



County of Peterborough Policy Manual

Department:	Lang Pioneer Village Museum
Policy No.:	LPV-11
Subject:	Interpretation and Education
Approved by Leadership Team:	March 30, 2022
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Revised by Council:	August 3, 2022
Approved by:	Resolution No. 287-2022

Purpose: The purpose of this policy is to provide an understanding of the educational mandate of Lang Pioneer Village Museum. It will provide an outline of the way in which the staff responsible for development and delivery of educational programs will interpret the museum buildings, artifacts, exhibits and demonstrations to the education community and public.

Scope: This policy pertains to all staff involved in the development, promotion, logistical support, and delivery of educational programs, at or for Lang Pioneer Village Museum, as well as on-site volunteers, advisory committee members and all other interested parties.

Policy:

1. Statement of Commitment

Lang Pioneer Village Museum is committed to the development and delivery of high-quality programs that are thoroughly researched and consistent with the museum's Mission, Vision and Mandate statements as reflected in the Master Plan.

Lang Pioneer Village Museum is committed to providing a variety of educational programs both in-person and virtual. These programs will be based upon themes that reflect or stem from the history of rural life in Peterborough County while addressing the Province of Ontario's education curriculum and the needs of our program participants and/or the public.

As a living history site, emphasis in all programming will be on the interpretation of the County of Peterborough's history and the heritage trades/skills shown through demonstrations. Skilled interpreters will wear period appropriate attire & uphold authenticity while in heritage buildings or locations.

2. Responsibilities

The Museum Operations Manager will work with the staff responsible to formulate proposals and recommend a series of educational programs to the Lang Pioneer Village Museum Advisory Committee for inclusion in the Master Plan. Upon approval from County Council, the Museum Operations Manager will assure that all staff provide programs that are researched, developed, and delivered in a timely manner and within budget.

2.1 Museum Operations Coordinator:

Museum Operations Coordinator has direct responsibility for all educational programs at Lang Pioneer Village Museum, onsite, virtual and outreach. The specific responsibilities include:

- The internal administration of all education programs (i.e., Staffing, program setup/takedown and providing promotional images/videos).
- The development and delivery of training programs for interpretive staff & volunteers.
- The ongoing review and update of educational programs to ensure they reflect current curriculum requirements.
- Implementation and/or delivery of programming in absence of staff or volunteers.

2.2 Visitor Experience Coordinator:

Visitor Experience Coordinator has direct responsibility for all educational programming bookings and financials at Lang Pioneer Village Museum, onsite, virtual and outreach. The specific responsibilities include:

- The administration of all educational bookings pertaining to inquiry, promotion, booking and confirming.
- Interaction with school boards, colleges, universities and other interested community groups or agencies on matters relating to the education and outreach programming.
- Tracking of participant numbers, revenue & sales; including the creation of admission or tickets for online purchasing.
- Occasional implementation and/or delivery of programming.

2.3 Museum Curator:

Museum Curator has direct responsibility for all exhibits including those involved with educational programs at Lang Pioneer Village Museum, onsite, virtual and outreach. The specific responsibilities include:

- Planning and research of all educational programming including sourcing of tangible content i.e., artifacts, teaching aids and staging objects.
- The collaboration of educational program development and review with Museum Operations Coordinator.
- Occasional implementation and/or delivery of programming.

2.4 Costumer:

Costumer has direct responsibility for all costume creation and fittings for interpretive staff and/or volunteers at Lang Pioneer Village Museum, onsite, virtual and outreach. The specific responsibilities include:

- Preparation and creation of authentic garments for programming throughout the season, varying in sizes & fabrics.
- Occasional implementation and/or delivery of programming.

2.5 Special Event & Volunteer Coordinator:

Special Event & Volunteer Coordinator has direct responsibility for recruiting and scheduling volunteers for all programming at Lang Pioneer Village Museum. The specific responsibilities include:

- Working with the Museum Operations Coordinator to find suitable volunteers for the positions requested for programming.
- Scheduling and ensuring proper training for all interpretive volunteers.

3. Resources:

3.1 Financial:

Lang Pioneer Village Museum will ensure that the physical, human and financial resources necessary to meet its commitment to quality education and outreach programs are provided.

In addition to the staff listed in Section 2.0, seasonal employees and volunteers contribute to the development and delivery of education programs.

Funding requirements will vary from year to year depending on the type, scope and complexity of the education programs being staged. Funding for these programs will be part of the annual budget process and will be derived from several budget categories as required. The Museum Operations Manager will make budget recommendations to the Advisory Committee and they, in turn, will recommend to County Council for approval. The budget will include:

- The development and delivery of education and outreach programs.
- The maintenance and replenishment of equipment, materials, and consumables.
- Professional development and memberships.

Other funding may be required and involve fundraising or applications to various levels of government, public and/or private foundations for grants. When additional funding is required, the Museum Operations Manager will make a recommendation to Advisory Committee for inclusion in the annual budget.

3.2 Physical Space:

As a living history site, all buildings (historic or restored) maintained at Lang Pioneer Village Museum constitute as learning spaces. Each building will be maintained to provide a safe and viable learning environment. The Peterborough County Agricultural Heritage Building (PCHAB) will also be utilized for delivery (particularly in the fall/winter).

3.3 Learning Resources:

Lang Pioneer Village Museum will purchase and maintain a stock of materials and supplies necessary for effective educational programming including consumable and professional resource material. Online resources will be available for educational use in various formats and platforms. Lang Pioneer Village Museum will maintain a research room to assist in the development of educational and outreach programs.

4. Education Program Planning and Development:

The Museum Operations Coordinator will develop interpretive programs and education resource materials in consultation with museum staff, volunteers, personnel from local education institutions, government agencies and First Nations communities.

Lang Pioneer Village Museum will endorse and encourage innovative partnerships and program initiatives with an interpretive focus on live demonstrations and experiential learning.

Lang Pioneer Village Museum will offer on site, virtual and outreach interpretive education programs based on the history of Peterborough County. Programs will be linked to the school curriculum whenever possible. Those which do not fall directly on curriculum, will be promoted as enrichment opportunities for school groups.

Programs will be available for booking throughout the school year with fees differing upon program type. Groups may use specified exhibits or galleries without museum interpretive services, time and space permitting; at the regular fee schedule if booking is arranged in advance and does not conflict with other educational programs.

5. Interpretation:

5.1 Interpretive Principles and Techniques:

All interpretive programs will be designed to provide an enjoyable, and where possible, experiential learning opportunity. All interpretive programs will be developed with strict observance of factual accuracy. Programs will be designed to use a variety of media and educational techniques. Interpretation will be done mainly in the third person with 21st century guides in period attire using current terminology and analogies to explain 19th century customs, lifestyles, and activities. Interpreters will provide a framework in which individual participants can be involved in the educational program and draw meaning or understanding from it.

5.2 Interpreter Training & Certification:

All paid seasonal interpreters will be interviewed by the Museum Operations Manager & Museum Operations Coordinator to determine their suitability and to assess the skills, special talents and interests they bring to the position. Volunteer interpreters will be onboarded by the Special Event & Volunteer Coordinator with input from the Museum Operations Manager.

The Museum Operations Coordinator will conduct an annual training session for individuals wishing to become interpreters. Where appropriate and under the guidance of museum staff, interpreters may assist in designing and developing new demonstrations and interpretive programs using museum resources.

The Visitor Experience Coordinator will arrange and record bookings for all interpretive programs and communicate staffing needs to the Museum Operations Coordinator who will staff adequately with trained interpreters.

6. Public Programs:

Lang Pioneer Village Museum will provide programs and activities for the community at large as demand dictates.

6.1 Public Program Administration:

Registration for public programs will be on a first come, first served basis and payment will be provided either prior to the visit or upon arrival to the site. A minimum and maximum number of participants will be predetermined by staff. A program may be cancelled if the minimum number of registrants is not achieved 3 days prior to the scheduled date of delivery. A waiting list will be maintained once the maximum number of registrants has been met. A digital record of all participants & registration will be maintained.

6.2 Program Promotion:

Lang Pioneer Village Museum will actively promote all its educational and public programming. All resource or promotional materials developed by Lang Pioneer Village Museum or under the joint sponsorship of Lang Pioneer Village Museum will include the museum and the Corporation of the County of Peterborough logos. Techniques for promotion may include, but are not limited to, the following:

- Circulation to all regular media of news release
- Public service announcements
- Coming event listings
- Television, radio, newspaper, or magazine interviews/articles
- Posters, flyers, and brochures
- Soliciting free advertising from local media
- Paid advertisement
- Social media promotions & advertising

6.3 Program Evaluations:

The Visitor Experience Coordinator, in consultation with the Museum Operations Manager, will design and implement evaluation tools for all programs and educational resources. This information will be compiled, reviewed, and analysed to help improve the design and delivery of the museum's programs, resources, and services. The Visitor Experience Coordinator will respond to any negative or problematic reports and involve the Museum Operations Manager where appropriate.

6.4 Program Fees:

Lang Pioneer Village Museum will establish and follow an annual fee schedule for all its public and educational programs. Fees for interpretive programs, both on site and outreach, will be reviewed annually. Where changes are deemed necessary, the Museum Operations Manager in consultation with the Visitor Experience Coordinator will make a recommendation to the Advisory Committee who, in turn, will recommend any changes to County Council for approval. Fees for programs and workshops will be established based on an individual basis. Factors to be weighed when setting these fees include:

- Staffing costs
- Material and resource costs
- Promotional costs
- Number of participants

7. Liaison:

Lang Pioneer Village Museum will maintain ongoing liaison with local, provincial, and national heritage and community groups. The museum will encourage all staff to develop liaison strategies which may include, but not be limited to, the following:

- Co-operation with heritage institutions, colleges and universities, schools, and community groups in the areas of program design and delivery.
- Local First Nation Communities.
- Partnerships with educators and other resource people.
- Provision of opportunities for practice and placement of interns and co-op students.
- Involvement with appropriate local, regional, or national committees and organizations.

8. Conservation of Artifacts:

The handling of objects used in Educational Programs will only be carried out by skilled, trained personnel and these artifacts will be treated with respect in accordance with the procedures on proper care and handling as outlined in Lang Pioneer Village Museum's Conservation Policy. The following steps will be undertaken to ensure proper treatment of the objects:

- **Environment:** Lang Pioneer Village Museum will provide a safe, stable, and secure environment for objects on display. Where objects are exhibited outside of environmentally controlled areas, every effort will be made to minimize exposure to agents of deterioration including:
 - The use of objects from the teaching collection.
 - The use of objects that can withstand the rigors of exhibition.
 - The frequent rotation of objects and removal of objects that show signs of deterioration.
- **Display Techniques:** Lang Pioneer Village Museum will make use of secure, unobtrusive exhibit mountings and other hardware that is compatible with the material being displayed and that provides proper protection for the object.
- **Monitoring:** Lang Pioneer Village Museum staff will regularly and routinely monitor exhibitions to ensure the quality of presentation and preservation of objects.
- **Safety of Artifacts:** All objects used in an exhibit will be roped off or housed in a protective environment (Plexiglas shield) to prevent damage. An exception to this would be where objects from the teaching collection or replicas are used for hands on demonstration activities.

9. Safety:

Lang Pioneer Village Museum's mandate is to recreate, as accurately as possible, the character of historical life in Peterborough County. As such, the museum conducts demonstrations involving techniques and equipment that can result in injury if not properly handled. It is paramount that staff and volunteers receive proper training from qualified instructors in the safe handling of equipment and public safety so that the visitors are safeguarded from any harm, which could result from contact with hazardous objects. All staff will be required to review the County of Peterborough's Health and Safety Policy on an annual basis. It is the responsibility of all staff involved in the development and delivery of public and educational programs to ensure that the objects used have adequate support, are secure and have barriers to protect visitors and staff against heavy weights or moving parts that could cause injury.

Review Cycle:

This policy shall be reviewed at least once each term of Council.

References:

"Ontario Ministry of Tourism, Culture and Sport." Ontario Ministry of Tourism, Culture and Sport, Government of Ontario,
http://www.mtc.gov.on.ca/en/museums/museums_standards.shtml#interpretation.