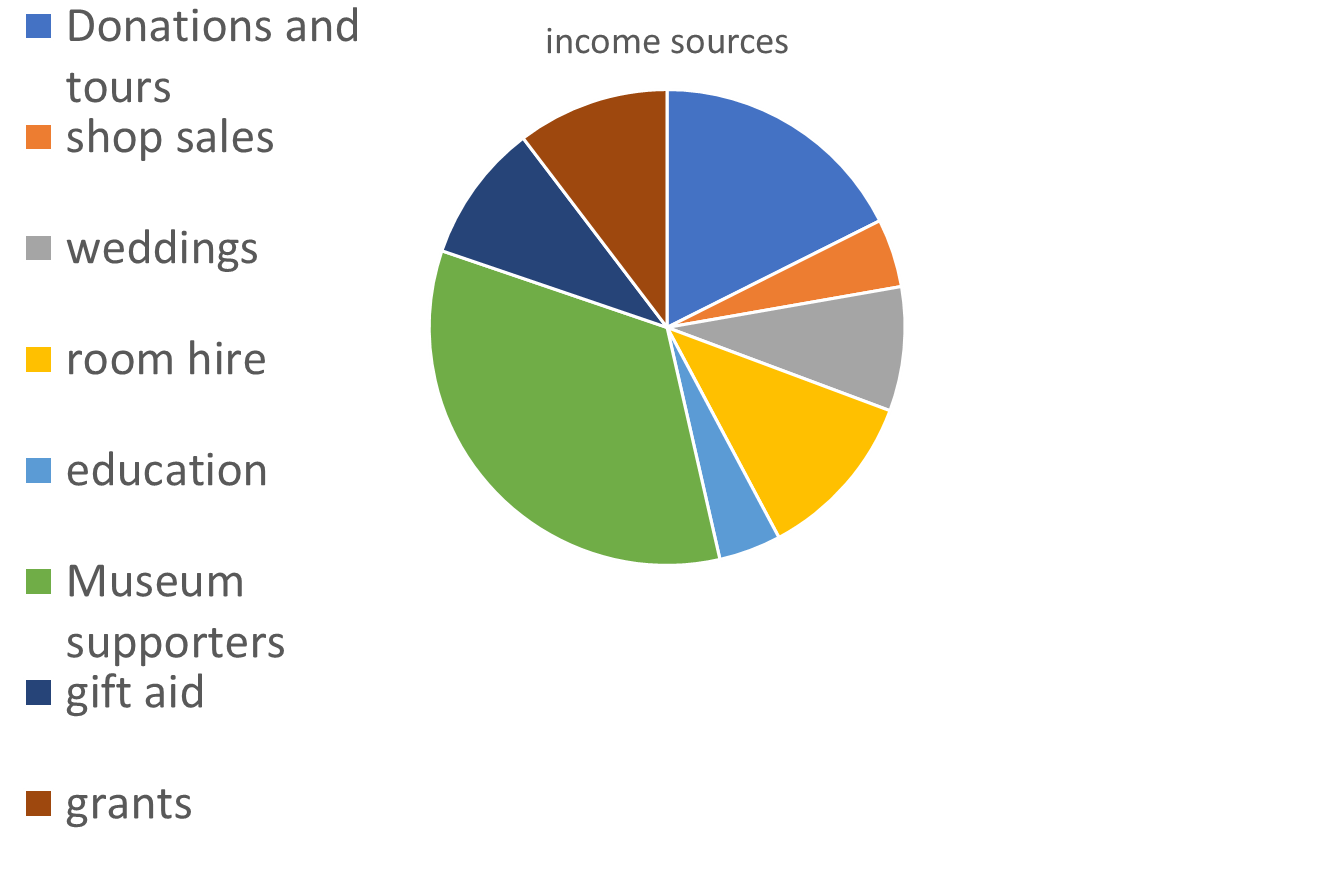
New garden explorer trail – they do not need a sheet. They follow the trail in the garden – bug sticker

New outdoor educational trail – provide them with the booklet and answer sheet – trail sticker

**Reminder of the importance of gift aid**

* The gift aid option on admission has been added to the Art Tickets website and the desk procedures. If a visitor is a UK taxpayer, by paying an extra 10% above the admission charge (£4.40 instead of £4), we can then claim 25% of the £4.40 as gift aid from the government giving us an extra £1.10! **Visitors must fill in the gift aid slip** with their details. Please explain this option to visitors who are paying on the door. Thank you to the desk volunteers for their proactive approach to attracting visitors into the museum and encouraging them to choose the gift aid option.

**Finances**

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It costs us approx. £85K in total running costs for the museum each year – and the museum must find this itself. Above shows how our income is normally generated. We have been fortunate to receive grants which have sustained the museum over the last 18 months, but we now face a more difficult period as the emergency grants and furlough cease. Room hire had become a major source of income, but this has still not recovered and is unlikely to provide any significant income in the near future. We are very fortunate that we have generous supporters, but it would be unfair to expect them to increase their already extensive support.

We are often compared to the Samuel Johnson Museum but there is one big difference between the 2 museums. Samuel Johnson Museum is council owned and the council pay the running costs: Erasmus Darwin House is an independent museum and has to fund itself. A better comparison would be between EDH and a small national trust property. Certainly, with limited visitor numbers and donations generally below 50p per adult, remaining free entry simply will not generate enough income, which is why we have decided to continue with the admission fee for the foreseeable future.

**Garden**

* Our garden team have been hard at work preparing the herb garden for judging in the UK Bloom Community Garden Competition. A judge from the Royal Horticultural Society visited the garden and provided very positive feedback.
* The garden team have also been visited by the new regional representative for Plant Heritage.
* We also held the first in our series of Guided Walks in the Herb Garden on Sunday. Next date 22 August at 3pm – tickets £4

**AOB**

* We are getting bookings for guided tours. If anyone would like to become a tour guide please let the office know and we will arrange for training.
* Our volunteer co-ordinator Diana Jervis will be leaving at the end of August.
* The seminar day will now be a series of zoom lectures over a 4 day period. Those holding tickets will be contacted.
* I have simplified the daily sheet, copy attached. If you can count the total visitor numbers and just separate sales between cash and card, I will then divide the sales between the categories I need for our reporting system. If you can make sure you put a description of what the item is.
* We have bargain hunt filming at the house on possibly Sunday 15 August 1-5pm (whilst visitors are there) and Monday 16 August 8am to 12 noon. The museum will remain closed on Monday until 12 noon
* We are still collecting jigsaws. In the promotional details I have said we will have over 600😊

**Thank you to volunteers and staff for their hard work since the reopening of the museum. Procedures etc have changed frequently and will no doubt continue to do so as we move towards Autumn and Winter and your patience is much appreciated.**

Date of next meeting

3 September 2021 at 9.30am

Marie Burbage is inviting you to a scheduled Zoom meeting.

Topic: Volunteer Meeting

Time: Sep 3, 2021 09:30 AM London

Every month on the First Fri, until Feb 4, 2022, 6 occurrence(s)

Sep 3, 2021 09:30 AM

Oct 1, 2021 09:30 AM

Nov 5, 2021 09:30 AM

Dec 3, 2021 09:30 AM

Jan 7, 2022 09:30 AM

Feb 4, 2022 09:30 AM

Please download and import the following iCalendar (.ics) files to your calendar system.

Monthly: https://us06web.zoom.us/meeting/tZMvfuuvrDMuEtHwDZ2eEy3IW-N-vPQvFL3O/ics?icsToken=98tyKuGvrDIoHdadtBGCRpwEAIr4a-3zplxbj7d1izvfUSV2e1DfAa9sf6RPIc72

Join Zoom Meeting

<https://us06web.zoom.us/j/87292728485?pwd=NDkybmJwK2I5YVlNZjl2aTBBZ0N3Zz09>

Meeting ID: 872 9272 8485

Passcode: 874816

One tap mobile

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