



MUSEUMS, GALLERIES & CULTURAL SERVICES

← POST COVID COUNCIL →

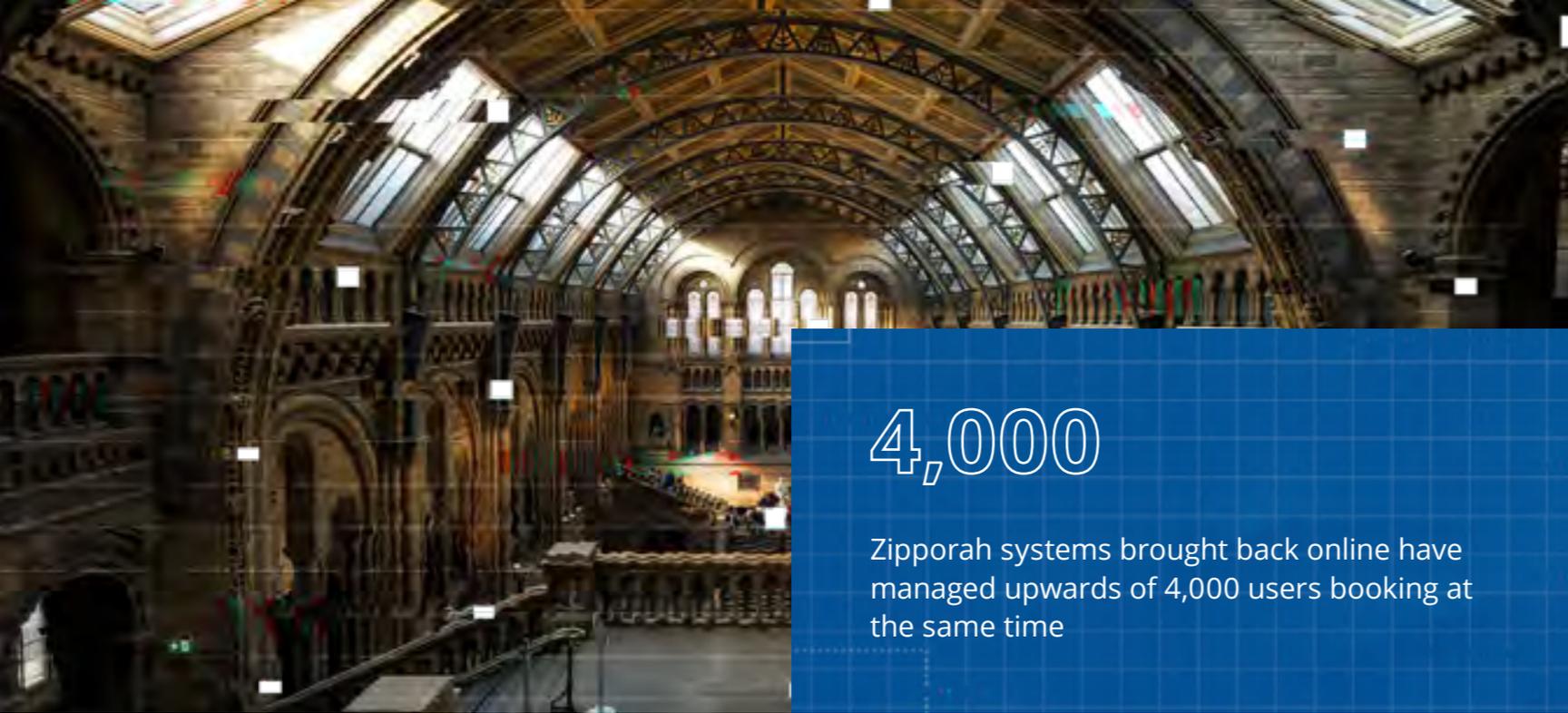
Pre COVID

A pre-Covid visit to a museum or gallery conjures an image of long queues of anticipation before the doors open and a keen expectation of expert tours and group learning. It's the ability to wander around, taking your time to appreciate the exhibits, getting a coffee from the canteen and getting lost in the culture. How can these institutions diversify to survive – and even improve in the post Covid world?

COVID Challenge

The biggest challenge facing these centres will be the ability to completely rethink the visitor experience. Cultural centres will need to account for the physical touch-points synonymous with these experiences, and diversify their service delivery to suit the post Covid world.

Queuing for entry to an exhibition, hunting for a slice of cake from the café or using touch-screens to bring experiences to life. By altering the experiences the public have come to enjoy, how can centres futureproof their businesses? How can these centres reduce mass entry and inside gatherings while encouraging social distancing? How can we regulate cleaning so it's effective and achievable, without impacting the enjoyment of the experience? How would you manage track and trace? How can these centres ensure they inform all relevant parties quickly and accurately?



4,000

Zipporah systems brought back online have managed upwards of 4,000 users booking at the same time

How Zipporah can assist with the issue

In a world of social distancing, controlling visits will be a key element of all museums and cultural centre re-openings. Knowing who is coming, when and keeping a record of who has visited for track and trace moves from a nicety to a necessity.

- Allow visitors to book their visits, scheduling slots throughout the day.
- Allow administration staff to alter length between slots and number of spaces available in any given slots based on Government guidance.
- Take payments online, up front – no cash transactions, improving administration costs and reducing the risk of transmission.
- Gather visitors' personal details when booking – allowing opportunity for track and trace.
- Write your own custom questions, tailored to your service – allowing reminders and checks on customers exhibiting no symptoms of Covid-19 pre-visit.
- Allow visitors to pre-book and pay for their drinks and/or cake and sandwiches online, controlling the amounts of visitors at any given time – keeping numbers safe and cleaning routines consistent.

Features & Benefits

Multiple calendars and resources with daily, weekly or monthly views – maximise visibility and review a variety of calendar views to suit you.

Role control ensures you have complete management of your service, by allowing controlled access to the system and review of full audit logs to top administrators available at any time.

Create comprehensive forms bespoke to your booking or appointment processes – ensure you get all the information you need, when you need it, tailored by you, for you. As your needs change or you recognise the need for service to adapt, make changes yourself, at the click of a button.

Manage the information you need to capture when booking – no one knows your service like you do, so who better to decide what information is required at the time of booking. With customer questions, you decide what's mandatory and what isn't, and as your service changes, you can alter your questions to suit.

Control the complexity of your appointment booking process – allow bookings to be made quickly and easily by administrators, allowing them to enter details at a later date during busy periods, while requiring more comprehensive data from citizens at the time of booking.

Manage allocation of appointments to relevant staff and rooms – ensure you have the best fit for both staff and rooms at all times. Always have the best person and the best space utilised, improving efficiency and service provision.

Learn more about our Post Covid Council services

Canteen Services

Customer Services

Environment Services

Finance & Accounting

Housing Services

Internal Services

**Leisure, Outdoor Gatherings
& Activity Centres**

Library Services

Licensing & Trading Standards

MOT, Vehicles & Licensing

Parks & Highways

Registrars Services

Social Care Services

Sports & Venues

Training Services

Launch Post Covid Council