Due to the COVID-19 pandemic, all Long Island museums were required to close until Phase 4 of New York’s reopening plans, which began July 8, 2020. Preparing for the daunting task of reopening to the public, LIMA sent a survey to all of its member institutions to share plans, thoughts and insights about their institutions’ challenges and changes on the road to reopening. This collaborative document is designed to help serve as a guide during this next crucial phase, as many institutions’ reopening plans will be a long-term work in progress. With the pandemic surging around the country and always the concern of future shutdowns in our region, we feel it is important to view these results as a snapshot in time that will likely evolve over the next crucial months. With this said, we hope these answers will encourage similar approaches to challenges which will better prepare our future visitors for what to expect when visiting our institutions in this new landscape.
On the following pages are the summary of results. In order to maintain accuracy, we asked that only the person most familiar with the museum's reopening plans answer the survey and to skip any questions that did not apply to their institution. All answers were kept anonymous. The survey was sent to 113 organizations and we had 26 responses which were collected between June 24- July 8, 2020.

**Start of Survey Results**

1. **Does your institution have a projected reopening date for the public? If yes, what is the projected date?** 26 responses

Of the respondents, 35% say they plan to re-open in July, during phase 4 of the New York Forward plan. 15% of the respondents are planning to delay opening until August. Over 12% had no firm projected start date, with some awaiting Town guidance before doing so. Another 31% believed they would not reopen at all this year or open in a limited way (i.e. – to outside only tours, by appointment or for special groups like members), 7% of the participants responded N/A.
2c. If yes, please list original days/hours open and new days/hours, along with any reasons for the changes (i.e. time for cleaning, reduced staff, etc.) 17 responses

65% of the participants responded to this question. All responses except for one noted reduced hours, many set aside hours for additional cleaning. Two responses noted they will be going to a “by appointment” scenario. Two respondents did not yet formalize a plan.
3. Will there be special hours for:

24 responses

- Members: 3 (12.5%)
- Seniors: 2 (8.3%)
- Families: 2 (8.3%)
- Other vulnerable populations: 2 (8.3%)
- Not yet decided: 11 (45.8%)
- No: 11 (45.8%)
4b. If there are timed tickets, once visitors enter, how will you enforce a maximum time limit to not exceed capacity recommendations? 10 responses

38% of the participants responded to this question. The answers varied with one location utilizing guards to monitor the staggered entry. One location will not have a ticket policy, some will limit tickets sales to on-site purchases to monitor the numbers of visitors. Some locations are putting a 30-minute time limit on tours.
5b. If limiting, please explain what will generally be open, closed or altered. 13 responses

Half of the participants responded noting that one or more areas will be closed to the public due to difficulties with social distancing and/or cleaning protocols.
6. Are you updating or making any of the physical alterations listed below:

24 responses

- Way finding signage
  - Digital maps: 12 (50%)
- Signs to state new rules and distancing...
  - Floor directional markings: 15 (62.5%)
- Restricting access to any restrooms
  - Text to take place of tours: 6 (25%)
  - Audio tours on personal devices: 4 (16.7%)
- Plexi sneeze guards in front of exhibits
  - Plexi in front of staff: 8 (33.3%)
- Increasing sanitizer stations
  - Removing/restructuring seating: 9 (37.5%)
- Blocking access to water fountains
7. Will you enforce the following rules for your guests:

25 responses

- Provide a mask for visitors who aren’t wearing one: 17 (68%)
- Remain six-feet apart from other guests: 25 (100%)
- Temperature check: 4 (16%)
- Register upon arrival: 10 (40%)
8. Will your security and staff have special training to deal with any push back about enforcing the rules?

25 responses
9a. Prior to closing, how many employees (PT and FT) were at your institution? 25 responses

Across the 26 participants of the survey there were 458 full-time and part-time employees, with a range of the largest having 100 staff, the smallest having one paid staff, and even one that was all volunteer run. On average, about 70% were institutions with 6 or less full time staff and 30% were institutions with over 20 full time staff.

9b. Since closure, were any staff temporarily furloughed or laid off?

25 responses

- Yes, furloughed: 56%
- Yes, laid off: 12%
- No, retained all staff: 32%
9d. How many part time/full time staff will remain furloughed or laid off? 20 responses

Results of the survey noted that approximately 18% of the staff would remain furloughed or laid off post reopening. Because of the differences in the size and staff of organizations, responses varied with some organizations noting that they plan to keep 100% of staff while others noted that staff would continue to be laid off or furloughed as a result of the pandemic. It is worth noting that the majority of those remaining furloughed or laid off were part time or per diem employees.
10. Will there be staggered staff schedules paired with continued work at home?
24 responses

- Yes: 70.8%
- No: 29.2%
11a. What is your annual operating budget?  25 responses

Respondents budgets ranged from all volunteer groups to over $4.0 million with a breakdown as follows:

- $250K or less: 4 (15%)
- $250K-$550K: 8 (31%)
- $500k - 1 Mil: 2 (8%)
- $1 Mil +: 7 (27%)
- Declined to state budget: 5 (19%)

11b. Can you estimate the percentage of lost attendance/income from time of closure to reopening compared to similar months in past years?  24 responses

- 15% of the respondents predicted a 25% or less loss during the pandemic.
- 8% predicted between 25% and 50% loss.
- 19% predicted up to a 100% loss.
- 58% did not provide sufficient information to quantify.

11c. Can you predict the percentage of lost attendance/income from time of reopening through the end of the 2020?  22 responses

- 12% of the respondents predicted a 25% or less loss from time of reopening through the end of the 2020.
- 15% predicted between 25% and 50% loss.
- 12% predicted between 50% and 75% loss.
- 8% predicted up to a 100% loss.
- 54% did not provide sufficient information to quantify.
12b. If yes, when is your next planned/rescheduled fundraiser?  22 responses

18% of respondents were planning for fall 2020; 27% of respondents are looking at March - June 2021; 55% were uncertain or couldn't provide definitive dates at this time.
13. Are you providing any special benefits to your members?
17 responses

- Extended length of membership: 11 (64.7%)
- Special days/hours once museum opens: 2 (11.8%)
- Member only onsite programs: 2 (11.8%)
- Member only virtual offerings: 2 (11.8%)
- Members were permitted to visit before opening: 1 (5.9%)
- N/A: 1 (5.9%)
- No, we plan to keep to original plans: 1 (5.9%)
- Noting planned right now: 1 (5.9%)
- Access to free resources for teachers: 1 (5.9%)
14b. If yes, will they be for a fee? 17 responses

27% of respondents plan to offer programs for a fee, 19% do not and 12% are undecided. 8% plan to offer a hybrid model. 34% of respondents did not supply a response.
15b. If yes, can you please describe the potential audience (members, general public, families, etc.) and type of event. 14 responses

Responses varied among respondents including families and members only, special groups, and university classes. School groups will remain virtual.
16. This fall, will you be hosting any indoor or outdoor public events such as lectures or concerts?
24 responses

- Yes, indoor only: 0 (0%)
- No indoor events: 2 (8.3%)
- Yes, outdoor only: 6 (25%)
- No outdoor events: 0 (0%)
- Yes, indoor and outdoor events: 0 (0%)
- No on site events at all: 5 (20.8%)
- Unsure at this time: 14 (58.3%)
17b. If yes, have you found alternative and less public projects for this often vulnerable population? 10 responses

40% of responses indicated trying alternative roles such as working on educational resources at home, possibly doing pre-recorded parts of lessons for virtual use, archival and admin tasks as well as serving in a more stationary role to answer gallery questions at a desk instead of roving the galleries. 60% of respondents did not have alternative tasks for their docents at this time.
18b. If yes, how are they altered? 12 responses

Respondents noted alteration to exhibits including removal of hands-on or touch components, iPads, button switches or closing off entirely. Some institutions have installed plexiglass sneeze guards.
19b. If yes, when are new exhibitions set to open? 17 responses

While many institutions plan to open new exhibitions this year upon reopening, just as many will premier new exhibitions in 2021.

20. Is there anything else you would like to share with LIMA about reopening challenges so we can do our best to address these concerns in a future program? 7 responses

Respondents concerns include securing sufficient quantities of PPE, updates on State and Federal guidelines, guidance on personnel matters, and of course, funding opportunities.