

Assignment #1: General Questions
Organization & Management of Museums

submitted by

Nathan Etherington

April 4, 2015

1. What are the Board of Director's primary responsibilities? (3 marks)

The primary responsibilities of a Board of Directors are the duty of care or diligence, the duty of loyalty, and the duty of obedience. The duty of care standard relates to doing what is best for the organization, not the best at the moment or the best for an individual. The duty of loyalty puts the museum's needs above all else and avoids conflicts of interest. The duty of obedience means to comply with the constitution and all governing documents (policies, procedures, etc.) related to the organization.

2. What documents define museum governance? (4 marks)

The main documents that define museum governance are the Community Museums Operating Grant Governance Standards, the constitution for the organization, the governance policy for the organization, and Canadian Museum Association's Ethics guidelines.

3. What does museum management focus on? (3 marks)

Museum management focuses on managing the day-to-day operations, interpreting and implementing the policy produced by the Board of Directors, and allocating human and financial resources in operation. This management approach should focus on the tasks that need to be accomplished and the results produced by those tasks.

4. What legislation would you refer to if you were concerned about the condition of your work space? (1 mark)

Depending on the area of concern, you may reference several documents. The most general reference is the Employment Standards Act. If the issue was around asbestos management and the refusal to do unsafe work, consulting the Occupational Health and Safety Act or the Workplace Safety and Insurance Act. If the issue was around an equity issue, consulting the Ontario Human Rights Code or the Pay Equity Act may be most appropriate.

5. What are the 2 reasons for having a probationary period? (2 marks)

Having a probationary period for new employees helps in ensuring the individual has an opportunity to orient them within the organization and will fit well within your existing team. Another reason is to assess the individual's performance and the quality of their work they produce to evaluate whether the employee is meeting the expectations of their job.

6. How does staffing, as a [Human Resource Management](#) Tool, support a

museum's needs? (4 marks)

Staffing outlines the tasks that need to be completed in order for the museum to meet its goals and achieve its mandate. These expectations should be laid out in the volunteer's or staff's job description that allows students to succeed. This also outlines the terms of employment with the organization and the compensation and benefits they receive. Staffing should also outline a review of employees' and volunteers' performance so they have the opportunity to improve on their weaknesses and celebrate personal successes. Without staff, a museum would not be able to meet its mandate.

7. What is the most common cause of poor performance? (1 mark)

The most common cause of poor performance is unclear expectations that are not addressed and allows problems to grow and effect the whole organization.

8. When addressing a performance issue, what two things should you do? (2 marks)

When addressing a performance issue, you should document the conversation and approach it from an anti-oppressive framework. This takes the form addressing the behaviour as the problem, rather than the individual. It would take a statement of "You're being lazy at work?" to "I have a concern about the quality of the work that you produce? How can I help you achieve a better standard in your work?"