

Mission And Policies: Museum Store



NIAGARA FALLS UNDERGROUND RAILROAD HERITAGE CENTER

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Contents

- Vision and focus 1
 - Purpose 1
 - Vision..... 1
- Retail Item acceptance Policy 1
 - Items that are Eligible for Inclusion into Store 1
 - Consignment Vendors and Items..... 1
 - Review Process..... 2
- Types of Products Considered..... 2
 - Books..... 2
 - Consignment or Resale Items 2
- Acceptance Process 3
 - Temporary Custody of Proposed Items 3
 - Decisions and Timeframe 3

VISION AND FOCUS

PURPOSE

To provide quality products that complement the stories and themes of the Heritage Center with the goal of having high-quality thought-provoking, reasonably priced items.

VISION

This policy applies to all items carried in the Museum Store: consignment items, books, souvenirs, apparel, Heritage Center branded items, and all other items sold in the Museum Store or for promotional events.

RETAIL ITEM ACCEPTANCE POLICY

ITEMS THAT ARE ELIGIBLE FOR INCLUSION INTO STORE

Items may be eligible for sale in the Museum Store at the sole discretion of Heritage Center staff. Eligible items include, but are not limited to items made from local artisans; items that fit in with our retail themes; items that fit our retail mission; and items that reflect our local community.

The Museum Store's retail themes are as follows:

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- The Underground Railroad
- The Underground Railroad in Niagara Falls
- Niagara Falls history and population
- Lives of African Americans and African Diaspora
- Legacies of slavery
- Modern and historical social injustices
- Products of underrepresented voices
- Unique items that pertain to the BIPOC community
- Niagara Falls' Underground Railroad Heritage Center marketed products

CONSIGNMENT VENDORS AND ITEMS

We accept consignment vendors on a case-by-case basis. All consignment vendors will be given a list of items that are mutually agreed upon by the Heritage Center and the consignment vendor. The consignment vendor and Heritage Center must agree on the percentage of revenue given to the vendor with consideration of sale price within the museum store.

REVIEW PROCESS

The Heritage Center Visitor Experience staff under the supervision and facilitation of the Visitor Services Manager or Director of Operations will review and give suggestions of products presented as new candidates to be sold. The Director of Operations has the right to deny products if they do not align with the Museums Stores mission without consultation of the V.E.S Staff.

The Heritage Center reserves the right to deny or accept products.

TYPES OF PRODUCTS CONSIDERED

BOOKS

Review guidelines include, but are not limited to, the following:

- the book's target audience;
- its genre;
- whether the author is a member of the community they are representing in the book;
- whether the book contains historical, grammatical, or other errors;
- whether the book's images are displayed in a high-resolution format;
- whether the book aligns with the Heritage Center's mission, vision, and exhibits; and
- the book's distribution pipeline, availability, and wholesale price.

CONSIGNMENT OR RESALE ITEMS

Definition: An agreement by a retailer to sell merchandise owned by another person or corporation (the consignor). No payment is made to the consignor until the merchandise is actually sold or unless otherwise agreed upon.

Process: Proposed items will be initially reviewed by the Visitor Services Manager or Director of Operations and then to the rest of the staff. All consigners will sign a consignment agreement before the sale in the museum shop.

In accordance with our intent to provide high-quality, low-priced, sustainably sourced, and socially conscious items, we have a review process for every item. All items must fit in with our retail themes, as outlined above. During the review process, the Review Panel evaluates each item on a variety of factors, which includes, but is not limited to; quality, price, whether the artisan is a local resident of Niagara Falls, whether the artisan or item represents the local community if the item falls under the mission and themes of the retail shop, and how well the item fits with the existing shop items. The item review

process is completed at the discretion of the Heritage Center and can be circumvented on a case-by-case basis depending on the item.

ACCEPTANCE PROCESS

TEMPORARY CUSTODY OF PROPOSED ITEMS

Depending on the item in consideration and at the discretion of the Heritage Center, when an artisan submits an item for inclusion in the shop, they must fill out the Temporary Custody Form. This form acknowledges that the item has been dropped off at the Niagara Falls Underground Railroad Heritage Center, that it has been received by a Heritage Center employee, and that the item has been transferred into the temporary custody of the Heritage Center for a review process only. This form is not an agreement to carry the item in the shop. Any person who does not complete this form cannot have their item evaluated by the Review Panel, and the item will be considered abandoned.

DECISIONS AND TIMEFRAME

All decisions will be made within three weeks of the item being proposed or signed into the Temporary Custody of the Heritage Center. Items are reviewed on a case-by-case basis, so an artisan may have several individual items for review. Suggested items not proposed through a formal process do not need a formal response. A final decision will be communicated to the artisan in writing and include a reason for the decision and are subjective to suggested changes that may allow an item or reconsideration if met. All decisions made by the Heritage Center are final unless otherwise stated.