

## THOUGHTS FOR WORKING THE EXHIBIT FLOOR

think about our mission

you are an essential part of our exhibits; the living, thinking, communicating part

joyfulness is a crucial part of our experience

be happy; be honest; be yourself; let your interests and enthusiasm show

our materials and exhibits teach; we facilitate engagement with our material and exhibits

knowledge comes from experience with stuff, not from your mouth

in quiet times engage yourself with our materials and exhibits; let them teach you

try everything out ahead of time; think of how your behavior enhances guest experience

think of the exhibit floor as an archeological site, with evidence of human activity

think of the exhibit floor as an enchanting woods in which to explore and linger

think of the exhibit floor as a wizard's garage

visitors are our guests; introduce yourself, and show your interest in them

invite guests to explore the exhibits, or to join you in trying something

assure guests that everything is here to be touched according to their imaginations

understand our guests; gauge their reactions; respond appropriately

wait; give plenty of time for a guest to think about a question

remain flexible and observant, without overwhelming or hovering

give guests enough space and time to discover things on their own

wait until asked to give detailed explanations (it is ok to say, "I don't know")

help guests to be comfortable

use positives rather than negatives (please walk rather than don't run)

encourage guests to show you what they've discovered about an exhibit

challenge guests to do something and show you later what they've done

if guests seem stuck, hesitant, or puzzled, ask what they've found out about this exhibit

suggest other ways to try things; occasionally show something unexpected

thank guests for coming and invite them back

**The Meaning is the Use**