

**From:** gli  
**To:** GLI  
**Subject:** Metrics of Success in Art Museums

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

From: Ginny Connelly [<mailto:vconnel@emory.edu>]  
Sent: Tuesday, August 09, 2005 9:31 AM  
To: [gli@getty.edu](mailto:gli@getty.edu)  
Cc: Maxwell L. Anderson  
Subject: Metrics of Success in Art Museums

Dear Max,

I found your article via a mention in the Atlanta paper in a story about the High. Fascinating reading!

As a long-time docent at the Carlos, however, I do question your measure of volunteer involvement of 5 hours per week. We docents work an average of 2 - 3 hours a week. Our program here is a most successful one and the commitment we make is for 3 hours training plus availability for 6 hours of giving tours per month. This is only about 2 or 3 hours a week but I feel our contribution at that level is substantial. We are celebrating our 20th year of service and have been given the Baker Service Award.

All the best!

Ginny Connelly  
Chair, 20th Anniversary  
Docent Guild, Michael C. Carlos Museum

>>> "Maxwell L. Anderson" <[manderson@aeaconsulting.com](mailto:manderson@aeaconsulting.com)> 8/10/2005 1:46 PM >>>

Dear Ginny,

It's so nice to hear from you! Has it really been 20 years? That's phenomenal.

While it may appear that I did you a disservice, in fact I would suggest that you spend at least 5 hours a week as a Carlos volunteer. When you factor in not only your time on the floor giving audiences their due, but also the time you devote to meetings, tour preparation, communications with others at the Emory community, travel to and from the Museum, and all the formal and informal ways in which you promote the Museum when you are offsite, I have no doubt that your time helping the Carlos goes well beyond 5 hours a week on average. Don't forget that every moment you wear your Carlos ID badge or are on the premises, you are making a contribution by being visibly connected to that fine institution.

The Museum is very fortunate to have your loyal dedication and involvement, as I felt when I was there.

I send you my very best wishes--

Warm regards and thanks,

Max

Maxwell L. Anderson

Principal

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