
From: [REDACTED]
Sent: Thursday, 4 March 2021 15:42
To: official information
Cc: Waikato Museum
Subject: Re: Response - LGOIMA 21046 - [REDACTED] - Waikato museum traceability and transparency

Categories: Mish

Hello [REDACTED],

Thank you very much for your full and informative reply. I do appreciate it

A few small points arise from your reply -

- I will not make any appeal & consider that you have replied in good faith. I acknowledge your reply and consider the 'official information' aspect closed
- What your reply does show is that there is an opportunity for incremental improvement in the traceability for the small numbers of offers to make a gift / donation to the museum.
- The offer to donate that I made about 6 months ago has disappeared. A simple system of record keeping would have shown that there was an offer to donate that had not been processed / considered.
- In general, the HCC does a great job.

Ngā mihi maioha

[REDACTED]

On Thu, Mar 4, 2021 at 12:07 PM official information <officialinformation@hcc.govt.nz> wrote:

Kia ora

I refer to your information request below, Hamilton City Council is able to provide the following response.

1. **I now request that in a reasonably timely manner a representative of the HCC (a) acknowledge the receipt of this email, (b) the earlier email & (c) as well as the receipt of the completed 'Object for Consideration' form.**

The Museum greatly appreciates the generosity of donors and potential donors who offer objects that often have great meaning for them, so that they may be shared with and viewed by Hamiltonians and other visitors to the Museum. We regret that your experience of offering an object for donation to the Museum has not been a positive one.

We are not able to confirm that the 'Object for Consideration' form referred to has been received by Council. We have canvased all relevant staff but have not been able to locate the form in question.

We also understand that Museum Director, [REDACTED] had also been in touch with you regarding this matter, if there are any further concerns regarding the object for donation that you would like considered please contact [REDACTED] in the first instance.

2. **I also request that the HCC provide me with the name of the WM administrator together with the name and position of the person who this administrator reports to on the HCC.**

Object for consideration forms brought into the Museum in person may be received by our Visitor Hosts or by a Curator if one is available. These positions report to the Visitor Services Manager and the Exhibitions and Collections Manager. Council is refusing to release information relating to the names of individual volunteers and curating staff pursuant to Section 7(2)(a) of LGOIMA where the withholding of the information is necessary to protect the privacy of natural persons, and in the circumstances of this particular case, the withholding of that information is not outweighed by other considerations which render it desirable, in the public interest, to make that information available.

- 3. So that I may understand the scope of the gifts/donations to the WM, please reply with; (a) the total number of completed forms acknowledged by WM during the period of 01 January 2020 & 31 December 2020, and (b) the number of days between date that the form is signed by WM staff and the day that each donor was contacted.**

We do not keep a record of the total number of forms received or the timing of communications with a donor. The forms are filed by the Curators only if the Objects are accepted into the collection. The Objects are then put onto the collections database.

Potential donors are notified of the outcome of their offer regardless of whether the Object is accepted into the Museum collection.

The Curators have estimated that they receive less than 10 Object for Consideration forms a year.

The procedure for processing an offer (Object for consideration) is attached.

- 3. Without each potential donor being given a dated signed receipt, how does the WM demonstrate/verify to HCC that all completed forms have been considered and reported to the potential donor?**

We do not issue receipts for Object for Consideration forms. Potential donors are asked if they would like to retain a copy of the form when they submit it to the Museum.

The Museum always aims to respond to potential donors in a timely fashion. We have not had any concerns about this service raised with us until now.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Kind regards,

[REDACTED]

Official Information Team

Email: officialinformation@hcc.govt.nz

From: [REDACTED]
Sent: Monday, 15 February 2021 3:41 pm

To: official information <officialinformation@hcc.govt.nz>
Subject: Re: Waikato museum traceability and transparency [#3FB6DJ]

Kia Ora [REDACTED]

Thank you for your email.

I am pleased to receive your acknowledgement and look forward to hearing from you in due course.

On Friday 12th February I also received an email from [REDACTED] at the museum

Both replies bode well for a simple resolution.

Kind Regards,

[REDACTED]

On Mon, Feb 15, 2021 at 3:00 PM official information <officialinformation@hcc.govt.nz> wrote:

Kia ora

I write to acknowledge your information request of Thursday 11 March 2021 as below.

Please be advised that your request has been passed on to the relevant team within Council and you will be informed of the outcome.

The Local Government Official Information and Meetings Act 1987 requires that we advise you of our decision on whether the Council will provide the requested information as soon as reasonably practicable, and no later than 20 working days after the day we received your request. We will respond to you no later than Thursday 11 March 2021.

Kind regards, [REDACTED]

Official Information Team

Email: officialinformation@hcc.govt.nz

-----Original Message-----

From: "[REDACTED]"
Sent: Thursday, 11 February 2021 4:09 PM
To: "museum@hcc.govt.nz" <museum@hcc.govt.nz>
Cc: "Info" <info@hcc.govt.nz>, [REDACTED] " [REDACTED] >
Subject: Waikato museum traceability and transparency

I have a small issue & I request the help of the Hamilton City Council [HCC]

Background:

- In the later part of 2020 I tried to make a donation to the Waikato Museum [WM].
- As requested by museum staff I completed an 'Object for Consideration' form. I took an image of the completed form as my record of the event.
- The completed form was handed to the staff member who said that the 'committee would consider the form and contact me'. *All good so far.*
- Earlier this month I sent an email (info.hcc.govt.nz) as I was wondering how long 'the committee' were going to take in deciding to approve/decline my offer to donate. In this email I asked a few questions.
- Todate (11 Feb 2021) there has been no response to the email or acknowledgement of the completed form.

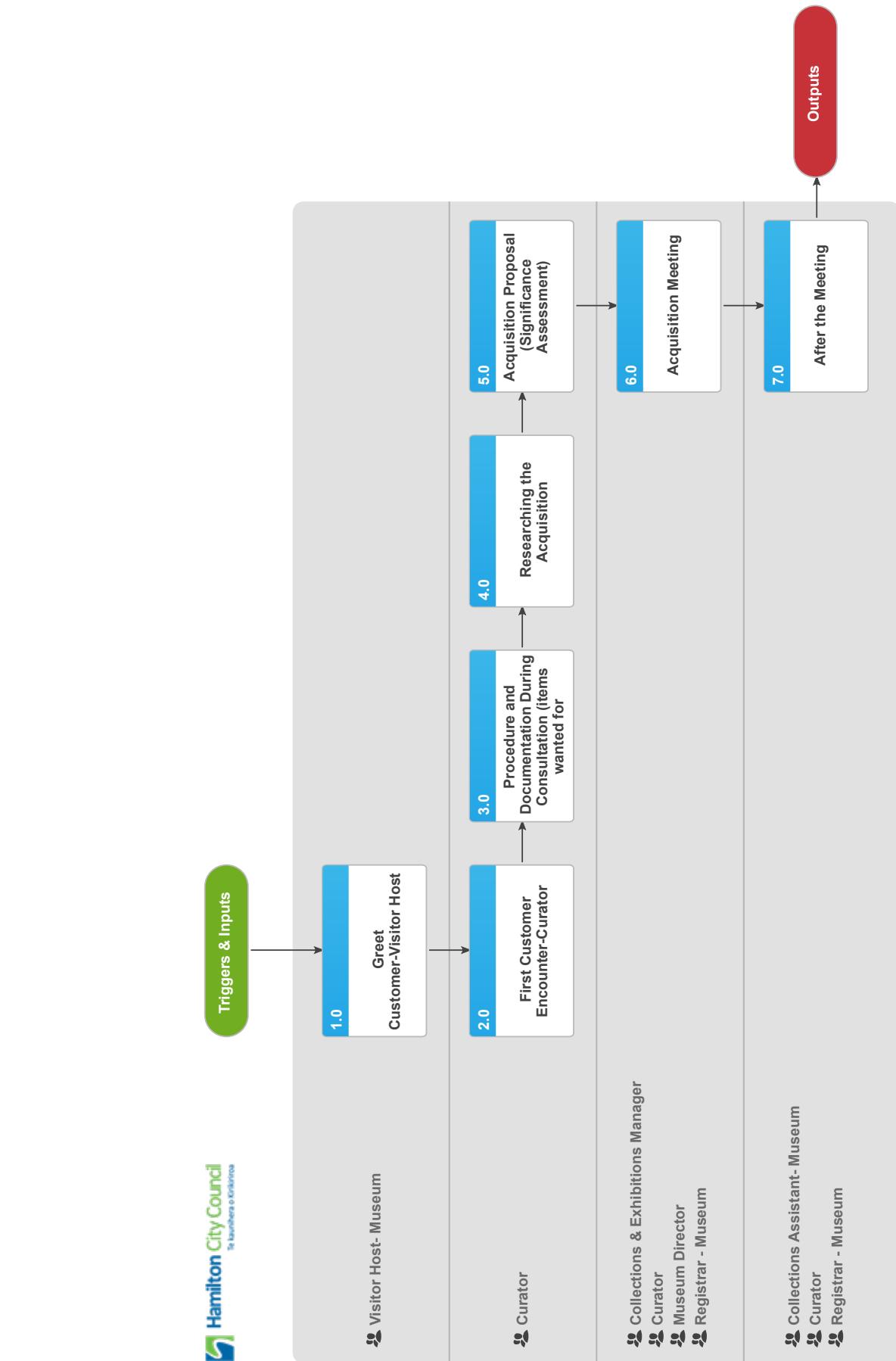
My concern is that, in this case, the WM apparently shows no traceability/accountability and fails to demonstrate any transparency to the rate paying public.

- 1.I now request that in a reasonably timely manner a representative of the HCC (a) acknowledge the receipt of this email, (b) the earlier email & (c) as well as the receipt of the completed 'Object for Consideration' form.
- 2.I also request that the HCC provide me with the name of the WM administrator together with the name and position of the person who this administrator reports to on the HCC.
- 3.So that I may understand the scope of the gifts/donations to the WM, please reply with; (a) the total number of completed forms acknowledged by WM during the period of 01 January 2020 & 31 December 2020, and (b) the number of days between date that the form is signed by WM staff and the day that each donor was contacted.
- 4.Without each potential donor being given a dated signed receipt, how does the WM demonstrate/verify to HCC that all completed forms have been considered and reported to the potential donor?

regards,

[REDACTED]

Museum-Processing an Offer of Collection Acquisition



Summary

Objective

This process details how to deal with an offer of a item for the Museum's collection from a member of the public and subsequently, how to prepare an acquisition proposal for objects of potential relevance to the Museum's collection.

Background

It is important that this process be completed properly for several reasons:

- To ensure that Museum does not receive unwanted items that will constitute an unprocessed back-log or clog its storage space.
- To ensure that all incoming items are documented to prevent damage to the Museum's reputation.
- To ensure that essential historical and contextual information about collection items is recorded at the first possible opportunity.

Owner Nadia Gush

Expert Anita Robertson

Procedure

1.0 Greet Customer-Visitor Host

Visitor Host- Museum

- a Greet the customer proposing an item for the Museum's collection.
- b If it is a weekday, call the Curator specialising in the type of material being offered (art, history, science, tangata whenua).
- c On a weekend, or if the relevant Curator is busy, ask the customer to fill out a Museum Contact Request Form and explain that a Curator will contact them shortly.
- d Pass the Contact Request Form to the Collection and Exhibitions Manager, who will assign the enquiry to a Curator.
- e Do not allow anyone to leave potential donations at the Museum, unless arranged prior. Always be polite, but do not accept assurances that the Museum is allowed to discard items if unwanted.

 Visitor Contact Request Form
trim://D-1148218?db=HP&open

2.0 First Customer Encounter-Curator

Curator

- a If responding to a Contact Request Form, contact the customer by phone or email within 24 hours of receiving the form. Listen to their description of the items being offered and either:
 - b 1) politely decline, if what is being offered clearly does not meet the criteria for acquisition listed in the Museum's Collection Policy or 2) set up an appointment for a face-to-face meeting . On rare occasions, a visit to their location may be arranged.
 - c Book the admin meeting room if the face-to-face meeting has been arranged for a later date.

d If meeting someone right away, take the customer to the admin area, sign them in to the visitor book at the admin front desk and seat them in the admin meeting room (if vacant). Listen to the customer's explanation of the provenance and significance of their item(s), taking notes and asking questions.

- e If, on closer inspection, the item(s) being offered don't meet the acquisition criteria listed in the Collecting Policy, politely decline and thank the customer.
- f Sign the customer out in the admin area visitor book

3.0 Procedure and Documentation During Consultation (items wanted for consideration)

Curator

- a If the item being offered might be relevant to the Museum's collecting policy, there are two options: a) taking it in on deposit for consideration at an upcoming acquisition meeting b) taking photographs to show at the acquisition meeting. Option a) will be preferable in many cases.
- b When photographing items, remember to take shots from several angles, including close-ups of maker's marks or other identifying features. Include pictures that highlight condition (scratches, wear marks, stains).
- c Be sure to record the person's full name, address, email, landline and mobile numbers and everything they can remember about the ownership history (provenance) of the item.
- d If the item (s) need to be seen up-close or kept on hand for further research, agree to take them in on temporary deposit, pending the next acquisition meeting. In this case, fill out a Incoming Receipt form (attached). When the form has been filled out, signed and dated by the curator and customer, take a photocopy and give the copy to the customer for their records. Keep the original and attach any notes taken during the consultation to this copy.
- e Explain the acquisition process to the customer, stressing that if the item is not accepted they will need to collect it in a reasonable time-frame. Do not proceed unless they agree.
- f Take the item from the admin meeting room to the collection storage area; check with a registrar/collection assistant for the best location to store it and discuss any storage needs (e.g pillows, paper, tyvek). Keep the Incoming Receipt with the object, or give it directly to a registrar.

- g If the item has a potential pest infestation, talk to a registrar/senior registrar about arrangements for it to be safely stored while awaiting acquisition.

 Incoming Receipt
trim://D-351146?db=HP&open

4.0 Researching the Acquisition

Curator

- a Find out as much information as you can about the material being considered and its relationship to events or everyday life in the Waikato (social history); its artistic context and significance (Art), its utility in illustrating types or principles (science) or relationship to tangata whenua society/cultures.

- b** Use strategies for general object research. These might include: reputable websites, reference books, auction catalogues, online catalogues of other museums, circulate photographs to curatorial colleagues.
- c** Investigate the relationship of the item to the Museum's collection by searching Vernon and consulting colleagues. Does it fill a gap in the Museum's collection? Does it fit with the emphasis areas in the Collecting Policy and/or the Strategic Plan?
- d** Compare the condition of the item to equivalent examples in the Museum's collection and collections of other Museums. If necessary, consult Registrars/collections adviser for a quick assessment of condition.

5.0 Acquisition Proposal (Significance Assessment)

Curator

- a** Log into Vernon CMS; open up a blank record in the 'Acquisition Proposal' (AP) sub-section under 'Activities'.
- b** Find out the AP series-number by doing an All Text search (binoculars icon) using the AP series format: e.g. AP2017/. A list of acquisition proposal created in 2017 should come up. Find your number by adding 1 on to the previous entry e.g. if AP2017/9 is the last entry, yours will be AP2017/10.
- c** Fill in as many fields of the AP as you are able to. If the donor has not donated previously to the Museum you will have to 'create a new person' in the 'Person' field to populate the record with their details.
- d** Focus mainly on the 'brief description' and 'recommendation' (under the 'Administration' tab) fields. Keep the description brief (3 lines max) but include all immediately relevant information. In the 'recommendation' field, explain why you feel the item may fit the Museum's acquisition criteria and why you feel it would make a worthy addition. Consider countervailing arguments and, if necessary, address them in the evaluation to strengthen your case. Be succinct but include relevant details.

6.0 Acquisition Meeting

Collections & Exhibitions Manager, Curator, Museum Director, Registrar - Museum

- a** Present your case for acquiring the item at the next acquisition meeting. If there isn't enough time to properly research the item between receiving it and the scheduled meeting, it is okay to keep it until the next meeting, as long as you inform the donor it will be taking longer.
- b** Discuss the acquisition with colleagues at the meeting. Be respectful and listen to others' point of view. The group will come to a consensus on whether or not the Museum will proceed with the acquiring the item.

7.0 After the Meeting

Collections Assistant- Museum, Curator, Registrar - Museum

- a** Contact the donor (s) and let them know the outcome of the meeting.
- b** If declined items are at the Museum, advise the donor that they will need to collect them at the first possible opportunity. When passing items back, be sure to fill out a Outgoing Receipt form and give this, with the original incoming receipt, to a Registrar for filing.

c For accepted items, the next step is to fill out a Deed of Gift form. This will need to be signed and dated by the donor, either remotely or at a subsequent in-person meeting. Make sure they read the terms and conditions and explain quickly that donations are usually unconditional.

- d** Check with the registrar/collections assistant as to the progress of record-creation for the new object. Make sure that all research undertaken for the acquisition proposal has been migrated over to the new record and other notes/supplementary information are included as attachments.
- e** Once you are satisfied, Verify the record in Vernon, completing the acquisition process.

-  Deed of Gift
trim://D-351139?db=HP&open
-  Outgoing receipt
trim://D-351389?db=HP

Triggers & Inputs

TRIGGERS

None Noted

INPUTS

None Noted

Outputs & Targets

OUTPUTS

None Noted

PERFORMANCE TARGETS

None Noted

Process Dependencies

PROCESS LINKS FROM THIS PROCESS

None Noted

PROCESS LINKS TO THIS PROCESS

None Noted

RACI

RESPONSIBLE

Roles that perform process activities

Collections & Exhibitions Manager, Collections Assistant- Museum, Curator, Museum Director, Registrar - Museum, Visitor Host- Museum

Systems that perform process activities

None Noted

ACCOUNTABLE

For ensuring that process is effective and improving

Process Owner	Nadia Gush
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Process Anita Robertson
Expert

CONSULTED

Those whose opinions are sought

STAKEHOLDERS

None Noted

STAKEHOLDERS FROM LINKED PROCESSES

None Noted

INFORMED

Those notified of changes

All of the above. These parties are informed via dashboard notifications.

Systems

None Noted

Lean

None Noted

Process Approval

Published on 25-02-2021 (GMT) by Nadia Gush