



Memorandum

To: Museum Guide Programs Volunteers and Staff

From: Thor Eisentrager, Asst. Director of Security

Date: 3-2-2009

Per: MIA Security and MGP Volunteers

Thank you for volunteering in the museum. We appreciate your efforts to improve visitors' experience in the museum! Occasionally we like to remind our staff and volunteers about safety and security in and around the museum. Please take a moment to review the information below.

MIA has around-the-clock security on the campus. Refer to the guidelines below for safety while volunteering. All volunteers should use good judgment for their personal safety when using the MIA ramps and lots.

Safety after dark:

- Use the buddy system. Walk to the ramp, surface lots or street parking with a colleague.
- Use good safety awareness! Be vigilant. Scan your surroundings on campus and in the neighborhood.
- Perimeter escort: Ask at the Link for a Perimeter guard to escort you to your vehicle.
- Call this number to dispatch a Security Guard to assist you: 612-870-3225
- Blue Pull Stations in the parking facilities: These connect to the emergency phone in Security Control. Control will dispatch a Perimeter Guard or call 911 as needed.

Safety on Tours and at Art Carts:

MIA maintains Security posts at the Link and 24th Street doors. No disruptive or intoxicated people are allowed in the museum. Gallery Guards have been trained to check on the Art Carts and monitor the galleries for safety and security. If you have situation where you feel unsafe with a visitor on a tour or at an Art Cart, follow these guidelines:

- Signal to a patrolling guard that you would like assistance.
- Call a Guard over to your tour group or Art Cart. Ask them, "Who is the Captain on duty today?" This is a code that you feel unsafe with the situation. The guard will call for back up as needed from the Captain.
- Have a colleague call Security Control at ext. 3225 from one of the phones throughout the galleries (generally located near fire exits).
- Report any suspicious behavior in the museum. You are part of our "deterrence umbrella." Security will follow up as needed for any situation you report. Trust your instincts. No concern is too small or silly.

Thank you!