



2024 – Annual Report

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Key Statistics

Operating Days:	299
Operating Hours:	1329
Volunteer Visits:	409
Volunteer Hours:	1785.5
Outreach Connections (Offsite):	1239
Onsite Visitors Total:	6595
Adult	1679
Senior	1152
Student	232
Child	276
Preschool	111
Family Ticket	84
Individuals in Families	393
Group Tour	209
Public Program -Paid	722
School Program	346
School Program – Teachers/Chaperones	76
Public Pass / Open House	1308
Member Visits	51
Rental Participants	15

Attendance is lower than in 2023 (@6883 visitors), however Glanmore had higher rates of paid admission in 2024 the previous year (vs. free events/programs) resulting in significant admission revenue gains.

Events and Programs

Numbers represent individual attendees at events and programs. Some events are counted in the “public pass” category of visitation stats.

- Reflections on Clay and Peace – 35

- “Creation Station” March Break at Glanmore – 152
- Cultivating a Heritage Landscape Presentation – 22
- International Museum Day Open House – 337
- Preserving Your Heirlooms Workshop (Seniors Month Program) at QSWC - 6
- 3 Day Camp Visits – 62
- Doors Open -287
- Porchfest Opening Ceremonies – 150
- The Quiet Room with Andy Forgie and Kris Tischbein (2 sessions) – 44
- Family Night at the BOO-seum - 257
- Spirit of the Season Open House – 200
- “In Time” with Live History – 61
- Glanmore Aglow – 284

Outreach

Numbers represent the estimated number of interactions between Museum Services staff and individuals at community festivals/events or at onsite outreach initiatives.

- 5 Museum Passes available for sign-out at Belleville Public Library (signed out 84 times, May through December)
- Family Membership provided to St. Michael’s Catholic School for fundraising auction
- Manager of Museum Services was guest speaker for the Hastings County Historical Society’s Annual General Meeting in March – 50
- Manager of Museum Services was guest speaker at the Historical Lighting Society of Canada - 25
- City Hall 150th Birthday in partnership with Heritage Belleville (also spray mounted interpretive panels for the exhibit component of the celebration) –200
- Queen Victoria Public School closing Fun Fair (historic toys/ games booth) –200
- Family Passes provided for end-of-year auction to Harmony Public School
- Family Passes, rack cards, and stickers provided for end-of-year auction at Prince Charles Public School

- Waterfront Festival (Friday) – Victorian garden/carnival games - 100
- Family Games in the Garden (Historic Places Days) - 74
- Belleville Public Library Children’s Program (optical inventions) – 50
- Belmont LTC – (Optical Inventions) – 2 sessions - 90
- Booth shared with Friends of Glanmore at “Older Adult Fair” at QSWC - 400
- Raffle prize provided for Humane Society Fall Fundraiser in partnership with Friends of Glanmore
- Family Passes provided for Algonquin and Lakeshore Catholic District School Board’s food program fundraiser
- Participating site for Santa Claus Parade - 75

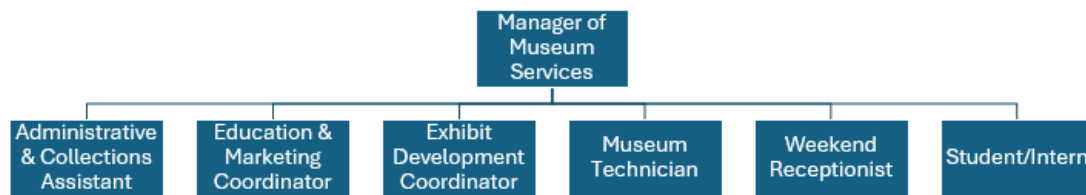
Group Tours

Numbers represent individual group participants. Some groups are counted in “public pass” or other categories of visitation stats.

- Ukrainian Newcomers (through Quinte Immigration Services) – 11
- Behind-the-Scenes Tours for Museum Members – 25
- Orientation Sessions for New Volunteers - 9
- Historical Lighting Society of Canada – 18
- Architectural Conservancy of Ontario, Cobourg Chapter – 35
- Bus Tours – 109
- Community Living Quinte West – 17
- Rednersville WI – 7
- Girl Guides of Belleville – 31
- Ivanhoe WI – 9 participants

Staff & Volunteers

Glanmore has five full-time staff positions and one part-time staff position, and one or more seasonal student and/or intern positions (depending on current projects and time of year).



The Museum is also supported by a volunteer base of approximately 30 people. Volunteers assist with visitor services, programming and events, fundraising, research, cataloguing and data entry. Most are members of The Friends of Glanmore National Historic Site, an affiliated registered charity.

Training and professional development in 2024 included the following:

- HR Downloads – Customer Service and Health & Safety Training (New Staff)
- Beauceron Security – Cybersecurity for City of Belleville (All)
- Joint Health and Safety Certification Course pt. 2 - Training provided by the Infrastructure Health & Safety Association (Exhibit Development Coordinator)
- Safe Food Handling Recertification (Exhibit Development Coordinator)
- CPR/First Aid Recertification (Exhibit Development Coordinator)
- Dreaming of AI: Transforming Museum Experiences (Exhibit Development Coordinator)
- Working at Heights Recertification (Museum Technician)
- Recognizing Racism in Our Environment workshop (Manager)
- Aphasia Awareness Training (Exhibit Development Coordinator)
- Development of a Sensory Bag Program webinar (Education/Marketing Coordinator)
- Social Media Strategy: Planning for Success webinar (Education/Marketing Coordinator)
- RZone training –dealing with inappropriate behaviours in the workplace, applicable to all participants, spectators, contractors, volunteers and employees in City facilities, properties, and programs (All)

Statement of Purpose

The Museum's purpose is to:

1. Collect, preserve, research, exhibit and interpret objects that illustrate the history of the Belleville region;
2. Collect, preserve, research, exhibit, and interpret objects that best serve to depict the lifestyle of Glanmore's original residents J.P.C. and Harriet Phillips;
3. Collect, preserve, research, restore, exhibit, and interpret the commemorative element associated with Glanmore's designation as a site of national historic significance;
4. Provide educational and meaningful experiences as a major facility and attraction through the development and support of rich cultural and historical programs, exhibits, outreach, and community connections.

Collections

Artifact Donation Offers/Reviewed: 68 (22 accepted into collection, 2 as props)

Newly Registered: 260

Incoming Artifacts processed: (See Appendix A)

Deaccessions (Artifacts removed from collections): 71 (See Appendix B)

General Collections Work:

- 12 Accessions fully catalogued
- 2813 Records added/edited in PastPerfect
- 341 Photos uploaded to PastPerfect
- 612+ Objects photographed and stored
- 262 Shell records completed on PastPerfect for Dr. Paul Lamp Collection
- 22 Philippa Faulkner paintings catalogued
- 5957 Slides and negatives digitization from Faulkner accession
- 539 Reference library books added to PastPerfect

Research Requests:

- Inquiry regarding hair wreath
- Consult for Trenton Historical Society regarding collections databases
- Inquiry regarding potential Canadian flag in the collections
- Digital photograph sent to an individual inquiring about a quilt on display
- Inquiry regarding potential hockey trophies in the collections
- Inquiry regarding Bertram Couldery's artwork
- A local historian is authoring a book and asked for photographs of a pair of women's hockey skates in the collection and inquired about other hockey-related items at Glanmore, including images of one-time Glanmore resident, Sanford Burrows. Photographs were taken/scanned and provided to the historian

Conservation and Restoration

- Historic Plaster Conservation Services – first inspection for ceiling monitoring program (next check in 2025)
- Monitoring of C 96.1, C 96.2, C 96.3 and C 96.4 – no significant changes to note (Thomas Uwins pastels.)
- Cleaned and displayed brass table in Library from Anne Faulkner donation.
- C 124 – picked up from Queen's University; unfinished due to building renovations and returned in October to finish the treatment.
- Treatment of the following are complete:
 - 965.018.001 – fan
 - 974.047.011.003 a,b – toy pot
 - 011.011.002 – comb
 - 974.044.079 – toy, musical
- C 278 c – Taken to Queen's University in August for conservation treatment. Repairs are done, inpainting in process.

Exhibition and Design Work

Victorian Christmas	Dismantled in January and re-installed in November
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Homestead Vignette	Dismantled in February and replaced with a semi-permanent programming / craft space
The Magic of Fairy Lamps	Dismantled in February
Glanmore's Restored Carpets	Dismantled in February
1973: An Immersive Exhibit	Dismantled in February; loans returned
Stitched Together: The Collaborative Art of Quilting	33 Quilts from Glanmore's Regional Collection displayed throughout the historic house – March 12 – September 1
Tapestry of Voices	Received and installed this travelling exhibit from the Canadian Language Museum. Collected supplementary materials from Quinte Immigration Services for exhibit
Portraits of Black History in Belleville	Researched, designed, and ordered pop-up banner exhibit for the Belleville Caribbean Festival and for general use afterward for the City's culture section. Created in partnership with Economic Development and CABHC
Pop-up: Museum Services/Glanmore NHS	A new series of banners was produced to accompany staff at outreach events; it includes QR codes that link to a virtual tour, along with volunteer and membership resources
Outdoor Permanent Interpretive Panels/Signage	Designed and installed, complete with virtual tour / audio links
Loyalty, Tradition and Progress	Fire Hall exhibit - inspection and light maintenance; renewed Exhibit Agreement with Fire Station No.1 / Fire Chief. Redesigned an outdated panel
Creepy Curiosities	Revamped and installed seasonal Halloween exhibit in October (dismantled in November)
Victorian Bad Ideas	Installed a mini exhibit on Glanmore's popular TikTok presence

Roof Restoration	Installed a mini exhibit on Glanmore’s roof restoration
Art of Copying	Updated online exhibit with more detailed information

- The Exhibit and Outreach Plan (2024-2026) was completed and approved by the Glanmore Advisory Committee.
- Completed application for Community Stories digital project funding from Digital Museums Canada
- Preliminary work on a kitchen exhibition -basement level

Web Site and Social Media

Glanmore.ca	25,338 visits (25,556 visits in 2024)
Facebook	2594 followers (279 new in 2024)
Instagram	1886 followers (483 new in 2024)
YouTube	25,597 subscribers (25,229 new in 2024)
TikTok	258,926 followers (42,186 new in 2024)

Advertising, Marketing & Media

- Rollout of new logo/branding
- Voted “Best of the Bay” in the categories of “Best Museum” and “Best Historic Site” – initiative coordinated by Bay of Quinte Marketing Board (BOQMB)
- Discover Belleville Ad
- Quarterly articles and ads in Grapevine Magazine
- Quarterly ads in Watershed Magazine
- Community Press Articles re: programs and events
- May is Museum Month Proclamation by City of Belleville
- Featured by Belleville Senators in their Favourite Place in Belleville series – aired at games and on their social media channels
- Information about Glanmore included in Kingston Area Museums rack card

- 55+ magazine: full page ads for Kingston, Ottawa and GTA (May, June, July/August issues)
- Bay of Quinte content creator visits (2) to Glanmore – coordinated by BOQMB
 - <https://msurlaroute.ca/belleville-ontario-at-christmas/>
 - <https://ladystravelblog.com/things-to-do-in-belleville-ontario/>
 - <https://ladystravelblog.com/glanmore-national-historic-site-guide/>
- TikTok & YouTube videos about Victorian inventions, bad ideas, lifestyles, etc.
- Paid advertisements on Facebook and Instagram for events/programs
- Media releases for events/programs exhibit installations, and construction work
- CJBQ radio interview re: The Quiet Room performances at Glanmore
- Television interview for Cogeco/YourTV re: Christmas at Glanmore
- Event listings in Hastings County Historical Society Newsletters
- Website updated with notifications of special closures, media advisories, new admission rates and fees, links to special event tickets etc.
- TODS- 401 Signage - contract renewed

Maintenance and Capital Projects

- Flat roof membrane, surface, and flashing have been replaced (capital project)
- Accessible washroom completed (capital project), including archaeological survey work in advance and the installation of a new electrical panel in the museum
- Site visit/assessment at Glanmore for the City's Asset Management project
- Fire Safety Plan and Emergency Plan updated (annually)
- Annual designated substance inspection
- Passed Health Unit's inspection of kitchen premises
- Routine inspections/service work for HVAC, accessible lift and fire extinguishers
- The AC unit breaker was rewired to remove the need to go onto the roof to reset

- A leak was discovered in the drain from the AC condition/ dehumidifier drain. A new ABS drain line was put in and routed to drain onto the lower roof. Debris was removed from the attic after this work. AC was serviced.
- A new downspout was routed across the lower roof to direct the run-off from the new AC drain in the attic
- New furnace and heat pump installed in attic
- Furnace room door handle replaced
- Carbon monoxide detectors located in proximity to furnances
- Basement Workshop re-organized
- Emergency kits (2) – inventoried and supplies ordered
- Alarm system’s sensor batteries replaced
- Exterior front and side stairs painted
- Joint Health & Safety inspections conducted (monthly)
- Knot holes in the attic flooring were filled to mitigate a potential tripping hazard
- Side yard divots were filled with soil and re-seeded with grass seed
- SDS binder updated and forwarded to Joint Health & Safety Committee
- Sticky traps replaced for renewed Integrated Pest Management project. Pest management is an ongoing process
- Building exterior/interior inspections and custodial care ongoing

Special Projects

Museum Needs Feasibility Study (Phase 1):

The Museum Needs Feasibility Study, produced by Lord Cultural Resources in collaboration with the City of Belleville’s Museum Services section, was formally approved by City Council on September 23rd.

Council directed staff to evaluate the Study’s recommendations and begin preliminary planning and evaluation (Phase II) for a solution for museum storage needs, a new fire suppression system at Glanmore National Historic Site, and the potential expansion of

the Belleville Library to accommodate a future Belleville Museum (subject to future operating and capital budgets / funding sources.)

A Phase II for the feasibility study was deferred in the 2025 operating budget; however, design work for an AES (fire suppression system) was approved for the 2025 capital budget.

Collections Storage Integration Project:

Funded in part by the Department of Canadian Heritage (MAP), the goal of this project is to evaluate and consolidate the Museum's current storage to accommodate additional space for artifacts. In 2023, Glanmore accepted two exceptionally large accessions of approximately 1000 artifacts combined. This project enables staff to appropriately house a portion of these items on site, namely the donated items from Anne Faulkner as they are connected to Glanmore's history specifically. Currently, the Museum leases space from the Community Archives of Belleville and Hastings County which is where the donated items from Belleville General Hospital are stored; they include furnishings, equipment/machinery, uniforms, accessories, and medical instruments.

Canadian Conservation Institute (CCI) Facility Assessment:

CCI receives applications from museums/heritage sites across Canada each year for facility assessments. Glanmore's application (re: fire safety/prevention) in 2024 was approved.

Experts from CCI conducted a two-day site visit in June 2024. Their findings were fully outlined in a final report for Glanmore, entitled "Improvements to Fire Prevention Program." The report contains recommendations for a future fire suppression system, along with onsite practices/procedures that will assist Glanmore in maximizing fire safety on site.

Revenue

Overall, 2024 Revenues exceeded expectations. The following items are of note:

Donations:	Included \$3000 gifted by the Friends of Glanmore new cabinets for programming supplies
Provincial Grant:	Glanmore received its annual funding from the Ministry of Tourism, Culture and Sport, \$34,293
Federal Grant:	\$17,300 granted to Glanmore for the Collections Integration Project, through the Museums Assistance Program (Canadian Heritage)
Admissions:	An increase in paid visitation, popular Halloween and Christmas events, and an increase in Adult-priced admissions specifically, all resulted in a dramatic increase in revenue generated from admissions. Budgeted at \$23,000 and actuals at \$30,735

Focus for 2025

- Continuing rollout of Strategy 2024-26 initiatives/priorities (and those of related museum planning documents)
- Design work for a fire suppression system for Glanmore (capital project)
- Source funding opportunities for a future Phase II – Museum Needs Feasibility Study
- Collaboration with Canadian Conservation Institute and Carleton University’s Fire Safety Eng. Department on a case study (evaluating the effectiveness of fire safety measures in historic houses)
- Conclusion of the Museums Assistance Project (Collections Storage Integration Project)
- Development of a Digital Strategy, as per 2025 CMOG requirements
- Continuing processing of Anne Faulkner donation and Belleville General Hospital collections
- Visiting exhibitions from King Heritage & Cultural Centre and the Canadian Language Museum

The Year in Photos



Left to Right: CCI site visit to Glanmore, quilt exhibition, actors from "Live History" performance



Above: 2024 Volunteer Appreciation event



Above: Construction underway for accessible washroom project



Above: Glanmore's popular TikTok account