

SANTA BARBARA MUSEUM OF ART

Docent Council Double Board Meeting Minutes

June 10, 2024

Family Resource Center 9:30 a.m.

Board Members Present: Teda Pilcher, President; Pattie Firestone, Vice-President/President Elect; Cindy Anderson, Secretary/Vice-President Elect; Mary Benedict, Treasurer Elect; Mary Ellen Alden, Membership; Merle Guadagnini, Membership Elect; Susan Lowe, Adult Teams Co-Chair; Denise Klassen, Adult Teams Co-Chair; Elizabeth Russell, Adult-Teams Co-Chair Elect; Andrew Baker, Student Team Co-Chair; Nicola Ghersen, Student Team Co-Chair; Anne-Marie Dunaway, Student-Team Co-Chair Elect; Barbara Ross, Research Chair; Irene Stone, Evaluations Co-Chair; Laura DePaoli, Evaluations Co-Chair Elect; Gretel Rothrock, Webmaster; Loree Gold, Webmaster Elect; Shirley Waxman, Nominations Chair; Patty Santiago, Coordinator of Docent Programs

In Attendance: Patsy Hicks, Director of Education

Not In Attendance: Ursula Ginder, Secretary Elect; Tommie Rae Barnett, Treasurer; Christine Holland, Evaluations Co-Chair

1. **Call to order:** President Teda Pilcher called the meeting to order at 9:33 a.m.
2. **Approval of Minutes:**
Action Item: A motion to approve the Board minutes of the May 13, 2024 meeting was made by Shirley and seconded by Irene. The minutes were unanimously approved.
3. **Board Reports:**
President's Report –Teda Pilcher
 - Teda reported that one of the Provisional Docents that was unable to finish the training program had asked if she could still attend the lectures, book club, and Docent social activities. After some discussion, it was suggested that she look into being a member of the Women's Board instead. A motion was made by Pattie and seconded by Mary Ellen to not approve her request since Docent Council activities are for those docents who have attained active or sustainer status. The motion was unanimously approved.
 - Teda reminded us that the touring calendar has now changed so that it begins July 1 and ends June 30th. This allows the New Active Docents to get credit for their summer touring time, as well as aligning with the Museum's fiscal year.
Vice-President's Report – Pattie Firestone
 - Pattie shared that Teda included the Vice-President in her meetings with Patsy and Patty over the Summer and Fall. They met last Summer to review the past year, and met again in the Fall to go over the goals and objectives of the Education Department and how the Docent Council can help implement them. These meetings help facilitate a close relationship between the Education Department and the Docent Council so that any

concerns the Docent Council may have can be shared in a timely and meaningful manner. Pattie thanked Teda for including her in those meetings so that she had the knowledge and vision of the leadership to enable her to step in to help the President if she was unable to preside over a meeting or to fulfill her duties as President.

- Pattie's Year-End-Report reminded the Board that we are responsible for the refreshments for the first Docent Council Meeting in September. She also reported on her duties in March as part of the Nominations Committee (comprised of the current President, Nominations Chair, and most recent President or an appointed Docent Council Board Member) to choose the next year's Board Members. The Slate is voted on by the Docent Council Board in March, published in the April *La Muse*, and approved by the full Docent Council at the first Docent Council Meeting in April.
- Pattie reported on the successful year of social events and trips that were enjoyed by the docents this year. Trips included the Lotusland Tour in October (10 docents participated) The Broad Museum in January (27 docents participated), and the Washington DC Trip in April (11 docents participated). The Holiday Party was held at McCormick House with about 80 people attending. Meet & Greets were reinstated and were a success in integrating the Provisional Docents with the Active Docents in small gatherings at docents' homes. Pattie recommends that next year a committee of two other docents help organize this project with the Vice-President over-seeing this large organizational undertaking.
- Pattie suggested that all new Board Members send their reports to the entire Board next year, preferably by the Friday before the Board meeting, so that they have a chance to read the reports and be prepared to have thoughtful discussions based on the knowledge provided in the reports.
- Pattie thanked everyone for a great year, and she looks forward to working with the new Board and the Education Department in the year ahead.

Department of Education: Patsy Hicks

- Patsy was happy to hear of Nicola's Docent of the Year award and Ricki's Lifetime Achievement Award. It was heart-warming to see the importance of the bonds we share and the commitments we have to the Museum and to each other.
- There will be another recruitment event in August for prospective docents for 2024-2025.
- This will be a busy summer with changing exhibitions. The *Legacy of Gifts* exhibit will surely be a draw for the community.
- Docents are encouraged to come to the extra events that the Museum puts on for the community. What we do at the Museum brings a sense of community to this place, and we are encouraged to be part of those events as well. Amada believes there is no replacement for human connection, and that's where the Museum and the Docent Council excel.
- The A-OK camp begins June 17th as a start to a busy summer of student touring.

- Patsy thanked Teda and the Board for the work we did this year. She looks forward to working with Pattie and the new Board. She expressed a huge thank you to the Docent Council and acknowledged the work we do so professionally as volunteers.

Secretary's Report - Cindy Anderson

- Cindy reported that the Docent Council sent 2 flower arrangements and cards over the year to Docents who lost their husbands, and five get well/sympathy cards to Council members.
- Cindy thanked the outgoing Board for the pleasure it was working with them, and looks forward to working with the new Board next year.

Treasurer's Report – Mary Benedict for Tommie Rae

- Pattie, Mary, and Teda met and went through the budget for next year. They recommend we raise our Docent Council dues for 2025-2026. Next January would be a good time to make a motion to raise the dues for Actives and Provisionals; the Sustainers may have a different amount.
- Our current savings account has \$10,408.18 as of May 31. The checking account balance is \$8,566.53.
- There was a discussion as to how to carry the \$2500 over to save for the National Docent Symposium every other year. We also discussed ways to reduce the amount of money we are spending on reimbursing people for coffee at each Council meeting.
- Mary Ellen made a motion to pass the 2024-2025 budget. Shirley seconded it, and the motion was unanimously passed.
- Anne-Marie wondered if there was a way to “modernize” the way dues are collected. We will look into the options with the Square that we have, or possibly Zelle.

Membership Report: Mary Ellen Alden

- Our current roster includes 75 Active Docents and 45 Sustaining Docents.
- Roster changes include: Marcos, who resigned since he's moving to Portugal, Doug McElwain returning to Sustainer status, Pma moving to Sustainer status, Molora is returning, and 17 New Actives were added to our roster.
- Total estimated hours for July 1, 2023-June 30, 2024 are as follows (all self-reported):
-Research hours: 10,785 – Touring hours: 1,527 – Total Volunteer hours 12,312
-It was suggested that we try to simplify the intake of data for collecting hours by using a Google Doc form or another method. We will revisit this idea at the September Board meeting.
- Mary Ellen requested clarification from the Board about a docent who left the program, (not LOA) and subsequently want to rejoin. Does the docent return at his/her prior seniority level? The Board agreed that, yes, they can come in as an Active docent status. (Left in 2021, returning in 2024.)

Adult Teams: Susan Lowe

- Susan reported that the visitor attendance for May was 363 and relatively quiet with only 2 Special Request tours. Only 1 tour had zero attendance.
- The Ridley-Tree Special Request exhibition touring dates have been picked and assigned to the respective team members.

- In reviewing the numbers for the year, it appears the addition of the 11:30 tour time on Fridays was helpful in both increasing our visitor attendance as well as creating additional touring times for the New Actives. Also, with increased and better communication among departments, we were able to both avoid most tour overlaps and conflicts.
- Susan voiced the challenge she saw in trying to accommodate all requests for Adult Touring teams for the coming year due to the large number of New Actives. As always, they will do their best to find ways to make it work.
- The May statistics are shown below. Once Susan receives the data, she will send out the June statistics, and Cindy will add them to the minutes.

	<u>H</u>	<u>A/E</u>	<u>Jl</u>	<u>Ten Talks</u>	<u>CS</u>
<u>May</u>					
# Tours Scheduled	14	11	13	2	3
# Tours Reported	14	11	12	2	3
Zero Attendance	0	1	0	0	0
Special Requests	2	0	0	0	0
# Attendees	127	40	61	25	110
Average Attendance	8	3.6	5	12.5	37
<u>TOTALS</u> : Scheduled:	43	Zero Attendance: 1		Visitors: 363	
Done:	42	Special Requests: 2		Average: 8.3	

	<u>H</u>	<u>A/E</u>	<u>Jl</u>	<u>Ten Talks</u>	
<u>June</u>					
# Tours Scheduled	21	16	2	2	
# Tours Reported	21	16	2	2	
Zero Attendance	1	1	0	0	
Special Requests	0	0	0	0	
# Attendees	109	80	20	16	
Average Attendance	5.2	5	10	8	
<u>TOTALS</u> : Scheduled:	41	Zero Attendance: 2		Visitors: 225	
Done:	41	Special Requests: 0		Average: 5.5	

- Susan reported a grand total of 4,000 Adult Tours (not counting the June data above) this touring year.

Student Teams: Andrew Baker & Nicola Ghersen

- The Student Teams co-chairs reported on a highly successful touring year with the museum welcoming 4200 students from second grade to high school into the museum. This is double the number of students who toured the previous year. Andrew and Nicola expressed their sentiments that all student touring docents should be immensely proud of the fact that we made our museum a place for young people to discover our passion for art and to learn more about our collection, and to make art on their own.
- They thanked their team leaders Jeff Vitucci, Anne-Marie Dunaway, Kim Carr-Howard, Tommie Rae Barnett, Loree Gold, and Mary Ellen Alden for their great communication and organizational skills, their spontaneity, and their integrity. They also thanked Molly Kemper, the Manager of School Programs, and Patty Santiago, Coordinator of Docent Programs, for their support, scheduling, and emails to keep everyone on track.

- They also expressed their appreciation to the Education Department for their open communication with the docents, for their flexibility, their listening ear, and most of all for promoting our student tours to the community in such a positive and supportive way.
- In September, the co-chairs held a student teams leaders meeting where they explained the different types of tours and their unique touring logistics. It was learned that some of the new docents had expressed a need for more support with student touring, so a workshop was held later that month for the student touring team to address this need. The workshop highlighted how to deal with common student behavior problems, what the Artful Making art project was, and basic touring techniques. Their goal was to support the docents, create a bond of camaraderie, and clear up any misunderstandings about the student touring commitments for the year. The feedback was very positive.
- After studying the data, they discovered our lowest student touring months were December, September, and March with an average of 300 students. The remaining months until May averaged 500-650 students per month.
- The need arose on various occasions for student tours in the afternoon for some of the museum's afterschool programs, as well as several special request student tours. Docents stepped up to cover these tours, but it may be a good idea to make after school student tours available for docents who struggle to make a commitment to regularly scheduled morning school tours. Perhaps create an afterschool team preference sheet?
- There were a few setbacks over the year regarding the availability of some docents to tour on the day to which they had committed. Once again, the team leaders communicated with their teams to protect their assigned touring day until the team leader had assigned specific docents to tour, usually within two weeks before the expected tour.
- Two highlights of the Friday Focus team were the "Career Day" with 120 high school students and a "Wellness" themed event designed by Patsy Hicks. The Friday Focus team also engaged students in March with a poetry writing and art making session led by Cie Gumucio and an art making session led by Carlos Bardales. These activities were inspired by the Janna Ireland exhibition, *Serenity and Revolution*.
- The Artful Making tours lasted 75 minutes this year (instead of 45 minutes last year), and the change resulted in a very positive effect. The time change allowed for easier transitions of the students to and from the galleries and allowed for the flexibility of the touring experience when students arrived late due to transportation issues. It is recommended that we keep these touring teams larger than the other teams due to the popularity of this tour and the increased numbers of students experiencing making art and then seeing the object that had inspired their project. The art projects for this year were the *Black-figure Hydria* and Monet's *Waterloo Bridge*.
- The Provisional docents began working with the student teams starting with doing observations in February and presenting 2-3 pieces in April. A big thank you to all of the docents who were willing to have the Provisionals join their tours. A suggestion from the co-chairs is to have the Provisionals' exposure to student touring begin sooner – in the Fall, or at least in January, since student touring is a major part of the responsibilities in their first four years of touring.
- Something else for the Board to consider is to revisit the requirement for New Active docents to tour students for four years. Since the last few Provisional Classes have been quite large, it might be possible to review this expectation as a Board.

Research: Barbara Ross

- Barbara provided a review of the 2023-2024 year and a forward vision for the 2024-2025 year.
- Here is what she accomplished this year:
 - Posted lists of art needing research from the Ridley-Tree and Preston Morton galleries
 - Submitted monthly reports to *La Muse*
 - Listed the works in Ludington Court that needed research
 - Focused on the research papers from the Provisionals
 - Provided guidance to docents concerning the construction of a professional research paper
 - Listed works of art from the Campbell and Gould galleries that need to be researched
 - Updated progress of Provisionals with their research to the Docent Council Board
 - Provided data to the Docent Council Board that analyzed the content of the Provisional papers
 - Shared artist quotes that had been used in research papers as inspiration to all
- Here is her vision looking forward in 2024-2025:
 - Revise the guidelines for writing a research paper
 - Prepare and present a template to show how the research paper should look when added to the website
 - Work with Mike Ramey to learn how to add research to the website using Word Press
 - Continue with updates to our collection by detailing new art needing research
 - Encourage the writing of research papers by all docents, Provisionals and Senior docents alike
- It was also recommended that we change our Docent Council password to our website. It has been the same for many years and for it to remain secure for those for whom it is intended, it should be changed. We will work with Loree Gold (our new Webmaster) in the Fall to make this change.

Evaluations: Irene

- Irene, Christine, and their team of evaluators were extremely busy this year with a large pool of New Active docents, a large Provisional class, and a list of many Active docents who needed to be evaluated. A total of 78 evaluations were completed this year.
- Irene explained that the Co-Chairs met in August to plan for the needs of the year and invited experienced docents to be on the Evaluation Team. In September they led an orientation meeting for the Evaluation Team where they went over assignments, handed out Guidelines for Evaluations, and answered any questions. They also attended the Team Leaders meetings for both Adult and Student Teams and gave them information and documents about the evaluations process. The Chairs coordinated throughout the year with the Provisional Chair and the Education Department so they could schedule evaluators for the 3, 8, and 45 minute Provisional tours. They also submitted reports for *La Muse* and kept the Docent Council Board abreast of the status of all evaluations.
- In their end-of-the-year report, the Chairs outlined who the qualified evaluators are for each team and the specific things the Chairs did for each team to facilitate successful and meaningful evaluations and a smooth evaluation process.
- Irene and Christine shared that our evaluation process is organized, thoughtful, and constructive. We are all evaluated often, which not only strengthens our tours, but

provides us with feedback to improve our tours. Another advantage to being evaluated on a regular basis is that we may not be as intimidated or anxious about being evaluated as we would be if evaluations were given every five years, or more. The strength of our peer review is that the docents evaluating us have the knowledge and expertise to be helpful in making sure the facts and the organization of our tours are correct, interesting, and informative.

- The Chairs hope to add several new evaluators to the team next year as well. They plan on working to establish clear guidelines and criteria for the evaluation process and must educate evaluators to follow these guidelines. Evaluators should be qualified only after receiving this education. Irene and Christine reminded us that the Special Exhibition Team leaders need to have a list of those qualified to be evaluators on their teams.
- It was mentioned that Mentors should also receive some kind of training so they are effectively coaching the Provisional docent for whom they are responsible for mentoring. It was suggested that the Evaluation Team visit the Provisional class before their 45 minute evaluation to address concerns, go over what they are looking for, and to reiterate the guidelines that are the basis for the evaluations.
- All Evaluation Chair information has been put in a file on the computer which can be transferred to the next Chairs. An Excel spreadsheet has been created for Highlights and Student Evaluations which are done every other year. All the written Evaluation reports are filed in the binders, as received.
- Irene and Christine appreciate all of the work everyone did on the Adult and Student Evaluation Teams and thank them for a successful year.

Webmaster: Gretel Rothrock

- Gretel suggested to the Docent Council that they may want to have a Mission Statement written in the future. She sent an email to Pattie Firestone and all Board members with an example of what she was thinking of. Here's what she suggested:

MISSION STATEMENT

At The Santa Barbara Museum of Art, we provide exceptional Docent Tours. Our Tours of the Arts enhance and serve as an inspiration for the community.

The Santa Barbara Museum of Art is a place:

Where everyone wins. Where everyone walking through our doors feels welcomed and appreciated for who they are and what they dream. Where learning is made possible in an environment rich with passion, knowledge and expertise.

- Gretel stated she sent a copy to all of the Board members as a future suggestion rather than bringing it up at our last meeting. We will continue this discussion at our next Board meeting in September.

Nominations Chair: Shirley Waxman

- The Committee members this year were Shirley Waxman (Chair), Teda Pilcher, (President) and Pattie Firestone (Vice-President). The Committee met in consultation with the Education Department to discuss and determine potential Board members for 2024-2025, including those current Board members eligible to continue in their positions. They then contacted those individuals until they succeeded in creating a slate. Several factors were taken into consideration when approaching a docent for a Board position. One was the computer skills of the nominees that would be required for the position. There were several docents who did not feel they had the computer knowledge to take on a certain position, while others were not interested in being on the Board. Still others did not have the time to commit to a Board position.
- As per the Docent Bylaws, the slate of officers and chairs was printed in the April edition of *La Muse*. The election was held at the April 3rd Docent Council meeting. The vote was unanimous of the eligible voting members at the meeting. The 2024-2025 Board Members are:

President	Pattie Firestone
Vice-President	Cindy Anderson
Secretary	Ursula Ginder
Treasurer	Mary Benedict
Membership Chair	Merle Guadagnini
Adult Teams Co-Chairs	Susan Lowe and Elizabeth Russell
Student Teams Co-Chairs	Nicola Ghersen and Anne-Marie Dunaway
Provisional Chair	Patty Santiago
Research Chair	Barbara Ross
Evaluations Co-Chairs	Christine Holland and Laura DePaoli
Webmaster	Loree Gold
Nominations Chair	Teda Pilcher

Provisional Class: Patty Santiago

- The evaluations of the Provisional docents took place on May 21st and 22nd. Patty gave many, many thanks to the team of evaluators: Irene Stone, Laura DePaoli, Gail Stichler, Mary Ellen Alden, Susan Lowe, Pattie Firestone, Teda Pilcher, Marcos Christodoulou, Ann Hammond, and Shirley Waxman. One Provisional docent revised her tour and presented it again on Wednesday, June 5th. Most of the evaluations went very well. There were a few cases where Provisional docents were recommended to work with a senior docent to improve their tours before they began touring the public.
- Graduation was held on June 7th for the 17 Provisional docents who successfully completed the program. They will begin touring on June 18th with the RTEC summer campers.
- Patty gave a huge thank you to Cindy Anderson and Barbara Ross who gave their time each Wednesday to co-teach the class.

4. Adjournment:

- Before adjourning, Teda thanked the outgoing Board members for their time and dedicated service to the Docent Council Board this year. Outgoing members are Andrew

Baker, Mary Ellen Alden, Gretel Rothrock, Denise Klassen, Shirley Waxman, and Irene Stone.

- A motion to adjourn was made by Shirley and seconded by Irene. Teda adjourned the meeting at 11:37 a.m.

The next Board Meeting will be held on Monday, September 9th at 9:30 a.m. in the Family Resource Center (FRC).

Respectfully submitted,

Cindy Anderson
Secretary, SBMA Docent Council Board
2022-2024