Guidelines for Your Visit to Joslyn Art Museum

In response to COVID-19 and in adherence to city, state, and federal guidelines, Joslyn Art Museum has taken a number of steps to ensure a safe environment for our visitors. Know what to expect by referring to commonly asked questions and answers below.

**In line with recommendations from the Centers for Disease Control and Prevention, potential visitors and staff are asked to stay home if they are ill or think they may have been in contact with someone who is/was ill.**

Is general admission to Joslyn still free?
Yes!

Do I need a reservation to visit?
Yes. Every visitor (including members and children) needs to reserve a free ticket for their visit in advance. Reservations allow Joslyn to pace guest arrivals and avoid unnecessary crowding. Here are the basics:
- Make your free reservation online at www.joslyn.org
- Select date and time (first come, first served) of visit (up to two weeks in advance); maximum of eight tickets per reservation; last reservation time daily is 3 pm
- Receive your timed ticket via the email address provided when making your online reservation
- At the time of your scheduled visit, come to the atrium entrance (please avoid gathering there before your scheduled arrival time) and show your ticket (printed or on your mobile device) to our admissions desk staff. Members, please bring your membership card or ID.
- Children age 15 and younger must be accompanied by an adult.
- With questions about ticket reservations or for assistance, please call (402) 342-3300 during public hours.

I dropped by without a reservation. What do I do?
Visitors arriving without a ticket may reserve one (if spots are available) immediately online while outside the Museum via their personal, web-enabled device. There will not be an option to secure admission tickets at the entrance desk. With questions about ticket reservations or for assistance, please call (402) 342-3300 during public hours.

Has the Museum changed its hours?
Yes. Until further notice, Joslyn hours are Wednesday through Sunday, 10 am to 4 pm (closed Monday, Tuesday, and Thursday evening).

Do you have certain times for higher-risk visitors?
Yes. Those at higher risk for severe illness if exposed to COVID-19 (such as older adults or people with underlying health conditions) are encouraged to visit from 10-11 am daily.

Are masks required?
Yes. Those ages five and older will wear masks or appropriate face coverings at all times inside the Museum. Guests are encouraged to bring their own masks, however masks will be provided free of charge to visitors who do not have them.
What physical distancing rules are in place?
Visitors are encouraged to follow CDC recommendations and practice physical distancing. Upon arrival at the Museum, visitors should not congregate in front of the atrium entrance, but instead approach only at their scheduled reservation time. Inside the Museum and in the sculpture garden, Joslyn asks guests to maintain a six-foot distance from visitors not in your party. Staff will be in place to monitor gallery capacities and guide the flow of traffic. Guests are encouraged to avoid clustering around works of art.

Is outside food and drink allowed?
Guests are welcome to bring their own water bottles, however, they may be opened and consumed only in public spaces such as the atrium and the fountain court (beverages may not be opened or consumed in the galleries). Guests are welcome to bring a picnic, but all food must be kept and consumed outdoors in the sculpture garden.

How do I get into the Museum?
Only the atrium entrance is accessible at this time (located on the east side of the Museum, between the Memorial and Pavilion buildings). Entrance and Exit travel paths are marked, and entrance is touch-free, via automatic doors.

What do I do once I get inside?
Every visitor must check-in at our admissions desk and show their free, reserved ticket (printed or on their mobile device). What to expect:

- Use our touch-free hand sanitizer station immediately inside the atrium entrance (others located throughout the building)
- Follow the posted signage to the admissions desk
- Protective, acrylic shields have been installed at the admissions desk to reduce contact between staff and visitors
- Tickets will be scanned by our staff
- Cash and check financial transactions are not taking place at the Museum at this time. Membership renewals may be made at the Museum with a credit or debit card (via guest-operated card reader); new membership purchases must be made online. Need assistance? Contact the membership department at membership@joslyn.org or by calling (402) 933-8229.
- Printed fliers and brochures will not be available. The Museum map will be available via Joslyn's mobile website or QR code scan, and directional signage positioned throughout the Museum will aid in navigation. A limited supply of printed maps will be available. Guests must take their map with them or recycle it at the conclusion of their visit.

How long may I stay at the Museum?
There is no limit to the amount of time visitors may spend inside the Museum once admitted, but all guests will be asked to complete their visit by 4 pm.

What is open?
- All permanent collection galleries
- Fact and Fiction in Contemporary Photography—now FREE to all. This special exhibition, organized by Joslyn, had been open only a few weeks before Joslyn’s pandemic-related shutdown. The exhibition originally carried a ticket fee for general public adults, but Joslyn is keeping it open at no cost until October 18, 2020. For the mobile tour, follow the prompts in the exhibition or access here www.joslyn.org/education/multimedia/
- Discovery Garden and Peter Kiewit Foundation Sculpture Garden remain open (those visiting the gardens only do not need a timed ticket)

What is closed?
- ART WORKS: A Place for Curiosity
- Café Durham
- Hitchcock Museum Shop
- Mind’s Eye Gallery
- Scott EdTech Gallery
- Abbott Lecture Hall and Witherspoon Concert Hall
- Riley Family Gallery
- Classrooms

What services are available?
- A limited number of strollers, wheelchairs, and electric scooters are available on a first-come, first-served basis. This equipment will be sanitized after each use.
- All doors in public areas of the Museum will be propped open.
- The doors to all public restrooms will be propped open. Additionally, all of Joslyn’s public restroom flush mechanisms and faucets are touch-free and paper towels are provided instead of hand dryers.
- Drinking fountains are not in service.
- With rare exceptions, in-gallery seating has been removed. All café seating areas are closed.
- Storage for luggage or large bags is not available. Guests should leave these items at home or in their vehicles.
- Lockers for small items will be available and sanitized regularly.
- Elevators will remain in service and key pads will be sanitized regularly.

Has the Museum changed its cleaning strategies?
Joslyn staff are following enhanced cleaning and sanitizing protocols based on health and safety guidelines provided by city, state, and federal authorities. The frequency of cleaning and sanitizing has been increased in all public and administrative spaces with an emphasis on frequent-contact surfaces including, but not limited to, door handles, public bathrooms, countertops, and other hard surfaces. Visit www.joslyn.org for further details.

Are there any programs in which to participate?
All indoor public programs, in-person art classes/camps, and group tours are canceled until further notice. Facility rental events are happening with restrictions in conformance with the Nebraska Department of Health and Human Services’ Directed Health Measures. The public program Garden Yoga, held outdoors on Sundays in August and September, will begin on August 2, with slight modifications. Visit www.joslyn.org for details.

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