

# MOBILITY GRANTS

## 2019

### 2nd Call





## SUMMARY OF THE 2<sup>ND</sup> CALL

---

## Retroplanning

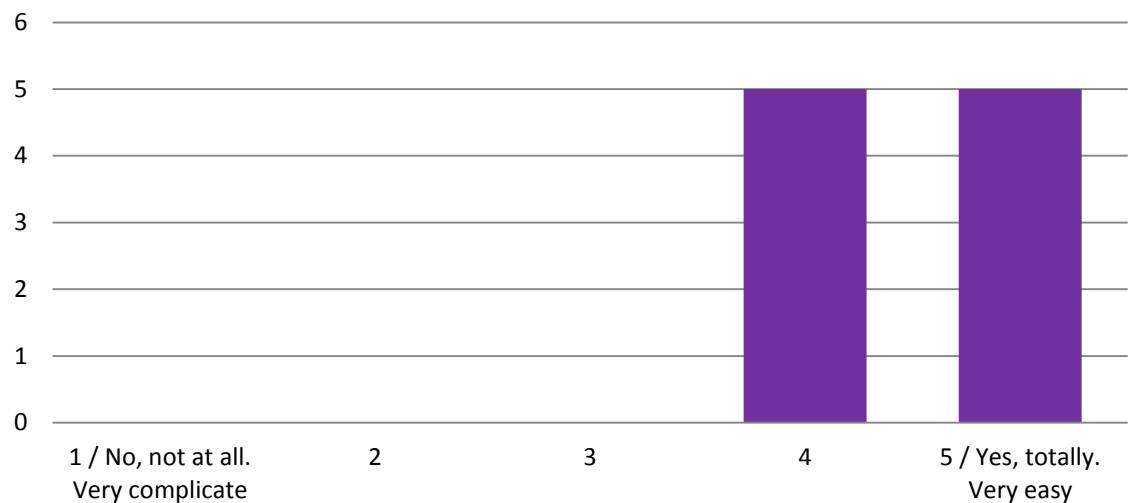
- Launch of the call: 4<sup>th</sup> February 2019
- Official Results: 3<sup>rd</sup> June 2019
- Mobility Period: 2<sup>nd</sup> part of 2019

## List of the winners 2019

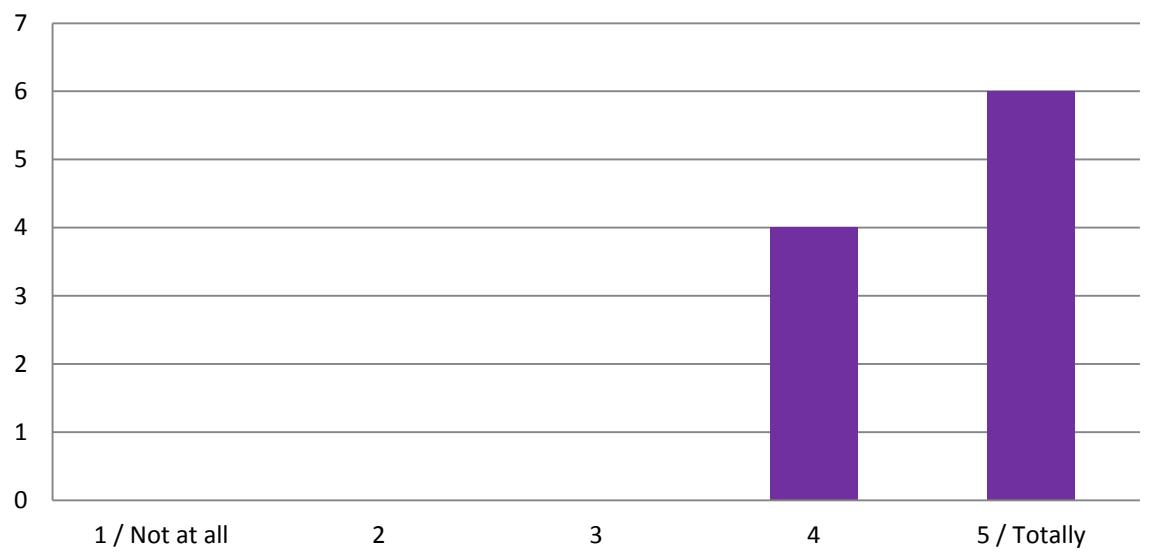
Name	Function	Sending Institution	Host Institution	TOT SCORE / 120
Cezary Mrozowicz	Deputy head of public service department	Museum of King Jan III's Palace at Wilanow, Poland	Stiftung Preussische Schlösser und Gärten Berlin-Brandenburg, Germany	113,5
Jeannette Birk	Marketing Development Division - Tourism Management and Sales	Stiftung Preussische Schlösser und Gärten Berlin-Brandenburg, Germany	Palaces of Versailles, France	112,75
Fulvia Maria Grandizio	Gardener	Palace of Versailles, France	State Museum Reserve "Peterhof", Russia	109
Katarzyna Gustek	Senior Conservation Assistant	Royal Lazienki Museum in Warsaw, Poland	Stiftung Preussische Schlösser und Gärten Berlin-Brandenburg, Germany	109
Raúl Martínez	Curator of carriages	Patrimonio Nacional, Spain	Moscow Kremlin Museums, Russia	108
Marie-Laetitia Lachevre	Head of Library	Palace of Versailles, France	Prince's Palace of Monaco, Monaco	106
Agata Pietryk-Slawinska	Coordinator of the volunteer program	Royal Lazienki Museum in Warsaw, Poland	Historic Royal Palaces, United Kingdom	106
Noémie Wansart	Scientific Collaborator	Palace of Versailles, France	Reggia di Caserta, Italy	96
Pawel Czarnecki	Specialist in the field of photography and video	Royal Lazienki Museum in Warsaw, Poland	Palace of Versailles, France	95
Maria Kiseleva	Leading project manager, curator, exhibition department	State Museum Reserve "Peterhof", Russia	Stiftung Preussische Schlösser und Gärten Berlin-Brandenburg, Germany	93

## Statistics of the 2nd call

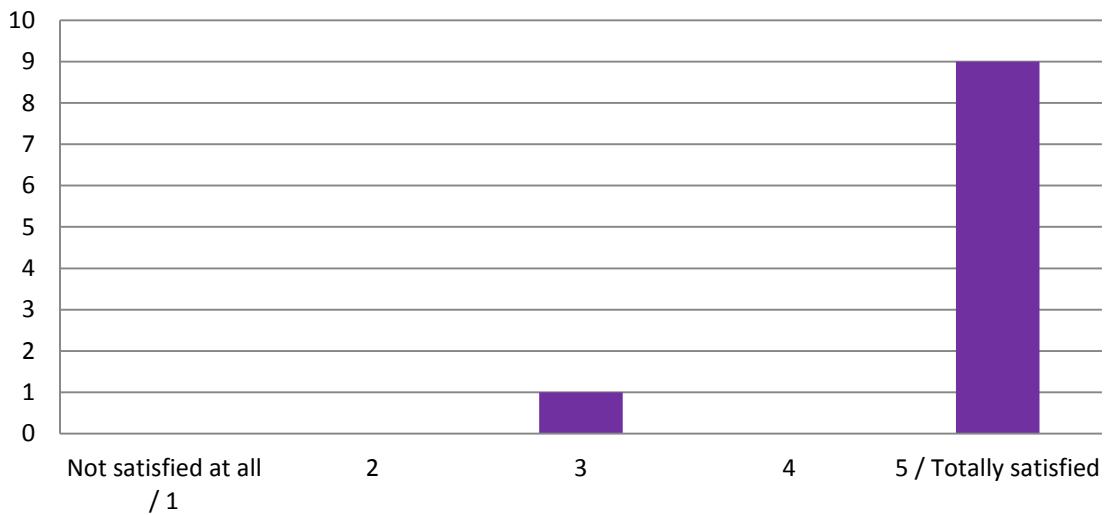
Do you think that the procedure to follow to applicate was easy to understand?



How much your experience answered to your expectations?



## Concerning the relationship with the host institution, how satisfied were you ?



Sending Institution	Host Institution
Stiftung Preussische Schlösser und Gärten Berlin-Brandenburg	Stiftung Preussische Schlösser und Gärten Berlin-Brandenburg
Patrimonio Nacional	Palaces of Versailles
Palace of Versailles	Reggia di Caserta
Museum of King Jan III's Palace at Wilanow	Prince's Palace of Monaco
Royal Lazienki Museum in Warsaw	State Museum Reserve "Peterhof"
State Museum Reserve "Peterhof"	Moscow Kremlin Museums
<i>TOT/ 6</i>	
<i>TOT/ 7</i>	

⇒ **10** institutions from **8** countries

## INDIVIDUAL FINAL REPORTS

---

## Pawel Czarnecki

A specialist in the field of photography and video  
Sending institution: Royal Lazienki Museum in Warsaw, Poland

Host institution: Palace of Versailles, France  
Date of Mobility: July 7 to 16, 2019



---

### BEFORE THE APPLICATION

---

How have you been informed about this program (i.e on the website, from the network's contact person in your residence, etc)

Contact person in my residence

Do you think that the procedure to follow to apply was easy to understand?

[Note from 1 to 5. 1= No, not at all. Very complicated / 5 = Yes, totally. Very easy ]

1      2      3      **4**      5

Would you have any changes to suggest concerning the procedure?

None

---

### DURING THE EXCHANGE

---

Concerning the relationship with the host institution (communication, organization of the exchange, supervision, etc), how satisfied were you ? [Note from 1 to 5. 1= Not satisfied at all / 5 = Totally satisfied]

1      2      3      4      **5**

Please explain the added value this experience brought to you from both a personal and professional point of view (new competences, working methods, new vision, etc.). Minimum 200 words

The possibility of cooperation with specialists from Versailles was a very valuable experience for me.

I had the opportunity to confront the methods of work in such a large cultural institution with my previous experience.

It was very valuable for me that I was treated equally as a partner during my stay both by my mentor and his team with whom I had the opportunity to cooperate.

I appreciate common discussions about the photos I made. During conversations with specialists from the museum I received a lot of hints on the processing of photographs of their post-production and the methods of taking pictures in such specific conditions as museum interiors and gardens. From the technical side, I learned how to take pictures in the interiors, how to deal with the perspective in post-production and work on the photo selection. Also how to plan and organize my working day having regard to tourist traffic. How to take pictures to make them more attractive to the viewer, at the same time adapting them to the specifics of selected medium (app, website, print).

All that I had the opportunity to learn from professionals will have an impact on my work for the benefit of the museum and myself as a photographer.

How much your experience answered to your expectations? [Note from 1 to 5. 1= Not at all / 5 = Totally ]

1      2      3      **4**      5

---

### AFTER THE EXCHANGE

---

Do you think that your exchange can be the starting point for a cooperation between the Host institution and your institution? If yes, explain in some words.

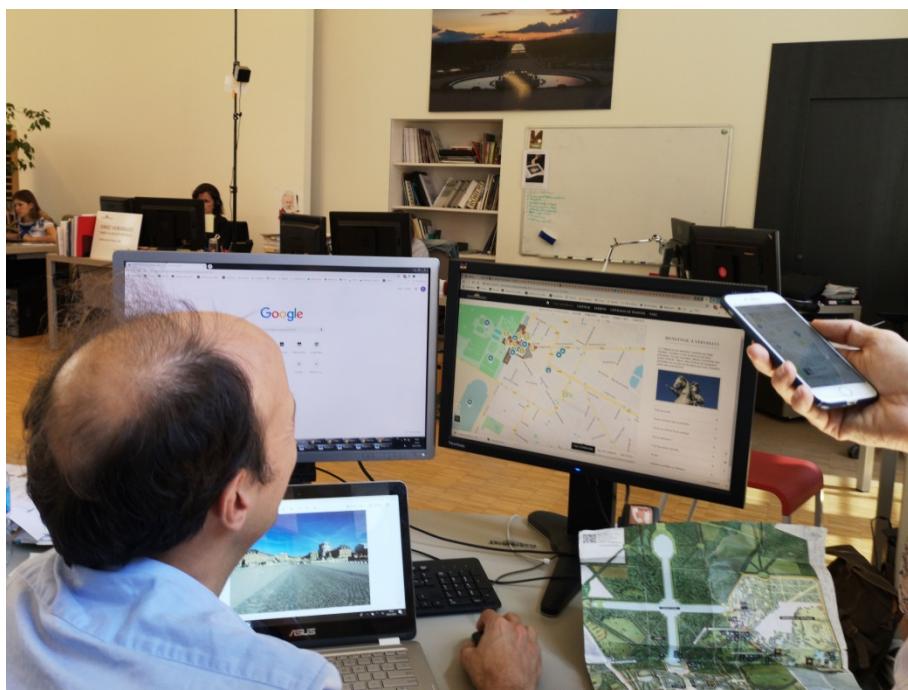
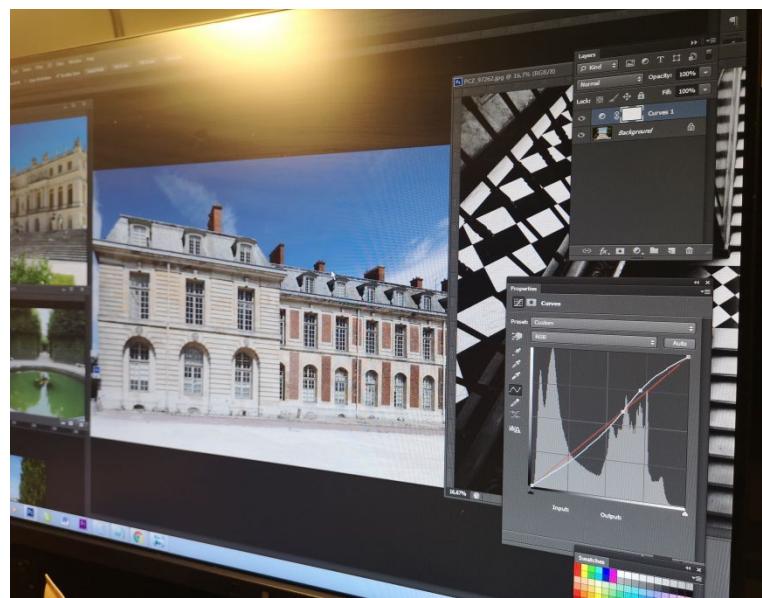
I'm not sure but I think it would be a valuable and interesting experience for both institutions

Will you recommend this program to your colleagues?

Yes

If you have any additional comments concerning the organization, your exchange, your host institution, etc, please indicate them below.

No



## Cezary Mrozowicz

Deputy Head of Public Service Department

Sending institution: Museum of King Jan III's Palace at Wilanow, Poland

Host institution: Prussian Palaces and Gardens Foundation Berlin-Brandenburg, Germany

Date of Mobility: July 15 to 22, 2019

---

### BEFORE THE APPLICATION

---

How have you been informed about this program (i.e on the website, from the network's contact person in your residence, etc)

Our network's contact person informed us about the program.

Do you think that the procedure to follow to apply was easy to understand?

[Note from 1 to 5. 1= No, not at all. Very complicated / 5 = Yes, totally. Very easy ]

1      2      3      **4**      5

Would you have any changes to suggest concerning the procedure?

Maybe a feedback email confirming the submission of the application form for the grant.

---

### DURING THE EXCHANGE

---

Concerning the relationship with the host institution (communication, organization of the exchange, supervision, etc), how satisfied were you ? [Note from 1 to 5. 1= Not satisfied at all / 5 = Totally satisfied]

1      2      3      4      **5**

Please explain the added value this experience brought to you from both a personal and professional point of view (new competences, working methods, new vision, etc.). Minimum 200 words

Spending over one week in the Prussian Palace and Garden Foundation Berlin-Brandenburg allowed me to gain a deeper view how the institution is functioning. The foundation is a very big entity, with a lot of different museums (over 30) and additionally in different places – from small ones like Caputh, till the most well-known Sanssouci. It was very interesting to

see, how they are managed on a day to day basis - the official structure and how it works directly in the museums. During the stay I was able to see over 10 museum of the foundation. The reservation center and the computer program used for booking made a big impression on me. Some things are of course similar, but the aspect of handling over 30 institutions was new and very remarkable. I will try to implement some features that I saw in our system e.g. connecting the emails to the booking process, so you see at once the entire history or group reservations with just audioguides. Also the knowledge gained in the Marketing Department, which is responsible, among other things, for advertising the foundations and its museums, will be helpful in the future. The strategy to advertise primarily the "main" museum (Sanssouci) may appear at first strange, regarding the number of owned museums by the foundation, but proven to be right in this case. Interesting was also to see, how money is invested in advertisements - what markets and what channels. That was one of the main goals to see, what to do with the statistic data, that we collecting now.

How much your experience answered to your expectations? [Note from 1 to 5. 1= Not at all / 5 = Totally ]

1      2      3      **4**      5

---

### AFTER THE EXCHANGE

---

Do you think that your exchange can be the starting point for cooperation between the Host institution and your institution? If yes, explain in some words.

A new cooperation at a institution level won't happen immediately after the grant. But the new contacts to the German colleagues will be very useful in case of consulting different solutions or future ARRE technical meetings.

Will you recommend this program to your colleagues?

Yes

If you have any additional comments concerning the organization, your exchange, your host institution, etc, please indicate them below.

It is difficult to collect all receipts. Some retailers (especially small restaurants) don't give them, sometimes you forget to take it...

## Raul Martinez

Curator

Sending institution: Patrimonio Nacional, Spain

Host institution: The Kremlin Moscow Museums, Russia

Date of Mobility: August 25 to September 3, 2019

---

### BEFORE THE APPLICATION

---

How have you been informed about this program (i.e on the website, from the network's contact person in your residence, etc)

Network's contact person

Do you think that the procedure to follow to apply was easy to understand?

[Note from 1 to 5. 1= No, not at all. Very complicated / 5 = Yes, totally. Very easy ]

1      2      3      4      **5**

Would you have any changes to suggest concerning the procedure?

No

---

### DURING THE EXCHANGE

---

Concerning the relationship with the host institution (communication, organization of the exchange, supervision, etc), how satisfied were you ? [Note from 1 to 5. 1= Not satisfied at all / 5 = Totally satisfied]

1      2      3      4      **5**

Please explain the added value this experience brought to you from both a personal and professional point of view (new competences, working methods, new vision, etc.). Minimum 200 words

Receiving a grant from the Network of European Royal Residences to travel to Russia has been the opportunity I needed to expand my knowledge about carriages in Europe. The splendid collection of carriages in Moscow, but also in St. Petersburg, offers the possibility of having a first-hand view on carriages that are unique and not well known outside the country. My research is focused on French carriages of the eighteenth century, especially in

their decorative painting. This type of decoration of carriages, very abundant at the time, has been neglected within the studies of art history mainly due to the lack of documentation on them, but above all because of the lack of works that have survived to this day. Of what was once a flourishing decorative industry that employed hundreds of painters, including some of the most important masters of the century, only a few remain and often they are not from the most important authors and, in many cases, they were repainted over time. The collection of carriages preserved in Russia can be considered one of the best in Europe, both in quality and quantity, and its study may shed new light on some of the most important carriage painters at the time who worked in France for the Russian court.

In addition to the carriages of the Kremlin and the Hermitage that I needed to see for my study, this trip has allowed me to know the amazing variety of carriages preserved in other Russian institutions, such as the State Russian Museum in Moscow, or the Tsarskoe Tselo Palace in St. Petersburg.

How much your experience answered to your expectations? [Note from 1 to 5. 1= Not at all / 5 = Totally ]

1      2      3      4      **5**

---

### AFTER THE EXCHANGE

---

Do you think that your exchange can be the starting point for cooperation between the Host institution and your institution? If yes, explain in some words.

N/A

Will you recommend this program to your colleagues?

Yes

If you have any additional comments concerning the organization, your exchange, your host institution, etc, please indicate them below.

N/A

## Agata Pietrzyk-Sławińska

Head of Education Department, Coordinator of the volunteer program

Sending institution: The Royal Łazienki Museum in Warsaw, Poland

Host institution: Historic Royal Palaces, United Kingdom

Date of Mobility: September 15 to 22, 2019



---

### BEFORE THE APPLICATION

---

How have you been informed about this program (i.e on the website, from the network's contact person in your residence, etc)

From the network's contact person in my residence

Do you think that the procedure to follow to apply was easy to understand?

[Note from 1 to 5. 1= No, not at all. Very complicated / 5 = Yes, totally. Very easy ]

1      2      3      4      **5**

Would you have any changes to suggest concerning the procedure?

No. The procedure was easy to understand.

---

### DURING THE EXCHANGE

---

Concerning the relationship with the host institution (communication, organization of the exchange, supervision, etc), how satisfied were you ? [Note from 1 to 5. 1= Not satisfied at all / 5 = Totally satisfied]

1      2      3      4      **5**

Please explain the added value this experience brought to you from both a personal and professional point of view (new competences, working methods, new vision, etc.). Minimum 200 words

The main aim of my visit to Hampton Court Palace was to learn more about the Volunteer Office and the way it is functioning. I also found out more about the volunteer roles in the

other palaces that belong to the host institution (Tower of London and Kensington Palace). Participation in the project gave me unique opportunity to interview some volunteers. I had a chance to lead the session (with 7 volunteers from Hampton Court) and ask them about different aspects of the volunteering (motivations of the volunteers, experiences in the field of volunteering, best memories, things to change in the volunteer program etc.). My aim was to get know the volunteer program from the point of view of the volunteers. The interview method was a very important part of this project. During the meeting, I heard a lot of opinions about museum volunteer program. The most important conclusion was that this kind of work is based on the specific knowledge and it gives the volunteers motivation to develop and learn. As volunteers attend a lot of different training sessions, they can see places which are not open to the majority of people. It gives them the additional reason to stay and discover their favorite museum. The vast majority of the interviewed volunteers live near the Hampton museum. That proves how important the volunteer program can be in the process of integration of the local community (they highlighted that they felt like "big family" and "they take care of each other"). I could observe how regular visits to the museums as volunteers, helps the retired people to organize their lives, do something because they are passionate about it not because they are paid. As my visit was very well organized by the host institution, I also had a chance to take part in a training session for the Object Handling volunteers and in the meeting of the museum staff (Volunteer Network Forum meeting, HRP Volunteer Coordinators). Moreover, I collected some information about the Better Impact System which is very useful in terms of the coordination of volunteer recruitment, their work and different statistics. I could also observe how volunteers are involved in the museum research program (carrying out and analyzing surveys on the experiences and needs of the audience) and how they do their everyday work (helping in the Kitchen garden, informing the audience about the palace and the program of the museum events, being the guide and leading the group of the visitors, organizing the Open House London event etc.).

My visit was also an occasion to exchange knowledge as I had a chance to talk about the projects that we made in Łazienki Museum and I received a very positive feedback. This exchange was also a great time for my personal development. I met a lovely group of very positive people, full of energy and ideas and always willing to help.

I will certainly recommend this program to my colleagues. Not only was this a great opportunity to gain new professional skills, but also to visit some wonderful museum expositions (I visited Hampton Court, Tower of London, Kensington Palaces with the great exposition about queen Victoria's childhood), Moreover, I had a chance of improving my language skills. I will be happy to share all my experience with my colleagues in the museum.

How much your experience answered to your expectations? [Note from 1 to 5. 1= Not at all / 5 = Totally ]

1      2      3      4      **5**

---

## AFTER THE EXCHANGE

---

Do you think that your exchange can be the starting point for cooperation between the Host institution and your institution? If yes, explain in some words.

During my visit we found a lot of common points between our museums. The idea of the volunteer program in the Historic Royal Palaces is very similar to the philosophy of engaging volunteers in our museum (as a way of education and of building social relationships). We discussed the possibility of continuing the exchange of volunteers and of museum staff. I will definitely use this contact in the future as a good practice in terms of incorporating a professional volunteer program into historical museums strategy.

Will you recommend this program to your colleagues?

Yes

If you have any additional comments concerning the organization, your exchange, your host institution, etc, please indicate them below.

N/A



## Jeannette Birk

Marketing Development Division - Tourism  
Management & Sales  
Sending institution: Prussian Palaces and Gardens  
Foundation Berlin-Brandenburg, Germany  
Host institution: Palace of Versailles, France  
Date of Mobility: October 4 to 14, 2019



---

### BEFORE THE APPLICATION

---

How have you been informed about this program (i.e on the website, from the network's contact person in your residence, etc)

By our network's contact person Ms G.Horn

Do you think that the procedure to follow to apply was easy to understand?  
[Note from 1 to 5. 1= No, not at all. Very complicated / 5 = Yes, totally. Very easy ]

1      2      3      **4**      5

Would you have any changes to suggest concerning the procedure?

Perhaps more support in the search for a suitable mentor within the host organization

---

### DURING THE EXCHANGE

---

Concerning the relationship with the host institution (communication, organization of the exchange, supervision, etc), how satisfied were you ? [Note from 1 to 5. 1= Not satisfied at all / 5 = Totally satisfied]

1      2      3      4      **5**

Please explain the added value this experience brought to you from both a personal and professional point of view (new competences, working methods, new vision, etc.). Minimum 200 words

Within this year, I could carry out two mobility's, one within Germany and this internship in Versailles. For me it was a great opportunity to look behind the scenes of the cultural

institutions. The DDC team of Versailles presented itself to me in a very professional manner; the joint discussions were detailed and intensive. I was particularly impressed by the statistical processing of the visitor numbers, the corresponding analysis and the consistent implementation of the marketing strategies derived from it. Over tourism has long been in Versailles' day-to-day business. Notwithstanding these never-ending streams of visitors, the colleagues consistently strive to improve the quality of the visitors stay. However, I wonder where Versailles is heading in the future. How many visitors can this Palace or the domain withstand? In summary, I have recognized two dominant strands of strategy - the quantitative, profitable orientation and the qualitative, mediating strategy. The latter strategy I really do appreciate.

I found it interesting and disturbing that the streams of visitors had no effect on the city of Versailles. Thousands of people flock from the train station or buses to the Palace, 2-3 hours' time to visit the area and then travel immediately back to Paris or other destination. There is no synergy or benefit effect for the city and if there is, it is marginal.

How much your experience answered to your expectations? [Note from 1 to 5. 1= Not at all / 5 = Totally ]

1      2      3      4      **5**

---

### AFTER THE EXCHANGE

---

Do you think that your exchange can be the starting point for cooperation between the Host institution and your institution? If yes, explain in some words.

I very much hope so! Versailles and SPSG are already working together on an international project, the UNESCO World Heritage Project. I would very much appreciate it if we could continue to support each other regularly in the future and exchange not only data but also experiences in dealing with visitors. For my part, I will do everything in my power to maintain this valuable contact, and I will do all I can to further the success of both institutions in the future.

Will you recommend this program to your colleagues?

Yes

If you have any additional comments concerning the organization, your exchange, your host institution, etc, please indicate them below.

I would like to thank my mentor Mr. Denis Verdier-Magneau and his perfect team very much. It was only through their commitment, friendliness and collegiality that I was able to gain valuable experience. My heartfelt thanks to Chantal Kahn and Gaëlle Langlume - for simply everything. Finally, of course to Elena Alliaudi and Hélène Legrand, who are both the heart of the project.



## Katarzyna Górzynska

Senior conservation assistant

Sending institution: Royal Lazienki Museum in Warsaw, Poland

Host institution: Stiftung Preußische Schlösser und Gärten Berlin-Brandenburg, Germany

Date of Mobility: October 12 to 19, 2019

---

### BEFORE THE APPLICATION

---

How have you been informed about this program (i.e on the website, from the network's contact person in your residence, etc)

From an e-mail sent to all employees of my Museum by our coordinator for international cooperation projects.

Do you think that the procedure to follow to apply was easy to understand?

[Note from 1 to 5. 1= No, not at all. Very complicated / 5 = Yes, totally. Very easy ]

1      2      3      4      **5**

Would you have any changes to suggest concerning the procedure?

The only problem I've met was that not every institution that I asked for possibility of mobility answered me.

---

### DURING THE EXCHANGE

---

Concerning the relationship with the host institution (communication, organization of the exchange, supervision, etc), how satisfied were you ? [Note from 1 to 5. 1= Not satisfied at all / 5 = Totally satisfied]

1      2      3      4      **5**

Please explain the added value this experience brought to you from both a personal and professional point of view (new competences, working methods, new vision, etc.). Minimum 200 words

During my stay, I have visited many places and met many employees of SPSG. I have met museum staff in various positions and with different specializations. I've learned the specifics of working in such a large institution. I've been to WRZ - the science and conservation center

in Potsdam, in which I visited, in particular, the paper conservation studio (both of its parts: the one dedicated to the conservation and restoration of graphic collections and another part dealing with the archive collections of the Royal Porcelain Manufacture - KPM) and the textile conservation studio as well as the chemical laboratory. Visiting conservation studios and the lab is very helpful to me, as I have to plan the equipment for our new conservation studio (to open in early 2020). Visiting the exhibitions in the palaces and residences I've had the opportunity to look at the methods used to protect historic interiors and furnishings from damage that may be caused by visitors. These methods are most often easy to apply in any historical residence – also in residences of Royal Łazienki Museum. Observing the work of conservators, I've drawn attention to the importance of access to archival materials in planning conservation and restoration works - iconographic materials (photos, paintings, graphics) are often used by conservators to design reconstruction and plan restoration works. Paper conservators told me about wallpaper conservation methods . Wallpapers of both Chinese and European origin are found in several residences in SPSG. I've learned how the approach to the reconstruction of wallpapers and interior design has changed over the years. I've also discussed the changing approach to controversial treatments, such as paper bleaching or filling in the paint layer on paper. We've also discussed the subject of securing light-sensitive paper objects that remain on permanent exhibition in palace interiors. In the fabric conservation workshop, I've learned about the conservation of antique furniture upholstery and wall hangings. I've also learned there about methods and materials for cleaning of fabric that are not used in Poland. I've seen how curtains and draperies are being reconstructed to restore the palace interiors to their former appearance. I've also talked about window blinds and anti-UV films protecting the exhibits against the harmful effects of sunlight coming through the palace windows. I believe that SPSG Staff experiences on this field will be very helpful for planning light protection in Royal Łazienki Museum. In the furniture and painting conservation studios in Charlottenburg, I've had the opportunity to look at methods of refilling losses in ivory and got to know the research aspect of conservators' work – at that time Charlottenburg conservators were working on a project concerning the works of Cranach the Elder. A guided tour of the carriage house in Paretz allowed me to learn the complex problems of carriages maintenance and restoration (on the example of the royal carriage) as well as various solutions used in the display of vehicles. The employees responsible for the carriages collection were very interested in the permanent exhibition "Pegasus Stables", to be opened in 2021 in the Royal Łazienki Museum, which is why we hope to establish further cooperation. Also, I think that display solutions used in Paretz can be applied to the planned Pegasus Stables exhibition. I've got contacts for people

and companies making materials needed for reconstruction according to original methods - in particular threads with metal braid needed for the reconstruction of upholstery and cylinder blown glass sheets for glazing original frames of graphic collections. These things are not produced in Poland – for this reason I am glad to know where else I can buy them.

How much your experience answered to your expectations? [Note from 1 to 5. 1= Not at all / 5 = Totally ]

1      2      3      4      **5**

---

### **AFTER THE EXCHANGE**

---

Do you think that your exchange can be the starting point for cooperation between the Host institution and your institution? If yes, explain in some words.

I think so - especially in the field of restoration of furniture and exhibiting and restorig of carriages. The MŁK and SPSG collections and issues of their conservation have many in common and we should share our experiences.

Will you recommend this program to your colleagues?

Yes

If you have any additional comments concerning the organization, your exchange, your host institution, etc, please indicate them below.

The visit was planned very neatly by the employees of SPSG.

## Maria Kiseleva

Curator

Sending institution: The Peterhof State Museum Reserve, Russia

Host institution: Stiftung Preußische Schlösser und Gärten Berlin-Brandenburg, Germany

Date of Mobility: October 14 to 25, 2019



---

### BEFORE THE APPLICATION

---

How have you been informed about this program (i.e on the website, from the network's contact person in your residence, etc)

From the network's contact person

Do you think that the procedure to follow to apply was easy to understand?  
[Note from 1 to 5. 1= No, not at all. Very complicated / 5 = Yes, totally. Very easy ]

1      2      3      4      **5**

Would you have any changes to suggest concerning the procedure?

No

---

### DURING THE EXCHANGE

---

Concerning the relationship with the host institution (communication, organization of the exchange, supervision, etc), how satisfied were you ? [Note from 1 to 5. 1= Not satisfied at all / 5 = Totally satisfied]

1      2      3      4      **5**

Please explain the added value this experience brought to you from both a personal and professional point of view (new competences, working methods, new vision, etc.). Minimum 200 words

Thanks to the Mobility Grant internship at the Prussian palaces and gardens complex of the Berlin-Brandenburg Foundation, I gained a clear understanding of the work of the team of curators at the Prussian palaces And gardens Foundation Berlin-Brandenburg, studied best practices and approaches to working with collections and various target groups. My professional skills and knowledge were developed. I studied the exhibition activities with additional information from the outside about all stages of specific projects: how the team worked on the concept, what difficulties and how they overcame. I participated in a working meeting with the curators of the Prussian palaces and gardens Foundation Berlin-Brandenburg, where they presented the overall strategy of the exhibition dedicated to the Potsdam agreement (will open in the spring of 2020), shared best practices and plans for the future. The algorithm of work on the project differs from the work of The Peterhof State Museum Reserve. In particular, a new working group is assembled for each exhibition project. It was an interesting experience for me. I visited and studied a number of Museum exhibitions SPSG, and other museums (Barberini, Museum island, Potsdam Palace of history, etc.). This allowed me to get new visual impressions and learn new technological know-how for the design of the exhibition, which I will be able to apply in my work in Peterhof museum. In addition to professional skills, the internship allowed me to develop communicative skills, gain experience with colleagues, develop language skills. There was a complete immersion in the life and culture of the new country, which expanded my horizons and Outlook.

How much your experience answered to your expectations? [Note from 1 to 5. 1= Not at all / 5 = Totally ]

1      2      3      4      **5**

---

### AFTER THE EXCHANGE

---

Do you think that your exchange can be the starting point for cooperation between the Host institution and your institution? If yes, explain in some words.

Yes, I think my internship could be a starting point for cooperation between SPSG and the Peterhof State Museum Reserve, because we have a common historical premise for this: the close Imperial friendship between Russia and Germany up to the beginning of the XX

century. Our Alexandria Park was built for Maria Feodorovna (Princess Charlotte before her marriage). This gives rise to joint Museum projects (not only exhibitions).

Will you recommend this program to your colleagues?

Yes

If you have any additional comments concerning the organization, your exchange, your host institution, etc, please indicate them below.

I have no comments, only gratitude and desire to be involved in international projects again.



## Noémie Wansart

Research Assistant at the curatorial Departement

Sending institution: Palace of Versailles, France

Host institution: Palace of Caserta, Italy

Date of Mobility: October 27 to November 5, 2019

---

### BEFORE THE APPLICATION

---

How have you been informed about this program (i.e on the website, from the network's contact person in your residence, etc)

Network's contact person in my residence

Do you think that the procedure to follow to apply was easy to understand?

[Note from 1 to 5. 1= No, not at all. Very complicate / 5 = Yes, totally. Very easy ]

1      2      3      **4**      5

Would you have any changes to suggest concerning the procedure?

N/A

---

### DURING THE EXCHANGE

---

Concerning the relationship with the host institution (communication, organization of the exchange, supervision, etc), how satisfied were you ? [Note from 1 to 5. 1= Not satisfied at all / 5 = Totally satisfied]

1      2      **3**      4      5

Please explain the added value this experience brought to you from both a personal and professional point of view (new competences, working methods, new vision, etc.). Minimum 200 words

This experience in La Reggia di Caserta brought to me many added value. First, it was very interesting to discover and to have time to study a collection of furniture similar as the collection in our collections in Versailles. As Historian of art, it was a great experience, a new vision of a field that I studied for many years. It was interesting too to see the working methods of a big palace in the South of Italy, to see an other organization of an other

curatorial Departement and to discuss with professionals from their goals and priority. We were so happy to share our knowledges that we decided to study further this collection in the next year and write together an article. And of a personal point of view, it was a wonderful experience to meet foreigners colleagues working about the same matters as ours, but it was a challenge too because I decided to learn italian to go to the Reggia di Caserta. It was very interesting for me too to spend time in the area where lived these french kings to understand better the ambiance and the light that we can see on their paintings.

How much your experience answered to your expectations? [Note from 1 to 5. 1= Not at all / 5 = Totally ]

1      2      3      **4**      5

---

### AFTER THE EXCHANGE

---

Do you think that your exchange can be the starting point for cooperation between the Host institution and your institution? If yes, explain in some words.

We have a project of joint publication.

Will you recommend this program to your colleagues?

Yes

If you have any additional comments concerning the organization, your exchange, your host institution, etc, please indicate them below.

N/A

## Fulvia Maria Grandizio

Gardener

Sending institution: Palace of Versailles, France

Host institution: Peterhof State Museum-Reserve, Russia

Date of Mobility: October 5 to 11, 2019

---

### BEFORE THE APPLICATION

---

How have you been informed about this program (i.e on the website, from the network's contact person in your residence, etc)

From the network's contact person in my residence

Do you think that the procedure to follow to apply was easy to understand?

[Note from 1 to 5. 1= No, not at all. Very complicate / 5 = Yes, totally. Very easy ]

1      2      3      **4**      5

Would you have any changes to suggest concerning the procedure?

No

---

### DURING THE EXCHANGE

---

Concerning the relationship with the host institution (communication, organization of the exchange, supervision, etc), how satisfied were you ? [Note from 1 to 5. 1= Not satisfied at all / 5 = Totally satisfied]

1      2      3      4      **5**

Please explain the added value this experience brought to you from both a personal and professional point of view (new competences, working methods, new vision, etc.). Minimum 200 words

Following the research project that I proposed, I mostly considered all thing I observed with the outlook of an historian. It was very useful and extremely interesting to see the way in which the Peterhof State Museum Reserve's specialized staff deals firstly with the historical

knowledge about the built heritage and the gardens and after with their restoration. Observing on the spot the Peter the Great's buildings and the garden and consulting the archive documents I really understood things that before weren't really clear to me. Both from the architectural and the one of the garden and landscape point of view, the influences taken by all people from Western European countries that worked during the ages at Peterhof and in the others gardens of the web of Peter the Great's residences builted in the outskirts of Saint Petersburg, has shown me that there hadn't really existed a supremacy of French, Italian, Dutch or German style, but that in all expression of art there was an original mixture of all their contributions mixed with a well roothed Russian tradition.

I saw also a very high level of the gardens ordinary management, that is also justified by the Russian atmospherical conditions, that are very different from the French ones. These observations gave me good suggestions, to be shared with my chief and colleagues, about the return to the use of materials usually present in the XVIII century and the planting of bushes and trees more resistent to nowadays diseases, that destroy species like for example the *Buxus sempervirens* in our parterre.

How much your experience answered to your expectations? [Note from 1 to 5. 1= Not at all / 5 = Totally ]

1      2      3      4      **5**

---

### AFTER THE EXCHANGE

---

Do you think that your exchange can be the starting point for cooperation between the Host institution and your institution? If yes, explain in some words.

Yes I really do want it. I thing that the two institutions have the same professional approach to researches and that might be useful to both of them to share knowledges and to compare their working methods. The links between the two residences historically started with the visit of Peter the Great in 1717 and I think it would be very exciting to follow in the long run the influences that French stylistic models had on the built architecture and gardens of Peter the Great.

Will you recommend this program to your colleagues?

Yes

If you have any additional comments concerning the organization, your exchange, your host institution, etc, please indicate them below.

I suggest planning the stay period of winners in the different residences only in the first half of the year. In summertime the vacation period of the employees reduces and limits the occasions to plan the stay.



## Marie-Laetitia Lachèvre

Head of Library

Sending institution: Palace of Versailles, France

Host institution: Palace of Monaco, Monaco

Date of Mobility: October 21 to November 8, 2019

---

### BEFORE THE APPLICATION

---

How have you been informed about this program (i.e on the website, from the network's contact person in your residence, etc)

By Hélène Legrand, in charge of the mobility program

Do you think that the procedure to follow to apply was easy to understand?

[Note from 1 to 5. 1= No, not at all. Very complicated / 5 = Yes, totally. Very easy ]

1      2      3      4      **5**

Would you have any changes to suggest concerning the procedure?

No suggestions

---

### DURING THE EXCHANGE

---

Concerning the relationship with the host institution (communication, organization of the exchange, supervision, etc), how satisfied were you ? [Note from 1 to 5. 1= Not satisfied at all / 5 = Totally satisfied]

1      2      3      4      **5**

Please explain the added value this experience brought to you from both a personal and professional point of view (new competences, working methods, new vision, etc.). Minimum 200 words

My mission took place from October 21st to November 8th at the Palace of Monaco. I spent 3 weeks working as an intern with the team of the Archive & Library Department. My main mission was to put my knowledge in librarianship in good use and contribute to recreate, more in a virtual way than in a literal one, the different libraries of Jacques Goyon-Matignon

(1689-1751), duc de Valentinois and Prince of Monaco from 1731 to 1733. I also participated to minor tasks such as the proofreading of the yearly magazine published in December, called *The Annales Monégasques*.

In the process, I learned some historical information about Monaco, the different princes, especially Jacques Goyon-Matignon and the development of the princely library through the centuries as well. I also acquired a general idea on the management of an 'active' palace and library (unlike Versailles Palace & Museum Library). The organization and the role of the Department, especially the library, cannot be the same as the ones of a museum library. Only few users are allowed to come and to do some research in the archive or in the library. As the matter of fact, the diplomatic and cultural roles, played by the Department to add value to the Palace and its collections as well as to spread the international reputation of the principality, through exhibitions for example, is significant. I noticed the Department and his director clearly possess a leading part in 'nourishing' the fame of Monaco.

During my internship at the Palace, I accomplished my tasks in tandem with the librarian in charge, Mr Pierre-Yves Morandon. However as he happened not to be a trained librarian, my mission was also about sharing my knowledge, my working methods and my professional resources about librarianship, rare books (particularities concerning the binding, the coat of arms, the materials...) and some more general information about cataloging, indexing, preventive conservation, specific vocabulary with Mr Pierre-Yves Morandon.

After 15 years as the head of the Museum Library at Versailles Palace, the human and personal experience was rich as the members of the team possess huge and eclectic skills. It was also an interesting challenge to be again a plain member of this team during a few weeks and to fit in the best way possible. It meant to get to know my (temporary) colleagues and to assess their working rhythm & style as well as to adapt to them. It gave me the chance to develop my team spirit and my flexibility.

Last but not least this internship provided me time and opportunity to forge links between our two departments (as our respective institutions already had in the past). Hopefully this new relationship will lead to develop bilateral collaborations or projects.

How much your experience answered to your expectations? [Note from 1 to 5. 1= Not at all / 5 = Totally ]

1      2      3      **4**      5

---

## AFTER THE EXCHANGE

---

Do you think that your exchange can be the starting point for cooperation between the Host institution and your institution? If yes, explain in some words.

I definitely hope so as Versailles and Monaco already collaborated on an exhibition project called 'Fastes & grandeur des Cours en Europe ' which took place in the Grimaldi Forum in 2011. The relationship between Versailles Museum Library & Monaco Archive & Library Department did not really start from scratch and even so. We still have to learn from each other too and experience to share. 3 weeks was a very short amount of time for an internship to be entirely satisfying.

Will you recommend this program to your colleagues?

Yes

If you have any additional comments concerning the organization, your exchange, your host institution, etc, please indicate them below.

As I had to contact several institutions to find a host, I noticed the employees of the different institutions, members of the European Royal Network, are not always aware of the Network and its purposes which is a pity. The contact of the Network in the institutions is sometimes not very responsive, by lack of time I guess...

## COMMUNICATION AND FEEDBACKS

---

**Articles from the intranet of the Stiftung Preussische Schlösser und  
Gärten Berlin-Brandenburg**

(see annex)

**Article from the intranet of the Palace of Versailles**

(see annex)

# MOBILITY GRANT DER ARRE: BESUCH AUS DEM WILANÓW- PALAST, WARSCHAU



Kerstin Schilling und Cezary Mrozowicz  
vor Schloss Sanssouci.

*Liebe Kolleginnen und  
Kollegen,*

*über den Mobility Grant der  
ARRE war vom 15. bis 22. Juli  
2019 Cezary Mrozowicz vom  
polnischen Wilanów-Palast in*

*Warschau bei der SPSG zu Gast. Einen Einblick bekam er in Abteilung III bei Kerstin Schilling und in Abteilung VII bei Jeannette Birk. In einem kleinen Interview beantwortet er uns ein paar Fragen:*

## **Warum hast du als Ziel für deinen Mobility Grant mit der ARRE die SPSG gewählt?**

Bei einem Technical Meeting der ARRE zum Thema Gruppentourismus hatte ich 2017 Jeannette Birk in Caserta (Italien) kennengelernt. Sie erzählte mir, wie viele Schlösser die SPSG verwaltet. Die Fülle der Möglichkeiten und die Komplexität der SPSG – allein auf Grund der Anzahl der von ihr verwalteten Schlösser – haben mich gereizt, hierher zu kommen. Als ich mich dieses Jahr dann auf einen Mobility Grant der ARRE beworben habe, stand für mich fest, ich möchte dazu nach Deutschland zur SPSG kommen, auch um mein Deutsch (Anm. der Redaktion: Cezary spricht

fließend Deutsch.) zu praktizieren.

## **Was ist aktuell für euch in Wilanów die größte Herausforderung?**

Es ist immer eine Herausforderung, mehr Besucher in den Palast zu locken. Dass der Besuch mit einem Audioguide etwas billiger ist, ist eine gute Idee um noch mehr Gruppen in den Palast zu bekommen. Eine andere Herausforderung sind bei uns auch die steigenden Personalkosten. Hier habt ihr die Lösung mit den Sommer- und Winterzeiten: In der Sommerzeit können die Gäste alleine durchs Schloss spazieren und im Winter nur mit einem Guide, was ich wirklich für eine gute Lösung halte.

Das Reservierungscenter ist bei uns von drei Leuten besetzt, die wirklich, wirklich viel arbeiten. Sie werden mit Anrufen und Post überhäuft und sind physisch am Limit, weil sie

einfach nicht all die Telefone abheben können. Sicherlich könnte man deren Job auch irgendwie leichter machen, indem man die Gäste wirklich dazu bringt Gruppenreservierungen online zu machen. Entsprechende Informationen müssen auf der Website sein, damit wir die Gäste mehr dazu bringen, sich online zu informieren und einfach nicht so oft anzurufen.

## **Ich habe gehört, ihr plant eine neue Website?**

Wir bearbeiten aktuell die ganzen Prozesse, die der Besucher durchlaufen muss, bevor er bei uns im Palast steht. Diese Website wird nicht nur ein Ticketshop sein, sondern wir entwickeln hier eine komplett neue Homepage. Jeder Schritt wird als Mock-up aufgezeichnet und es wird geschaut, ob wir damit zufrieden sind, oder nicht. Und daran arbeiten wir jetzt seit fast einem Jahr. Wir arbeiten in diesem Projekt ganz eng zusammen mit den Personen,

die bei uns für das Ticketverkaufssystem zuständig sind, weil die eine sogenannte API-Schnittstelle bauen. Und wir arbeiten mit Spezialisten zusammen, die mit Leuten mit Behinderung die Seite testen. Und wir warten bis all diese Schritte fertig sind und erst dann können wir weitermachen, was ein sehr langer Weg ist. Am Ende soll dann eine einzige Homepage stehen, die Informationen zum Palast, den Ticketshop und den Museumsshop vereint, auch wenn das seine Zeit braucht.

## **Wie erlebst du die Digitalisierung im Museum?**

Die schreitet voran. Wir versuchen für die Menschen, die einen Besuch mit dem Handy planen, immer wieder etwas Neues zu entwickeln. Wir haben eine App für den Palast und zwei für den Park. Eine davon ist eine Spiele-App im Park, darin kann man verschiedene Stationen entdecken, bekommt

Zusatzinfos und kann Punkte sammeln. Das läuft über GPS, man kann sich das ein bisschen vorstellen wie Geo-Caching und das ist wirklich toll, für Kinder wie für Erwachsene. Man läuft rum, man ist in der Nähe und entdeckt neue Seiten des Parks und wenn man drei Punkte gesammelt hat, dann bekommt man ein kleines Geschenk in Form eines Kochrezepts oder Ähnlichem. Das soll einfach Spaß machen, wenn man dort rumläuft.

Im Palast haben wir den Wilanów-Guide, eine App fürs Handy, die man sich kostenfrei in 8 Sprachen herunterladen kann. Diese App beinhaltet praktisch dasselbe, wie der Audioguide, den man sich bei uns gegen Bezahlung ausleihen kann. Aber wir stellen fest, die Gäste tendieren dazu, sich den Audioguide bei uns auszuleihen, damit Sie sich die App nicht herunterladen müssen, ihren Akku nicht belasten müssen – die Gründe sind vielfältig. Obwohl wir im

ganzen Palast WLAN haben und am Eingang ein großes Schild haben, das auf die App hinweist.

Was eine große Herausforderung ist, ist die Apps in Stand zu halten. Mit jedem neuen Update von Android oder iOs muss getestet werden und wir haben hier eine Arbeitsgruppe, in der ich selber auch bin, die sich regelmäßig trifft und ein bis zweimal im Monat durch den Palast läuft und mit dem Handy in der Hand die App auf den verschiedenen Betriebssystemen testet.

**Was hat dich bei deinem Aufenthalt hier bei uns am meisten beeindruckt, welcher Einblick war für dich besonders interessant?**

Also, da möchte ich drei Dinge nennen. Auf jeden Fall der Termin mit den Schlossbereichsleitern der Märkischen Schlösser und dem Generaldirektor, an dem ich teilnehmen durfte und in dem

Herr Vogtherr ganz offen über die Herausforderungen in der Stiftung sprach, zum Beispiel wie es gelingen kann, die Besucherzahlen zu steigern. Ein freier und offener Gedankenaustausch fand dort statt. Aber auch der Tag in der Marketingabteilung: Zu erfahren, wie das mit den Gruppen geregelt wird, wie eng da mit Firmen und Tourismusbüros zusammengearbeitet wird, wie ihr das betreut. Das ist wirklich neu für uns, weil das funktioniert bei uns nur in geringem Maße und das ist hier wirklich sehr positiv und – Respekt! Natürlich machen wir auch Statistiken, aber dann stellt sich immer die Frage, was machen wir dann mit den Zahlen. Und hier sieht man, das wird weitergeführt.

Der Einblick in den Gruppenservice, wo ich das Reservierungssystem kennenlernen konnte, war für mich auch besonders interessant. Ihr habt hier ein

Verkaufssystem, dass es schafft, so viele Gebäude unter einen Hut zu bringen. Es gibt natürlich immer kleine Schwachstellen, aber das funktioniert im Großen und Ganzen und bietet doch die Möglichkeit für die Mitarbeiter/Innen, die die Reservierungen tätigen, Kommentare und einige Zusatzinformationen zu hinterlassen. Das ist wirklich beeindruckend, wie man das für 32 Objekte schafft und da muss ich sagen – wow! Ich mein, wir haben in Wilanow einen Palast, hier muss man so viel Wissen im Kopf haben, um so viele Objekte auf einmal zu managen – und den Gästen immer das passende anbieten zu können.

### **Möchtest du zum Abschluss noch etwas loswerden?**

Ein großes Lob an alle, die so offen waren und bereitwillig ihre Informationen mit mir geteilt haben. Es hat viel Spaß gemacht, hier neue Erfahrungen zu sammeln und

zu sehen, wie es bei einer Stiftung funktioniert, die ein paar mehr Schlösser zu verwalten hat als wir. Das ist wirklich beeindruckend!



Cezary Mrozowicz im Gespräch mit Jeanette Birk (r.) und Sarah Kimmerle (l.).

Interview: Verena Mühlegger

# MOBILITY GRANT DER ARRE: BESUCH AUS PETERHOF



Susanne Evers und Maria Kiseleva vor dem WRZ. Foto: Verena Mühlegger

*Liebe Kolleginnen und Kollegen,*

*über den Mobility Grant der ARRE war vom 14. bis 25. Oktober 2019 Maria Kiseleva aus dem russischen Peterhof, 30 km westlich von Sankt Petersburg, bei der SPSG zu Gast. Einen Einblick bekam sie in Abteilung II bei Susanne Evers und in Abteilung III bei Kerstin Schilling sowie an vielen weiteren Stationen in der Stiftung. In einem kurzen*

*Interview beantwortete sie uns ein paar Fragen:*

**Warum ist die Wahl für deinen Mobility Grant auf die SPSG gefallen?**

Der „Peterhof“, wie auch die SPSG, ist ein Komplex von Museen und Gärten, eine Sommerresidenz. In unserer Arbeit stehen wir vor ähnlichen Fragen und Problemen. Zum Beispiel den begrenzten Möglichkeiten, den Touristenstrom in der Wintersaison aufrechtzuerhalten bzw. zu erhöhen. Außerdem interessierte mich die Ausstellungspraxis in der SPSG, wie ihr im Team mit Sammlungen arbeitet, wie die Kommunikation mit verschiedenen Zielgruppen organisiert ist, wie Kuratoren neue Technologien einsetzen.

**Was hat dich bei deinem Aufenthalt hier bei uns am meisten beeindruckt, welcher Einblick war für dich**

## **besonders interessant?**

Ich hatte einen langen und arbeitsreichen zweiwöchigen Besuch bei der SPSG und konnte in dieser Zeit die Arbeit fast aller Dienste und Abteilungen kennenlernen und miterleben, wie die Arbeit der SPSG von innen organisiert ist. Vor allem erinnere ich mich an die Schlosser (weil ich diese zum ersten Mal besucht habe), die moderne High-Tech-Lagerung von Museumsobjekten im ZED und die Mitarbeiter und Mitarbeiterinnen der SPSG. Alle mit denen ich mich unterhalten habe, waren hochprofessionell in ihrem Arbeitsfeld und erzählten mir von ihrer Arbeit mit „leuchtenden Augen“, begeistert und informativ. Die Menschen, die hier arbeiten, die Geschichte bewahren und selbst Geschichte schreiben, machen das Museum für Besucher zugänglich, verständlich und attraktiv – das ist das Wichtigste und Wertvollste in der SPSG. Es war eine unglaubliche

Erfahrung, die ich mitnehmen darf.

## **Was ist aktuell für euch in Peterhof die größte Herausforderung?**

Das ist eine schwierige Frage.

Das Staatliche

Museumsreservat „Peterhof“ ist ein riesiger Komplex von Museen, Gärten und Parks.

Jeden Tag stehen wir vor ganz typischen Problemen für Schloss- und Parkensembles:

Wie können wir unser Museum für Touristen besser machen und gleichzeitig das kulturelle Erbe bewahren? Heute verändert sich das Museum mit der Verfügbarkeit des Internets, wo man jeden Raum sehen

kann und digitalen Sammlungen es einem ermöglichen zu Hause zu bleiben. Im Museum aber gibt es Emotionen, die

Möglichkeit, das Schöne zu berühren und gleichzeitig Spaß zu haben. Heute nutzen wir auf Wunsch der BesucherInnen multimediale und interaktive Technologien, und alle Arten von technischen Innovationen in

unseren Präsentationen und natürlich auch in den Ausstellungen.

## **Möchtest du zum Abschluss noch etwas loswerden?**

Ich möchte mich bei allen bedanken, die mir Zeit gegeben haben und mich in der Welt der SPSG begleitet haben: Frau Dr. Graf, Frau Dr. Kiesant, Frau Dr. Windt, Frau Meckel, Frau Weickardt, Frau Schwarz, Herr Dr. Dilba, Frau Michel, Frau Stein, Herr Dr. Becher, Frau Hahn, Frau Schilling, Frau Dr. Horn, Herr Scharmann, Herr Dr. Vetter, Frau Lachowicz, Frau Löffler, Frau Dr. Hoiman, Frau Graumann, Herr Berndt, Herr Ahlhelm, Frau Amelie, Frau Miagkovaite, Frau Mühlegger und andere Kollegen und Kollginnen, an deren Namen ich mich jetzt vielleicht nicht erinnern kann.

Besonderen Dank geht an Herrn Dr. Wittwer für die Möglichkeit, am ARRE-Mobility-Grant-Programm teilzunehmen und natürlich an Frau Dr. Evers

für die gesamte Organisation dieses unglaublichen Programms für mich, sie hat wirklich gute Arbeit geleistet, mich in der SPSG willkommen zu heißen.

Ich bin überzeugt von der Notwendigkeit einer internationalen Zusammenarbeit zwischen den Museen im Rahmen gemeinsamer Anstrengungen zur Erhaltung des nationalen und europäischen Kulturerbes auf professionellster Ebene. Darüber hinaus können unterschiedliche Perspektiven auf die gemeinsamen Herausforderungen und Anforderungen, mit denen die AusstellungsmitarbeiterInnen der Königlichen Residenzen heute konfrontiert sind, den Teams auf beiden Seiten helfen, bessere Lösungen für ihre tägliche Praxis zu finden.

Und ich hoffe, dass dieses Praktikum für unsere Einrichtungen nützlich war und wir in Zukunft noch besser

zusammenarbeiten werden können.

Interview und Übersetzung:  
Verena Mühlegger

# AUENTHALT IN VERSAILLES IM RAHMEN DES MOBILITY GRANT DER ARRE

Liebe Kolleginnen und Kollegen,

*Jeannette Birk, verantwortlich für den Fachbereich Tourismusmanagement in der Abteilung Marketing, berichtet von ihrem Aufenthalt in Versailles im Rahmen des Mobility Grant der ARRE (European Royal Residences):*

8,1 Mio. Besuche pro Jahr | 62 Mio. Euro Einnahmen durch den Ticketverkauf | 3-4 Ausstellungen pro Jahr, 2-3 Ausstellungen zusätzlich im Ausland | Ø Aufenthaltsdauer der Besucher 3h 23min | Ø Alter der Besucher „40“ | 82 % Erstbesucher, 2 % Wiederholer | 75 % Besucherzufriedenheit | 814 Mitarbeiter | ...

Die Reihe der Erfolgzzahlen lässt sich noch eine Weile schriftlich fortsetzen, denn so in etwa liest sich der Geschäftsbericht des ETABLISSEMENT PUBLIC DU CHÂTEAU, DU MUSÉE ET DU DOMAINE NATIONAL DE VERSAILLES.

Das macht neugierig. Mich jedenfalls. So ergriff ich im Rahmen des Stipendiums „Mobility Grant“ der ARRE die Chance, einmal wirklich hinter die Kulissen bzw. veröffentlichten Erfolgzzahlen des royalen Klassenprimus zu schauen. Im Rahmen eines vorangegangenen Projektes der UNESCO, der Europäischen Kommission sowie des National Geographics lernte ich Denis Verdier-Magneau, Directeur du développement culturel, kennen und schätzen. So lag es nahe, ihn als Mentor für die Zeit des Aufenthaltes im Oktober in Versailles zu gewinnen.

Eins vorweg: Die Zahlen sind nicht nur beeindruckend, sie stimmen wirklich.  
Chapeau!



Bienvenue à Versailles.

In den knapp elf Tagen vor Ort haben mich die Kollegen und Kolleginnen der Fachabteilung von Denis mehr als herzlich aufgenommen und mir hervorragende Einblicke in die Themenbereiche Angebotsentwicklung, Kulturelle Bildung, Marketing & Verkauf, Ausstellungsplanung, Marktforschung, Öffentlichkeitsarbeit, Verlagsservice, Besucherempfang sowie Qualitätsmanagement gegeben.

Dank eines eigenen elektronischen Mitarbeiterausweises standen mir alle Türen offen. Während der offiziellen Öffnungszeiten konnte ich so die Rolle einer Beobachterin einnehmen und außerhalb der Öffnungszeiten konnte ich, ähnlich wie der Komponist Thylacine (<http://www.chateauversailles.fr/actualites/vie-domaine-versailles-thylacine>), den Ort in seiner Stärke und Präsenz wahrnehmen.

Täglich ab ca. 8.30 Uhr drängen Ströme nationaler und vor allem internationaler Besucher und Besucherinnen über die drei Bahnhöfe von Versailles oder per Shuttle (in der Regel Reisebusse) vorrangig aus Paris über die Hauptalleen, die Sicherheitsschleusen passierend, in den Ehrenhof, bevor sie dann nach einer schon mal 1-1,5 Stunden dauernden Wartezeit – trotz Onlineticket – in das Herz des Schlosses vordringen. Aus Sicht der Beobachterin: Ein selbstbestimmt-angenehmer Schlossbesuch ist das nicht. Denn die fast wie ein „Brei-wirkende“ Besuchermasse ist ständig in Bewegung, so dass der Einzelne mehr oder weniger bewegt wird – von Raum zu Raum. Hunderte in die Höhe gehaltene Handkameras bilden ein groteskes Bild in den prachtvoll ausgestatteten Räumen.



Täglich warten im Cour Royale (Ehrenhof) die Besucher\*innen auch stundenlang auf den Einlass ins Schloss.



La Galerie des Glaces (Spiegelsaal) im Schloss Versailles.

Wesentlich intensiver und intimer, mit der Möglichkeit des Verweilens, Zuhören und der Zeit, um Fragen zu stellen, bieten die mit sehr viel Engagement erarbeiteten Führungen; die „visites guidées“. Genau in dieser Art der persönlichen Führung, ob Sonderausstellung (Le goût de Marie Leszczynska), Appartement du Roi, Grand Trianon oder Hameau de la Reine, ist das Herzblut und der Stolz der „la nation“ spürbar. Es berührt.

Die Stadt Versailles selbst bekommt nur wenig vom großen Besucherwirbel rund um das Schloss mit. Nur wenige Touristen verirren sich in die Stadtmitte. So bleibt der dreimal wöchentlich stattfindende Markt ein erfrischend unberührter Ort des französischen Savoir-vivre.



Le Hameau de la Reine (Dorf der Königin) - für mich der schönste Ort des Schlossensembles.

In 2020 vergibt die ARRE wiederum 20 Mobility Grants. Gern schließe ich mich der Empfehlung der Kolleginnen Susanne Evers (Mobility Grant/London) und Sabrina Müller (Mobility Grant/Madrid) an: Bewerben Sie sich!

Abschließend: Ein besonderer Dank an Gabriele Horn – für all ihr Engagement für die Kandidaten\*innen der SPSG im Rahmen des Bewerbungsprozesses des Mobility Grants sowie ihre echte, anteilnehmende Freude bei Zusage durch die

ARRE. MERCI.



Au revoir à Versailles.

Text und Fotos: Jeannette Birk



Agenda



Carte



Annuaire



Numéros utiles



Elections professionnelles



Recherche | Recherche Avancée | Derniers résultats

## CHÂTEAU DE VERSAILLES



Hélène Legrand

Mon compte ▾ Se déconnecter



L'ÉTABLISSEMENT

RESSOURCES HUMAINES

ASSOCIATIONS

ORGANISATIONS SYNDICALES



Actualités de l'Etablissement

- Flash Perspective
- Présidence - Administration Générale
- Conservation (DMN)
- Développement Culturel (DDC)
- Patrimoine et Jardins (DPJ)
- Accueil, Surveillance et Sécurité (DASS)
- Direction de la Communication (DC)
- Administration, Finance et Juridique (DAFJ)
- Spectacles (CVS)
- Centre de recherche (CRCV)
- Liens et outils Etablissement
- Association des Résidences Royales Européennes (ARRE)
  - Actualités

L'établissement &gt; Association des Résidences Royales Européennes (ARRE) &gt; Actualités

Actualité validée sur la page d'accueil

## UNE MOBILITÉ À VERSAILLES

La DDC accueille Mme Jeannette Birk (SPSG)

Depuis lundi, la Direction du Développement Culturel accueille Mme Jeannette Birk, bénéficiaire d'une bourse dans le cadre du programme des mobilités de l'Association des Résidences Royales Européennes. Durant une semaine Mme Birk, qui travaille pour le département Marketing de la Fondation des châteaux et jardins prussiens de Berlin-Brandenburg (SPSG), rencontre les différents services de la DDC afin d'échanger bonnes pratiques et méthodes.

Un grand merci aux équipes de la DDC qui se rendent disponibles et bienvenue à Jeannette Birk !



286 vues

Permalink

<https://intranet.chateauversailles.fr/silverpe>

## FICHIERS JOINTS

Ajouter un fichier...