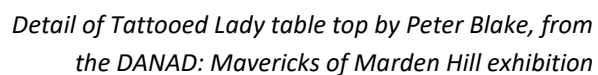


# Annual Report 2020-2021



# Contents

<b>1. A Word from the Chair</b>	<b>page 3</b>
<b>2. Aims of Hertford Museum</b>	<b>page 4</b>
<b>3. A Review of the Year</b>	<b>page 5</b>
<b>4. Covid Response Measures</b>	<b>page 5</b>
<b>5. Exhibitions</b>	<b>page 6</b>
<b>6. Visitors &amp; Engagement</b>	<b>page 8</b>
<b>7. Partnerships</b>	<b>page 11</b>
<b>8. Learning</b>	<b>page 12</b>
<b>9. Friends of Hertford Museum</b>	<b>page 14</b>
<b>10. Patrons of Hertford Museum</b>	<b>page 15</b>
<b>11. Grants, Donations &amp; Project Funding</b>	<b>page 16</b>
<b>12. Collections</b>	<b>page 17</b>
<b>13. Staff and Volunteers</b>	<b>page 20</b>
<b>14. Trustees</b>	<b>page 21</b>

# 1. A Word from the Chair

It is a cliché but, nevertheless, it remains true that the past year has been exceptional-like no other that any of us have experienced. The impact of Covid 19 has affected us all and a glance at this Annual Report shows how our museum's activities have been disrupted and how our Curator and her team have had to adapt to the most challenging of circumstances.



The Board of Trustees has continued to work throughout the year to safeguard all aspects of our remit. We have needed to be exceptionally prudent in order to maintain a manageable financial situation and, above all else, we have ensured that, when Museum doors have reopened after Lockdown closures, the safety of staff and visitors has been paramount.

I would like to thank all our partners who have remained loyal and engaged throughout these past months. The numbers tuning into the Lockdown Lectures, the support for activities organised by the Friends of Hertford Museum and the return of loyal customers to our shop have reminded us, once again, of the support that we maintain within the community.

Hertford Town Council continues to provide essential financial support that is required to maintain a high quality service to local schools, community groups and alike. Meanwhile, I also thank local businesses who have stepped forward as Corporate Patrons, especially those new to the scheme in the past year i.e. Cariat Marketing, Staff Partners Healthcare, Beaver Trison, Croudace Homes Group and Azets.

Finally, I congratulate Sara Taylor, our Curator, and her team. Their loyalty, willingness to explore initiatives and acceptance of new ways of working has been exceptional. Hertford Museum is learning to do some things differently while, at the same time, not compromising on what we provide for our local community and those who wish to learn about its history.

*Chris Seward*

Chair of Trustees

July 2021

# 2. Hertford Museum Aims

Hertford Museum is committed to ensuring the heritage of East Hertfordshire is preserved, interpreted and enjoyed and that we continue to deliver a range of engaging programmes that are valued by our community. With this in mind, the Trustees of Hertford Museum review our Aims on a regular basis.

- 1. To preserve, interpret and display the heritage of Hertford and surrounding villages**
  - Maintain the quality of collections and seek to improve storage and conservation arrangements
  - Present a minimum of four exhibitions per annum
  - Seek funding to enhance acquisitions and collections
  - Develop relationships with surrounding parishes
  - Prioritise active collecting of material that reflects increasing diversity and social change within our collecting area.
- 2. To provide a quality service that engages with a full cross-section of the local and wider community**
  - Deliver a learning programme that responds to the needs of different ages and learning styles
  - Engage with under-represented and diverse audiences
  - Consult with our stakeholders and make effective use of social media and marketing tools available to us in order to reach across the community
  - Find new ways to engage volunteer support
  - Respond to the changing needs of our community by diversifying how we deliver our services
- 3. To be fully involved in the on-going development of Hertford and in its growth as a cultural centre, and of the wider Museum collecting area**
  - Work with external partners to deliver community events that promote Hertford's cultural life
  - Seek ways to ensure the Museum benefits from Town Centre development
  - Attend local meetings that promote Hertford's cultural life
- 4. To ensure governance is of the highest standard and reflects the interests of all stakeholders**
  - Identify and recruit trustees according to the future needs of the board
  - Establish clear policies and documentation that support effective management
  - Maintain Arts Council accredited status
- 5. To work towards greater financial sustainability**
  - Implement our fundraising strategy and continue to seek out opportunities for income generation
  - Demonstrate value for money to all stakeholders
  - Manage property and maintenance issues in a planned and pro-active way



# 3. A Review of the Year

The Coronavirus pandemic created enormous challenges with the museum legally obliged to close and the majority of our small team furloughed for most of the financial year.

Despite these significant challenges, the museum has striven to deliver high quality projects and worked hard to adapt and develop our services to best meet the needs of our community.

It was incredibly difficult to close our doors each time restrictions required, but we were greatly buoyed by the messages of support and donations from our community, and how people showed their support by returning as soon as we were able to reopen.

Highlights of the year include our DANAD: Mavericks of Marden Hill exhibition, funded by the Garfield Weston Foundation and Art Fund, and featuring works of art by globally renowned artists such as Sir Peter Blake, Robyn Denny and Bernard Cohen, as well as our popular series of Lockdown Lunchtime online talks.



As this year begins, and social distancing restrictions continue to impact on our ability to deliver our usual variety of events for all ages, we are working hard to devise new ways of delivering activities and services. We look towards the coming year with optimism and faith in our determination and ability to keep Inspiring Generations.

# 4. Covid Response Measures

- **Visitor & Staff Safety:**

During the Spring of 2020, we sourced funding from Herts County Council Locality Budget Grant Scheme and Hertfordshire Association of Museums to purchase and install screens, sanitizing stations, one way route floor stickers, tapes, gloves, masks and deep cleaning equipment to ensure the museum environment was as safe as possible for both staff and visitors. An information video was created for visitors to inform them of the safety measures in place once the museum re-opened in July and clear signage was introduced around the museum to ensure safety measures were observed.



*Sanitizing station in museum reception area*

- Staff engaged in a daily cleaning procedure of both public and office areas
- Social distancing was enabled for the Front of House Team by organising alternative duties in other areas of the museum
- **Volunteers:**  
Unfortunately, we had to stand down our volunteers due to limited space in office areas, negating the ability to socially distance

The steady increase in in-person visits from our re-opening in July suggested confidence in our covid safety measures as did the verbal feedback from visitors.

## 5. Exhibitions

### 5.1 Bayford & Little Berkhamstead 7<sup>th</sup> March – 5<sup>th</sup> September 2020

The exhibition, which ran from the previous financial year, collated the stories of these two historic villages and featured memories and memorabilia predominantly provided by the local communities.

Following the closure of the museum on 18<sup>th</sup> March 2020, we began the new financial year by transferring as much of the exhibition content as possible to a dedicated page on our website, enabling access to exhibition panels and oral histories as well as a video tour of the exhibition

Once the museum reopened on 14<sup>th</sup> July, visitors had the opportunity to enjoy the exhibition for a further eight weeks.

The screenshot shows the Hertford Museum website with the exhibition page for 'High Streets & Hedgerows: Bayford & Little Berkhamstead' (7<sup>th</sup> March - 13<sup>th</sup> June 2020). The page includes a navigation bar with links like Home, Visit, What's On?, Collections, Learning, Commercial Services, and Support Us. A 'free entry' badge and a TripAdvisor 'Certificate of Excellence 2016' are visible. The main content area features a large image of a village street, a list of 10 oral history recordings (e.g., '01 Carole Swain remembers her childhood in Bayford Village'), and a short film about the exhibition. A thank-you message at the bottom expresses appreciation for the local community's support.

## 5.2 DANAD: Mavericks of Marden Hill

19<sup>th</sup> September – 18<sup>th</sup> December 2020

This exhibition featured the collection of the DANAD Design Foundation and told the story of an artists' collective that revolutionised art in the home during the late 1950s and early 60s. DANAD incorporated fine art images into furniture designs using new plastic technologies and was formed by Barry Daniels and Peter Adams. The group included artists of international renown such as Sir Peter Blake, Robyn Denny, Bernard

Cohen, Edward Wright and Tom Adams. We worked with Barry Daniels' son, Mark Daniels, who manages the DANAD Foundation collection and loaned unique works by the group for the exhibition. In 1958, members of DANAD formed a creative community at Marden Hill House in Tewin, just outside Hertford and we recorded multiple oral histories with people who had grown up in this unique environment.

The exhibition was supported by funding from the Weston Loan Programme with Art Fund, which enabled us to facilitate loans of

beautiful art works – The Lettermen by Sir Peter Blake, loaned by Ferens Gallery, Hull, and Outline 3 by Robyn Denny, loaned by the Government Art Collection. These works provided an introduction to the exhibition and the insurance was generously covered by the Government Indemnity Scheme.

The response from our visitors was fantastic, with many expressing joy at being able to see a fresh exhibition post lockdown:

*"I'm amazed that you have managed to get a new show out. I didn't expect it. You guys are always great. If the world ran like the museum, it would be a lot better!"*

*"It's great not having to travel out of my home town to see a Peter Blake painting!"*

*"Delighted to be able to visit a fresh exhibition post lockdown. A fascinating story, socially, creatively and politically, thank you."*



*“This was a wonderful exhibition containing a wealth of information clearly presented in an engaging way. The details of the artists were complemented by a good selection of pieces and we enjoyed the recollections of those who lived at Marden Hill.”*

Sadly, the museum was obliged to close in November due to Tier 4 restrictions and we were only permitted to open for two weeks in December before a national lockdown was imposed.

## 6. Visitors & Engagement

### 6.1 In-Person Visits

During the financial year 2020-2021 the museum was open during the following dates:

14<sup>th</sup> July – 4<sup>th</sup> November 2020

2<sup>nd</sup> December – 18<sup>th</sup> December 2020

Figures below show in person visits during these times.

Month	Adults	Children	Total
14 <sup>th</sup> -31 <sup>st</sup> July	313	106	419
1 <sup>st</sup> – 31 <sup>st</sup> August	636	219	855
1 <sup>st</sup> – 30 <sup>th</sup> September	773	284	1057
1 <sup>st</sup> – 31 <sup>st</sup> October	847	207	1054
3 <sup>rd</sup> -4 <sup>th</sup> November	70	1	71
2 <sup>nd</sup> – 18 <sup>th</sup> December	394	82	476
Overall Total	3033	899	3932

### 6.2 Exhibition Visitor Distribution

We surveyed 157 of our DANAD: Mavericks of Marden Hill Exhibition visitors to better understand their experience of the exhibition and where people had travelled from to visit it. Our visitors hailed from:

Barnet  
Biggleswade  
Broxbourne  
Buckhurst Hill  
Buntingford  
Canvey Island  
Cotswolds  
Dane End

Datchworth  
Digswell  
Dronfield  
Eastbourne  
Enfield  
Great Yarmouth  
Harlow  
Harpenden

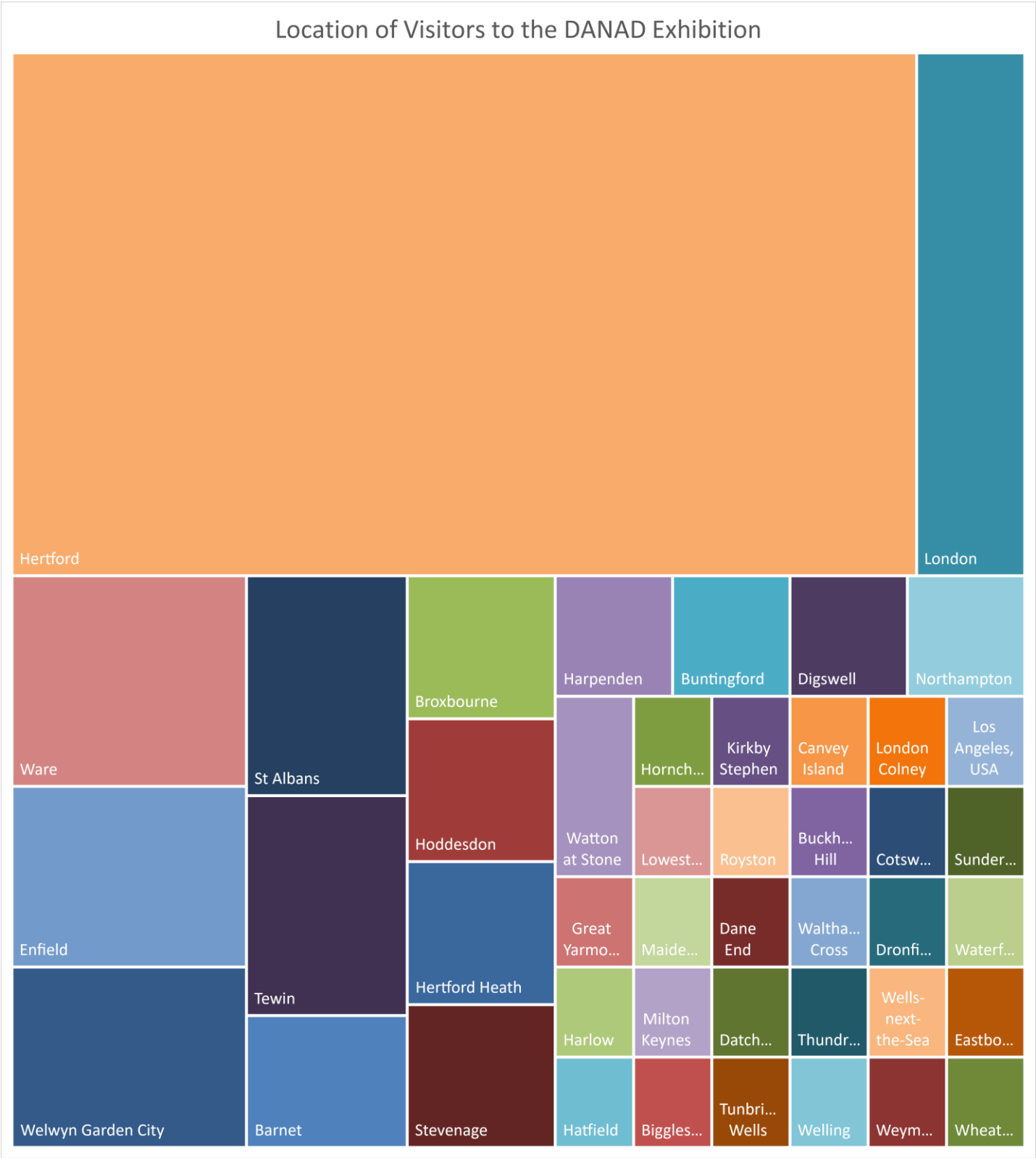
Hatfield  
Hertford  
Hertford Heath  
Hoddesdon  
Hornchurch  
Kirkby Stephen  
London  
London Colney



Los Angeles, USA  
Lowestoft  
Maidenhead  
Milton Keynes  
Northampton  
Royston  
St Albans  
Stevenage

Sunderland  
Tewin  
Thundridge  
Tunbridge Wells  
Waltham Cross  
Ware  
Waterford  
Watton at Stone

Welling  
Wells-next-the-Sea  
Welwyn Garden City  
Weymouth  
Wheathampstead



## 6.3 Online Engagement

### Social Media:

Hertford Museum maintains a strong online presence with active social media accounts. Our Twitter page is followed by 3689 people around the world, an increase of 2.5% on last year. Our Facebook followers have increased by 29% this year to 1950 and tend to be more locally based. We tweet and post about a wide variety of aspects of museum life, from events to new stock in our shop.

### Herts Museums Project: #LocalMuseumsUnite

The social media campaign in partnership with Herts Association of Museums, whereby a small group of museum staff who had not been furloughed posted daily posts on weekly themes, was very successful. The project ran from 30<sup>th</sup> March to 12<sup>th</sup> June and was very helpful in that museums were able to promote each other's projects as well as our own activities and collections. Overall, our posts reached 100,433 people and 6280 people directly engaged with them over the 75 days of the project

### #DemolitionWatch

This year we began charting the progress of the demolition of Bircherley Green shopping precinct, directly to the rear of the museum, with images via social media. The posts have proved incredibly popular; any view of the site is obscured to the general public and social media followers were pleased to be kept updated with the progress of the work.

### Advent Calendar

As usual, we created a December advent calendar featuring daily posts. This year's theme was an A-Z of our collections, highlighting and exploring objects as diverse as a mummified leprous hand or a local scout beret.



### Online:

In addition to our main museum website, [www.hertfordmuseum.org](http://www.hertfordmuseum.org), we also provide a website dedicated to our image library, [www.hertfordmuseumimages.org](http://www.hertfordmuseumimages.org), which attracts users from around the world. We also regularly post exhibition and event content on our YouTube channel.

### Christmas Quiz

Chair of Trustees, Chris Seward, organized a wonderful online Christmas Quiz and ticket sales from this and the hard work of the Friends of Hertford Museum in organizing the accompanying raffle, enabled the museum to raise £500.

### #LockdownLunchtime

During the Museum's third closure, the Curator developed and delivered Lockdown Lunchtime, a series of six free weekly online illustrated talks, attended via ZOOM by between 75 and the maximum 100 people, each

focused on a different aspect of Hertford's History. Videos of the talks were subsequently posted weekly on YouTube, increasing our number of YouTube subscribers by 182% and attracting 807 hours of viewing time. We have received wonderful feedback from both current Hertford residents as well as people with roots in the town who have since made their home as far afield as Australia and the United States.

Hertford Museum  
Website Users  
**8200**

Hertford Museum  
Website Page Views  
**29,637**

YouTube Channel  
Reach **132,500**  
Views **9600**

### Website

This summer we worked with museum patrons Cariad Marketing to develop a new more user friendly website for the museum. Thanks to Cariad, visitors to our website can more easily navigate the site to find a range of information from what's on to collection highlights.

## 7. Partnerships

### 7.1 Business Supporters

For a donation of £50, Hertford Museum Business Supporter Club allows local businesses to show they support their community museum and local heritage with one of our window stickers. Our Business Supporters this year were:



## 7.2 Working Partnerships

We have worked with the following individuals and organisations over the last year:

Emma Adams	Paul Crowley	Herts Association of Museums
Georgie Adams	DANAD Design Foundation	Hertfordshire County Council
Pauline Adams	Mark Daniels	Invicta Storage
Kate Alsop	East Herts District Council	Kenilworth School
Art Fund	Ferens Gallery Hull	Little Hadham Primary School
Azets	Catherine Ferris	Longmores
Michael Baxter	Friends of Hertford Museum	McMullen & Sons Ltd
Beaver Trison	Garden Fields Primary School	Emma Minns
Sally Beck	Garfield Weston Foundation	Barty Phillips
Bengeo Primary School	Jane Glynn	St John the Baptist School
Lise Bocher	Government Art Collection	South Hill Primary School
Brookmans Park Primary School	Government Indemnity Scheme	Staff Partners Healthcare
Brotherhood	GPFM Financial Planning	Tewin Cowper Primary School
Broxbourne Primary School	Heath Mount School	University of Reading
Susanne Burgon	HMRC	Widford Primary School
Cariad Marketing	The Hertford Club	Anna Yandell
Sarah Cowley	Hertford & District Food Bank	
Croudace Homes	Hertford Town Council	

## 8. Learning

The museum learning provision was severely hampered by the pandemic. Schools were severely restricted in facilitating either an external visitor in the form of our Learning Officer or an external class visit. Bookings taken for the late spring and summer terms 2020 were cancelled. This coincided with the Learning Officer post becoming vacant in May which added to the difficulties in addressing the situation.



## 8.1 COVID-19 Learning Review

We were fortunate to receive a Herts County Council Locality Budget Grant from Cllr Bob Deering to fund a freelance Learning Officer to review our learning provision and to devise and implement changes to allow us to best support schools amidst the pandemic.

We discovered that:

- Schools still value and are keen to utilise our exciting workshops and loan boxes
- Schools would prefer our Learning Officer to come to them in an outreach capacity rather than use ZOOM or make museum visits
- We have a lot of work to do in terms of targeted marketing - lots of our communications are not getting past school secretaries to the history coordinators and other teachers
- Our loans boxes – topic resources for use in the classroom by teachers - require some simple improvements

As a result of the review we have now:

- Reviewed and improved every one of our 13 loan boxes, new packaging where required, each box deep cleaned and COVID secure information and guidance included
- Created a new snappy leaflet
- Created the premise of the In-school school trip, encouraging outreach sessions and loan box hire

The work, undertaken in September 2020 by freelancer Catherine Ferris, has enabled us to fully engage with our local schools and provide what they requested, and allowed a smoother entrance for our new staff Learning Officer Charlotte Parker, who joined us in mid October.

## 8.2 Challenges of the Academic Year

During the second period of museum closure, November 2020, the Learning Officer remained un-furloughed and we once again surveyed local schools to ensure we were still responding to their needs. Teachers indicated that an additional video strand would support student engagement with our loans boxes and the Learning Officer will be preparing these to be rolled out for the Autumn term 2021.

The third closure of the museum, commencing in late December, coincided with the decision for schools to close and switch to remote learning, negating any possibility of engagement with us for the remainder of the academic year.

Due to the pandemic, we were only able to deliver one in-person workshop this academic year.

## 8.3 Loans Boxes

Due to the uncertainty in schools at the start of the pandemic and the closure of schools in December 2020, loans box hire requests were limited to the Autumn term and facilitated between September and November. In total 1317 children engaged with our loans box resources during this period.

Abbreviation	FS	KS	EY		N	R	1-13
key	First Stage	Key Stage	Early years		Nursery	Reception	School Year

### Number of children engaging with our loans boxes 2020-2021

	FS		KS1		KS2				KS3			KS4		KS5		
EY	N	R	1	2	3	4	5	6	7	8	9	10	11	12	13	Children
	0	0	405	143	112	486	0	171	0	0	0	0	0	0	0	1317

## 9. Friends of Hertford Museum

This year, the Friends have provided continued support from taking up the reins of the museum's event programme by springing into action to transfer their talks programme to ZOOM, to offering words of support and encouragement to our non furloughed members of staff. Proceeds from non FOHM attendees to talks have all been channelled directly to the museum this year and the Friends were central to the success of our roller racking fundraising project (see Collections section 10.3). Their support has been so greatly appreciated. The Friends talk programme will remain online until March 2022.



Anyone can be a Friend of Hertford Museum. Membership costs £15 per year for an individual or £22 per household. The Friends organise a regular programme of monthly evening talks (with the exception of January and August) and occasional outings and events. Talks are free to FOHM and £3 for non-members and from March 2022 will return to the facility at St Andrew's Church.

The Friends of Hertford Museum fundraise throughout the year to support the museum in various projects. This might be assisting with funding an acquisition for the collection, conservation or the purchase of equipment. The Friends are renowned for their hugely popular annual quiz each March and summer garden parties.

# 10. Patrons

Since the Patrons scheme was launched in 2001, the museum has seen a great deal of support from many individuals and their contributions have helped the museum in a variety of ways. The museum is always keen to enlist new patrons to the scheme to help us to continue to provide our services.

In return for a minimum donation of £150 a year, the patrons enjoy a number of privileges including the following:

- Annual Patrons' reception
- Invitations to exhibition previews and special events
- Their name displayed on the Roll of Honour in the Museum
- Regular newsletters
- 10% shop discount

In return for donations upwards of £250 a year, Corporate Patrons enjoy the same privileges, as well as a link on our website to their business website and the facility to invite clients or customers to corporate patron events.

This year, sadly, we were unable to offer the events we would normally provide in thanks to our patrons. We have been so grateful for their continued support and understanding.

During 2020-2021 the patron scheme generated £5778 towards the museum running costs.

The following people and businesses have been Patrons of Hertford Museum 2020-2021

Amwell Rotary Club  
Mr G Andrews  
Azets  
Beaver Trison  
Mr C Bird  
Mrs J Bird BEM  
Cariad Marketing  
Mr Peter Crane  
Croudace Homes  
Cllr R Deering  
In memory of  
Mr R Dimsdale  
R Gascoyne-Cecil,  
7<sup>th</sup> Marquess of Salisbury  
Ms C Geall

GPFM Financial Planners  
Mrs F Green  
Mr M Green  
Mrs G Harris  
The Hertford Club  
Mrs H Hodgson  
Mr R Hodgson  
Mr C Jones  
Mr D King  
Mr E Lake  
Mr D Laws  
Mr C Ledsam  
Mr D Lloyd  
Longmores Solicitors  
Dr B Lovell

McMullen & Sons Ltd  
Mr F Page  
Mr G Rice  
Ms J Riddell  
Cllr P Ruffles MBE  
Mr A Sangster  
Mr C Seward  
Mr G Sexton  
Mr F Spear  
Staff Partners Healthcare  
Mrs A Trendler  
Mr R Walduck  
Mrs S Walduck  
In memory of  
Mr R Wright

To learn more about the Patron Scheme and how to join, please contact us at:  
[enquiries@hertfordmuseum.org.uk](mailto:enquiries@hertfordmuseum.org.uk)  
or call 01992 582686

# 11. Grants, Donations & Project Funding

It costs approximately £200,000 to run the museum each year. In addition to external grants, we generate income through our events and learning programmes, trading in our shop, our trust and fundraising for special projects. Hertford Museum is particularly grateful to Hertford Town Council for their ongoing support.

<b>Funding Body</b>	<b>Purpose of Grant</b>	<b>Grant total 2020/21</b>
Hertford Town Council	Annual Museum Grant (includes Seed Warehouse allowance of £17,147 which is paid back in rent and service charges)	<b>£140,423</b>
HMRC Job Retention Scheme Grants	Contributing 80% of salary costs of furloughed staff	£25,739
Individual online donors	Hertford Museum Heritage Heroes Scheme, launched during the first lockdown to encourage donations to the ongoing running costs of the museum in light of loss of income from events and workshops unable to run.	£1735
Funds raised through sale of donated books and in-house publications	Collections conservation	£46
Hertfordshire Association of Museums: Small Grant Scheme	COVID-19 safety resources and equipment required to safely re-open the museum in July 2020.	£750
Hertfordshire County Council Locality Budget Grant: Cllr Andrew Stevenson	COVID-19 safety resources and equipment required to safely re-open the museum in July 2020.	£700
Hertfordshire County Council Locality Budget Grant: Cllr Bob Deering	Funding for a review of the museum's learning provision in light of the challenges faced by schools presented by the coronavirus pandemic	£1000
Mr C. Jones	Provision of a contactless donations card reader to encourage visitor donations	£184
Friends of Hertford Museum	Fundraising activities and donations towards the Archaeology Stores Roller Racking Project	£7353
Robert Kiln Charitable Foundation	Archaeology Stores Roller Racking Project	£1000
Individual Donors	Archaeology Stores Roller Racking Project	£1155



Garfield Weston & Art Fund	DANAD: Mavericks of Marden Hill exhibition (an additional £1753.60 for the remainder of the project costs will be paid in the coming months)	£5260
Funds raised by Paul Crowley's County Cinema poster printed by Brotherhood	Museum running costs	£452
Individual Donors	Visitor and online donations towards the running costs of the museum	£4433
Anonymous donor	Towards the cost of erecting the museum hanging sign	£400
Hertfordshire County Council Locality Budget Grant: Cllr Andrew Stevenson	Grant towards the cost of setting up an online shop	£450
HMRC	Gift Aid	£1851
Patron Donations	Museum running costs	£5778
	<b>Grants total excluding HTC grant</b>	<b>£58,286</b>
	<b>Grants total including HTC grant</b>	<b>£198,709</b>

## 12. Collections

### 12.1 Documentation & Enquiries

The Curator has created or updated 3838 individual collection object catalogue records this year.

We are continuing to catalogue new acquisitions and create more detailed records for older collection items.

We have responded to over 450 enquiries relating to our collections and the history of the district.

## 12.2 Recent Acquisitions

We have acquired the following collection items during 2020-2021:

- Letter from the Department of Health & Social Care and Imperial College to Hertford resident requesting to take part in home antibody testing research for Covid
- 30 GB IPOD circa 2005
- 4 GB IPOD Nano 3rd generation 2007
- Wedding dress circa 1970, made by the donor's Mother for her wedding and two photographs of wearer
- County Day Programmes – 1980s and early 1990s. Includes posters & flyers and scrapbook of cuttings
- Hertford Bus Timetables – 1988, 1989 and 1990
- Two Second World War ARP Helmets used at the Addis Factory
- Knitted Rainbow and Captain Tom from Secret Society of Hertford Crafters (SSOHC), created for window displays during the first lockdown
- Clock dial from Colyer of Hertford
- Account book from Botsford Ironmonger's circa 1910
- Prints, paintings and postcards of Hertford formally owned by the late Vic & Rosemary Bennett.
- Paintings and sketchbooks of Hertford artist John Godden
- Digital images of Hertford documenting scenes of the pandemic
- Oral histories recorded with members of the Marden Hill House community



*Knitted Captain Tom made by the SSOHC  
E.A. Brown oil on board, Hartham or Molewood, formerly owned by Vic & Rosemary Bennett*

## 12.3 Archaeology Storage Project

This year we have made fabulous progress in our efforts to maintain sustainability for collecting the archaeological heritage of Hertford and the 30 villages that fall within our collecting area. In 2012 we identified the imminent risk to our ability to meet our obligation in preserving, and making accessible for research, finds from future excavations, due to near capacity volume in our archaeology stores. By November 2020, after several years of fundraising, we were delighted to complete phase one of our project, the installation of mobile shelving, AKA roller racking, in Archaeology Store One. Thanks to the enormous effort of volunteers, recruited by the Friends of Hertford Museum, we emptied the store of nearly one kilometre of shelving ahead of the installation. The new mobile system also recycled our current shelving system, placing them on tracks to enable rows of bays to be compressed together, creating an additional 30 bays of storage. Our hard working volunteers enabled us to re-shelve the archaeology, according to rigid collection and site codes, a feat in itself! We are delighted to share that we have since raised sufficient funds for phase two, installation of roller racking in Archaeology Store Three, and work is due to commence imminently.



*Top left: volunteers Len and Geoffrey help decant the store.*

*Top right: tracks are installed to accommodate the shelving*

*Bottom left: new mobile system reloaded with collections*



# 13. Staff & Volunteers

Hertford Museum normally employs two full time members of staff and seven part time staff who all contribute to the running of the museum, a full time equivalent of 4.7 people. During periods of enforced closure this year, all staff, with the exception of the Learning Officer in November only and the Curator and Finance Officer throughout the year, were furloughed.

In the period 2020-2021 Hertford Museum staff members were as follows:

Ruth Hursey	Events & Education Admin Support Assistant (PT) & Administrator (PT)
Darryl Mogey	Museum Support Assistant (Saturdays)
Susan Newell	Museum Support Assistant (Saturdays)
Charlotte Parker	Learning Officer (PT) as of 13 <sup>th</sup> October 2020
Barbara Radziejewska	Museum Cleaner (PT)
Hannah Scott	Learning Officer (PT) until 4 <sup>th</sup> May 2020
Helen Smith	Administrator (PT) (from February 2019)
Holly R. Stephenson	Shop Manager & Publishing Officer (PT)
Sara Taylor	Curator (FT)
Janet Tocqueville	Museum Support Assistant (PT)
Catherine Walker	Assistant Curator (FT) until 4 <sup>th</sup> May 2020

## 11.2 Volunteers

We have dearly missed our wonderful volunteers this year. With no events to facilitate, our family learning volunteers have been unable to offer their support and, due to social distancing issues in our small office spaces, we have been unable to invite our collections volunteers to return. This has been a real blow to the team; our volunteers are very much a part of our museum family and we have missed each and every one of them on both personal and professional levels. There is certainly a great deal of work for them to come back to and we are counting the days to their return. Whilst at home tasks are rare within the museum sphere, we are very grateful to those dedicated volunteers who collected and dropped off memory sticks of oral history recordings, transcribing multiple interviews from home.



# 14. Trustees

Hertford Museum is a registered charity and as such is governed by a board of Trustees. The Curator reports directly to the Trustees. The Trustees comprise a number of local individuals who bring different skills and perspectives to the board.

The list below shows the Trustees of Hertford Museum during 2020 - 2021:

Cllr Sophie Bell	Nominated: East Herts District Council
Mr Dan Chichester-Miles	Elected: Local Resident
Mr Peter Crane	Nominated: Hertfordshire County Council (Chair of Fundraising Committee)
Mr Tim Croft	Elected: Accountant (Chair of Finance & HR Committee) (resigned July 2020)
Mrs Margaret Elder	Elected: Local Resident
Ms Chantal Geall	Nominated: Hertford Town Council (Vice Chair of Trustees)
Mrs Clare Gittings	Elected: Local Resident
Mr Stephen Hackshall	Elected: Accountant
Mr Chris Pease	Elected: Solicitor
Ms Justine Perry	Elected: Marketing Professional (elected July 2020)
Cllr Jane Sartin	Elected: Local resident and Town Councillor
Mr Christopher Seward	Elected: Local resident (Chair of Trustees)
Mr Glenn Sexton	Nominated: Hertford Town Council representative
Mr Paul Wisbey	Elected: Local Resident