



Setting the Agenda

The site visit agenda will help you conduct a comprehensive review that provides

- insight into each area of the museum's daily operations relevant to the assessment type
- answers to questions or concerns raised in the self-study and supporting documentation
- time to visit off-site branch, satellite, and storage facilities
- full participation of museum stakeholders: staff, governing authority, support organizations, volunteers, or any other key figures
- time for reflection and taking notes

In collaboration with the museum, using the Critical Issues Checklist (see page C3), and referring to your own and, if applicable, your team member's notes and questions, develop an agenda that allows for the following (assessment-specific details are listed under the elements):

Initial interview with the director.

Tour the entire facility.

Meet with the Assessment Team.

Meet with all staff or key staff.

For a Governance Assessment

At some museums the governing authority works closely with key staff members (e.g., chief financial officer, director of development) and may involve these staff in the Governance Assessment as a natural extension of their work. Some museums may involve staff to help educate them on museum governance and to solicit their input; others may involve only the director and the governing authority. Determine through discussion with the museum contact which staff other than the director should be included in your site visit meetings.

Meet with governing authority members.

Assessment-specific components

For a Governance Assessment

In this assessment, Surveyors work primarily with the museum director and members of the governing authority. This makes the dynamics of the Governance Assessment slightly different than that of the other MAP assessments, where the governing authority's participation is strongly encouraged but not required. We encourage you to work with the museum contact to ensure that your agenda includes meetings with:

- the director
- the head of governing authority
- all key members of the governing authority (e.g., committee chairs)
- the governing authority as a whole
- any support organization(s), if applicable



If possible, consider attending a governing authority meeting. This may give you insight into the functioning and interaction of this group, which may be unavailable through other means.

For a Public Dimension Assessment

- Observe public use of museum facilities and interaction with museum staff.
- Tour nearby attractions.
- Talk with your team member about his or her observations.

Additional visits/interviews as necessary.

Exit interview with the director.

(See also Conducting the Visit, page C23.)

Explain to the museum that it is important for all staff and governing authority members to be familiar with the MAP process, the self-study, and

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the museum's priorities for the process (as identified in the MAP application and self-study conclusion).

When on site, introduce yourself and the process at an all-staff-and-governing authority meeting or at the start of each new interview, if an all-staff meeting is not possible.

It is important that you meet with the head of the governing authority. MAP tries to ensure that members of the governing authority participate in all phases of the assessment.

Work with museum staff to determine how governing authority members will be involved. Ask your museum contact if a call from you to the head of the governing authority might increase his or her understanding of the assessment goals and lay the groundwork for a productive meeting during the site visit.