



City of Arts & Innovation

Metropolitan Museum Board

TO: METROPOLITAN MUSEUM BOARD **DATE: JULY 12, 2017**

FROM: ALEXANDER T. NGUYEN, ASSISTANT CITY MANAGER/ACTING MUSEUM DIRECTOR

SUBJECT: ORGANIZATIONAL CHANGES AT RIVERSIDE METROPOLITAN MUSEUM

ISSUE:

Receive and file proposed organizational changes at Riverside Metropolitan Museum.

RECOMMENDATION:

That the Board receive and file proposed organizational changes at Riverside Metropolitan Museum.

BACKGROUND:

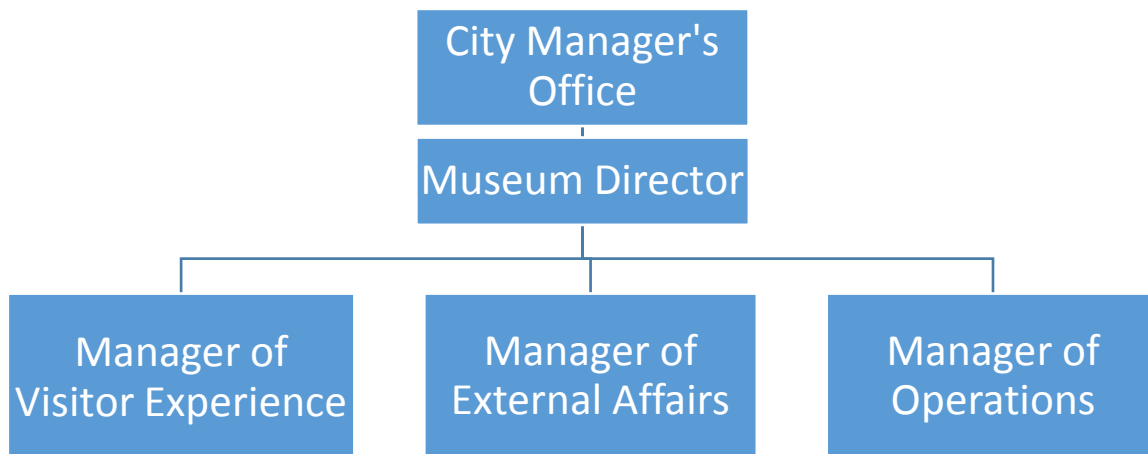
In 2016, the Riverside Metropolitan Museum (RMM) was reviewed by the American Alliance of Museums (AAM) for re-accreditation as an AAM-accredited museum. Accreditation is based on a set of core standards for museums known as the Characteristics of Excellence. The extensive reaccreditation process included a self-study by RMM, review by the Accreditation Commission of supporting documents, a site visit and interviews. After conducting this process, AAM elected to table its decision for RMM reaccreditation, and notified the Museum of its decision on November 1, 2016.

That RMM was not achieving re-accreditation prompted the City to hire Museum Management Consultants, Inc. (MMC) for a broader and deeper assessment of the museum and its deficiencies and offer recommendations.

DISCUSSION:

Recommendation #19 from MMC's Organizational Assessment of RMM was to rethink the RMM organizational chart to better reflect visitor-centered operations the way most modern museums do. The new organizational chart focuses on creating Museum divisions around the visitor experience, external affairs, and operations.

RMM Proposed Organizational Structure



Of the three divisions, it is imperative to move forward with the Operations division, while leaving the other two for the next RMM Director to implement. The Operations division needs a manager to oversee, manage and be accountable for the RMM's overall operations.

Staff will work with the Human Resources Department to establish the Manager of Operations position for RMM.

FISCAL IMPACT:

The fiscal impact to the General Fund will be dependent on the Human Resources Classification for the position and will be reflected in a budget update.

Prepared by: Alexander T. Nguyen, Assistant City Manager/Acting Museum & Cultural Affairs Director