

TEG Lending and Borrowing Experiences Report Launch

Preparing to Borrow Programme

16th November 2017

Liz Johnson, Senior Manager, Museum Review, Arts Council England

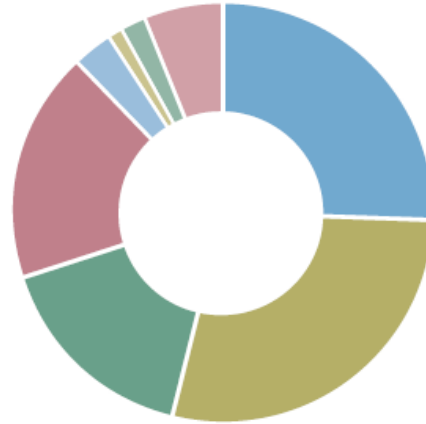
Charlotte Dew, Preparing to Borrow Programme Manager, Touring Exhibitions Group

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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 Findings ...

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”*.



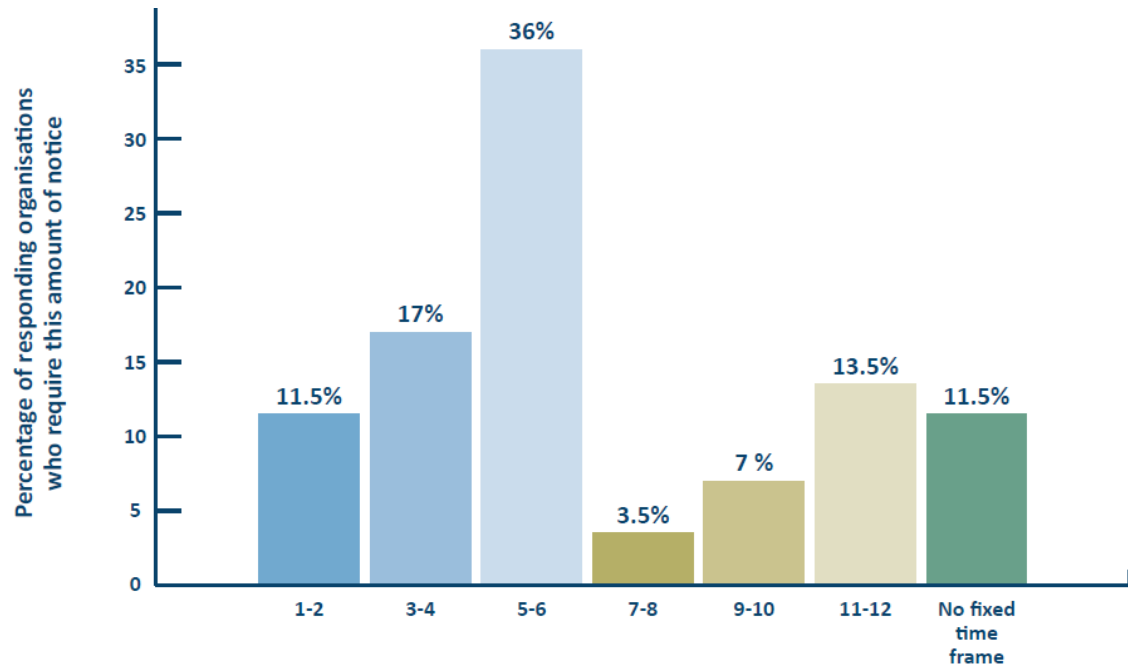
Lending and Borrowing Experiences Survey Findings ...

55% of organisations do not publish information their loans application process, online or on any other platform; they make information available *“on request”*, or *“through word of mouth and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

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.



Number of months' notice required for a loan to a UK organisation



Lending and Borrowing Experiences Survey Findings ...

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

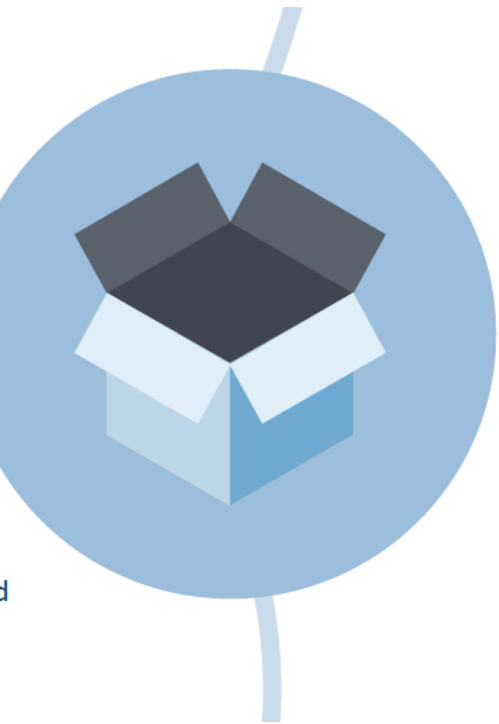
The items charged for and/or cost-recovered by the 84% of organisations who charge the borrower:



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 Findings ...

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%

TEG's Better lending Recommendations ...

1. All museums should undertake a review of their lending processes and procedures, making consideration of the borrower experience. Practice should be benchmarked against other organisations, to streamline workload and create better lending opportunities.
2. The sector - led by the national museums - should consider how greater standardisation of lending processes and procedures can contribute to the better use of resources and greater access to loans.
3. The sector - led by the national museums - should work towards transparent, available and fair charging structures for lending, to ensure loans are accessible and have public impact across the UK.

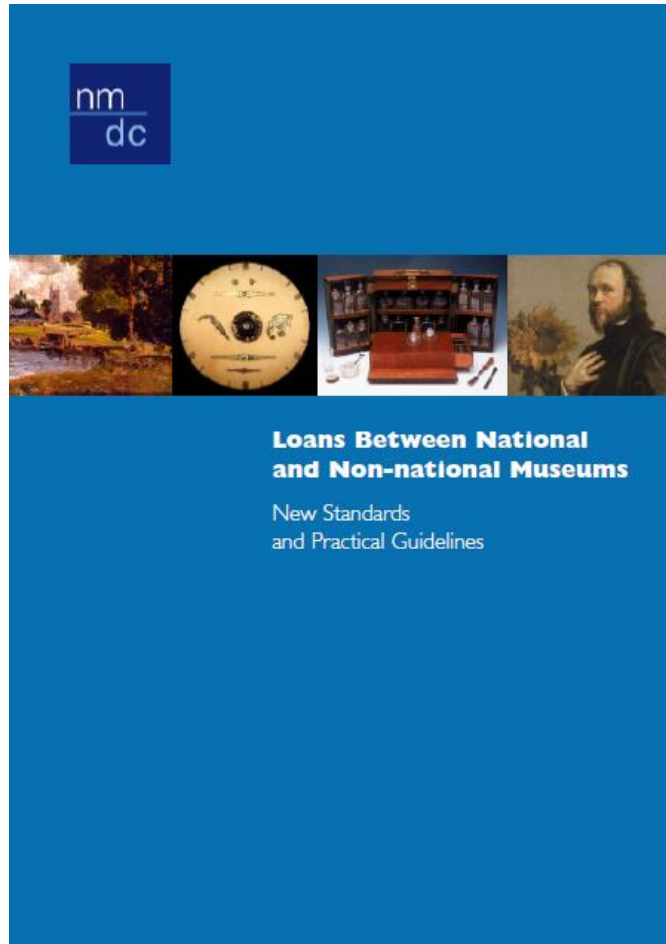
TEG's Better Lending Recommendations ...

4. The sector - led by the national museums - should work towards transparent, consistent lead-in times for the submission loan requests, that make clear the 'informal' discussion period required in advance of a formal application.
5. Lending should be considered a partnership activity, rather than a transactional process, to maximise impact and create better lending experiences for the lender and borrower.
6. All organisations should provide an outline of their loans policy and procedure, and the first point of contact for loan enquiries, on their website, to enable requests to be made with ease.

TEG's Better Lending Recommendations ...

7. Sector support organisations and funders should continue to work together to provide training, resources and funding opportunities to all museums who would like to borrow.
8. Organisations new to borrowing should seek support and training to ensure they can make appropriate and timely loan applications.

NMDC loan guidelines



Strategic review of DCMS-sponsored museums

‘Partnership Framework: Sponsored museums will build on existing work to develop and publicise a consistent loans and touring process to enable more effective, strategic and frequent loans from national museums to regional, local, independent and other national museums in the UK and, as appropriate, internationally.’

DCMS, November 2017

Good practice for lenders

1. Provide a straightforward means of access to information about collections.
2. Clearly identify points of contact for the administration of each loan on the museum website.
3. Have a written loans policy, available on the museum website and on request.
4. Require a minimum notice period of no more than six months for loans to UK organisations, subject to availability and condition of the item.
5. Let the borrower know when they will hear whether the application has been approved.
6. Make every effort to lend, other than where issues concerning the availability, condition, or security of the object, or ethical considerations preclude it, within the resources available.

Good practice for lenders

7. Provide reasonable access to curators to enable applicants to conduct research and determine suitability of loan objects.
8. Provide advice on display conditions and installation procedures.
9. Be pragmatic about lending where environmental conditions are not ideal and offer help in finding potential solutions to any problems with environmental and display conditions at the borrowing institution.
10. Only use couriers where circumstances demand and share them wherever possible.
11. Don't charge administration fees for loans to UK borrowers.

Good practice for lenders

12. Keep all costs to the borrower to a minimum and communicate their likely level to the borrower as early as possible.
13. Minimise the cost to the borrower of any conservation treatment that is required to enable the object to travel and be fit for display.
14. Be transparent in handling loan requests, including providing an explanation of any difficulties or delays and full reasons behind any refusal to lend.

TEG Marketplace 2018

M-Shed, Bristol, 3-4 May



MOMART
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Pre-Marketplace Seminar: The The Why, What and When of Establishing Commercial and Private Sector Relationships to Support Touring.

Thank you

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