Museum visitor-storage test sheet

Compare the same visitor journey under each proposed approach. Use one sheet per approach and configuration. Start with one ordinary deposit and one awkward deposit; the remaining situations help develop a supplier brief. This is a blank buyer tool, not a completed trial or a certification.

Sheet 1: five visitor journeys

Museum/site: _____ Date: _____

Approach/configuration: _____ Museum service owner: _____

Before the walkthrough, agree which items the museum accepts for storage and which must be declined. Gallery restrictions differ from premises prohibitions. A permitted medical exception may keep a bag with its owner. Use representative permitted belongings and volunteer/test participants; record no unnecessary visitor identifiers.

Situation	What to establish	Observations, owner, and decision
1. Deposit, access during the visit, and collection without a phone	Required access and instructions; usable storage; interim access and secure re-storage; whether reopening retains or ends the allocation under lock/configuration rules; for attended storage, entitlement and re-storage record; availability after final collection.	_____
2. An accepted item does not fit	Actual item/compartment dimensions; permitted alternative location; receiving staff member; receipt or identifying record; rightful collection.	_____
3. Visitor needs help using storage	Route, reach, readable instructions, and interaction; agreed help location/provider and hours, including busy arrival and closing; assisted deposit and rightful collection.	_____
4. Forgotten key, code, or token	Museum-approved entitlement check; authorized release role; recorded override or handover; visitor regains permitted belongings.	_____
5. Collection near closing or belongings left behind	Communicated deadline; help available until collection ends; escalation owner; unclaimed-item custody and next-shift handover.	_____

For each situation, mark **works / needs change / not tested**, name the responsible person or role, and describe any missing step. A supplier statement is not a demonstrated result. Do not mark an untested required step as working.

Facilities/access review: _____ Custody/security review: _____

Review actual layout, approach routes, open-door space, visitor access, and site constraints with the responsible museum team. The walkthrough does not establish accessibility compliance, security certification, or protection of museum collections. Staff, collection, and equipment storage need separate briefs.

First improvement to make: _____ Owner: _____ Next step: _____

Sheet 2: optional peak-demand record

Use when deciding compartment numbers and sizes. Observe deposits and collections over intervals suited to your museum's arrival pattern. Use separate rows for each size category and service zone. Observe more than one relevant busy period before treating the record as a design basis.

Date/period: _____ Zone: _____ Size category: _____

Interval	Occupied at start	New deposits	Visitor collections	Transfers in	Transfers out	Emptied into custody	Occupied at end
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____

Occupied at end = occupied at start + new deposits + transfers in – visitor collections – transfers out – compartments emptied into custody. Count occupied **compartments**, rather than people or bags. A new visitor deposit counts only when a compartment becomes occupied, and a visitor collection counts only when it becomes empty. Reopening a compartment for interim access changes neither count.

For a transfer, count “out” only when its source becomes empty and “in” only when its destination becomes occupied, in the respective size/zone rows. Adding belongings to an already occupied destination adds no occupied compartment. Same-category transfers may have matching in/out counts. Do not also count transfers as visitor deposits or collections. When unclaimed belongings leave a compartment for staff custody, record an emptying only if the compartment becomes empty; do not call it a visitor collection. Investigate unexplained changes before using the balance as measured occupancy.

Same interval	Unavailable empty compartments	Requests unmet	Help events
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Keep occupied and out-of-service states separate to avoid subtracting the same unit twice. Record capacity constraints and assistance events in the matching interval. Door openings alone do not establish occupancy, deposits, collections, unique visitors, or rentals. Note timed group arrivals and unusually large accepted belongings. Annual attendance alone is not a capacity calculation.

Observation limits/atypical conditions: _____

Layout or size question for the next proposal: _____

Sheet 3: optional whole-period quote comparison

Compare the same site, service hours, period, items, and required journeys. Specify whether the museum operates the service and where any attended storage remains. Treat assisted overflow as one service layer; count the people and costs once.

Comparison period: _____ Hours/coverage: _____ Scope: _____

Input	Approach A	Approach B
Cabinetry/hardware	_____	_____
Installation and site preparation	_____	_____
Software and licences, if used	_____	_____
Support, maintenance, and parts	_____	_____
Remaining paid staff work, including assistance and attended storage	_____	_____
Cleaning and other costs not already included above	_____	_____
Whole-period cost, with one-off and recurring inputs identified	_____	_____

Name any included/excluded work, quote assumptions, supplier, date, and tax basis: _____

If pricing storage, record gross receipts and relevant payment fees, refunds, taxes, and operating costs separately. Distinguish refundable deposits from rental charges. Do not deduct the same cost twice or treat gross receipts as profit. Reassigned staff time is not a cash saving unless paid cost falls. Use these traceable inputs in your normal business-case model; this sheet supplies no promised revenue, savings, or payback.

Support agreement: provider _____ Language _____ Covered hours _____ Response/attendance _____

Decision: choose the simplest arrangement that handles the museum's accepted belongings and completes ordinary and assisted collection. Add central management when it has a defined administration job. Required journeys still marked “needs change” or “not tested” remain open before accepting a proposal.