#### Conference events for the new professional!

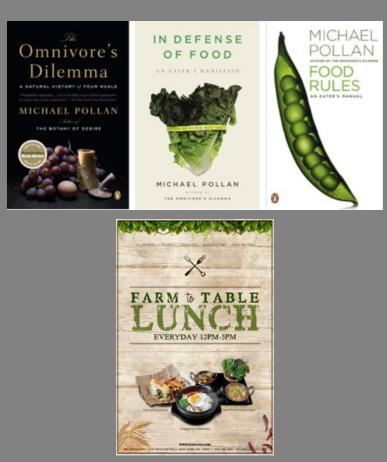
- Emerging Professional Section Meeting
  - Today! 1:15pm-2:45pm Escorial
- Leadership Forum
  - Thursday- 3:15pm-4:45pm Biscayne Ballroom
- Sage Advice: Changing Perspectives of Emerging & Emerged Public Garden Professionals
  - Friday- 8:00am-9:30am Raphael/Michelangelo





#### THE LONGWOOD GRADUATE PROGRAM IN PUBLIC HORTICULTURE

#### Lettuce Talk About It: Culinary Connections at Public Gardens Mackenzie Fochs









### What are culinary arts programs?





1. To define the variety of culinary arts programs offered at public horticulture institutions and understand how they fit with the mission of each institution.





2. To define demographics of culinary arts program participants at five public horticulture institutions.





3. To understand the difference between culinary programs and other education programs in their effect on membership and feeling of connection to the institution.



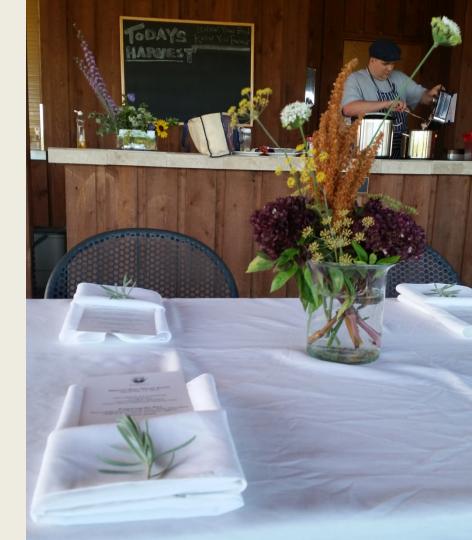


4. To determine impact of culinary arts programming on the decisionsparticipants make related to program topics.





5. To provide best practice recommendations for public horticulture institutions interested in developing culinary arts programs.





# **Methods**

- Exploratory Discussions
- Program Information Request

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- 32 Interviews with 21 Institutions
- 5 Surveys

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**GRADUATE PROGRAM IN** 

**PUBLIC HORTICULTURE** 

• 6 Site Visits



# Why offer culinary arts programming?

• Audience

"In addition to attracting another audience, [we wanted] to provide another venue [in which] people can enjoy the desert and participate in the education opportunities of the garden"

Luana Vargas, Desert Botanical Garden

- Building on previous programs
- New facilities



# **Types of Programs**

- 4 categories
  - Single classes/lectures
  - Series programs
  - Drop-in programs
  - Event programs



THE LONGWOOD GRADUATE PROGRAM IN PUBLIC HORTICULTURE



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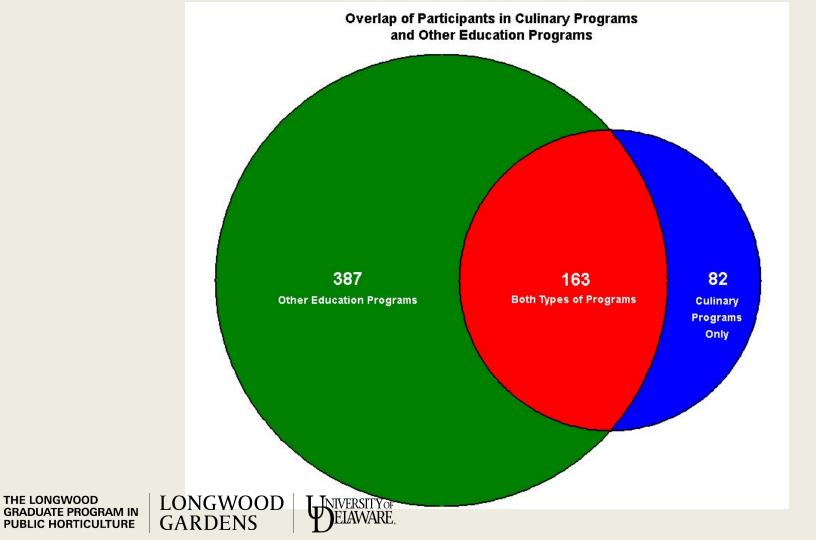
## Connecting to Mission

- "We try to incorporate seasonal vegetables and fruits in classes and to grasp elements of seasonality,"
  Mary Neustein
  Fairchild Tropical Botanic Garden
- "Connecting people with plants through food is one of the most obvious and direct ways for people to understand how the whole [food] system works," Sarah Olson

Denver Botanic Gardens







# **Audience Snapshot**

- Age 46 or older (83.9%)
- Female (86.5%)
- Combined annual household income greater than \$60,000 (77.6%)
- Attained a 4-year degree or higher level of education (80.3%)
- White/Caucasian (94.4%)

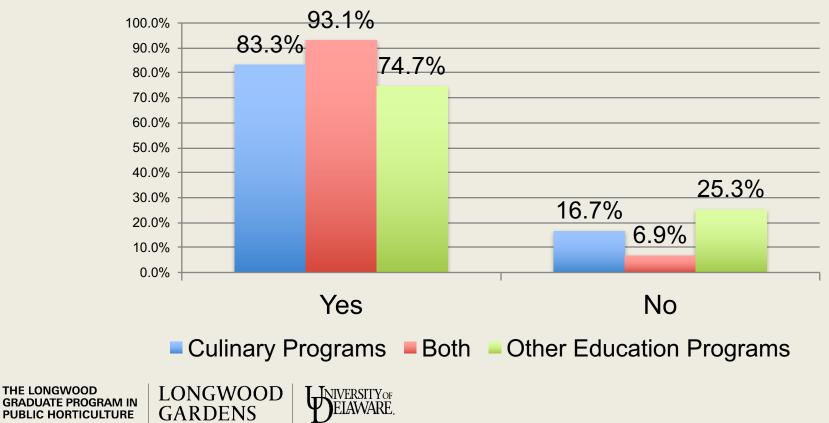




# Why are they attracted to culinary topics?

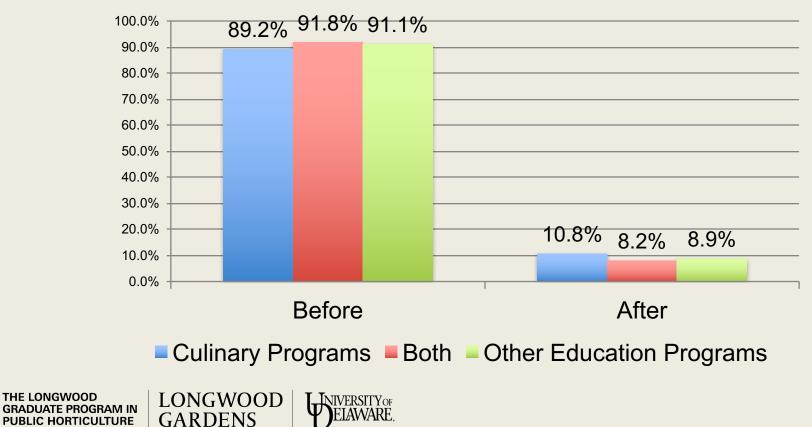


#### Membership by Program Type Shown as a Percentage of Total Responses n = 604



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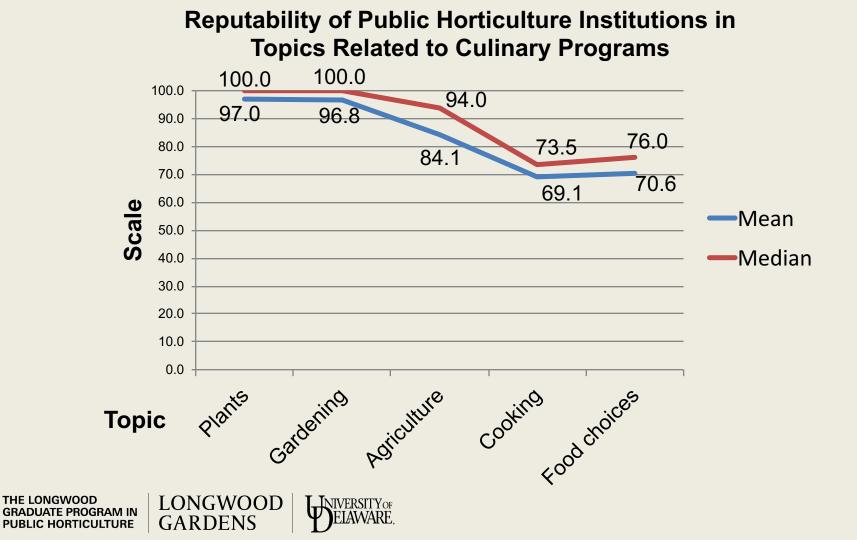
#### When Members Joined by Program Type Shown as a Percentage of Total Responses n = 483



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#### Length of Membership by Program Type Shown as Percentage of Total Responses n = 484





# Programmatic Impact

- 18 of 21 institutions are promoting ideas of:
  - Healthy eating
  - Growing or cooking one's own food
  - Eating locally sourced food





# **Programmatic Impact**

- Lifestyle changes made **somewhat or much more** after attending a culinary arts program:
  - Purchased locally grown food (48.6%)
  - Were inspired to grow vegetables, herbs, or fruit (47.5%)
  - Prepared meals for themselves or their family (28%)
  - Made healthier eating choices (25.7%)



# Best Practice Recommendations

- General Considerations
- Facilities, Including Garden and Kitchen Spaces
- Volunteers
- Pricing and Supply Costs
- Partnerships and Sponsorships
- Instructors
- Culinary Events



# General Considerations

Ordinances

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**GRADUATE PROGRAM IN** 

PUBLIC HORTICULTURE

Number of Programs

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HE LONGWOOD RADUATE PROGRAM IN UBLIC HORTICULTURE

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# What *does* offering culinary programs mean for public gardens?

• Mission fulfillment

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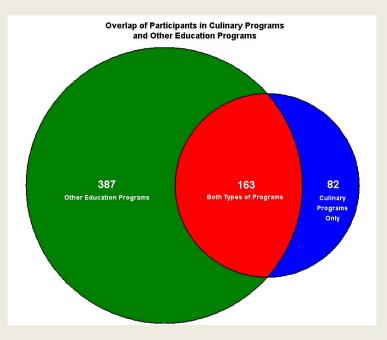
**GRADUATE PROGRAM IN** 

PUBLIC HORTICULTURE

- Distinct audience interested
  in culinary topics
- Opportunity to engage participants in philanthropic activities

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## **Special Thanks**

- Dr. Susan Barton, University of Delaware
- **Susan Crane**, The Morris Arboretum of the University of Pennsylvania
- **Dr. Thomas Ilvento,** University of Delaware
- **Dr. Douglas C. Needham**, Longwood Gardens
- Dr. Brian Trader, Longwood Gardens
- Marnie Conley, Longwood Gardens
- Interviewees



# Thank you!

# How Green are the Greenest Blocks?

A Comparative Study of Environmentally Beneficial Blocks in Brooklyn

#### Michelle Gluck, Pratt Institute



CHANGING PERSPECTIVES: PLANTING FOR THE FUTURE 2016 AMERICAN PUBLIC GAR DENS ASSOCIATION ANNUAL CON

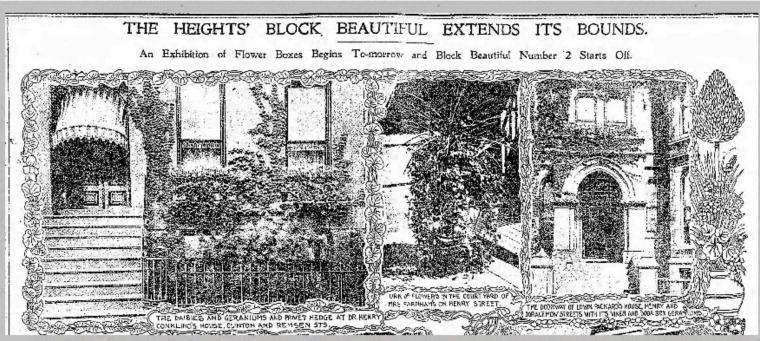






#### CHANGING PERSPECTIVES: PLANTING FOR THE FUTURE 2016 AMERICAN PUBLIC GAR DENS ASSOCIATION ANNUAL CONFERENCE





A number of houses in the old Columbia Heights section of Brooklyn, showing their participation in "Block Beautiful." (Bklyn Daily Eagle, 18 May 1902).

Before the Botanical Garden arrived on the scene with its "Greenest Block in Brooklyn" initiative, there was "Block Beautiful."



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#### CHANGING PERSPECTIVES: PLANTING FOR THE FUTURE 2016 AMERICAN PUBLIC GARDENS ASSOCIATION ANNUAL CONFERENCE



### **Urban Stressors:**

- Litter and debris
- Dog urine and feces
- Car traffic
- Block instability due to construction and real estate development
- Noise pollution
- Urban heat island effect
- Minimized solar rays
- CSO overflow/stormwater flooding
- Air pollution

"Perhaps it will be the city that reawakens our understanding and appreciation of nature, in all its teeming, unpredictable complexity."

Jane Jacobs, The Greening of the City



CHANGING PERSPECTIVES: PLANTING FOR THE FUTURE 2016 AMERICAN PUBLIC GARDENS ASSOCIATION ANNUAL CON



## How successful are "greenest blocks" at mitigating urban stressors? How "green" are the greenest blocks?







#### Indicators:

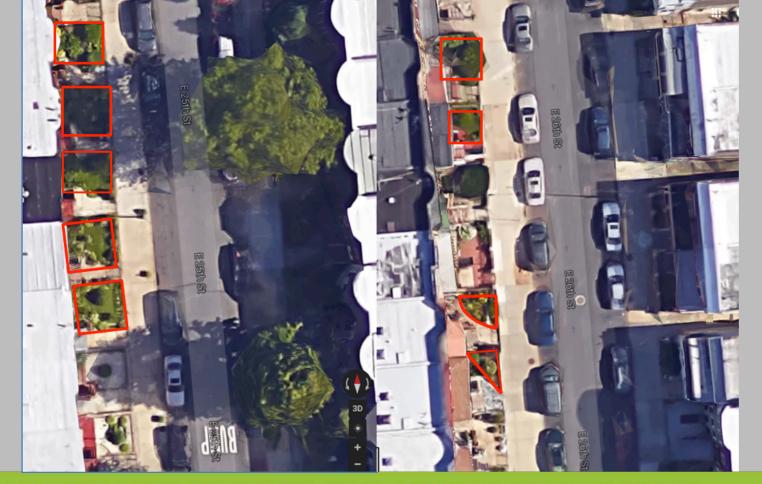
- 1. Street Tree Index (NYC TreesCount! Data)
- 2. Percent of Streetscape "Planted" Index
- 3. Percent Permeable Surface
- 4. Presence of Street Litter
- 5. Presence of Signage/Collective Action/Unified Stewardship
- 6. Evidence of Intentional Soil Enhancement/Soil Porosity

CHANGING PER SPECTIVES: PLANTING FOR TH

UBLIC GARE









#### CHANGING PERSPECTIVES: PLANTING FOR THE FUTURE 2016 AMERICAN PUBLIC GARDENS ASSOCIATION ANNUAL CONFERENCE



# Preliminary research findings from participant surveys and community roundtable discussions:

In your opinion, what are the greatest challenges to greening on your block?

Flowers Money Neighbors Commit Block Community Participation Traffic Getting Litter Tree Funding Garden Growing Watering "Greening the block was the catalyst for knowing one another, developing a listserv for the block, an annual September block party AND :ransformed the block with plants and flowers!"



HANGING PERSPECTIVES: PLANTING FOR THE FUTUR





What "Greenest Block" Gardeners want: TREE PLANTS \* GRANT PROGRAM \* COMMUNITY PLANT NURSERIES MORE FREE CLASSES FREE SOIL TESTING NATIVE PLANT SOURCES YOUTH INVOLVEMENT - Corps GREATER COMMUNITY PARTICIPATION TREE GUARDS LESS LITTER and DOG WASTE



#### CHANGING PERSPECTIVES: PLANTING FOR THE FUTURE 2016 AMERICAN PUBLIC GARDENS ASSOCIATION ANNUAL CONFERENCE



MORE OPPORTUNITIES TO MEET EACH OTHER, SHARE IDEAS/TIPS, AND REQUEST HELP FROM OTHER BLOCKS. COMPOST! RAIN BARRELS MORE BBG OUTREACH AT BLOCK ASSOC. MEETINGS and BLOCK PARTIES

AMERICAN PUBLIC GARDENS

ASSOCIATION



## Thank you!

#### Questions?

#### If interested in further contact or collaboration please reach out to me: Mdgluck@gmail.com



CHANGING PERSPECTIVES: PLANTING FOR THE FUTURE 2016 AMERICAN PUBLIC GAR DENS ASSOCIATION ANNUAL CO



What is the best way to approach this analysis quantitatively and demonstrate the potential value in greening our streetscapes city-wide while successfully showcasing the passion, "traditional ecological knowledge", and dedicated vigor of each block's individualized greening efforts?

...Citizen science "app", small scale "pen on paper" assessment form, ArcMap Online Collector or Story Map tool



HANGING PERSPECTIVES: PLANTING FOR THE FUTURE 2016 AMERICAN PUBLIC GARDENS ASSOCIATION ANNUAL CONFERENCE

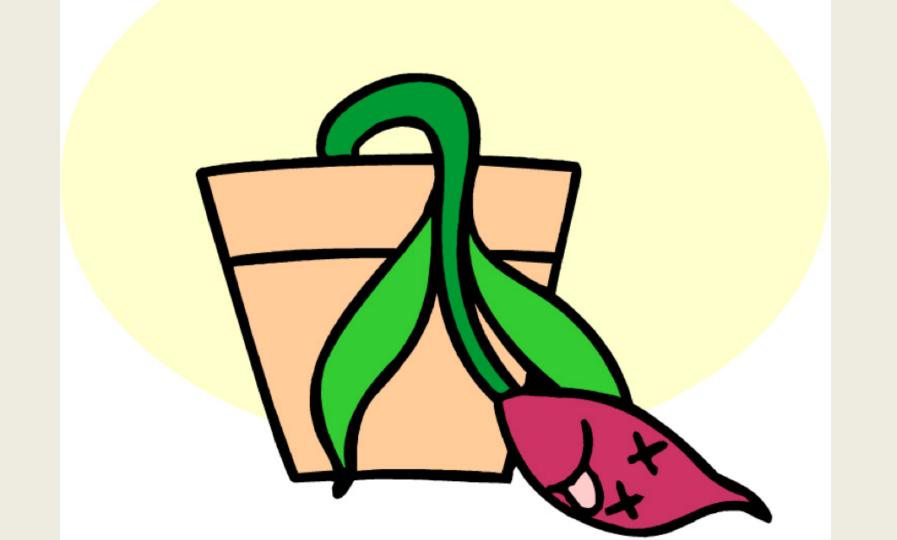
### THE LONGWOOD GRADUATE PROGRAM IN PUBLIC HORTICULTURE

### Managing the risk of water shortage Fran Jackson

NIVERSITYO

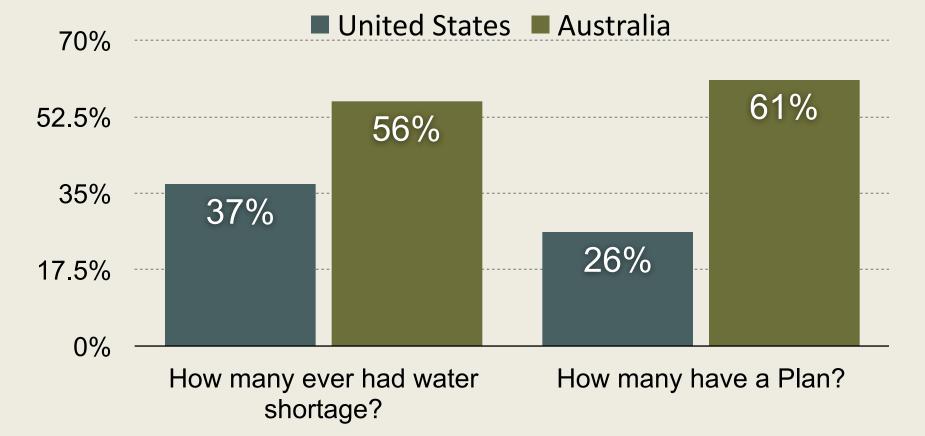
THE LONGWOOD GRADUATE PROGRAM IN PUBLIC HORTICULTURE



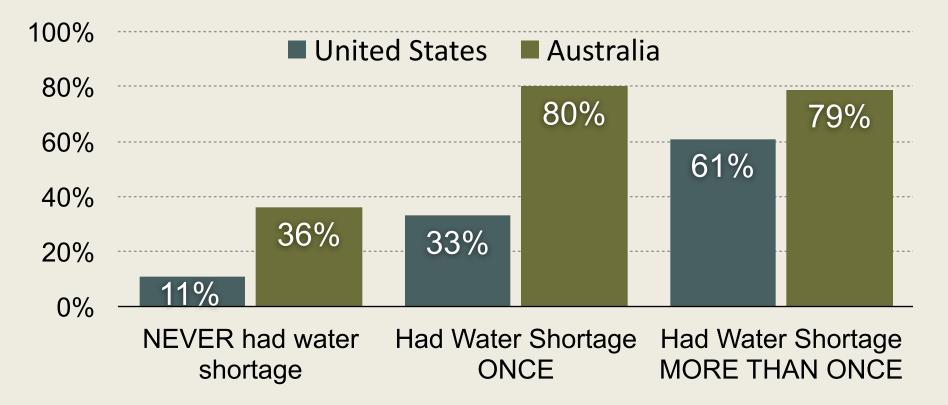


- Literature Review, Survey and Case Studies
- Survey of U.S. and Australian Botanic Gardens
- Interviews with Australian and United States gardens

## **Experience with Long-term water shortage**



## Have a Plan to Manage Long-Term Water Shortage?







### Has a Disaster Plan



### Has Rare Cultivars

### Had Water Shortage at Least Once

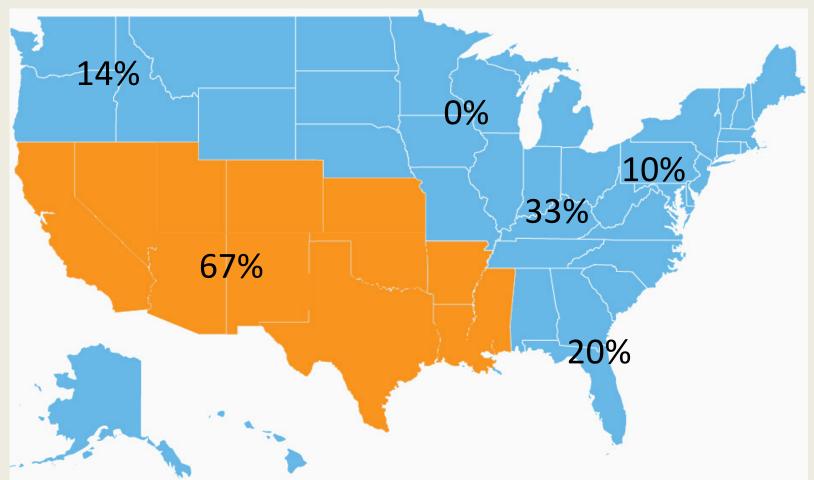
Heritage Trees

Had Water Shortage More than Once Knows How Much Water is Used

#### Ben Nevis Inn WEATHER FORECASTING STONE **CONDITION** FORECAST Stone is Wet Rain Stone is Dry Not Raining Shadow on Ground Sunny White on Top Snowing Can't see Stone Foggy Swinging Stone Windy Stone Jumping Up & Down Earthquake **Stone Gone** Tornado

C/

#### U.S. Gardens % with a Plan by Region





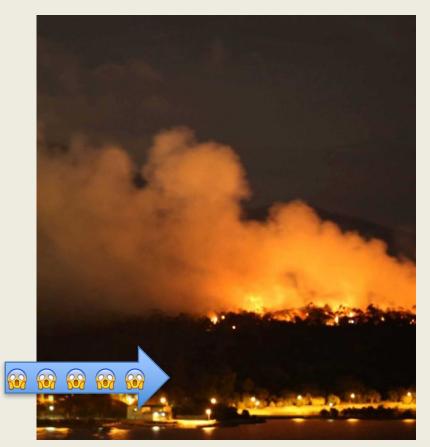
## **Motivating Factors**

- Cost of water
- Climate Change
- Governance
- Sustainability
- Collections management
- Political pressure
- Public Relations



### Great plans have to start somewhere...

- Usually triggered by water shortage
- Consult widely within and outside of the organization
- Assess the changing climate
- Have a champion within the organization



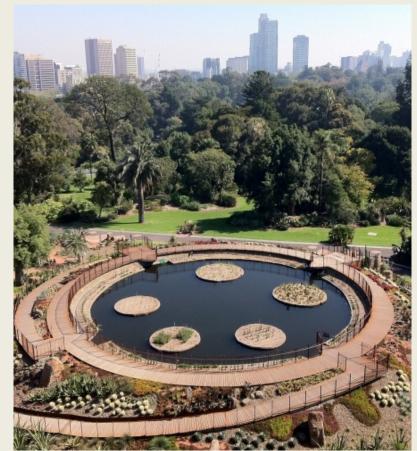
Managing the threat of water shortage is primarily a combination of

- Managing the collections
- Managing the water
- Good horticultural practices
- Managing expectations!



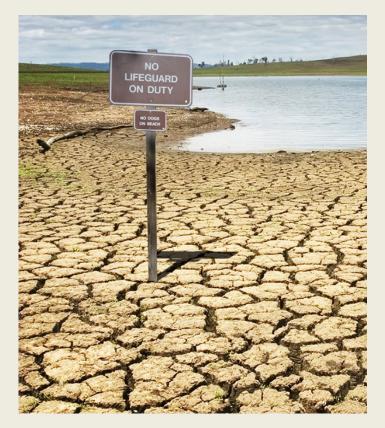
## **Great Plans**

- Living collections policy
- Prioritize certain collections over others
- Substitute high waterdemand plants for lower demand
- Find an alternative water supply
- Manage water better



## Assess the Risk!

- Is a plan needed?
- What are the consequences of doing nothing?
- Is the risk unacceptable?



## Consequences of doing nothing?

- Death of living collections Loss of irreplaceable taxa
- Institutional reputation damaged, potential loss of donor and grant funding
- Loss of revenue from visitors, venue hire
- Loss of collections from bushfire/wildfire
- Expense incurred to acquire replace and maintain collections
- Long-term changes to micro-climates

Does this garden need a plan to manage longterm water shortage?



## How?

- Consult experts inside and outside the organization
- Review the collections
- Review the water supply
- Review the horticultural practices
- Prepare a budget

## Implementation

- Commitment from the whole organization
- Manage stakeholder expectations
- Realistic budget
- Implement in stages
- Tell others of what worked or what did not
- Review periodically



### THE LONGWOOD GRADUATE PROGRAM IN PUBLIC HORTICULTURE

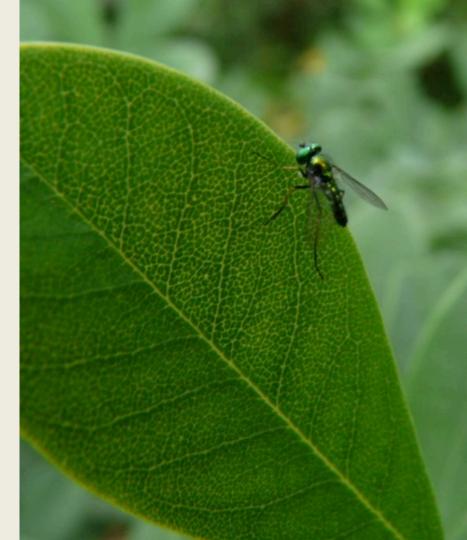
The More the Merrier: A Comparison of Membership Programs at Public Gardens Stephanie Kuniholm

## **Early Questions**

- What about free-admission gardens?
- Do members join for benefits or to support the garden?
- Do membership programs really make any money?
- Do members become donors of larger gifts?
- What is "success" for a membership program?

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## Goals

- Distinguish between different types of membership programs
- 1. Document the success of membership programs at public gardens
- Signify the role of membership in fundraising initiatives at public gardens



THE LONGWOOD GRADUATE PROGRAM IN PUBLIC HORTICULTURE



### THE LONGWOOD GRADUATE PROGRAM IN PUBLIC HORTICULTURE

## Methods

## Included Gardens

- American Public Gardens
  Association members
- Active membership program

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• 286 Gardens

THE LONGWOOD GRADUATE PROGRAM IN

PUBLIC HORTICULTURE



## Background Study

- June-October 2015
- 286 gardens

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PUBLIC HORTICULTURE

- 60 fields of information
  - Contact information
  - Member levels and benefits
  - Admission cost
  - Membership cost

LONGWOOD

GARDENS



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-	Lauritzen Gardens		No	Yes	10	No	No	None	No	https://www.lau	69109	NE			n	n			0	n	v	-		n
	Lewis Ginter Botanic	al Garden	Yes	Yes	12	No	No	None	No	http://www.lewi	_		y V	Y V	v	0	y u	7	0	0	v	y D	y 0	0
	LongHouse Reserve		No	Yes	10	No	No	None	No	https://www.lon			v	v	n	v	0	0	0	0	0	v	0	0
	Longue Vue House a	and Gardens	No	Yes	12	No	No	None	No	https://longuevu			v	v	n	n	v	n	n	n	n	v	n	n
	Longwood Gardens		Yes	Yes	20	No	No	None	No	http://longwood			v	v	n	v	v	n	n	n	n	v	v	n
	Ganna Walksa Lotus	land	No	Yes	45	No	No	None	No	http://www.lotu			v	n	n	n	Ŷ	n	n	n	n	y.	n	n
64	Harold L. Lyon Arbor	retum	No	Yes	5	Yes	Yes	University	Yes	http://friendsoff	96822	H	v	n	Y	v	Ŷ	n	n	n	n	n	n	n
65	Marie Selby Botanic	al Gardens	No	Yes	19	No	No	None	No	http://selby.org	34236	FL	y	У	n	n	¥.	n	n	n	n	У	n	n
66	Maymont		Yes	Yes	0	No	No	None	No	http://www.may	23220	VA	У	n	¥	¥	¥	n	n	n	n	n	n	n
67	McCrory Gardens		Yes	Yes	6	No	No	South Dake	Yes	http://www.mcc	57007	SD	У	n	n	n	Y	n	n	n	n	y .	n	n
68	McKee Botanical Ga	rden	No	Yes	12	No	No	None	No	http://www.mck	32962	FL	У	n	n	n	¥.	y .	n	У	У	¥.	n	n
69	Meerkerk Gardens		No	Yes	5	No	Yes	None	No	http://www.mee	98253	WA	У	n	n	n	n	n	n	n	n	Y	n	n
70	Mendocino Coast Bo		No	Yes	14	No	No	None	No	http://www.gard	_		y .	n	Y	n	Y	n	n	n	У	¥.	n	n
	Minnesota Landscap		Yes	Yes	12	No	No	University		http://www.arbo			У	У	n	n	n	n	n	n	n	y	У	n
	Missouri Botanical G		No	Yes	8	No	No	None	No	http://www.miss	_		У	n	¥	n	Y	n	n	n	n	Y	У	n
		f the University of Pennsylvania	_	Yes	16	No	No	University		http://www.busi			У	Y	n	n	¥	n	Y	n	У	У	n	У
	Mounts Botanical G		No	Yes	5	No	No	None	No	http://www.mou			У	n	n	n	Y	n	n	n	n	y	n	У
_	Myriad Gardens Fou		No	Yes	8	No	No	None	No	http://www.myr			n	y	n	Y	Y	n	n	n	n	Y	n	n
_	Naples Botanical Ga New York Botanical		Yes	Yes	14.95	No	No No	None	No	https://www.nap			Y	n	n	n	Y	n	n	n	Y	Y	n	n
78	Norfolk Botanical Ga		No	Yes	11	No	No	None	No	http://www.nyb http://norfolkbo			y V	y D	n V	0	¥.	n	n	n	n	y .	n	n
	Olbrich Botanical Ga		Yes	Yes	2	No	No	None	No	http://www.olbr			y V	0	n	0	Y	n	0	0	0	y u	y	0
_	Old Westbury Garde		Yes	Yes	10	No	No	None	No	https://www.old			y V	0	n	0	v	n	0	0	0	y D	y D	0
_	The Oregon Garden		Yes	Yes	11	No	No	None	No	http://www.ores			v	v	n	0	v	0	n	v	v	v	0	0
_	Peckerwood Garden	1	No	Yes	10	No	No	None	No	http://www.pecl			v	n	v	v	v	n	0	n	n	v	n	n
_		, and Botanical Gardens	Yes	Yes	15	No	No	None	No	https://phipps.co			Y	Y	¥.	Y	Y	Y	n	n	n	Y	Y	n
	Polly Hill Arboretum		Yes	Yes	5	Yes	No	None	No	http://www.poll			Y	n	n	n	Y	n	n	n	n	Y	Y	n
85	Powell Gardens		Yes	Yes	9	No	No	None	No	https://www.pov		MO	n	y	n	n	Ŷ	n	n	n	n	Ŷ	n	n
86	Quad City Botanical	Center	Yes	Yes	6	No	No	None	No	http://www.gcg	61201	IL.	У	y	n	y .	¥.	n	n	n	У	y.	У	n
87	Quarryhill Botanical	Garden	No	Yes	10	No	No	None	No	http://www.gua	95442	CA	Y	n	n	Y	¥	n	n	n	n	Y	n	n
88	Queens Botanical Ga	arden	No	Yes	4	No	No	None	No	http://www.que	11355	NY	Y	y .	Y	n	Y	n	n	n	n	Y	n	n
89	Rancho Santa Ana B	otanic Garden	No	Yes	8	No	No	None	No	http://www.rsab	91711	CA	У	n	n	n	¥.	n	n	n	n	¥.	n	n
90	Red Butte Garden		Yes	Yes	10	No	No	University	Yes	http://www.redl	84108	UT	Y	¥.	n	n	¥.	n	n	n	n	Y	n	n
91	Reiman Gardens		Yes	Yes	8	No	No	Iowa State		http://www.rein			n	n	n	n	n	n	n	n	n	¥	n	n
		ies Botanical Garden	No	Yes	8	No	No	None	No	http://rhodygard			У	n	n	У	У	n	y	n	У	Y	n	n
	Rotary Botanical Ga		No	Yes	7	No	No	None	No	http://rotarybot			У	n	n	n	У	n	n	n	n	Y	У	n
	San Antonia Botanic		No	Yes	10	No	No	None	No	http://www.sabe			У	n	n	n	Y	n	n	n	n	Y	У	n
95	San Diego Botanic G	arden	Yes	Yes	14	No	No	None	No	http://www.sdbj	92024	CA	У	n	Y	y .	Y	n	n	n	n	n	Y	n

## Survey

- Emailed to 286 Gardens
- 125 responses (44%)
- Questions:
  - Revenue and expense
  - Staff
  - Acquisition
  - Renewal and retention







## Analysis

- Cost
  - Charge admission
  - Free
- Size (operating budget)
  - Small (under \$1 million)
  - Medium (between \$1 and \$2.499 million)
  - Large (above \$2.5 million)
- Governance
  - Independent
  - University
  - State/Local government





#### THE LONGWOOD GRADUATE PROGRAM IN PUBLIC HORTICULTURE

## **Results:**

Differences between membership programs

## Cost

- Number of memberships
- Cost of lowest-level
  membership
- Member retention rates





### **Cost: Member Retention Rates**

Mean estimated member retention rate in percent for gardens based on cost, size, and governance. \*Levels not connected by the same letter are significantly different.

Туре		Retention rate		Tukey-
				Kramer
				HSD*
All Gardens		71.59		-
Cost	No admission	75.70	F = 6.588	-
Yes admission		68.57	p = 0.012	-
Size	Small	74.12	F = 4.506	А
	Medium	75.85	p = 0.014	А
	Large	65.09		В
Governance	University	73.88	F = 0.999	-
	Independent	70.86	p = 0.373	-
	Municipal	67.04		-



## Size

THE LONGWOOD GRADUATE PROGRAM IN

PUBLIC HORTICULTURE

- Operating budget
- Total garden FTE
- FTE dedicated to membership
- Garden visitation
- Cost of admission
- Number of memberships
- Cost to administer membership program
- Cost of lowest-level membership

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GARDENS

Member retention rate



### **Size: Member Retention Rates**

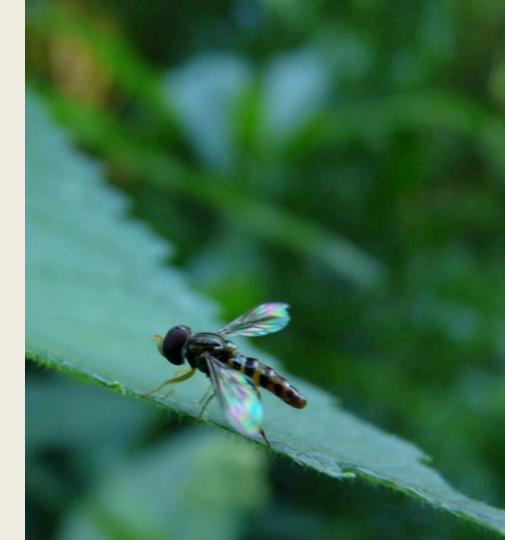
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	Large	65.09		В	
Governance	University	73.88	F = 0.999	-	
	Independent	70.86	p = 0.373	-	
	Municipal	67.04		-	



## Governance

- Garden visitation
- Types of memberships offered
- Cost of lowest level
  membership





#### **Governance: Visitation**

Mean estimated annual visitation for gardens based on cost, size, and governance. \*Levels not connected by the same letter are significantly different.

Туре		Mean annual visitation		Tukey-Kramer HSD*
All Gardens		160,657		-
Cost No Admission		173,687	F = 0.154	-
	Yes Admission	152,717	p = 0.695	-
Size	Small	38,151	F = 23.015	В
	Medium	99,478	p < .0001	В
	Large	311,140		А
Governance	Independent	105,003	F = 3.102	А
	University	120,125	p = 0.050	AB
	Municipal	257,677		В



#### THE LONGWOOD GRADUATE PROGRAM IN PUBLIC HORTICULTURE

## **Results:** Success of membership programs

## Success?

• Revenue?

THE LONGWOOD GRADUATE PROGRAM IN

PUBLIC HORTICULTURE

- Number of members?
- Member retention rates?
- Visitor member conversion?

LONGWOOD

GARDENS



#### THE LONGWOOD GRADUATE PROGRAM IN PUBLIC HORTICULTURE

## **Results:** Role of membership programs

## Role of Membership

- Generate revenue
- Engage with prospective donors
- Connect people to mission





## **Special Thanks**

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#### THE LONGWOOD GRADUATE PROGRAM IN PUBLIC HORTICULTURE

### Questions

## The Verification of Identity in the Living Collections of North American

## **Public Gardens**

Ben Stormes

Cornell Plantations Graduate Fellow Cornell University

"That should do it."

#### **Presentation Overview**

- What is verification of identity, and why is it important?
- What did this study aimed to address?
- How were the study questions answered?
- What did the study reveal?
- Where do we go from here?



#### What is verification of identity?

The process of identity verification involves observing the morphological or genealogical characteristics of the individual plant in question, and assessing if they match those of a known plant taxon to which it can be linked.



#### On Aster

"I can't tell what are species and how to define any of them...I was never so boggled....If you hear of my breaking down utterly, and being sent to an asylum, you may lay it to *Aster*, which is a slow and fatal poison." -

# Why is verification of identity important?

Financial Responsibility

 A tremendous amount of time and money are spent building and maintaining our living collections, but are they "fit for purpose?"

Institutional Integrity

• Our collections are the basis of our programming. As living museums, we are entrusted with stewarding our collections for the public good

Plant Conservation Efforts

 Public gardens are poised to be leaders in addressing the threats to global plant diversity





#### **Current Status of Verification**

- Globally 32% of living accessions reported to be of verified identity
- In the North American context, this figure drops to an alarming 11% of living accessions

- Aplin, 2014







# What did this study aimed to address?

- To confirm the current status of verification of identity in the living collections of North American public gardens
- To identify characteristics of successful verification projects, and the institutional context in which these programs are currently taking place
- To develop a set of recommendations North American public gardens can use to enhance current verification programs

## Study Methodology

Online Survey

American Public Gardens Association - Professional Sections Botanical Gardens Conservation International - GardenSearch AABGACOL Listserve

#### Case Study Interviews

- Boyce Tankersley Chicago Botanic Garden
- Cindy Newlander, Elaine Lockey & Jen Toews Denver Botanic Gardens
- Amy Highland Mt. Cuba Center
- Alex Henderson Royal Botanical Gardens, Ontario
- Laura Caddy University of Alberta Devonian Botanic Garden

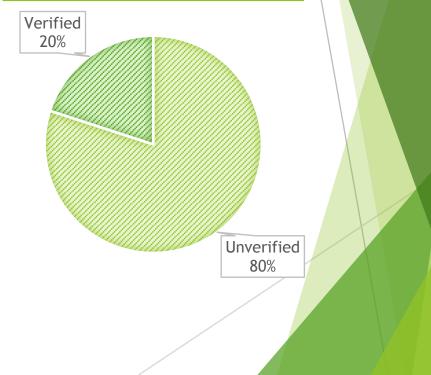
### **Updated Status of Verifications**

Survey respondents collections profile data indicate that 20% of reported accessions were verified.

This figure suggests we may be in a stronger position than reported by Aplin, who's study suggested 11% of accessions were verified for the North America data subset.

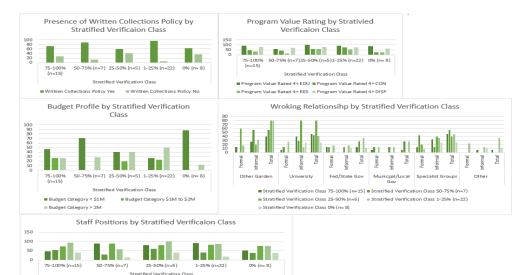
North American public gardens still fall short of the global average of 32% of accessions verified reported by Aplin.

#### LIVING ACCESSIONS OF VERIFIED IDENTITY



#### Characteristics by Stratified Verification Class

- Stratified verification class analysis showed that no single characteristic surveyed for was correlated to higher levels of verification
- This was consistent for institutional profile characteristics, collections profile characteristics, and policy & documentation characteristics



Staff Position Present Curator Staff Position Present Bot/Tax Staff Position Present Plnt Do

= Staff Position Present Mead Mrt = Staff Position Present Other

# No news <u>IS</u> good news, sometimes.....

There is no single "recipe" for successful verification projects.

It is as likely to happen in your garden as it is at any other.....



#### Where do we go from here?

- Value the living collections, and communicate this value widely
- Build external working relationships to utilize existing expertise
- Establish a hierarchy for confidence in verifications (ITF)
- Have confidence in performing verifications internally within your collections



### Thank you to...



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