

### **Message about IMA Security and Visitor Assistant Programs**

The debut of a newly launched campus police force at the Indianapolis Museum of Art, which replaces our original security program, has greatly enhanced the safety of the Museum's 152-acre property. As a result of this change, a rash of car break-ins on our parking lots has ended, and the protection of people and property has never been greater on the Museum's grounds and in its multiple facilities.

In addition to retaining surveillance officers, the IMA has added enhanced electronic surveillance to provide additional security protection. We are confident that steps taken to date have not only enhanced the safety of visitors, staff, volunteers, and the collection, but have also diminished the need for such a large number of uniformed staff at the IMA.

The savings realized by these changes has made it possible for the IMA to introduce a new program focused on visitor services. We believe that art museums need to be more welcoming, and therefore we chose to redirect some of the savings from security layoffs into a pioneering program focused on creating a different kind of first impression as visitors walk into and through the museum's grounds and facilities. The student visitor assistants hired by the Museum are tasked with approaching/proactively greeting visitors, guiding them around the IMA's grounds and facilities, and providing a multilingual resource for our growing audience.

The single biggest deterrence to potential security problems at museums is a state-of-the-art surveillance program, which at the IMA is comprised of our remaining security officers together with our campus police and improved electronic surveillance. The IMA's hundreds of staff and volunteers, including our Visitor Assistants, are in regular evidence throughout our facilities and grounds, and everyone connected with the IMA is expected to act quickly in the event that something or someone seems out of place. Our new security program was designed to meet the unique needs of the IMA's 152-acre campus, and the student visitor assistants program was created in response to feedback we had received from our patrons about the visitor experience. We believe that together these changes will ensure that we are among the most welcoming art museums in the world.

Maxwell L. Anderson  
The Melvin & Bren Simon Director and CEO  
October 4, 2010