SOP-Opening and Closing the Museum

10/1/2023

Purpose: To provide procedures for museum facilities operations of the Delaware Military Museum Our regular Museum visitor hours are from 10-12 on Monday and Wednesday. We are open to visitors on the Second and Fourth Saturday from 10-4. Our policy is to entertain visitors by appointment with a staff host if outside these regular hours.

1. **Outside Open Flag:** The flag is located (in the its labeled drawer) in the museum store and may be put out 15 min before the museum is scheduled to open. The open flag is to be raised outside in front of the museum while the museum is open for regularly scheduled hours. The museum flag must be taken down and returned to the museum store 15 min after the museum has closed.

2. **Hallway Door and Open Sign:** Before the museum is opened, the museum hallway (Glass) door (leading from the entrance hall) must not be propped open and the open sign must be turned so it reads closed on the public side. The door must remain closed unless being used during a work party outside of museum open hours. The door must be unpropped and closed immediately after the work party is finished moving the item/items through the door. The door may only be propped open and sign turned over to read open 15 min or less before the museum opens. The door must be unpropped and the sign be returned to read closed on the public side 15 min or less after the museum is closed.

3. **Lights in the museum prior to opening:** It is recommended that lights in the museum which are visible from the front entrance hallway be turned on minimally outside museum hours. The reasons for this recommendation are many of the senior citizens who have walked into the museum outside museum hours stated they: “ignored the fact the hallway door was shut,” and “did not read the museum signs.” They all agreed that: “we just saw the lights on.”

4. **Turning on the room lights and A/V equipment:** Unless for a work party, official business etc., the lights in the museum display rooms, CD players (Rev War, 1812, WW1, WW2, Korea, and Vietnam) AV Computers/TV (Front TV, Korea, and Vietnam) may be turned on 15 min before the museum opens and must be turned off 15 min after the museum is closed.

5. **No Entry Hallway Sign:** Always make sure at least 1 of the 3 no entry signs into the Delaware National Guard area at the far end of our hallway are in place before opening. Any museum personnel who see museum guests proceeding past these signs (Not an Emergency) are to politely point them back in the proper direction.

6. **Leaving the Museum:** For a normal closing (Not an Emergency) the last person out is to check all the lights are off, doors are locked, and keys returned to the proper boxes.

7. **Opening outside regularly scheduled museum hours:** To open the Museum or Conference Room outside of regular business hours, the museum staff/volunteer must reserve this time slot with the Executive Director (Sometimes referred to as the Director). This will prevent double bookings and ensure there are enough staff to properly run the museum. It is the responsibility of the individual reserving the museum outside regularly scheduled business hours that enough staff will be on had to properly run the museum and follow all applicable DMHEF/DMM/DENG regulations and directives.