

TWIN CITIES ALLIANCE FOR RESPONSE KICK-OFF FORUM

Minneapolis Institute of Arts

February 1, 2013

Welcome

Colin Turner, Director, Midwest Art Conservation Center

- Opened with a wonderfully appropriate image of a tightly packed yak herd on a snow-blown field. The caption: Alliances are for protection.
- Thanked Heritage Preservation, National Endowment for the Humanities, Associated Financial Group, and Polygon for their support of the program
- Thanked the many speakers who made the time to prepare and attend this important meeting

- Our communities are stewards of our most precious holdings
- Collections are everyone's collections – OUR art, OUR heritage
 - Losses to these collections would be devastating
- First responders and the emergency management (EM) community, who demonstrate their integrity and bravery on a daily basis, are integral to the protection of our collections

Introduction: Collections, Risks & Response

Lori Foley, Vice President of Emergency Programs, Heritage Preservation

- Alliance for Response (AFR) is a Heritage Preservation initiative that encourages a dialogue between the cultural community and the emergency management community and that fosters that relationship
- Since 2003, AFR forums have been held in 20 cities and regions around the country
- Today's forum represents the launch of the 21st forum
- Three goals of AFR forums:
 1. To build relationships between two communities – the cultural community and the EM community
 - a. Today, between the communities of Minneapolis and St. Paul
 - b. Take the opportunity to talk to someone outside “your” community
 - c. Make a point of following up
 2. To begin educating each other
 - a. Each community must understand the vocabularies, concerns, and operations of the other
 - i. E.g., acronyms used in each community
 - b. The cultural community needs to learn how to function within the systems and protocols that have long been established in the EM community
 - c. EM professionals need to learn about the unique nature of collecting institutions
 - d. Collecting institutions form part of the backbone of a community
 - i. They are vital to the recovery efforts of a community – from an economic and social standpoint

3. Long-term goal: to create a statewide emergency preparedness plan for cultural resources

Presentation 1: Prevention/Risk Analysis/Working with Responders

Chief John Fruetel, Minneapolis Fire Department

on Risks, Threats & Hazards of Tomorrow

- During a major event, you will be working with first responders
- Referred to tips for cultural institutions from Heritage Preservation's poster, ["Working with Emergency Responders"](#)
- Emergency responders may not necessarily deal with collections or your building
- Make contact with your local responders
 - Invite them to visit your facilities; visit your fire department
 - Explain who you are, what you do, why cultural resources require special attention
- Preplan with responders in your area
 - Important for collecting institutions to share their disaster plans with first responders
- How do you build a relationship with them?
 - Let them show you the equipment they have and how they're going to use it
- Important that first responders not go in with blinders
- What can you do to pave the way?
 - Learn the basics of ICS (Incident Command System)
 - Understand the chain of command
- Wants 20 CERT teams around every fire department
- "Urban harvesting" – approaching facilities to help out within community
 - If there's a fire across the street, might need to use your facility
- What do emergency responders need to know?
 - Important: Maps of institution, where shut-offs are located
- Firefighters will use "their key" (ax) to open doors
 - "A little cultural awareness will not hurt my firefighters."
- Things you can do to help
 - Appoint a liaison who has the authority to make decisions on behalf of the institution
 - Designate two backups
 - Give liaison an orange vest so they can be identified in an emergency
 - Photo: reflective vest that says Building Emergency Coordinator
- Offered to provide basic training in ICS
- During an emergency, responders need to be informed of many things
- There is a huge support network in response community; join them

Panel members:

Steve Zaccard, Fire Marshal, St. Paul Fire Department

Bill Anderson, Emergency Preparedness, City of Minneapolis

Bernadette Corley-Troge, Director, University of Minnesota Library Facilities

Steve Zaccard

- Does fire prevention, education, runs investigations
- Who are the media? Need to tell the message together
- Want to talk about the successes: i.e., sprinklers worked, no one was killed

Bernadette Corley-Troge

- Underscored importance of communications between facilities management and libraries
- Sees both sides

Q: We are working on a communications portal and sometimes find ourselves at odds with facilities people. What do we do?

A: If you're working on a disaster plan, include a facilities person. Bring first responders into the mix as part of the group. Educate them: What is in your collection? Identify areas that are very important – where rare, unique materials are located. They also need to know your emergency procedures.

Q: I work with small, mid-size institutions. Staff can get very nervous when someone is doing an inspection. How do I allay their fears?

A: Minneapolis has an active fire inspection program.

- What happens during a fire inspection:
 - Inspectors are not there to “get you;” not there to cite you
 - They are there to identify hazards, deficiencies, NOT issue violations
 - Check life safety, fire safety
- Inspection should be a good experience, not a bad experience
- Makes property safe for community as well as for firefighters
- Want to work with business, property owners to correct issues
- Each captain required to do about 40 familiarizations – to familiarize them with building
- Seeking compliance, not enforcement
 - This is for your benefit

Q: We keep our disaster plan at our facility and have not shared it with the fire department. How does that affect turnover at the fire department?

A: It shouldn't. Continuity is required at your institution. Code requires orderly drills with staff.

Q: Requesting advice: I am a small cog in a larger organization. What can I do to work with our own facilities people who WILL interact with fire personnel? Should I bother my facilities people to include me?

A: Have a plan. Let everyone participate in development of that plan. Include responders; let them review it. Admits it's challenging – ownership, control issues. Egos need to be checked at the door. We all should work on planning, training, exercising.

At the University, we have an emergency management director and Environmental Health & Safety. The libraries have a collection disaster plan; the preservation person updates it. The Facilities Department responds to leak. TALK to Facilities, bring them into the picture. Relationships will develop. It's about communication and sharing what you do; respect. Share YOUR expectations with facilities person.

Q: From library at Macalester: Who should I contact to connect?

A: Contact the Fire Marshal (says Fire Marshal Steve Zaccard) for pre-fire planning. Don't wait for the BEST plan; go with the good plan; it's good enough.

Q: We have a halon fire suppression system. Do you have any experience responding to a halon drop?

A: That's where it's important to have appropriate signage. You can be exposing firefighters to a dangerous situation. An evacuation alarm sounds before it discharges. Clean agents are better and are non-toxic.

Q: I oversee institutional records at the Minneapolis Institute of Arts. We have a prioritized list of 16 numbered collections; I am concerned about being able to save them. Collections are stored on compact shelving with side panels. How do we communicate with signage what to take first? Which units to go into?

A: This is a challenging scenario. Conduct a walk-through with first responders. Show the storage areas and how they're set up. Lock boxes [to hold keys] are necessary; make sure cards that identify high priorities are in there, too.

Comment: Important to vet your disaster plan before sharing it with first responders. You can also buy key boxes that can accommodate a binder that holds your disaster plan. Keep paper copies.

Presentation 2: Emergency Planning – A Matter of Perspective

Judson Freed, Director, Ramsey County Emergency Management and Homeland Security

- Silos are where the experts live
 - But sometimes it's important to share across silos
- Sometimes we are too close to our subject
 - We need to share plans and information
- Redact security info from your disaster plan when sharing plans
- In short, looking at RISK takes a large number of subject matter experts
- Think about Inventory:
 - What do you have?
 - What are you trying to protect?
 - What special RISKS does it pose?
- Environment:
 - This is what you'll need when emergency happens
 - You'll need a place to put stuff. Plan.
 - Think about environmental storage needs for materials
 - Can they survive in the open for a few days?

- Have 24-hour contacts information
 - Paper, pocket cards in addition to cell phone
- Command and succession:
 - Who's in charge of what, when?
 - If your boss is not here, what powers do you have?
- Vendors:
 - Whether they supply loans or materials – who are they?
 - Negotiate a contract with them now
 - At the very least, agree on prices
 - Figure out how to reach them at 3 AM Christmas morning
- Finance:
 - Keep careful records
- Records retention:
 - Who has that responsibility for keeping up your plan?
- Relationships with response agencies:
 - Can't stress that enough
 - Need to work together with colleagues "who do similar stuff"

REALISTIC THREATS AND HAZARDS

- "I spend zero time worrying about tsunamis."
- Homeland Security concerned with:
 - Active shooters /terror
 - Nationwide issues
 - Bomb threats
- Consider life in general:
 - Think about local crime and how it affects your institution
 - What would you do if given an evacuation order?
 - What if fire is next door and you need to evacuate the building right now? What will you do?
- Technology failure:
 - Sprinklers, water main break, gas leak, fire smoke
- Minnesota life:
 - Ice storm that knocks out electricity; blizzards; severe summer storm/ tornado; cold; heat; Packer fans
- 1851 successful attacks between 1970 – 2010
 - More than 45,000 tornadoes same period
- Consider direct effect of disaster
 - Tornado damages pipes
- But then consider ripple effects of disaster
 - Water to building cannot reach users
- Example: Cost of drywall going up in NJ because of Hurricane Sandy
 - So what contingencies are built into your planning projects?
 - Can lead to new construction delay, closure!
- Anticipate "what if's"

- After 3 days, 75% of businesses without a plan either never open or (82%) go out of business completely

MITIGATION

- Start with simple things
- Assess the return on investment (ROI)
- Aim to REDUCE the likelihood of bad thing happening
- Reduce duration and impact
- Reduce downtime

RECOVERY

- Usually left out of plans, given short shrift
- Getting back to business requires planning BEFORE disaster strikes
- Address immediate needs before disaster strikes:
 - Put together COOP (Continuity of Operations) Plan.
 - Templates available online, consultants also out there
 - Also called a business recovery plan
 - The idea is NOT to be closed
- Form partnerships, form agreements
 - Evacuees can go to residence halls at university
 - Spare storage space to be used in an emergency
- Work out identification
 - Who will have access to facility during/after?
 - Who will go in to assess damage?

DURING AND AFTER

- Assemble your PRE-DESIGNATED Recovery Team FAST
- Preliminary Damage Assessment – what is impacted/lost?
 - Who will conduct it?
- Set up salvage team in advance
- Do not forget social media and traditional media
 - Someone needs to be tasked with getting information out
 - AND be ready to respond to wrong/inaccurate information

COURSES OF ACTION

- Plan for continuity
 - Do what you can to figure out how to stay in business
- There ARE things you can do NOW for little or no money
 - Create signage, take online classes, compile MSDS sheets
- Assemble AND empower COOP
- Work with public agencies, your competitors and colleagues

FINAL: IS WHAT YOU DO IMPORTANT?

Panel members:

Lisa Dressler, University of Minnesota Emergency Management Director

Cathy Clark, Field Services Branch Director, Homeland Security
Jackie Hoff, Head of Collections, Science Museum of Minnesota

Lisa Dressler

- Focusing on individual building disaster plans
- Working with facilities management
- Floor monitors are in place
- Emergency coordinator is in place
- Water Event Task (WET) Force – trying to mitigate issues with aging infrastructure
- Lisa’s job is for all campuses

Cathy Clark

- Her office is within state Dept. of Public Safety
- Liaises with all 87 MN counties
- Works closely with first responders by providing training and exercise coordination
- Whole Community – bringing in all voices so all perspectives are represented
- Each local jurisdiction has emergency manager
 - Make those relationships at city/county level
- Get to the table and get your name known
- State-level tools
 - Inventory critical assets – protected data, which can include floor plans
 - FOIA does not apply to protected data
 - ACAMS (Automated Critical Asset Management System)
 - To get info into hands of people who need it
- Role of the state
 - In emergencies, everything is local
 - Starts with that collaboration
- Regions work with each other
 - Once communities overwhelmed, they can then go to the state
 - Regions work with FEMA getting money out to local communities
 - So have agreements on file, who you’re working with
 - At state level, their role is to act as translator for FEMA

Jackie Hoff

- When you are most prepared, you are least prepared
- We often take for granted things that should be revisited
- Leave, be safe, get OK to re-enter, then save

Colin Turner

- Emphasized scenario training with staff
 - Tabletop or just walking around
 - Helps you ID flaws in plans
 - It takes time but is well worth it
- If you don’t practice it, you won’t play well (says Jud, former football player)
- Even just walk around

Q: Librarian: What do you do to prepare for what you do not expect to do in your job?

A: Lisa: Assemble a building safety committee. Have representatives participate.

Cathy: Don't build around specific people; focus on process and procedure. Build that "muscle memory." Don't forget about employees' families.

Jackie: Have practice be part of your regular activities. Figure out how to get cross-departmental conversations going. At least within your own department, meet monthly.

Jud: A simple step that can be done: an emergency plan location known by all.

Cathy: Volunteers – e.g., MN VOAD (Volunteer Organizations Active in Disaster). Find those people. Find out what they do so you can be part of that process in case you need to access those services. Also, CERT trainings coming up: go to DHS & EM website, see schedule.

Jud: Get to know your colleagues. Find out how you can help each other BEFORE involving first responders. Then validate it with first responders.

Buy some supplies in advance.

Knowing who you can network with is so important.

Presentation 3: Insurance and Emergency Response

Sue Schuster, Managing Director, Travelers–Inland Marine

- Inland Marine insures anything . . .
 - That's not on the ocean
 - That moves
 - Or can be stolen
- Swiss Re Sigma Preliminary Report
 - Economic losses from natural catastrophes and man-made disasters will likely reach at least \$140 billion in 2012
- Aim: to consider insurance coverage and how you respond
 - "Most emergencies are not surprises."
 - "Plan for the worst and hope for the best" underscores need for planning
- Include your insurance agent and carrier in the plan
- Clear delegation of responsibility is a priority
- Two-deep responsibilities
 - Have a backup person
- Does your insurance company have the resources to help you out?
 - E.g., Travelers had the resources to buy a tanker full of gas to fill up agents' tanks so they could visit their clients following Hurricane Sandy
- Have a list of resources needed for all property:
 - Conservators, additional staff, cold storage, professional packers and shippers, additional storage, network of museums
- Not all insurance coverages are the same
 - Insurance policies vary from company to company
- Look at additional coverages in policy – e.g., for debris removal
- Ask about sub-limits/deductibles for catastrophic events

- E.g., flood, wind, earthquake
- Weigh what is best for your organization
- What resources can your insurer provide for in an emergency?
 - Communications
 - Arranging shipping and storage
 - Additional security
 - Coordination with law enforcement and government services
- It is not enough to have a list of phone numbers
 - Consider purchasing a battery power pack for mobile devices
- Lessons from a disaster area:
 - Ask your agent and carrier if they have plans to come to you in an emergency
- If your insurance agent and emergency services are impacted:
 - How will you contact your insurance agent if their office is closed?
 - What is the direct number for the claims department of your insurance carrier?

Q: How is value assigned if high-value artwork is damaged?

A: No one can afford to insure a whole collection. Appraisal by experts is followed by a lot of negotiation.

Q: How do you value a dinosaur bone?

A: Values change as market demands, even though institutions wouldn't be selling.

Q: For historical records, how do you put a value on the archival material?

A: An insurance company will never tell you what that value is.

Q: What if an institution is an unaccredited museum with no insurance?

A: The institution would not try to cover replacement cost. It would try to cover the cost of stabilization and repair, where you'd be making the claim.

Presentation 4: Minnesota National Guard / Always Ready

Sergeant First Class David Whaley

Rick Larkin, Emergency Management Director, City of St. Paul

Eric Waage, Hennepin County Emergency Management Director

- Criteria for use of National Guard assets
 - Beyond response of local authorities
 - All resources have been exhausted
- There are specific state active-duty mobilization procedures
 - Need governor's declaration to show up
 - Will always coordinate with local sheriff/police chief/tribal leader
- Work very closely with Homeland Security and Emergency Management (HSEM)
 - All approved missions are coordinated through HSEM
 - They are in close coordination during all aspects of the response
- 6 regional areas correspond to state EM

- battalion about = 1000 personnel
- Some important considerations:
 - The National Guard is not a first responder
 - Local authorities are always in charge of the incident
 - National Guard deployed in support of local authorities
- MN Guard soldiers remain under the charge of their military chain of command & control
- Mission closure occurs when the protection of life and property, and preservation of peace, order, and public safety, is restored.
- Purpose of JOC (Joint Operation Center)
 - Situational awareness
 - Tracking events 24/7/365
 - Job is to support, track, and provide information to senior leaders
- Capabilities: Mapping
- Special Units: for Emergency Response
- 72 hours to get initial response
 - Local Unit – Initial Response 72 hrs +
- 22 people comprise Chemical Support Team (CST)
- Recommendations:
 - Request “tasks” to be supported, not specific equipment
 - Define how long support is needed
 - They will check in every day with supported County Emergency Managers
 - Request NG extensions or additional NG equipment through NG State Liaison (David Whaley) to reduce multiple resource requests
 - Educate your local officials on the process
 - When in doubt contact the JOC

Q: Has the MN National Guard ever responded to cultural resources?

A: Do not recall a domestic situation. We were involved in Iraq.

- Military needs to do homework to know in advance of cultural resources
- Somehow, the message of significant collections and sites needs to get on the Big Board.
 - Can easily be overlooked in life-or-death business
- Prior relations are really significant.
- Important: raise awareness level

Rick: To reinforce that National Guard does not come in and take over:

- Local government is not taking over, either
 - So the environment of planning is extremely important
- Government is there to support life, environment, community at large, and health and safety
 - May not have resources immediately to support “conservation”
- Know priorities; have access to facility (e.g., to address HVAC issues)
- But coordination and collaboration are important
 - First responders need to know what is important

- So much attention paid to response
 - But more needs to be spent on recovery, which can go on for years
- Need plans for response, but also need plans
- Need good common-sense expectations
- Preparedness: planning, training, exercising
- Write plan, train, practice the plan
- Recovery: short-term
 - Short, operational, maintaining life lines
 - Access to building, power restored, vacuum up water
- Recovery: long-term
 - Insurance, restoring building, restoration of collections
 - Look at different phases when putting together disaster plan
- Mitigation and prevention
- Fire sprinklers are perfect example of mitigation measure

Q: How do we get on the Big Board?

A: Tie in to your city people first – fire, police chief, EM at that level.

- Requests are generated at the local level
- Make sure you're on the radar of the local level
 - They will be speaking to resources that they may be accessing
- Clarity is important
 - The clearer you can speak, the better off you are
- Networking and relationship building
 - People coming to your facility are the people with the most knowledge
- Core group in your first-response area can recognize special concerns
- Pre-incident planning is important
- Need to validate assumptions

Presentation 5: The Collections Management Perspective

Ross Guthrie, Director of Security, Minneapolis Institute of Arts

Thor Eisentrager, Associate Director of Security, Minneapolis Institute of Arts

on Collection Management: Museum First Responder

- Museum first responders: security and facilities staff
 - Respond immediately (to people and incidents) and act
 - Secure collection
- Planning and training has to do with reacting to the facility, to people
- When community responders arrive:
 - Guide them to problem area and assist throughout
 - Tend to the museum collection immediately after people are safe
 - Contact and assist essential staff while protecting and/or relocating artwork in peril
- Museum first responders
 - Meet and escort community first responders
 - A specific protocol exists

- Inform community responders about people in need of rescue
- Provide documentation: museum utility shut-off, floor plans, etc.
- If you don't have a way to track people, take the time to encourage department heads to develop systems
 - Are they in or out?
 - Community responders will also want to consider heightened emotions

Thor: What happens Day 2, when bigger challenges exist?

- Need effective procedures for safety and security
- Biggest threat to museums is fire
 - Teach and model for colleagues outside department
- Have proprietary force

Panel members:

Edward "Ted" Hathaway, Hennepin County Library Special Collections

Todd Gregory, Director of Security, Walker Art Center

Ted: Public Library Special Collections

- Requires consciousness raising
 - Already a sensitivity there
- Educate security staff, but also building staff
 - Significance of collections and why they need to be treated differently

Q: What is a plan for countering misinformation via social media?

A: Ask staff not to tweet or post in the interest of safety and privacy. Call this number if you want to know what's going on. Recognize that stuff will be getting out. Marketing department monitors media. Tell staff not to talk about what's going on – if lost power; don't do stuff that will imperil institution or staff.

Ted: Hennepin County has Public Affairs Dept., which disseminates the right information

Todd: Dissemination to general public: "We've had an emergency that requires us to evacuate at this time."

Jud: Correcting after the fact is harder than what it sounds. Have someone monitor social media; put up the first tweet yourself. It is critical that museums have a relationship with the local media; have a go-to person.

Q: How do you make it OK for collection managers to get to collections ASAP?

A: Pre-planning. There is a top-ten list from curators.

Q: What recommendations do you have for accounting for people – staff who may or may not be in the building?

A: Have a plan, have contact information, know where they are or how to get a hold of them quickly. When you hand the building over to first responders, you must be able to say who's missing/who's accounted for. Build in practices at departmental level. Important that managers know where their staff is and take charge.

- Volunteer floor monitors
 - 2–3 for each floor so at least one is on duty
 - 10 hours of training

Presentation 6: Salvage and Recovery

Summer Street, National Director of Document Services, Polygon US Corporation

- Moving collections in advance of a storm
 - When materials are packed tightly, wet materials can expand up to 40%
 - Within 2 days, shelves will bust apart
 - Leave some space on each shelf
 - Give file drawers, shelves some room to expand
- Corrugated cardboard breaks down
- Ceilings give way
 - Electrical wires exposed and pose a danger
- What one Wall Street firm did right:
 - Called in a document restoration contractor as soon as they had access
 - Contractor had ability to stabilize the rest of the building and provide demolition and incineration services
 - Had ability to make decisions quickly
 - Good inventory
 - Good communications among account managers
- What they could have done better:
 - No priority documents or sections designated ahead of time
 - No plan in place for disposing of damaged/unneeded confidential info
- Knowing insurance now is needed to know your ability to recover
- Understand each situation and your options
 - Discard, Restore, Parameters of Restoration
 - Define the purpose of the documents
 - Identify sensitive files
 - Determine need to access files for business continuity
- When in doubt, freeze
- Document Drying: Dessicant Air Drying
 - Desert-dry air
 - Manual process
 - Labor-intensive to manipulate paper to dry
- Vacuum Freeze Drying
 - Sublimation of ice crystals
 - No heat so over-drying not possible
 - Especially effective for clay-coated documents
 - Not scalable
 - Can't do on site, in small batches
- Restoration contractors are not conservators
- All water is not created equal
 - Clean water – poses no substantial harm to humans

- Gray water – contains significant degree of chemical, biological, or physical contamination
- Black water – grossly unsanitary water containing pathogenic agents

Suggestion: Give emergency managers guidelines on how to deal with photos as they're doing search and rescue. Need guidance on how to collect, save, repatriate.

Presentation 7: Building a Network

Lieutenant Jeff Rugel, Minneapolis Police Department

- Steps to take now before a disaster happens
- What all collections have in common
 - All vulnerable to damage caused by forces of nature
- We can plan, but we cannot control for everything
 - Risks of fire have been reduced, but not eliminated
- Risk of flooding puts our cultural institutions at risk
 - 14 million gallons of water in 3 hours after water main break in Minneapolis on January 5, 2013
- Consider risk of social unrest
- How do you preserve and protect your collection and restore it to serve the public?
 - Rely on your network, the people who have already agreed to help you
 - It's work now; like paying your insurance bill
 - You do it because it's the wise thing to do
 - It's a matter of combining local resources
- What you need in a network:
 - First responders, people & institutions you will need to help you in recovery
- How to start:
 - Start as close to home as possible
 - Local fire stations, local police precinct house
 - These are the people who will be first on the scene
 - Get the conversation started
 - Share a cup of coffee with facilities manager, police, fire
- Relationships between institutional staff and police/fire command staff can help you make sure best practices are documented and turned into policy
- Keep up regular contact
 - People move around, get transferred, promoted, retired
- Check in regularly
- Reach out to emergency preparedness personnel
 - It's what they do
 - They won't write a plan for you but will offer advice and resources
- Push first responders to meet with you
- Take advantage of community networks
 - E.g., fundraising networks
 - People who will be there, boots on the ground
 - Reach out to trusted corporate partners
 - Reach out to local organizations that encourage staff to volunteer

- Need a network that is:
 - Flexible
 - You can't anticipate every possible scenario
 - Diverse
 - Any person may be called in to participate
 - Some comfortable with some tasks but not others
 - Redundant
 - Lots and lots of people to come from lots and lots of places
 - Some people may not physically be able to get to you
 - Some will have to help their employer, etc., if the same incident affects them
- A broad network will help in the long run
- To make best use of resources available, share network resources between institutions
 - Similar cultural institutions have dedicated, educated well-trained staff from
 - Recruit people from the community, sharing a pool of trained, vetted people
- Practice once you've identified network contacts
 - Police, fire, EMS, emergency management have techniques, well-tested procedures
 - Tabletop exercises are a great way to look at disaster plans
 - Can provide advice on how to activate communication plan
 - Need to train people who will show up and work
 - It's complicated and can be expensive
 - Practice everything
 - From activating your network
 - To writing the after-action report
- Mock disaster scenarios are expensive and time consuming
- Everyone at facility should know what's expected of them
 - They must be comfortable with those tasks outside their usual job duties

Panel members:

Brian Kraft, Head of Registration, Minneapolis Institute of Arts

Luther Krueger, Crime Prevention Specialist, Minneapolis Police Department

Joe King, Registrar, Walker Art Center

Luther: Did you door-knock on your neighbor's houses?

Someone just across the street.

Network for National Night Out

Q: What agreements exist?

A: Walker and MIA have a mutual agreement.

Closing Remarks

Colin Turner, Director, Midwest Art Conservation Center (MACC)

Lori Foley, Vice President of Emergency Programs, Heritage Preservation

- MACC has 24/7 emergency hotline
- Get to know your first responders
- Police work 3 shifts a day
- Thanks to NEH for funding the Alliance for Response initiative
- A follow-up activity to the forum will be organized