

A Proposal for Removing Barriers to Lending and Borrowing

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This presentation will ...

1. Outline the Touring Exhibitions Group's (TEG) motivations and objectives for undertaking work in this area of museum practice.
2. Share the results and learning from the TEG 2017 *Lending and Borrow Experiences Survey*, which sought to capture experiences of lending and borrowing from across the UK heritage sector.
3. Present the framework of activity – the *Preparing to Borrow Programme* - that supported and resulted from the research. TEG's suggests that this framework of activity can help to remove barriers to lending and borrowing.
4. Propose recommendations for better lending and borrowing.

Touring Exhibitions Group (TEG)

TEG is the national network for touring and partnership exhibitions. An independent, non-profit membership group, for organisations and individuals involved in exhibitions.

Membership is open to everyone involved in originating, presenting and facilitating exhibitions. Benefits include:

- TEG's online database of exhibitions for hire; 200+ available
- Access to the TEG Manual of Touring Exhibitions
- Networking opportunities; 300+ members
- Training opportunities; repertoire of 5 seminars.

We support organisations to tour exhibitions as widely as possible, to extend public awareness, knowledge and enjoyment of historical and contemporary culture.



The screenshot shows the TEG website's navigation menu and content. The top navigation bar includes 'About Us | News & Members Notices', 'Log In', and 'Join TEG'. Below this, a secondary menu lists 'Exhibition Opportunities', 'Venues', 'Research & Resources' (which is underlined), and 'Training & Events'. The main content area is titled 'Research & Resources' and features the sub-heading 'Up-to-date research and resources to shape and support your exhibitions programme.' There are two featured articles: 'The Manual of Touring Exhibitions' and 'Partnership Agreement Resource and Template'. The first article includes a description: 'TEG's Manual of Touring Exhibitions is an online guide to organising and managing touring exhibitions and object loans. Each downloadable chapter provides practical and professional advice.' The second article includes a description: 'TEG and the Cornwall Museums Partnership have created this resource and template for museums, galleries and other cultural organisations that want to... Read more'.

Motivations and Objectives

“TEG believes that strategically considered lending and borrowing between museums and galleries, particularly loans from national to regional organisations, has significant benefits. Loans enable greater public access to nationally and regionally significant objects, especially in regions outside London ... but there are a range of barriers which limit the scope of this work, particularly amongst inexperienced and smaller organisations.”

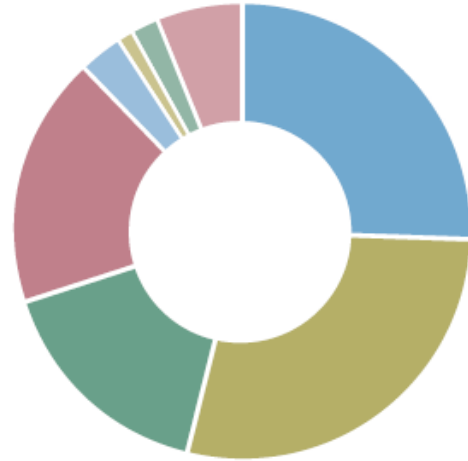
Lending and Borrowing Experiences Survey



Full report available from: <https://touringexhibitionsgroup.org.uk/research-resources>

Lending and Borrowing Experiences Survey

Survey Scope



Type of organisation the respondents represent:

Independent museum or gallery	25.8%
Local authority museum or gallery	28.2%
National museum, gallery or library	16%
University museum	18%
Private collection	3%
Government department	1%
Cathedral	2%
Other	6%



Location of respondent's organisation:

North East	4.6%
North West	7.3%
Yorkshire	4.6%
East Midlands	4.6%
West Midlands	6.4%
East	4.6%
South East	11.9%
South West	22%
London	21%
Scotland	6.5%
Wales	5.5%
N. Ireland	1%

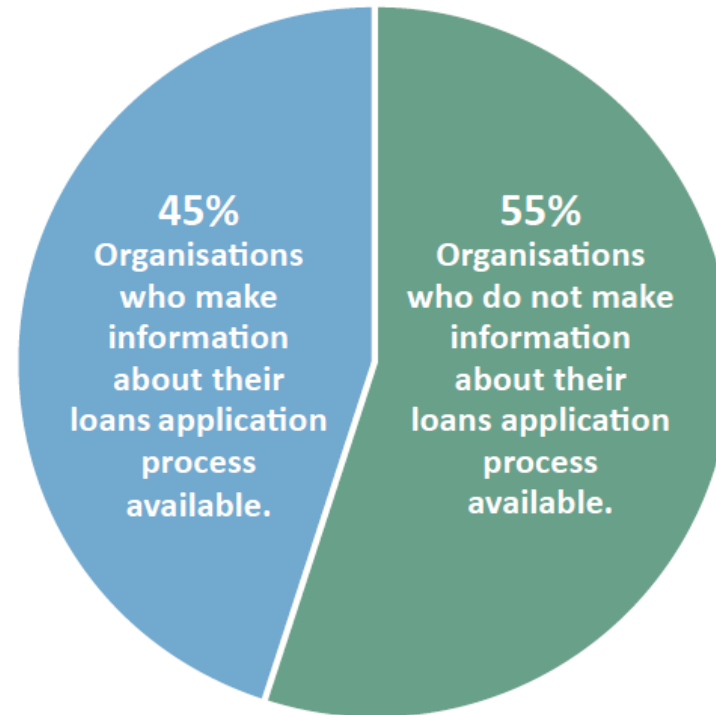
Lending and Borrowing Experiences Survey

33% of organisations find it difficult to research and access information about suitable objects to borrow.

The most common reasons cited for difficulty in identifying objects are: *“finding the right person to speak to”*, the *“lack of online search tools and information”*, and that it can require *“connections”*.

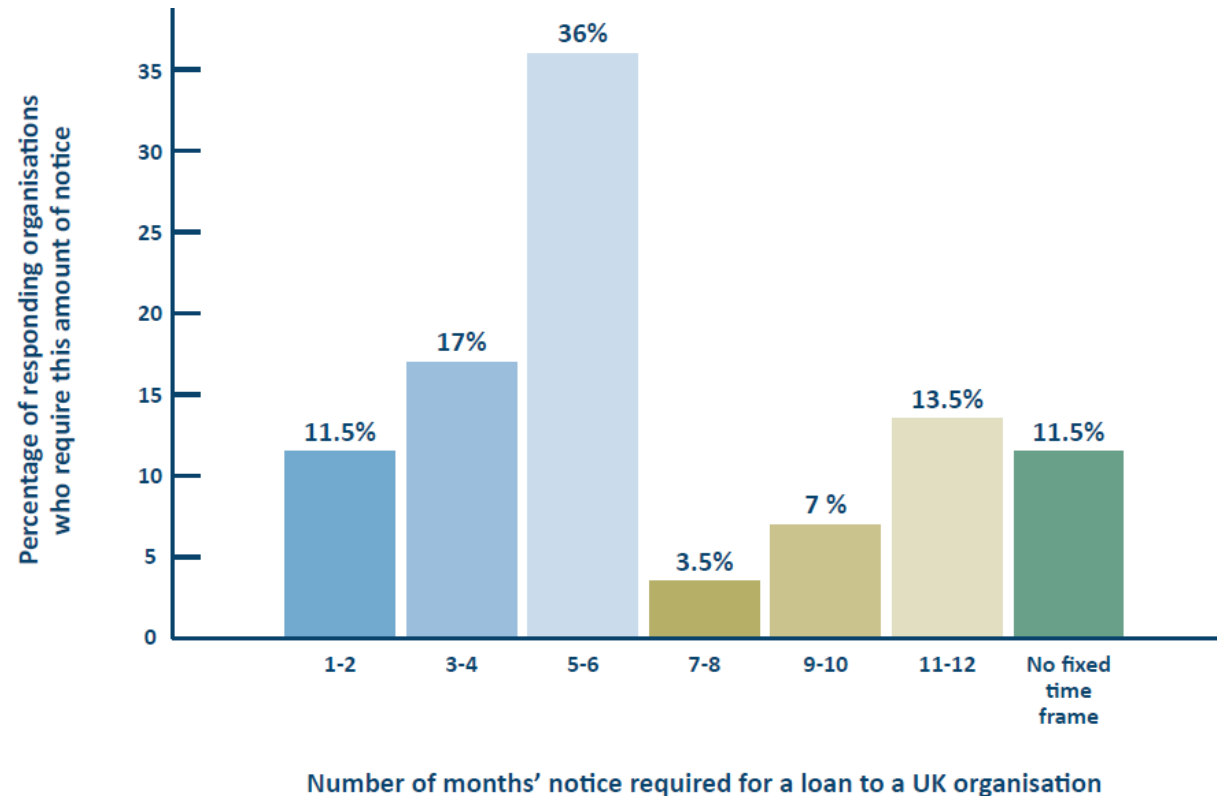
Lending and Borrowing Experiences Survey

55% of organisations do not publish information their loans application process, online or on any other platform; they make information available *“on request”*, or *“through word of mouth and reputation”*.



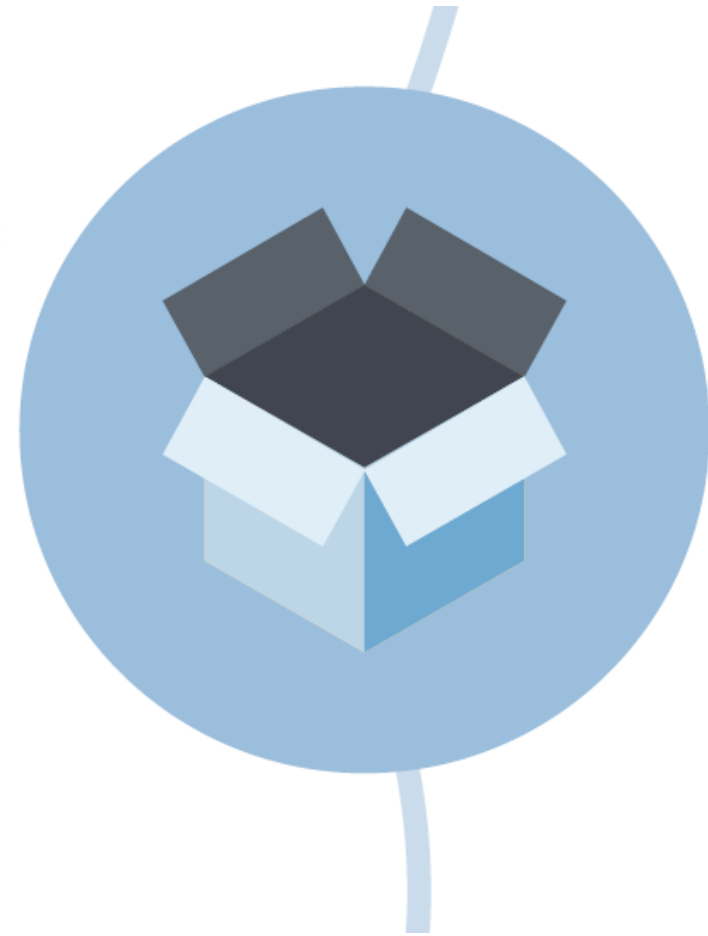
Lending and Borrowing Experiences Survey

The amount of time - in advance of requiring a loan - organisations require a formal loan application to be made, varies from 1-2 to 11-12 months.



Lending and Borrowing Experiences Survey

Organisations who lend describe a wide range of ways in which they work to support borrowers to fulfil loan requests, when they are less experienced and/or have limited funds or capacity.



Lending and Borrowing Experiences Survey

Borrowing experiences can differ according to the type of lender; the most commonly expressed view - by 20% of non-national museum responders - is that it is most difficult to borrow from a national museum.

“Everyone I speak to about a loan seems to be different! I’ve worked with some very efficient private lenders and artists, and some who have no clue. Same for museums.”

“National museums take longest to reply and the point of contact often changes, which can be confusing.”

“Nationals tend to be the hardest to deal with - quite bureaucratic, the least flexible with times, often give the impression that they are doing you a favour by considering the loan and their staff can sometimes seem condescending.”

Lending and Borrowing Experiences Survey

There is a great variance in the charging policies adopted by organisations who lend collections.

The items charged for and/or cost-recovered by the 84% of organisations who charge the borrower:

Type of loan charge	Percentage of responding organisations who make the charge as a fixed fee	Percentage of responding organisations who recover the specific cost
Administration	15%	10%
Condition Checking	8.5%	24.5%
Mounts	2%	37%
Packing	3%	38%
Transport	4%	26.5%
Courier	9.5%	44%
Images / Reproductions	18%	19%

Lending and Borrowing Experiences Survey

When the loans charging data is segmented, to reveal the charging policies of national museums, a more consistent picture might be expected, but this is not the case. There is a wide variance in the charging policy for loans adopted by each national museum.

Variable, unknown and concealed loan costs present a particular problem for borrowers.



Lending and Borrowing Experiences Survey

The most common reason for refusing a loan application - 53.4% of cases - is the requested object cannot be lent.

Reason a loan application is turned down	Percentage of organisations in which it is very common	Percentage of organisations in which it is common	Percentage of organisations in which it is uncommon	Percentage of organisations in which it is not encountered
The application is Submitted too late	12.3%	24.5%	40.5%	22.7%
Borrower does not meet environmental requirements	7.6%	22.9%	59%	10.5%
Borrower does not meet security requirements	7.7%	24%	55.8%	12.5%
Borrower cannot afford loan costs	6.8%	18.5%	43.7%	31%
Object requested cannot be lent	13.3%	41%	39%	6.7%
Staff capacity to administer the loan request	10.5%	22.8%	45.7%	21%

Lending and Borrowing Experiences Survey

The need for the better availability information about collections and loan policies, and the standardisation of borrowing procedures, is a recurring theme when borrowers and lenders were asked to propose ways to better facilitate lending across the sector:

“Standardise loan agreements.” “Easier/less daunting process.”

“Easier documents online that set out the application process for each venue – that they differ makes it harder to find key info.”

Lending and Borrowing Experiences Survey

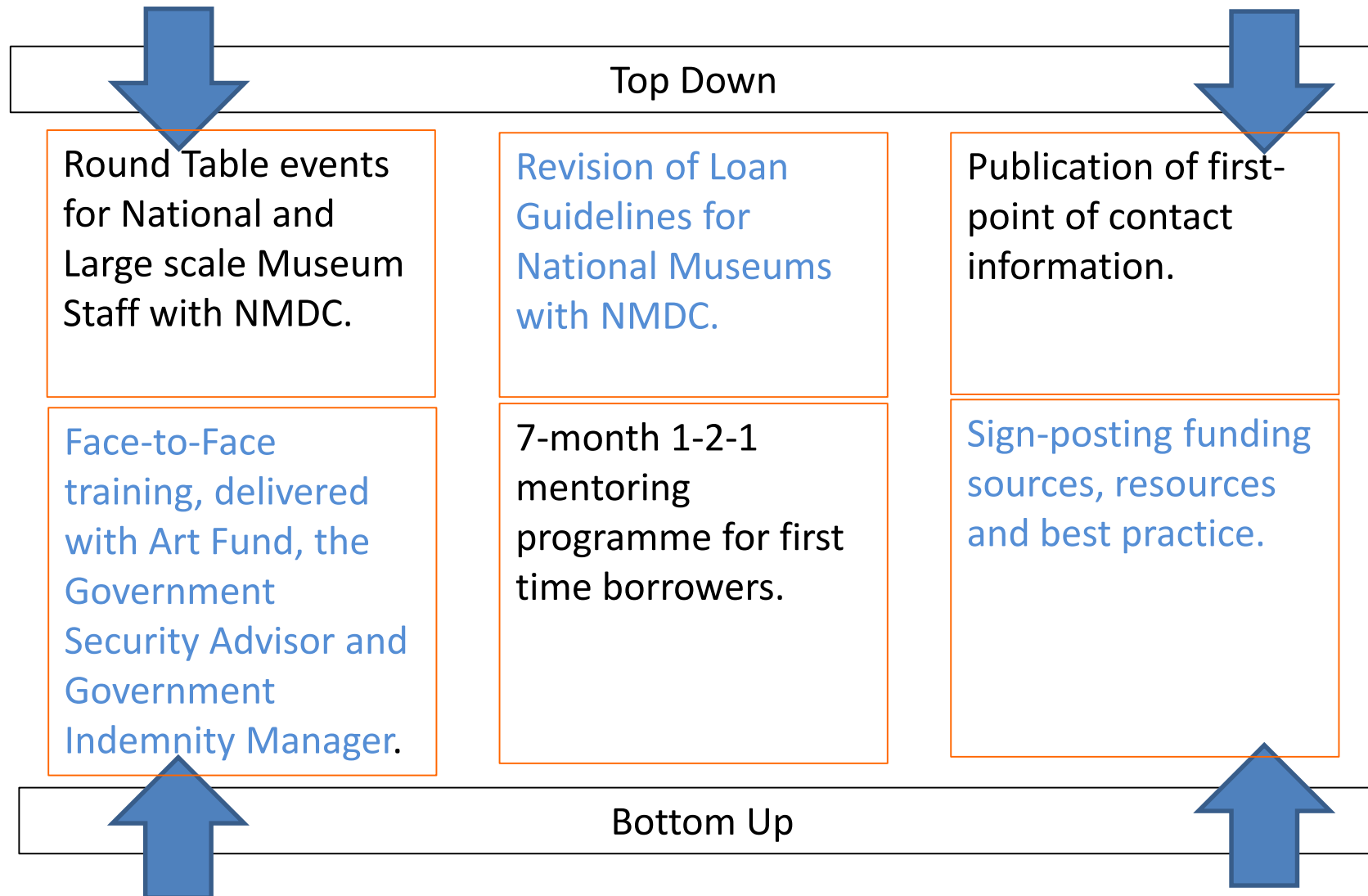


Greater investment, funding and transparency are most commonly proposed as means to facilitate better borrowing, after the standardisation of processes and procedures.

“Agree costs.” “Lower costs.” “Shared costs?”

“More partnership working i.e. sharing transport.”

Preparing to Borrow Activity Framework



Framework tactic 1

Face-to-Face training, delivered with Art Fund, the Government Security Advisor and Government Indemnity Manager.

- 233 museum staff trained at one of 14, UK-wide workshops covering:
 1. Research and Reasons to borrow
 2. Meeting Security Requirements
 3. Funding for Borrowing
 4. Government Indemnity Scheme and Insurance
 5. Loan conditions and applications
 6. Preparing to receive an object or exhibition
- 98.5% of participants improved their knowledge of the benefits of borrowing.
- 97% agreed that the workshop had made them feel more confident about making an application to borrow.

Framework Tactic 2

7-month 1-2-1 mentoring programme for first time borrowers.

16 mentees, from across the English regions working with 6 experienced museum mentors.

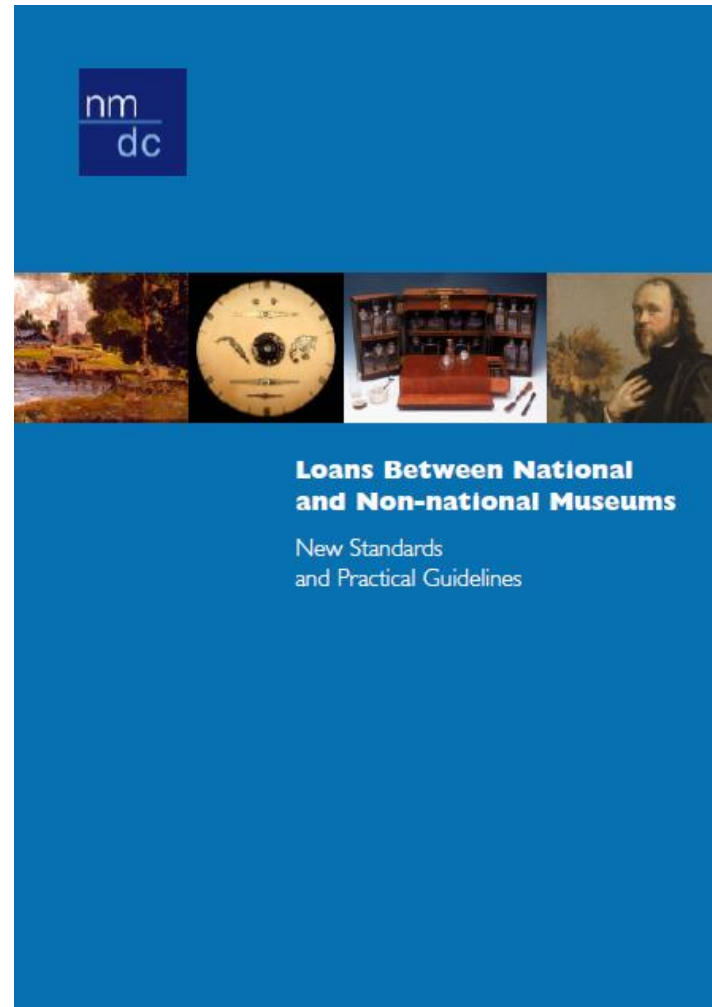
“My main aim was to gain knowledge and confidence about the loans process and I can say this has certainly been achieved. I have been introduced to the UKRG, loans procedures, loans timescales, budget and planning, the existence of William Brown from ACE, gallery conditions, training, agreements and more”

“This opportunity allowed me to learn more about my own organisation as well as other museums. I have gained confidence in my own abilities and vital knowledge which I was able to apply in my daily work and will be able to apply within future job roles”.

Framework Tactic 3 & 4

Round Table events for National and Large scale Museum Staff with NMDC.

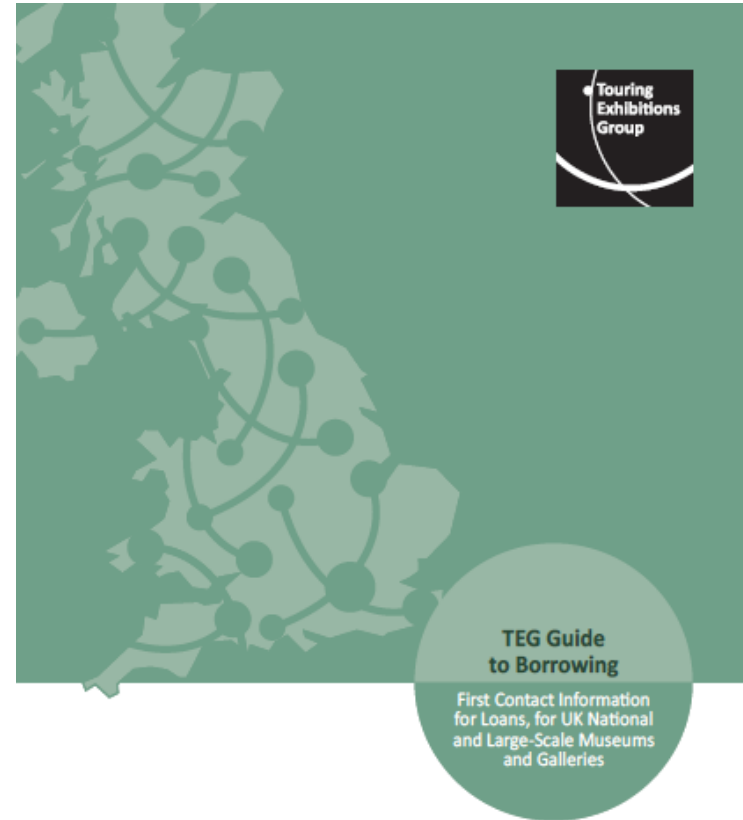
Revision of Loan Guidelines for National Museums with NMDC.



Framework Tactic 5 & 6

Publication of first-point of contact information.

Sign-posting funding sources, resources and best practice.



Department for Culture, Media and Sport
ARTS COUNCIL
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Garfield Weston
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TESSDEMOUNTABLE

A Proposal for better lending & borrowing

Principle: All lending and borrowing activity is undertaken as a partnership, rather than a transaction.

Recommendations:

1. Review your lending processes and procedures, making consideration of the borrower experience.
2. Consider how greater standardisation of lending processes and procedures across the sector can contribute to better use of resources and greater access to loans.
3. Work towards transparent, available and fair charging structures for lending.

Recommendations for better lending & borrowing

4. Work towards transparent, consistent lead-in times for submission of loan requests, making clear the 'informal' discussion period required in advance of the formal application.
5. Provide an outline of your loans procedure and the first point of contact for loans enquiries on your website.
6. As possible, provide training, resources and funding opportunities to museums who would like to borrow.
7. If you are new to borrowing, seek support and training.

Thank you

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