



## MZATUG Lean Coffee - March 25th @ 1pm Eastern

**Date:** 25 March 2020 - All items on the board

**Time :** 18:02 (UTC+00:00)

### Facilitator

Mark Dubose

### Attendees

community@tessituranetwork.com, Meredith, meredith, Tessitura User Groups 2, Kate, Nicole Lake, Neal, Meredith Woolard, Tessitura, Karen Pogoda, kate, sue maclaren, Susie, Nicole Lake, Pam Hamrick, Annie Petroff, Yogesh Persaud, Angie, Julie Brellenthin, mike rose, Jim Reynolds, Megan B, Angela Leftwich, Amandah, Kelly Leo, Kyle Abraham, Kelley, Colette, Kaley Daeger, Emma Vernon, Warren, zac melcher, Susie Terada, Carol Keeney, Rafael, Ashley Lucas, Scot Keay, Alison Atkinson, Sue MacLaren, NaKeisha Wyatt, Colleen O'Hara - Tessitura Network, Gaelle Burton, Kelly Chernick, Don Youngberg, Derrek, Warren

### Summary

### Topics discussed

What are folks thinking about re-opening. Will distancing be needed?

Votes: 16

Suggested by: Tessitura User Groups 2

#### Actions

#### Comments

- **Mark Dubose**  
Georgia Aquarium are setting different models based on this closure. Accounting for only 30% capacity when first reopened
- **Mark Dubose**  
Country Music Hall of fame thinking of switching from General Admission to Timed Admission when they reopen to crowd control. Also spreading out their other timed experiences.

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What type of messaging are you using for membership? Are you extending exp dates?

Votes: 8

Suggested by: Emma Vernon

#### Actions

#### Comments

- **Nicole Lake**  
GAI is looking at 2 month extension but not decided.

- **Alison Atkinson**  
National Gallery (UK) not currently looking at mass extensions.
  - **Carol Keeney**  
There is a Tessitura utility for updating these
  - **Tessitura User Groups 2**  
The membership renewal tool can not currently deal with inactive memberships
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### How are people handling closures. Loss in revenue?

Votes: 7

Suggested by: Nicole Lake

Actions

Comments

- **Alison Atkinson**  
No-one reporting plans to set up charged-for digital content
- 

### How are you handling membership extension?

Votes: 6

Suggested by: Nicole Lake

Actions

Comments

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### How are you handling staying in contact with co-workers and not going crazy along at home?

Votes: 5

Suggested by: Julie Brellenthin

Actions

Comments

- **Mark Dubose**  
LSC is hosting a trivia for staff periodically. We use <https://crowdpurr.com/>
  - **Tessitura User Groups 2**  
We do Scrum and daily Standup is now online
  - **Mark Dubose**  
Museum of the Bible doing a Step Challenge to encourage people to get out and move
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### How are you engaging your team during remote work? Tips?

Votes: 4

Suggested by: Karen Pogoda

Actions

Comments

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What are you plans for assisting part time staff through the closure?

Votes: 4

Suggested by: Mark Dubose

Actions

Comments

- **Mark Dubose**  
Most are paying part time through their scheduled dates. There's talk of maybe paying on an avg hours worked per week
- **Mark Dubose**  
This could be an ask for a corporate sponsor to help cover PT staff wages.

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How are you handling communications with guests as everything is rapidly changing?

Votes: 4

Suggested by: Kaley Daeger

Actions

Comments

- **Tessitura User Groups 2**  
Here is the link to the Facebook page for LSC:  
<https://www.facebook.com/LibertyScienceCenter/>

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For those with fall 2020 galas, are you considering cancelling or postponing?

Votes: 2

Suggested by: Kyle Abraham

Actions

Comments

- **Mark Dubose**  
Virtual Galas are being considered!

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Are you doing any live outreach to your constituents during the closure?

Votes: 2

Suggested by: Mark Dubose

Actions

Comments

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How are you planning to handle discounting / promotions upon reopening?

Votes: 2

Suggested by: Nicole Lake

[Actions](#)

[Comments](#)

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How are you processing ticket exchanges for timed exhibitions?

Votes: 2

Suggested by: Jim Reynolds

[Actions](#)

[Comments](#)

- **Ashley Lucas**

My audio isn't working, but we use a specific performance for vouchers per program that we can exchange into, that visitors could prompt to be used for entry at the box office later.

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## Topics voted on but not discussed

What kinds of mission connected virtual outreach is your organization doing?

Votes: 1

Suggested by: Tessitura User Groups 2

[Actions](#)

[Comments](#)

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How are you handling GA tickets and taking them offline

Votes: 1

Suggested by: Karen Pogoda

[Actions](#)

[Comments](#)

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## Suggested topics with no votes

Any online income-generating possibilities during closure?

Votes: 0

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Suggested by: Alison Atkinson

[Actions](#)

[Comments](#)

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