



Museum Store Committee
Board of Museums and History

Meeting Transcript

November 30, 2023 at 8:30 AM

Attendance

1. Jan Petersen, Committee Chair
2. Daniel Markoff, Committee Member
3. Nathan Harper, Committee Member
4. Anthony Timmons, Board Chair
5. Daniel P. Thielen, DMH Administrator
6. Catherine Magee, NHS Director
7. Christopher MacMahon, NSRMBC Director
8. Daphne DeLeon, DMH ASO
9. Michael Malone, DMH Admin. Asst.
10. Sherlyn Hayes-Zorn, NHS Curator
11. Tiffany D. Jones, NHS Admin. Asst.

0:0:0.0 --> 0:0:3.40

Jan Petersen

Mike, will you please start the recording of the?

0:0:6.670 --> 0:0:7.960

Michael Malone

Share the transcript has begun.

0:0:5.130 --> 0:0:9.270

Jan Petersen

Meeting and the first thank you.

0:0:10.720 --> 0:0:13.320

Jan Petersen

The first item on the agenda is public comment.

0:0:14.270 --> 0:0:21.260

Jan Petersen

Public comment will be allowed after discussion of each action item on the agenda, but before voting on the item.

0:0:21.330 --> 0:0:34.920

Jan Petersen

Because of time considerations, the period for public comment may be limited to 3 minutes at the discretion of the chair, and speakers are urged to avoid repetition of comments made by previous speakers.

0:0:36.70 --> 0:0:38.430

Jan Petersen

Has anyone received a public comment?

0:0:39.690 --> 0:0:40.540

Jan Petersen

Mike. Daphne.

0:0:41.680 --> 0:0:44.430

Michael Malone

Mike Malone, for the record, sure we have not received any public comment.

0:0:45.180 --> 0:0:46.20

Jan Petersen

Alright, thank you.

0:0:47.610 --> 0:0:55.940

Jan Petersen

So then we will proceed with the only item on the agenda, which is the report of the from Daphne de Leon.

0:0:55.990 --> 0:1:1.620

Jan Petersen

Jan Peterson, for the record on the status of the museum store.

0:1:3.380 --> 0:1:4.900

Daphne DeLeon

Daphne DeLeon for the record.

0:1:4.910 --> 0:1:6.570

Daphne DeLeon

Thank you, chair Peterson.

0:1:6.820 --> 0:1:27.990

Daphne DeLeon

So I have some good news regarding an update for the online museum store, probably a couple weeks ago at the Marketing Technology Committee meeting, I had noted that we were still working on solving a technology issue and networking issue in order to move forward to start inputting items up into the store website.

0:1:28.60 --> 0:1:29.770

Daphne DeLeon

So we have that solution.

0:1:29.780 --> 0:1:46.260

Daphne DeLeon

That solution just got verified yesterday and we are planning to input items the 100 items roughly hundred 120 items into the software this weekend.

0:1:46.750 --> 0:1:52.460

Daphne DeLeon

So next week I'm hoping that sometime next week we're gonna be able to see.

0:1:55.110 --> 0:1:56.40

Daphne DeLeon

A draft of what?

0:1:56.50 --> 0:2:11.180

Daphne DeLeon

The website will look like and I know that we're gonna push it out to the store working group that we originally put together and in the past it included Jan and some past store committee members.

0:2:11.250 --> 0:2:16.590

Daphne DeLeon

So I can, if the other store committee members would like, I can add you to the list.

0:2:16.600 --> 0:2:25.290

Daphne DeLeon

So when we are reviewing and giving some feedback regarding the draft website and the test items that are up, you can be included.

0:2:25.300 --> 0:2:26.570

Daphne DeLeon

It's up to you.

0:2:28.980 --> 0:2:30.670

Jan Petersen

I think that is a good idea.

0:2:30.680 --> 0:2:32.170

Jan Petersen

Jan Peterson, for the record.

0:2:32.180 --> 0:2:45.680

Jan Petersen

So please add Nathan and Dan Markoff, Dan Phelan, Christopher McPhee, Katharine McPhee McGee, Cherilyn Tiffany and Michael.

0:2:45.730 --> 0:2:49.580

Jan Petersen

Everybody that is on this screen that is involved.

0:2:51.370 --> 0:2:51.730

Daphne DeLeon
Perfect.

0:2:49.590 --> 0:2:51.980

Jan Petersen
Anyway, thank you.

0:2:52.490 --> 0:2:56.820

Jan Petersen
So things are going as smooth as possible.

0:2:58.740 --> 0:3:3.680

Daphne DeLeon
So Daphne deleone, for the record, they, well, they are going as smooth as possible at this point.

0:3:4.80 --> 0:3:9.550

Daphne DeLeon
Just getting the items in because we had talked about this is the way the items will look.

0:3:9.560 --> 0:3:24.20

Daphne DeLeon
We'll actually be able to see it and so that way we can give feedback to the website developer and say we need to have this color change, we need to have this mood, we need to have this enlarged and also we'll be able to click through and get to the cart.

0:3:24.480 --> 0:3:33.200

Daphne DeLeon
And so once it's in the shopping cart, then payment actually goes through is handled by the state through their state payment gateway.

0:3:33.870 --> 0:3:45.780

Daphne DeLeon
But we'll be able to see what the flow looks like and I think you know, because this is the first phase, what we're trying to do is make it as user friendly and as simple as possible.

0:3:45.850 --> 0:4:2.320

Daphne DeLeon
Note where we want to make changes so as we get it once it's up and it runs for a month or two, then we go back in and say OK, based on the traffic and the experience that our customers have, let's look at what we want to have change and then make some changes.

0:4:2.330 --> 0:4:9.60

Daphne DeLeon
I think it'll be continuous improvement loop really based on actual experience.

0:4:9.590 --> 0:4:24.100

Daphne DeLeon

I do wanna say that, you know, to think that I have museum directors and staff on the call and I want to say thank you for really being patient and getting the items up in their spreadsheets.

0:4:24.110 --> 0:4:26.520

Daphne DeLeon

So we can grab the descriptive information.

0:4:26.830 --> 0:4:29.510

Daphne DeLeon

I know Tracy sent out a message yesterday.

0:4:29.520 --> 0:4:48.940

Daphne DeLeon

Just asking everyone to recheck to make sure that that information is still accurate with their thumbnails because one of the one of the characteristics of the solution is that there's only one computer that we can upload items from, and so that computer is in my office.

0:4:49.910 --> 0:5:10.400

Daphne DeLeon

And so we just wanna make sure that in the translation is I'm entering information in that it is complete, and if there's additional information that's store staff just know off the top of their head and they put in when they originally put the description in, they said, well, you know, I'm going to be inputting it.

0:5:10.410 --> 0:5:28.760

Daphne DeLeon

So I'll know that's what really what I'm asking them to take a look at and when we go through the test items, when we see the draft of the website for them to really make sure that it is exactly as they envisioned it because there might be something lost in the translation.

0:5:30.230 --> 0:5:32.510

Daphne DeLeon

So I'm excited.

0:5:32.520 --> 0:5:39.730

Daphne DeLeon

I think probably in the next couple weeks, 2-3 weeks we should have a launch, we should be done with the testing.

0:5:40.0 --> 0:5:45.780

Daphne DeLeon

Have it launched and we'll catch as much of December.

0:5:45.790 --> 0:5:48.820

Daphne DeLeon

Business is we can catch based on when it is up.

0:5:50.950 --> 0:5:53.370

Daphne DeLeon

So that is in a nutshell.

0:5:56.20 --> 0:6:9.490

Daphne DeLeon

The update for the online store, there's still a lot of coordination that needs to happen in terms of testing and getting everyone's feedback in and circling back not only to the website developer, but also talking to.

0:6:11.690 --> 0:6:20.370

Daphne DeLeon

The BHD integrator because we have two vendors that we work with to create the website to make sure that things go smoothly.

0:6:20.820 --> 0:6:22.90

Daphne DeLeon

I have found that.

0:6:24.370 --> 0:6:26.250

Daphne DeLeon

You really need to stay on top of it.

0:6:26.360 --> 0:6:27.390

Daphne DeLeon

You can't just say.

0:6:27.400 --> 0:6:30.980

Daphne DeLeon

Well, they'll get, you know, they'll get back to me when they're doing what they're doing.

0:6:30.990 --> 0:6:32.350

Daphne DeLeon

They're talking to each other.

0:6:32.720 --> 0:6:39.710

Daphne DeLeon

They don't talk to each other, they only talk to each other if we facilitate it, either Tracy or I get together.

0:6:39.720 --> 0:6:44.840

Daphne DeLeon

We do have a standing meeting, Tracy and I, Tracy Sprague is the program lead for the project.

0:6:45.580 --> 0:7:1.190

Daphne DeLeon

Umm so I'm open for any questions or I would also invite staff if there is any comment that you wanna make regarding the online store and where we're at right now, I'm open for them.

0:7:1.300 --> 0:7:1.820

Daphne DeLeon

Thank you, chair.

0:7:6.720 --> 0:7:11.950

Jan Petersen

Jan Peterson, for the record, I've got a quick it's not a quick question.

0:7:11.960 --> 0:7:14.90

Jan Petersen

It's the one that comes to the top of my mind.

0:7:16.200 --> 0:7:25.80

Jan Petersen

How are how is the word going to get out to the public about this is, well, travel.

0:7:25.90 --> 0:7:30.330

Jan Petersen

Nevada be jumping in to do some sort of blast.

0:7:32.780 --> 0:7:40.550

Daphne DeLeon

Jeff de Leon, for the record, I know there's some things that the marketing and communications team at the department can help out with.

0:7:41.60 --> 0:7:54.810

Daphne DeLeon

There's some things that we've kind of missed deadlines in terms of formal print ads and things of that sort, but we can do some social media push outs certainly through our friends group.

0:8:13.100 --> 0:8:13.350

Jan Petersen

Umm.

0:7:54.900 --> 0:8:13.780

Daphne DeLeon

I think our directors can also and to say that hey, you know the website is up when we originally had planned umm in the working group and talking about marketing for this first sort of phase, we thought we would really push it out through our friends groups and try to get the word out that way.

0:8:14.140 --> 0:8:36.460

Daphne DeLeon

And then perhaps once the website is up to start planning on if there is another, you know, maybe around Easter or wherever the stores feel that there is a good holiday to dig, do a major push for, then we are more in line with the deadlines that marketing and communication have.

0:8:40.500 --> 0:8:47.980

Jan Petersen

Jen Peterson, for the record, so you're not looking for a giant flash push at first anyway.

0:8:49.300 --> 0:8:49.860

Daphne DeLeon

Yeah, we need to.

0:8:49.40 --> 0:8:55.560

Jan Petersen

You want to handle the robes and get things going smoothly before you get a big blast going.

0:8:56.670 --> 0:9:0.180

Daphne DeLeon

Definitely on for the record, I think that's exactly right.

0:9:0.190 --> 0:9:2.390

Daphne DeLeon

Part of this also Jenny, if you recall.

0:9:4.400 --> 0:9:4.840

Daphne DeLeon

Umm.

0:9:5.620 --> 0:9:8.580

Daphne DeLeon

From our earlier discussions with.

0:9:11.300 --> 0:9:11.810

Daphne DeLeon

Excuse me.

0:9:11.820 --> 0:9:13.250

Daphne DeLeon

I was distracted by the chat.

0:9:14.40 --> 0:9:25.820

Daphne DeLeon

Early discussions in the working group, we wanted to make sure that one we didn't put up a lot of items and two, we wanted to ramp it up because we want to see how our fulfillment plans work out.

0:9:30.890 --> 0:9:31.210

Jan Petersen

Tell.

0:9:26.220 --> 0:9:41.540

Daphne DeLeon

And also just to manage all of the back end as the money comes in as membership comes in, how we manage it and make sure it gets to the museums, whether it's the museums, bank account or to museum staff to process for membership.

0:9:41.930 --> 0:9:48.640

Daphne DeLeon

So we are hoping to ramp up slowly to get a better idea of what's going on.

0:9:48.650 --> 0:9:55.620

Daphne DeLeon

So when we get, you know, the \$1,000,000 campaign that happens in two months, we still will be here, we won't be run ragged.

0:9:56.920 --> 0:9:57.550

Jan Petersen

OK.

0:9:57.800 --> 0:10:15.230

Jan Petersen

Jen Peterson, the record that sounds really good and being a former news person, I think you could probably contact the news stations, the TV stations in Reno and probably in Las Vegas too.

0:10:15.690 --> 0:10:27.250

Jan Petersen

I think as a just as a public interest story, they would probably come and do a story for free and those have great impact.

0:10:27.260 --> 0:10:28.480

Jan Petersen

And their low cost?

0:10:30.630 --> 0:10:31.940

Daphne DeLeon

You have to Dalian for the record.

0:10:31.950 --> 0:10:32.740

Daphne DeLeon

I think so known.

0:10:32.750 --> 0:10:37.0

Daphne DeLeon

Carson, we have the Carson now, which is an online publication.

0:10:37.430 --> 0:10:46.400

Daphne DeLeon

And so we can, you know, each of the museum stores can write a write up about the online store, even the division, and it can be put up.

0:10:46.410 --> 0:10:49.840

Daphne DeLeon

So at least there's some visibility there.

0:10:50.290 --> 0:10:51.120

Daphne DeLeon

And chair.

0:10:51.130 --> 0:10:59.240

Daphne DeLeon

With your indulgence, I just wanted to make sure that I read into the record the questions that have come in through the chat.

0:10:59.370 --> 0:11:9.670

Daphne DeLeon

One from Sherry, that historical sites you wanted to ask during the test phase, will we see what the membership and donation look like when adding to the cart?

0:11:9.880 --> 0:11:14.490

Daphne DeLeon

Yes, Sherry, you will with the membership, we're gonna put in tiles.

0:11:14.500 --> 0:11:23.610

Daphne DeLeon

It'll be treated as a product and there will be a product for each museum, for each membership type, individual family and sustaining.

0:11:24.20 --> 0:11:39.570

Daphne DeLeon

Now as we hit Tracy had mentioned, I believe in the September meeting, if someone is asking for a discounted membership for any of those categories, there'll be a link they'll have to contact the museum to process that discounted membership.

0:11:41.510 --> 0:11:45.80

Daphne DeLeon

And so we're gonna do something similar to the donation tile.

0:11:45.320 --> 0:11:57.400

Daphne DeLeon

And one thing we're working with the vendors about is being able to have an open-ended amount in the donation tile, so then the customer can put in the amount they want.

0:11:57.470 --> 0:12:1.120

Daphne DeLeon

And those donation tiles will also be specific to each museum.

0:12:1.380 --> 0:12:16.390

Daphne DeLeon

So then when we get the report out of what is sold daily here in this office will be able to identify easily which donations and which memberships need to go to which museum accounts. Umm.

0:12:16.400 --> 0:12:19.850

Daphne DeLeon

And then Tony has joined us and he said that.

0:12:22.560 --> 0:12:38.470

Daphne DeLeon

Our former chair, Bob Stordal wanted to have a status update regarding the online website and Tony, I don't know if you were here when I when I started the update or if I need to repeat anything.

0:12:41.820 --> 0:12:43.910

Jan Petersen

Is Jan Peterson the record?

0:12:43.920 --> 0:12:49.990

Jan Petersen

Is Mr Stoldal online now, or he got ahold through Tony?

0:12:57.620 --> 0:12:57.980

Jan Petersen

I don't.

0:12:53.370 --> 0:12:58.790

Daphne DeLeon

I believe definitely on for the record, it appears that a former chair still reached out to Tony.

0:13:2.950 --> 0:13:3.240

Daphne DeLeon

Since.

0:13:4.10 --> 0:13:4.860

Jan Petersen

Oh, there's Tony.

0:13:6.990 --> 0:13:7.990

Tony Timmons

To Anthony Timmons.

0:13:8.0 --> 0:13:9.860

Tony Timmons

For the record, I hate to apologize.

0:13:9.870 --> 0:13:13.780

Tony Timmons

I'm not a member of this committee, but I did receive a public comment.

0:13:13.790 --> 0:13:16.360

Tony Timmons

I I kind of got on a little late, so I apologize.

0:13:16.370 --> 0:13:19.960

Tony Timmons

I was not able to say I did get public comment related to this meeting.

0:13:20.270 --> 0:13:22.40

Tony Timmons

Simply chair store it all reached out to me.

0:13:22.50 --> 0:13:24.720

Tony Timmons

Just wanted a status update so I did miss it.

0:13:25.170 --> 0:13:25.760

Tony Timmons

Daphne.

0:13:25.770 --> 0:13:27.550

Tony Timmons

So if you did cover it, that would be great.

0:13:27.560 --> 0:13:31.220

Tony Timmons

And if we could possibly follow up with your former share stored all that be great.

0:13:31.370 --> 0:13:31.810

Tony Timmons

Thank you.

0:13:32.710 --> 0:13:33.200

Jan Petersen

OK.

0:13:33.210 --> 0:13:40.390

Jan Petersen

And Jen Peterson, for the record, we also have a public comment portion at the very end of the meeting anyway.

0:13:42.880 --> 0:13:44.640

Daphne DeLeon

So Daphne deleone, for the record.

0:13:44.980 --> 0:13:56.790

Daphne DeLeon

So let me give a quick synopsis of the status of the online store for you, Tony and I will follow up with former chair steroidal and share this information with him.

0:13:56.800 --> 0:14:4.410

Daphne DeLeon

Also in written form, so we have gotten a solution to our networking issue just recently.

0:14:4.420 --> 0:14:12.810

Daphne DeLeon

Actually yesterday it was confirmed and we are moving on to inputting our test items into the website are roughly hundred 120 items.

0:14:13.460 --> 0:14:22.150

Daphne DeLeon

The goal is to have those items up in the application by end of the weekend.

0:14:22.340 --> 0:14:35.270

Daphne DeLeon

When that happens within the next two weeks, our website developer will be able to set up a test site where we can look and see what the website will look like once it goes live.

0:14:35.440 --> 0:14:48.50

Daphne DeLeon

Jan, as chair of the Store committee, has asked for all the store committee members to be included into the group that does the review, which is the online store working group.

0:14:48.210 --> 0:14:51.180

Daphne DeLeon

What do we had put together this past spring?

0:14:51.690 --> 0:14:52.670

Jan Petersen

And you itself.

0:14:51.600 --> 0:15:4.60

Daphne DeLeon

So we're gonna probably, so we will probably have a one week turn around in terms of getting feedback and making changes to those sites to the site and then we will launch the site.

0:15:13.760 --> 0:15:15.480

Jan Petersen

It's Jen Peterson.

0:15:15.490 --> 0:15:16.120

Jan Petersen

The record.

0:15:16.130 --> 0:15:18.350

Jan Petersen

So are you thinking?

0:15:20.20 --> 0:15:23.990

Jan Petersen

Daphne to go to go live?

0:15:24.0 --> 0:15:37.140

Jan Petersen

I don't have a December calendar in front of me, so you're thinking you'll do your soft test run the week of the 11th of December.

0:15:41.420 --> 0:15:46.30

Daphne DeLeon

So probably well it the week of the 3rd.

0:15:46.200 --> 0:15:47.500

Daphne DeLeon

Ohh sorry, that's the wrong 1.

0:15:47.510 --> 0:15:48.70

Daphne DeLeon

Excuse me?

0:15:48.740 --> 0:15:49.310

Jan Petersen

That was my.

0:15:55.560 --> 0:15:55.860

Jan Petersen

OK.

0:15:48.520 --> 0:15:58.140

Daphne DeLeon

Daphne DeLeon, for the record, most likely the IT probably the 18th will be the soft launch, the 11th, I think might be a little too ambitious.

0:15:58.150 --> 0:16:4.80

Daphne DeLeon

I think the 18th is ambitious also, but that's the push for the 18th that week of the 18th.

0:16:6.530 --> 0:16:8.510

Jan Petersen

OK, just wondered. Thanks.

0:16:14.550 --> 0:16:18.510

Jan Petersen

I think it's good to move into this slowly instead of getting slammed.

0:16:21.50 --> 0:16:33.610

Daniel P. Thielen

And then for the record, so if we're essentially gonna use the late Christmas shopping season as a test bed realistically cause.

0:16:33.680 --> 0:16:47.120

Daniel P. Thielen

But if we look forward on the calendar and we wanted to do a a hard opening with lots of fanfare and lots of marketing.

0:16:49.470 --> 0:16:53.60

Daniel P. Thielen

What dates in late winter?

0:16:53.70 --> 0:16:54.120

Daniel P. Thielen

Early spring.

0:16:54.290 --> 0:16:57.560

Daniel P. Thielen

Do we wanna kind of focus on and make it a big party?

0:16:58.990 --> 0:17:1.610

Daniel P. Thielen

Can you think of any dates, anything coming up that?

0:17:3.670 --> 0:17:7.350

Daniel P. Thielen

That we could that we could coopt and use.

0:17:12.580 --> 0:17:20.430

Jan Petersen

Now I feel see the little button Jan Peterson for the record, would Valentine's be too soon? Daphne.

0:17:23.990 --> 0:17:25.280

Daphne DeLeon

I I don't think so.

0:17:25.330 --> 0:17:27.360

Daphne DeLeon

I think definitely on for the record.

0:17:27.370 --> 0:17:35.570

Daphne DeLeon

I think once we have the website up this month and you know there's always things that happen when you go live, make sure that it's working.

0:17:35.790 --> 0:17:43.890

Daphne DeLeon

At that point, we can choose any date to do a big campaign, and the only thing that would.

0:17:46.630 --> 0:18:2.620

Daphne DeLeon

Restrict that is marketing communication deadlines in terms of if we want to do more traditional ads and they could put that in, but we could reach out to them also and next week's meeting board meeting, marketing communication will be there.

0:18:2.990 --> 0:18:21.800

Daphne DeLeon

And so perhaps, you know, Dan, that's a great comment to bring back up at the board meeting and we'll be able to get their feedback to see if that's enough lead time for them because once the website is up, then we can start planning because it's real and it and it's something that they can count on.

0:18:29.910 --> 0:18:31.960

Daniel P. Thielen
This thing like that.

0:18:30.100 --> 0:18:33.110

Jan Petersen
So you're selling Jen Peterson record?

0:18:33.620 --> 0:18:36.350

Jan Petersen
So you're saying it's just is.

0:18:36.360 --> 0:18:37.560

Jan Petersen
So you're saying it's hard to say.

0:18:42.680 --> 0:18:43.970

Daphne DeLeon
Definitely on for the record.

0:18:48.570 --> 0:18:48.800

Jan Petersen
Mm-hmm.

0:18:43.980 --> 0:18:51.990

Daphne DeLeon
I think Jan it if the website is up before the end, it's live before the end of December.

0:18:52.120 --> 0:19:1.260

Daphne DeLeon
Then I think it could be a go because that gives us but six weeks before Valentine's Day.

0:19:0.160 --> 0:19:3.430

Jan Petersen
Like yeah, that gives you time to work out all the bugs.

0:19:4.170 --> 0:19:4.320

Daphne DeLeon
Yeah.

0:19:4.440 --> 0:19:4.900

Daphne DeLeon
Umm.

0:19:5.350 --> 0:19:9.940

Daphne DeLeon

Well, you know, hope springs eternal.

0:19:9.950 --> 0:19:12.950

Daphne DeLeon

It's pretty straightforward.

0:19:13.610 --> 0:19:14.470

Daphne DeLeon

I would you know, we.

0:19:13.240 --> 0:19:16.300

Jan Petersen

Well, and I don't think you're anticipating any anyway.

0:19:17.260 --> 0:19:18.10

Daphne DeLeon

We're not.

0:19:18.20 --> 0:19:23.220

Daphne DeLeon

We tried to be very simple in, you know, the diagram in terms of what happens on the website.

0:19:25.40 --> 0:19:25.320

Jan Petersen

Umm.

0:19:23.230 --> 0:19:27.190

Daphne DeLeon

You choose your item, it goes into your cart.

0:19:27.200 --> 0:19:32.530

Daphne DeLeon

There's no tax because we are a state entity and there's a shipping fee.

0:19:32.540 --> 0:19:35.450

Daphne DeLeon

That's probably that is going to be determined by a chart.

0:19:37.910 --> 0:19:38.80

Jan Petersen

Right.

0:19:35.460 --> 0:19:39.190

Daphne DeLeon

It'll automatically pop in if they have a membership.

0:19:39.340 --> 0:19:41.730

Daphne DeLeon

Every museum will have one membership code.

0:19:41.740 --> 0:19:44.510

Daphne DeLeon

We're just making it simple that they'll give to their members.

0:19:44.580 --> 0:19:45.630

Daphne DeLeon

They'll input it.

0:19:45.680 --> 0:19:52.800

Daphne DeLeon

It'll calculate before 10%, not including donation, not including any membership renewal.

0:19:54.290 --> 0:19:56.190

Daphne DeLeon

So and then it will go into the payment gateway.

0:19:58.60 --> 0:19:58.920

Jan Petersen

Sounds great.

0:19:58.280 --> 0:20:10.910

Daphne DeLeon

Daphne delion for the record 1 little caveat, I am gonna circle back to the state treasurer for the payment gateway to make sure that everything is good to go and also.

0:20:13.560 --> 0:20:13.850

Daphne DeLeon

Uh.

0:20:18.960 --> 0:20:19.250

Jan Petersen

OK.

0:20:19.780 --> 0:20:30.50

Daphne DeLeon

So that might cause some tinkering, but that's on the back end in terms of how we credit money to the certain museums.

0:20:30.60 --> 0:20:34.700

Daphne DeLeon

It shouldn't impact the user experience and the ability to purchase online.

0:20:38.630 --> 0:20:39.40

Jan Petersen

Alright.

0:20:39.50 --> 0:20:43.640

Jan Petersen

And I I just have to say over and over.

0:20:43.650 --> 0:20:53.60

Jan Petersen

Thank you to Daphne and Michael and all of your crew for your incredible hard work that you put in on us.

0:20:54.770 --> 0:20:57.680

Jan Petersen

It's just it's amazing and I am so impressed.

0:20:57.690 --> 0:21:10.920

Jan Petersen

It's taken close to a year, but that's what big projects do and I I'm just amazed and so impressed with starting from total scratch to do this.

0:21:25.130 --> 0:21:25.340

Jan Petersen

Yeah.

0:21:14.380 --> 0:21:27.90

Daphne DeLeon

While Daphne DeLeon for the record, it takes the whole division, all the staff, making sure that we continue to put this forward even though we ran into delays and I don't want to jinx us, we're not over the line yet.

0:21:27.100 --> 0:21:35.500

Daphne DeLeon

We can see the line the finish line, but we're gonna push hard to make sure that we get over the finish line the week of December 18th.

0:21:38.510 --> 0:21:39.730

Jan Petersen

While we're in the fourth quarter.

0:21:42.230 --> 0:21:42.610

Daphne DeLeon

We are.

0:21:46.520 --> 0:21:46.850

Jan Petersen

So.

0:21:46.210 --> 0:21:47.780

Christopher MacMahon

Madam Chair, I have a question.

0:21:47.790 --> 0:21:49.630

Christopher MacMahon
If you're able.

0:21:51.140 --> 0:21:51.540

Jan Petersen
Go ahead.

0:21:51.620 --> 0:21:53.760

Christopher MacMahon
Chris Christopher McMahan for the record.

0:21:53.820 --> 0:22:2.690

Christopher MacMahon
Uh, Daphne, you mentioned each member of the friends would be or the OR each member would be given a passcode.

0:22:2.700 --> 0:22:4.610

Christopher MacMahon
How is that going to work for the friends groups?

0:22:4.620 --> 0:22:9.480

Christopher MacMahon
For the two railroad museums, because we don't control the membership, they're groups do.

0:22:10.360 --> 0:22:10.530

Jan Petersen
OK.

0:22:11.750 --> 0:22:13.100

Daphne DeLeon
Daphne DeLeon for the record.

0:22:13.110 --> 0:22:25.970

Daphne DeLeon
So I envisioned that whoever is lead for the Friends group for the railroad museums, we would send them the code and they would submit it to their members and they would be able to avail of the 15% off at their purchases.

0:22:28.770 --> 0:22:48.280

Daphne DeLeon
And let me continue Daphne daily on for the record and we know with membership because we don't, the museum Rd museums don't manage the membership programs, the friends do what we're going to have on their tile is going to be a link to the Friends Group website to process their membership.

0:22:48.750 --> 0:22:49.330

Jan Petersen
Oh great.

0:22:48.350 --> 0:22:56.570

Daphne DeLeon

So they can still come to the store and see membership information, but it'll be a redirect for the railroad museum members.

0:22:58.820 --> 0:22:59.130

Jan Petersen

OK.

0:22:59.140 --> 0:22:59.540

Jan Petersen

Thank you.

0:22:59.10 --> 0:23:0.80

Christopher MacMahon

Thank you for the clarification.

0:23:1.530 --> 0:23:1.910

Daphne DeLeon

Welcome.

0:23:4.120 --> 0:23:9.620

Jan Petersen

Jan Peterson from the record Daphne, is it 10 or 15% discount for members?

0:23:12.560 --> 0:23:21.30

Daphne DeLeon

I definitely don't forget I believe it's 15, so I will ask my museum director or the museum directors.

0:23:21.40 --> 0:23:22.530

Daphne DeLeon

Is that correct 15?

0:23:22.540 --> 0:23:23.30

Daphne DeLeon

Or is it 10?

0:23:27.350 --> 0:23:27.720

Daniel P. Thielen

Betty.

0:23:27.180 --> 0:23:29.140

Christopher MacMahon

Christopher McMahon, for the record, is 15.

0:23:30.80 --> 0:23:30.340

Jan Petersen

OK.

0:23:43.590 --> 0:23:44.170

Jan Petersen

Alright.

0:23:44.890 --> 0:23:45.970

Jan Petersen

Is there anything else?

0:23:47.860 --> 0:23:49.20

Jan Petersen

Holy cow, we're fast.

0:23:53.10 --> 0:23:57.790

Jan Petersen

Nathan, have you got any comment on this throwing you in green on a committee meeting?

0:23:59.330 --> 0:24:3.220

Nathan Harper

Well, I'm always excited to see a new stuff offered through the museums.

0:24:3.290 --> 0:24:5.450

Nathan Harper

Oh question I have is are we talking about back end?

0:24:5.460 --> 0:24:9.620

Nathan Harper

You're talking about fulfilling orders and stuff like that.

0:24:9.690 --> 0:24:10.540

Nathan Harper

Who is that?

0:24:10.550 --> 0:24:13.280

Nathan Harper

That fulfillment for those orders is gonna be done at those museums.

0:24:13.290 --> 0:24:16.320

Nathan Harper

So there's gonna be stuff that's going to have to package those and mail them off, right?

0:24:18.100 --> 0:24:20.170

Daphne DeLeon

So Daphne deleone, for the record, that's correct.

0:24:20.180 --> 0:24:26.960

Daphne DeLeon

Each of the museums will handle their fulfillment and most of the museums did ask for additional funding.

0:24:27.150 --> 0:24:33.650

Daphne DeLeon

Roughly \$3400 to hire a temp person to come in and help out with the fulfillment.

0:24:36.710 --> 0:24:37.50

Nathan Harper

Thank you.

0:24:37.970 --> 0:24:38.730

Daphne DeLeon

You're welcome.

0:24:42.350 --> 0:24:47.610

Jan Petersen

Daphne Jan Peterson for the record question on the fulfillment and the.

0:24:50.720 --> 0:25:0.580

Jan Petersen

And the process initially or is each museum just going to feel out and see how much volume they get.

0:25:2.880 --> 0:25:10.240

Jan Petersen

Before they hire an extra person or they gonna hire an extra person temp at the outset.

0:25:13.770 --> 0:25:15.850

Daphne DeLeon

So Daphne deleone, for the record.

0:25:16.330 --> 0:25:22.580

Daphne DeLeon

Umm I I'm not really sure so I I know that we have a couple.

0:25:22.590 --> 0:25:29.690

Daphne DeLeon

We have Christopher and Catherine that are on line and I would ask them to respond to that.

0:25:34.330 --> 0:25:35.280

Jan Petersen

Catherine, can you?

0:25:36.370 --> 0:25:38.790

Jan Petersen

I'm just picking you out of the sky, can you?

0:25:38.800 --> 0:25:39.440

Jan Petersen

What?

0:25:39.450 --> 0:25:40.350

Jan Petersen

What do you guys plan?

0:25:42.90 --> 0:25:42.800

Catherine Magee

Hi, Catherine.

0:25:42.810 --> 0:25:44.840

Catherine Magee

We give for the record Nice to see you all.

0:25:45.430 --> 0:25:49.780

Catherine Magee

So what we're planning is we're gonna see what kind of volume we have initially.

0:25:49.790 --> 0:25:54.600

Catherine Magee

So we're gonna handle our fulfillment request with our staff.

0:25:54.610 --> 0:26:5.820

Catherine Magee

So either Tiffany, who's our online store, or our store person admin person, or me or whatever, you know what will happen, we'll kind of see how it goes.

0:26:5.830 --> 0:26:15.980

Catherine Magee

If we have enough volume that warrants hiring attempt staff and what they mean by attempts, staff is hiring somebody through manpower.

0:26:16.880 --> 0:26:17.480

Catherine Magee

Umm.

0:26:17.660 --> 0:26:30.720

Catherine Magee

And then we can see say, OK, we're getting regular orders, so we can hire attempt staff person one day a week for, you know, three hours or whatever.

0:26:30.810 --> 0:26:39.420

Catherine Magee

But at first we really need to see what kind of volume we're getting before it makes it worthwhile to hire somebody for that for that phase.

0:26:40.390 --> 0:26:43.760

Jan Petersen

OK, Jan Peterson, the record Catherine again.

0:26:44.250 --> 0:26:47.700

Jan Petersen

So you just have Tiffany, who runs the whole.

0:26:49.750 --> 0:26:58.660

Jan Petersen

Thing from sales to ordering the sales actually and you'll just see what uptick you get there.

0:27:0.590 --> 0:27:1.120

Catherine Magee

Catherine, you.

0:27:1.130 --> 0:27:2.150

Catherine Magee

For the record, that's correct.

0:27:2.640 --> 0:27:3.110

Jan Petersen

OK.

0:27:3.200 --> 0:27:3.950

Jan Petersen

Perfect.

0:27:4.40 --> 0:27:6.390

Jan Petersen

That's kind of what I anticipated.

0:27:7.950 --> 0:27:9.40

Jan Petersen

What would happen?

0:27:9.50 --> 0:27:11.790

Jan Petersen

But you know you're kind of the smaller one and.

0:27:13.520 --> 0:27:16.950

Jan Petersen

Daphne, do you know about the Carson Museum then?

0:27:20.170 --> 0:27:20.910

Daphne DeLeon

Johnny DeLeon.

0:27:20.920 --> 0:27:26.720

Daphne DeLeon

For the record, I don't know about the Carson Museum and what their plans are.

0:27:26.730 --> 0:27:31.180

Daphne DeLeon

I know Christopher, Dan and Boulder City has a unique situation.

0:27:31.190 --> 0:27:39.700

Daphne DeLeon

He'll be working with Hollis and staff at the State Museum, Las Vegas, to facilitate their fulfillment.

0:27:39.930 --> 0:27:41.160

Daphne DeLeon

Christopher, do you have any?

0:27:41.170 --> 0:27:47.200

Daphne DeLeon

Umm, what are your thoughts about how you're going to handle onboarding or identifying when you would need additional staff?

0:27:48.900 --> 0:27:53.340

Christopher MacMahon

Christopher McMahon, for the record as the committee likely knows.

0:27:53.350 --> 0:27:57.260

Christopher MacMahon

But I'll remind just in case some of the new Members aren't aware.

0:27:57.450 --> 0:27:59.920

Christopher MacMahon

Boulder City is in a unique position.

0:27:59.930 --> 0:28:3.600

Christopher MacMahon

Our museum store is only a 10 by 10.

0:28:3.610 --> 0:28:7.960

Christopher MacMahon

It's 100 square feet and when you put the sales counter in, that removes a lot of space anyway.

0:28:8.270 --> 0:28:13.940

Christopher MacMahon

Our storage space is 1/8 foot rack, so this is going to be a huge challenge for us.

0:28:14.580 --> 0:28:15.170

Christopher MacMahon

Umm.

0:28:15.440 --> 0:28:17.270

Christopher MacMahon

And in talking with.

0:28:17.830 --> 0:28:24.240

Christopher MacMahon

Palm Hollis Gillespie, the director at the State Museum, Las Vegas, and Tracy Sprague from Lost City.

0:28:24.710 --> 0:28:31.740

Christopher MacMahon

We're trying to look at ways the three of us can partner together to make this the most efficient means possible.

0:28:44.900 --> 0:28:45.100

Jan Petersen

Yeah.

0:28:32.400 --> 0:28:50.550

Christopher MacMahon

Umm, whether that storage or doing mail service, we're looking at coordinating between the three museums to try and make this as best as possible for the three Southern museums because we all have unique situations down here.

0:28:50.560 --> 0:28:58.370

Christopher MacMahon

You know, Vegas has the space, but they only receive mail service once a week, so that isn't always necessarily the best situation either.

0:28:58.830 --> 0:29:9.20

Christopher MacMahon

And so I think at least in our initial discussions, and I don't wanna put Hollis and Tracy too much out here on the limb when they're not here to talk for themselves.

0:29:15.140 --> 0:29:17.210

Jan Petersen

I'll yeah, absolutely.

0:29:9.30 --> 0:29:28.590

Christopher MacMahon

But I think our initial discussions are we wanna see what the volume is like and then go from there because if the volume is small and there's no need to have this massive collaboration and we can take care of it, then we can take care of it individually and not have to.

0:29:31.30 --> 0:29:32.680

Christopher MacMahon

Inconvenience anyone else?

0:29:32.690 --> 0:29:42.600

Christopher MacMahon

But if it's becoming to the point where it's a massive exercise, we may look at and see how a collaboration might be beneficial to the three Southern museums.

0:29:43.210 --> 0:29:48.20

Christopher MacMahon

I know that's kind of vague, but I hope that at least partially addresses your questions, Madam Chair.

0:29:49.520 --> 0:30:11.110

Jan Petersen

Well, Jim Peterson, the record as a as A1 horse museum myself, I I totally understand this and that's why I was 3/4 concerned about in House management needs, you know, the actual wrapping and stuff is not the problem.

0:30:11.120 --> 0:30:15.870

Jan Petersen

It's the getting it to the post office that is the issue.

0:30:18.100 --> 0:30:30.780

Jan Petersen

So yeah, I was just checking out what the smaller museums are doing the bigger museums have extra hands on deck, so I wasn't being snooty.

0:30:30.830 --> 0:30:31.760

Jan Petersen

I was just wondering.

0:30:35.770 --> 0:30:36.250

Jan Petersen

Thank you.

0:30:40.850 --> 0:30:41.960

Daniel P. Thielen

I've got a question.

0:30:44.0 --> 0:30:44.720

Daniel P. Thielen

Or statement.

0:30:46.590 --> 0:30:47.270

Daniel P. Thielen

Damn them.

0:30:47.280 --> 0:30:49.260

Daniel P. Thielen

For the record, if Adam chair.

0:30:52.600 --> 0:30:54.890

Daniel P. Thielen

I think that we're gonna.

0:30:55.480 --> 0:30:58.760

Daniel P. Thielen

We're gonna have a challenge until the store is.

0:30:59.760 --> 0:31:10.240

Daniel P. Thielen

You seem probably 50 here and once we get through that threshold we can look at personnel that manages the online store.

0:31:11.160 --> 0:31:12.840

Daniel P. Thielen

And so I think that.

0:31:15.20 --> 0:31:18.730

Daniel P. Thielen

Up until then, we're gonna be taking things out of hide.

0:31:18.780 --> 0:31:42.480

Daniel P. Thielen

Our, I mean, we worry about success because success will mean we're busy, but there is plenty of shoestring businesses out there that have found a way to, to manage efficiencies and and make things work.

0:31:42.570 --> 0:31:51.30

Daniel P. Thielen

But until the store is collectively is doing really, really well, it's it's gonna be tough.

0:31:51.240 --> 0:31:53.290

Daniel P. Thielen

But you know we need the data.

0:31:53.340 --> 0:32:1.930

Daniel P. Thielen

We need to know what its potential is and where we're gonna be if, if, if it's not successful.

0:32:2.520 --> 0:32:5.690

Daniel P. Thielen

I think we need to get out of it pretty quick as well, you know if.

0:32:7.530 --> 0:32:28.850

Daniel P. Thielen

Because, holy smokes, we know that managing online stores is or just manage an online presence is pretty difficult and to manage the online store for 10 or 15 sales 1/4, that might be a lot more than we wanna be involved with.

0:32:28.860 --> 0:32:31.430

Daniel P. Thielen

So, but we need to know, right?

0:32:31.740 --> 0:32:33.530

Daniel P. Thielen

What if this thing is the golden goose?

0:32:33.920 --> 0:32:35.150

Daniel P. Thielen

We need to know that as well.

0:32:38.660 --> 0:32:40.650

Jan Petersen

Yeah, I I couldn't agree more.

0:32:40.920 --> 0:32:42.650

Jan Petersen

And so, thank you, Dan.

0:32:43.0 --> 0:32:54.470

Jan Petersen

Jen Peterson, the record that's you know, this is a work in progress and we'll just see what happens and I think we need to give it A at least a year's try.

0:32:56.680 --> 0:32:58.980

Jan Petersen

And then we'll reevaluate life.

0:33:2.660 --> 0:33:3.570

Jan Petersen

But I think it's.

0:33:4.80 --> 0:33:8.810

Jan Petersen

I think it's got some great potential if we can get the marketing, but yeah, I do.

0:33:9.420 --> 0:33:12.750

Jan Petersen

I I have concerns about being flooded.

0:33:15.870 --> 0:33:31.140

Jan Petersen

With too much success and I know you know, like the Railroad Museum in in Carson's got, you know you're rearranging your whole store anyway there, and they're all really pretty small outfits.

0:33:32.740 --> 0:33:33.420

Jan Petersen

Some have more.

0:33:35.390 --> 0:33:41.780

Jan Petersen

More volunteers than others that could pick up the slack on this, but you can't totally depend on volunteer to.

0:33:44.450 --> 0:33:46.300

Jan Petersen

To be saving the show.

0:33:46.630 --> 0:33:48.790

Jan Petersen

So yeah, it's a worthwhile experiment.

0:33:52.270 --> 0:33:52.970

Michael Malone

Tyler Peterson.

0:33:52.980 --> 0:33:56.270

Michael Malone

Michael Malone, for the record, Anthony Timmons has a question or comment in the chat.

0:34:0.390 --> 0:34:0.790

Jan Petersen

Yes, Sir.

0:34:3.580 --> 0:34:13.630

Tony Timmons

Madam Chair Anthony Timmons, for the record, I just wanted to point out, especially for Daphne, that I went ahead and just signed and returned the extension contract to you.

0:34:13.640 --> 0:34:14.750

Tony Timmons

So that should be in your mailbox.

0:34:14.760 --> 0:34:15.990

Tony Timmons

Please let me know if you don't have it.

0:34:16.140 --> 0:34:16.540

Tony Timmons

Thank you.

0:34:17.410 --> 0:34:18.20

Jan Petersen

OK.

0:34:18.690 --> 0:34:19.660

Jan Petersen

Thank you, Tony.

0:34:20.470 --> 0:34:21.110

Jan Petersen
The technical.

0:34:20.690 --> 0:34:21.750

Daphne DeLeon
Daphne DeLeon

0:34:21.760 --> 0:34:24.380

Daphne DeLeon
For the record, Madam Chair, Umm, Tony, I did receive it.

0:34:24.390 --> 0:34:25.560

Daphne DeLeon
Thank you so much.

0:34:25.630 --> 0:34:26.340

Daphne DeLeon
I appreciate it.

0:34:34.300 --> 0:34:36.620

Jan Petersen
Is there any more business to come before the meeting?

0:34:41.60 --> 0:34:42.600

Jan Petersen
Daphne, if you got anything else?

0:34:45.50 --> 0:34:46.100

Daphne DeLeon
Madam Chair, I do not.

0:34:47.30 --> 0:34:47.560

Jan Petersen
Right.

0:34:47.570 --> 0:34:49.590

Jan Petersen
Thank you so.

0:34:51.530 --> 0:34:53.210

Jan Petersen
There is additional public comment.

0:34:56.680 --> 0:35:1.610

Jan Petersen
And we, well, let me read this public comment is welcomed by the board.

0:35:2.650 --> 0:35:5.540

Jan Petersen

No action can be taken during the public comment period.

0:35:5.550 --> 0:35:16.50

Jan Petersen

Public comment on the agenda and non agenda items as welcome because of time consideration, the period for public comment by each speaker may be limited to 3 minutes.

0:35:16.90 --> 0:35:23.140

Jan Petersen

At the discretion of the chair and speakers are urged to avoid repetition of comments made by previous speakers.

0:35:23.290 --> 0:35:25.650

Jan Petersen

Public comment options.

0:35:25.660 --> 0:35:31.520

Jan Petersen

May include without limitation written public comments submitted to the public body via email.

0:35:32.520 --> 0:35:33.640

Jan Petersen

Via mail or email.

0:35:35.220 --> 0:35:45.310

Jan Petersen

So with that, Tony, will you contact former Chairman Stordahl and give him a quick update?

0:35:47.950 --> 0:35:54.190

Jan Petersen

As he had had requested to you via public comment that it wasn't your fault, you were late.

0:35:57.360 --> 0:35:59.200

Jan Petersen

And with that, yes.

0:35:57.760 --> 0:36:7.460

Tony Timmons

Madam Chair, Anthony Timmons, for the record, as a member of the public, which is kind of unusual for me at these meetings, but is a member of the public.

0:36:7.470 --> 0:36:8.240

Tony Timmons

Thank you so much.

0:36:8.250 --> 0:36:13.160

Tony Timmons

I will do that with a Chair Stoldal and again great job committee.

0:36:13.170 --> 0:36:14.640

Tony Timmons

You guys are doing a fantastic effort.

0:36:14.650 --> 0:36:17.380

Tony Timmons

I'm staff and the committee.

0:36:17.390 --> 0:36:19.980

Tony Timmons

I'm very proud of all of you and keep up the fantastic work.

0:36:19.990 --> 0:36:24.360

Tony Timmons

I can't wait to see it launched and I'm sure former chairman stoldal can't wait either.

0:36:24.370 --> 0:36:25.810

Tony Timmons

So he's excited to buy something.

0:36:25.820 --> 0:36:27.80

Tony Timmons

He's got his credit card out and ready.

0:36:29.630 --> 0:36:30.640

Jan Petersen

Well, bless his heart.

0:36:30.650 --> 0:36:32.930

Jan Petersen

He can be the first purchaser.

0:36:33.750 --> 0:36:35.210

Jan Petersen

We'll send him a certificate.

0:36:35.220 --> 0:36:39.50

Jan Petersen

Even is that if there's anything else.

Meeting Adjourned.