The National WWI Museum and Memorial is America’s leading institution dedicated to remembering, interpreting and understanding the Great War and its enduring impact on the global community.

ON THE COVER: Kansas City skyline lights up in red for the Chiefs Super Bowl win. Photo credit: Dave von Fintel. ON THE BACK: 100 Years of Collecting Exhibition.
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Dear Friends,

Like families and businesses the world over, the COVID-19 pandemic profoundly impacted the National WWI Museum and Memorial. For 11 weeks in 2020 we closed our doors to the public, unsure what the future would hold. Following all applicable guidance, we reopened with a firm commitment of creating a safe space for our staff, volunteers and guests. Our income has been enormously impacted by this global health crisis – ticketing, events, Café and Store revenue dropped by 62% and giving by individual donors supporting operations has dipped as well. Even still, through careful budget management by our board and staff, we have charted a path forward that keeps our most vital asset – our staff – employed.

Amidst these challenges, our staff have remained focused on mission-critical activities. Though it was necessary to cancel most in-person outreach, great strides were made in expanding our global reach.

• Watch time on our YouTube channel soared by 57%
• 14,535 pages of letters from servicemen and their families were transcribed
• Website pageviews increased by 32% and users from 144 countries and territories accessed our Online Collections Database
• Press mentions increased by 46% over 2019

This pivot has been a delicate and difficult balancing act, but this past year has taught us that we are able to adapt and grow in different ways than we imagined. Bills continue to come in and visitors are slow to return; we project a slow recovery and ongoing losses in 2021. But because of the generous support of donors like you, including many who made extra gifts during this difficult time, we will see this through together.

The story of the Museum and Memorial’s origins have been a guiding light for us. More than 100 years ago, the world was in the final months of the Great War when the pandemic of 1918-1919 took hold with devastating consequences. Even still, plans were underway within months of the Armistice to remember the war dead and create a beacon for peace here in Kansas City. While the nation recovered, hope triumphed as people rallied around a cause that called on the very best of each of them. The Memorial was built. The Museum was opened. And it helped us heal.

We believe that same spirit of hope and optimism, and the values of patriotism and shared sacrifice, will guide us today. We know that we will emerge from the pandemic a stronger Museum and Memorial. The courage and vision of our forebears light our way.

Sincerely,

MATTHEW NAYLOR, PH.D.,
PRESIDENT AND CEO

ELAINE DRODGE KOCH,
BOARD OF TRUSTEES CHAIR
The Impact of the COVID-19 Pandemic

It’s impossible to ignore the dramatic impact of the public health crisis on the Museum and Memorial. At first glance, the numbers are bleak.

These are important performance indicators, and ones that have been tracked carefully over the past year. They are critical metrics to be mindful of as rebuilding occurs. But they don’t tell the full story of 2020.

The real story of 2020 – of the commitment to remembering, interpreting and understanding the Great War and its enduring impact on the global community is told in the coming pages.

Our successes are possible because of you, our faithful supporters who believed in the work of the Museum and Memorial in the most difficult of days.
Emerging Stronger

2020 Museum and Memorial Highlights

In 2020, staff remained focused on mission-critical activities, adapting where necessary. Great strides were made in expanding our global reach.

TRANSCRIPTION EFFORTS
In response to the Covid-19 pandemic, 45% of staff members were transitioned to assist with the transcription of letters and diaries from the Museum and Memorial’s collection. These transcription efforts increase accessibility, make translations to other languages possible and allow the reader to engage with the content in a way that best suites their learning style.

ACQUISITIONS
In 2020, the Museum and Memorial had 173 acquisitions, which can include a single object or thousands of individual items.
- A first in the collection of over 100 years: an Italian Pistole Mitragliatrice (machine gun) generally acknowledged as the first submachine gun in WWI from 1915.
- Postcards inscribed by Kaiser Wilhelm while in exile in the Netherlands to his acquaintances.

EDWARD JONES RESEARCH CENTER
597 patrons visited from Jan. to March 11, 2020. The Research Center was closed to the public for the remainder of the year, but the work of the Research Center continued via email, postal mail and phone.

ACTIVATING THE GROUNDS
The 47 acres were illumined with arts partnerships including an outdoor film series, Puppets a GoGlow and concerts by the KC Symphony and Lyric Opera.
GLOBAL AUDIENCES
Program attendees tuned in virtually from 6 continents!

MEDIA PLACEMENTS
Media placements increased 46% and accounted for 7.2 billion global media impressions.

WEBSITE
The Museum and Memorial enjoyed its highest traffic year ever.

3,489,919
PAGEVIEWS (+32.5%)

1,403,783
VISITS (+24.8%)

DIGNITARY VISITS
The Museum and Memorial grounds, a public park space, were used peacefully for civic-engagement during the historic year of 2020 including visits from two presidential candidates, Jo Jorgensen and (now) President Joe Biden.

SOCIAL MEDIA
Social media platforms Facebook, Twitter and Instagram saw a steady increase of 5.5%. YouTube numbers skyrocketed and saw an increase of 42% in followers, 53% in views and 57% in watch time.

STATES AND THE DISTRICT OF COLUMBIA
48
COUNTRIES

THEWORLDWAR.ORG • MUSEUM AND MEMORIAL HIGHLIGHTS • PAGE 5
Kansas City’s Front Porch

Community Engagement

At Museum and Memorial events, thousands gathered to learn, celebrate and spend time with friends and family.

JAZZ ON THE LAWN

The Modernists, the Museum and Memorial’s young professional group, hosted their annual gala as a socially distant outdoor gathering on the North Lawn. Attendees listened to jazz as the sun set over the city. The event was so well received that it will continue in this format indefinitely.

CHIEFS RALLY

Tens of thousands of spectators gathered on the north lawn of the Museum and Memorial to celebrate the Kansas City Chief’s first Super Bowl win in 50 years.
TAPS AT THE TOWER
In its seventh year, more than 2,000 people attended the weeklong nightly event to hear Taps played at the base of the Liberty Memorial Tower.

NIGHT AT THE TOWER
236 households participated in Night at the Tower, which included a private broadcast as the annual gala transitioned to a virtual format and raised $550,000—the most prosperous gala to date. The Sunderland Family were the Honorary Chairs and Mary and Mark Jorgenson and Christy and Bill Gautreaux served as Event Chairs.

ELECTION DAY AT THE MUSEUM
Serving as a polling location for the first time, Kansas Citians were able to cast their ballots in the November 2020 election at the Museum and Memorial.

COMMUNITY PARTNERS
The Museum and Memorial collaborated with more than 150 organizations worldwide in 2020, highlighting the enduring impact of the Great War.
In addition to the permanent Main Gallery, the Museum and Memorial curated or hosted eight special exhibitions in 2020, featuring objects and documents from countries throughout the world.

100 YEARS OF COLLECTING

100 Years of Collecting provides a window to examine incredibly diverse objects and documents, as well as the opportunity to see how this monumental collection came to fruition 100 years ago.

SILK AND STEEL – FRENCH FASHION, WOMEN AND WWI

WWI exploded in the late summer of 1914 and though underrepresented in the histories, women were working hard in war industries, nursing, transportation and fighting for equal rights. As women’s roles shifted, so too did fashion, as they took on new roles and responsibility. A previous iteration of the exhibition was organized by the Bard Graduate Center Gallery, N.Y. and curated by Maude Bass-Krueger and Sophie Kurkdjian.

THE VIETNAM WAR: 1945-1975

More than 40 years after its conclusion, the Vietnam War remains one of the most controversial events of the 20th century. From perspectives covering both the home front and the war front, this exhibition curated by the New-York Historical Society explored themes of patriotism, duty and citizenship through a remarkable collection of objects, documents, photographs and more.
1919: PEACE?
The WWI armistice on Nov. 11, 1918 ended fighting on the Western Front, but the war did not end even with the signing of the Treaty of Paris at Versailles on June 28, 1919. This special exhibition examined how the war transformed the world, but left a legacy of unresolved issues and conflict.

ETCHED IN MEMORY
World War I ushered in a wave of devastation unlike anything humankind had ever experienced. Etched in Memory featured color etchings by British artist James Alphege Brewer depicting iconic structures from Belgium and Northern France that were threatened or damaged during the battles of the Great War.

DEVASTATED LANDS
World War I left behind an unprecedented path of desolate landscapes. This exhibition examined the battered lands through a series of jarring photographs and illustrations from the Museum and Memorial’s collection.

VOTES & VOICES
On Aug. 26, 1920, after more than a century and half of activism, the 19th Amendment to the U.S. Constitution took effect, officially barring discrimination of voting explicitly based upon one’s “sex.” Votes & Voices explores some of the history of the women’s suffrage movement and its connections to the Great War, largely from the perspectives of the women who fought for democracy at home and abroad.

100 YEARS OF COLLECTING - ART
A partner exhibition to 100 Years of Collecting, 100 Years of Collecting - Art examines striking works related to the First World War, including pieces from the U.S., Germany, France and the U.K.

EXHIBITION LOANS
In 2020, the Museum and Memorial loaned 36 objects to institutions across the country, including the National Museum of African American History and Culture, the National Veterans Memorial and Museum and the Wilson Presidential Library and Museum. In March of 2020, most lending ceased due to COVID-19.

COMING IN 2021
WHY KEEP THAT?
Opened Jan. 27 in Ellis Gallery
WAR REMAINS
Opens May 27, 2021 in Memory Hall
AUSTRIA, RUSSIA
Opens Aug. 27, 2021 in Exhibit Hall
SNAPSHOTS
Opens Oct. 29, 2021 in Wylie Gallery
Online Expanded

Global Education Initiative

For the past decade, the Museum and Memorial has initiated a variety of strategies to open the availability of its rich collection and interpretation to a global audience through online platforms. When the pandemic hit, it was well prepared to pivot and expand its offerings to a global digital audience.

Online Exhibitions

Originally launched in 2014, our online exhibition War Fare: From the Homefront to the Frontline experienced a surge in interest as home bakers tried their hands at cooking and baking while confined to the safety of their homes. Food and Wine Magazine, ABC’s Good Morning America and Smithsonian Magazine all spread the interest.

3,489,919

Pageviews
(50% increase over 2019)

How WWI Changed America launched in August, sharing educator ‘toolkits’ on a variety of topics in WWI, including the experience of African American and Native American populations in the war, Women, the 1918-1919 Influenza Pandemic and more.

1,162,921

Unique Visits
(66% increase over 2019)

Variety of Topics

• WWI’s impact on the flavor and economics of beer
• War: How Conflict Has Shaped Us with Margaret MacMillan and Dan Snow
• Fashioning Gender in Wartime France

Public Programs and other educational content is made available on YouTube, which saw a 57% increase in watch time.

Providing programs through online platforms allowed audiences to continue their participation, even during the COVID-19 lockdown period. In most cases, attendance increased as a global audience enjoyed programming from the comfort of their homes. One example of steep increase is Mrs. Wilson’s Knitting Circle, which began in 2015 but was made accessible to an online audience in 2020.
REACHING STUDENTS

117 field trips were taken to the Museum and Memorial in January through early March. As the 2020-21 school year began with students working from home, the Museum and Memorial began offering Electronic Field Trips. Students from 13 states and as far away as Scotland tuned in for lessons.

The knowledge of the guides…and their ability to engage and interact with students they do not know is awesome. It is one of the best museums in the United States.

- ROYAL VALLEY HS TEACHER

TEACHER TRAININGS

2020 began with education staff leading resource trainings in California, Georgia and Texas. In March, a robust travel schedule quickly shifted to a series of online workshops including topics on Global Feminism, the Bonus March and Diplomacy in the Middle East.

COLLECTIONS DATABASE

- 144 COUNTRIES AND TERRITORIES
- 24,861 IMAGES ADDED TO THE ONLINE DATABASE
- 363,456 PAGE VIEWS

PUBLIC PROGRAMS

- ATTENDANCE FOR MRS. WILSONS KNITTING CIRCLE ROSE OVER 400% IN 2019
- WITH REGULAR ATTENDEES FROM SOUTH AFRICA, THE U.K. AND CANADA
- 144 PUBLIC PROGRAMS
- 58,500 ATTENDEES
- 16,346,082 MINUTES WATCHED ON YOUTUBE

IN 2019

144
58,500
16,346,082
100%
100%

16,346,082
144
24,861
363,456

100% teachers who would recommend a field trip to the Museum and Memorial and book another visit

FOR MRS. WILSONS KNITTING CIRCLE ROSE OVER
ATTENDEES FROM SOUTH AFRICA, THE U.K. AND CANADA
PUBLIC PROGRAMS
ATTENDANCE
400% IN 2019
144
58,500
16,346,082
100%
Serving our Mission

Museum and Memorial Volunteers

489 volunteers donated their time to the Museum and Memorial in 2020, many stepping up when others were not able to.

37,870

HOURS OF SERVICE IN 2020

the equivalent of almost $1 million in service and more than
18

FULL-TIME STAFF MEMBERS

2020 ACE VOLUNTEERS

Aces volunteers give 500+ hours of service each year to the Museum and Memorial. Due to the Museum’s two-and-a-half-month closure in 2020, Aces who served 396+ or above are honored. In 2020, Aces volunteers gave 9,722 total hours.

Gary Jackson, volunteer since August 2019

When the Museum reopened I think it was a signal to the city that, despite the pandemic, this institution would endure and continue honoring others.”

- DAVE KLOSE,
Volunteer since August 2018.

Dave donated 150 more hours of time in 9½ months of 2020 than in all of 2019.

Jim Tate .........................849
Linda Nickisch .................842
Dave Klose ....................748
Bruce Humphries .............728
Paul Frank ........................654
David Holmquist ...............591
Charlie Wells ...................552
Frank Albani ....................535
Gary Jackson ...................533
Susan Porter ...................533
John Cunningham ...............508
Jerry Schmidt ..................499
Al Bolte .......................445
David Babson ..................441
Ron Derks ......................436
Keith Baum .....................432
Monica Cho ..................396

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Managing Priorities

Financials

2020 INCOME
- Philanthropy and Grants •• 55%
- Museum Store (earned income – store) •• 4%
- Ticketing (earned income – admissions) •• 23%
- Rentals, programs and investments •• 5%
- Government and Statutory •• 13%

2020 EXPENSES
- Personnel and Professional Services •• 66%
- Building, Grounds and Guest Experience •• 17%
- Collections and Programs •• 5%
- Development and Operational Costs •• 8%
- Marketing, Communications and Outreach •• 4%

OUR PLEDGE TO YOU
We promise to use your gift as intended to further advance our mission of remembering, interpreting and understanding the Great War and its enduring impact.

For a copy of the audited financial statement or IRS Form 990, visit theworldwar.org/financials or contact us at accounting@theworldwar.org or 816.888.8100.

MANAGING IN A TIME OF CRISIS
The COVID-19 pandemic had an enormous impact on the Museum and Memorial’s financials. The building closed for 11 weeks at the beginning of the pandemic and attendance numbers after reopening were at only 38% of 2019 for the remainder of the year. Store and Café earnings also slowed as a result. Event rentals were impractical given the necessary capacity mandates, and private donations dipped too. In total, 2020 earned income dropped by 62%.

As a result, the Museum and Memorial limited discretionary spending and chose to prioritize staff by redeploying those whose job functions had been curtailed. All 42 part- and full-time staff members were challenged, and those whose jobs were most severely affected were repurposed to a digitization project to transcribe WWI-era letters and diary entries.

Special funding from the CARES Act (a forgivable loan through the Paycheck Protection Program) and a grant from the National Endowment for the Humanities helped underwrite this project, which accelerated a Mission-driven initiative to make such records searchable online and potentially in multiple languages.

# OF STAFF LAID OFF AS A RESULT OF THE PANDEMIC: 0
Advancing Our Mission

2020 Museum and Memorial Supporters

The National WWI Museum and Memorial relies on the generosity of our donors to advance our mission of remembering, interpreting and understanding the Great War and its enduring impact on the global community. Gifts of all sizes are greatly appreciated and needed to support our work. With no federal funding, the Museum and Memorial relies on members, supporters and corporate and foundation partners to invest in our mission to make a difference.

DONORS

FAITH ($100,000-999,999)
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- R.A. Long Foundation
- J.B. Reynolds Foundation
- UMB Financial Corporation
- U.S. Bank
- Gorell Foundation
- Lawrence Foundation
- John D and Catherine McArthur Foundation

FLANNED FIELDS ($500,000-999,999)
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COMMANDERS ($50,000-$24,999)
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