

DEGREES:

M.A.C., Master's of Art Conservation 1986
Queen's University, Kingston, Ontario, Canada

B.A., Renaissance Studies (cum laude & departmental honors) 1982
Vassar College, Poughkeepsie, NY, USA

LANGUAGES: English (native); French & Italian (fluent)

EXPERIENCE

ConservArt Associates, Inc. 1990 - present

Owner of a private painting conservation studio. **ConservArt Associates, Inc.** a busy studio that treats many paintings ranging in period and style from the Renaissance to contemporary. Significant experience in easel and mural painting conservation as well as treatment of paintings on paper and non-conventional supports. ConservArt Associates, Inc. caters to a wide range of clients, from private individuals to public institutions and small museums. Public institutions and museums include:

- AAA Collection, Los Angeles, CA
- Branigan Cultural Center, Las Cruces, NM
- Christie's Los Angeles, CA, 1997-2006
- City of Huntington Beach, CA
- City of Irvine, CA
- City of Las Vegas Arts Commission, NV
- City of Long Beach, CA
- City of San Diego, CA
- Fischer Art Gallery - University of Southern California, Los Angeles, CA
- Guggenheim Museum, Las Vegas, NV
- Long Beach Museum of Art, Long Beach, CA
- National Park Service
- Metropolitan Transit Authority Art Collection, Los Angeles, CA
- National Cowboy Hall of Fame, Oklahoma City, OK
- University of New Mexico at Las Cruces Art Gallery, Las Cruces, NM
- William Andrews Clark Memorial Library - University of California at Los Angeles

ConservArt Associates, Inc. has worked on many large scale works of art, both in the conservation of older paintings as well as consulting and working with contemporary artists to construct stable over-size paintings and install them in conditions meeting California's stringent seismic codes.

Los Angeles County Museum of Art, Los Angeles, CA 1999 - present

Contract Conservator, Paintings Conservation

SELECTED MONUMENTAL CONSERVATION PROJECTS:

City of Hope, Duarte, CA – Conservation treatment of two mural paintings by John Bernat on the House of Hope 2012

Two oil paintings on canvas depicting David and Moses on the exterior of the House of Hope had received differential sun exposure and weathering over the past 60 years. The paintings were consolidated, cleaned, filled, inpainted and varnished. New non-reflective, UV-absorbing Plexiglas protective coverings were designed and installed in front of the paintings.

Citigroup Center, 444 S. Flower, Los Angeles, CA – Deinstallation, reinstallation and cleaning of Frank Stella's "Long Beach XXIII", 1982

August –September 2010, January 2011

The 22' long sculptural painting on aluminum honeycomb shapes was deinstalled and stored prior to remodeling of the display area. The pieces were cleaned, consolidated and inpainted before reinstallation on the same site.

Holy Family Church, Malibu, CA -- Installation and varnishing of the apse mural, "Ascension of Christ" 2009 - 2011

The 26' x 36' mural was painted in New York City and sent rolled to California. The artist had deliberately painted the mural larger than the target wall, which was not yet finished at the time of commissioning. The painting was trimmed to fit and marouflaged directly to the wall, which was prepared to receive it. A year later it was varnished.

Santa Monica Public Library; Santa Monica, CA - Conservation of Library murals by Stanton MacDonald Wright 2004 - 2006

ConservArt was contracted to survey condition, supervise transportation, perform conservation treatments and install over 2000 square feet of murals on plywood that were painted by Stanton MacDonald Wright in 1934-35 for a specially designed room in the Santa Monica Public Library. In 1962 the building was destroyed and the murals remained in storage under the care of the Smithsonian American Art Museum until being shipped to Los Angeles for conservation in April 2005. The murals were conserved and installed for the opening of the new Santa Monica Public Library in January 2006.

Forest Lawn Mortuary; Glendale, CA - Conservation of the "Crucifixion" by Jan Styka 2005 - 2006

Forest Lawn Mortuaries contracted ConservArt to perform a major conservation treatment on a 45' x 194' marouflaged oil on canvas mural by Polish artist Jan Styka dating from 1862-1894. The mural was severely damaged after being transported from Poland to the United States for the 1904 World's Fair; subsequent mishandling added to its problems. The conservation included filling and inpainting thousands of losses.

Union Station, East Portal; Los Angeles -- Richard Wyatt Mural Conservation 2004

ConservArt originally installed the mural in 1995, after which the artist had intended it to be varnished. This was never done; however, and after almost ten years the mural had suffered medium deterioration due to exposure and had become very dirty. The 22'2" x 78' mural was dusted, carefully washed, and then varnished by hand. Highly desaturated areas had to be treated more than once and some inpainting was done to equilibrate losses along the edges and damages from pigeon droppings.

Florence Metro Station - Installation of Ricardo Duffy Tile Murals - Florence, CA 2004

ConservArt designed and installed eight double-sided 500lb. trapezoidal tile murals for the artist, who was commissioned by the Los Angeles County Metro Transit Authority to produce art for the station. The design incorporated a 2" wide stainless steel frame with pre-tapped holes to enable a lifting device to raise the pieces for placement at the 8' level on posts along the platform.

Ozzy Osbourne Home - Installation of 1910 theatrical backdrop of the Grand Canal in Venice, Italy and Los Angeles, CA 2003

The owners desired to have an antique distemper (pigment and glue) theatrical backdrop adhered to their bedroom wall. The original backdrop was over 14' high by 24' long and was severely damaged by poor handling over the years. The backdrop was treated at ConservArt studios to consolidate flaking paint. The bottom edge, which was badly frayed and water damage, was trimmed. The painting was rolled and taken to the home where it was marouflaged directly to the wall. Water stains and losses were retouched using pastels.

Junipero Serra Office Building - John Valadez Mural Installation - Los Angeles, CA 2003

The 12' x 54'3", oil on cotton painting was executed in two pieces and had to be matched vertically on the wall during the marouflage installation.

Torrance High School - Anna Katherine Skeele Mural Conservation - Torrance, CA 2002

The painting was executed as a WPA project for the school's library but was moved after an earthquake damaged the building. Conservation included addressing problems caused by the move as well as overall cleaning, stabilization and reintegration. The project was presented at the annual WAAC conference.

Saint Anthony's Catholic Church - Isabel Pizcek Mural Conservation - San Gabriel, CA 2001

Two 35' x 13' murals in the apse of the church were cleaned and consolidated. The artist had painted them in tempera in 1960 and the paintings were extremely friable. A spray consolidation was done followed by repair and inpainting of numerous damages caused by abrasion. The 14 Stations of the Cross (tempera on marouflaged canvas) were also cleaned and restored.

Richard Wyatt Mural Installation - "Long Beach: A New Dawn, A New Day", Lobby, Long Beach City Hall, Long Beach, CA 2000

The 11' x 21' acrylic on canvas mural was marouflaged directly to the wall in the lobby of the Long Beach City Hall.

Huntington Beach High School - Mural Installation and Restoration - Huntington Beach, CA 1999

A ceramic tile mural salvaged from the historic Sea Cliff Village Shopping Center was installed and restored on an exterior wall. The "Rime of the Ancient Mariner" is 11'6" x 6'.

Terry Schoonhoven Mural Installation - "Jewish Contributions to Medicine" - Cedars-Sinai Hospital, Los Angeles, CA 1999

The interior oil on cotton mural (834 ft²) was installed by continuously gluing and custom cutting the 7 component pieces. The "marouflage" is on the west wall of the Harvey Morse Conference Room.

Sea Cliff Village / Huntington Beach Civic Center Art Project - Huntington Beach, CA 1998 - 1999

Deinstallation of 14 ceramic tile murals, 45 dioramas and over 90 metal sculptures comprising the seabird-themed open air shopping center. Many of the pieces were restored and reinstalled in various locations at the Huntington Beach Civic Center.

Long Beach Public Library; Mural Conservation & Relocation - Long Beach, CA 1998

The mural "In" painted on drywall and designed by Corita Kent (1918-86) was relocated within the library by moving the wall intact in order to avoid structural damages to the mural. The mural was remounted in such a fashion as to allow a much simpler and cost effective removal in the future. There was an associated surface cleaning and repair of minor damages that had accumulated over the years.

Mt. Rushmore National Monument; Interpretive Center Objects Conservation - Keystone, SD 1997 - 1998

As a subcontract to Universal Exhibits of El Monte, CA, ConservArt was contracted to perform all of the conservation and mounting of artifacts and art objects pertaining to the history and the carving of Mt. Rushmore. These include letters, documents, original plaster maquettes, tools and many other original objects. The objects are scheduled for installation in the new facilities by September 1998.

Terry Schoonhoven Mural Installation - Burbank Police & Fire Station, Burbank, CA 1997

Newly painted and primed canvas (1700 ft²) was installed by continuously gluing and custom cutting. The "marouflage" is in the 2 story lobby of the police and fire combined complex.

Charles Kassler Mural Conservation - Fullerton Union High School, Fullerton CA 1997

As a result of testing and research a cooperative project with the Fullerton Union High School District was undertaken to restore the largest WPA fresco ever painted. The mural "Pastoral California" was painted as a PWAP commission by Charles Kassler, Jr. on the west wall of the Plummer Auditorium in 1934. It was overpainted completely in 1939. The school board and the guidance office of the school followed our advice and included community volunteers as well as scheduling two concurrent summer classes dedicated to providing the lower level labor in order to carry out the extensive overpaint removal. This is a unique cooperative project with ConservArt acting as consultants and providing teaching and training as well as conservation expertise. The School District was successful in obtaining a California Heritage Fund grant (only five granted) to match funds from private donors and the City of Fullerton Redevelopment Agency.

Peace Theological Seminary - 3500 West Adams Boulevard, Los Angeles, CA 1996 - 1997

As part of a larger project to restore the building, which was damaged in the 1994 Northridge earthquake, the lower floor and 2nd floor rotunda of the historic (1913) Victorian interior - Mediterranean style villa was conserved. This included the cleaning, stabilization and repair of marouflaged ceiling paintings, the structural modification of non-original architectural elements, casting and replacement of missing compo decorative elements and an overall aesthetic compensation.

Wilson Hurley Triptych Installations - National Cowboy Hall of Fame - Oklahoma City, OK 1991-1996

This five year project provided technical advice, fabrication and installation services for 5 triptychs with center panels 16'x16' and wing panels of 10'x16'. Work included the custom design and fabrication of interlocking honeycomb aluminum panels which were used as the painting support.

Other projects resulting from the association with the museum included preventive conservation and treatment of historic plaster sculptures by James and Laura Fraser. The largest, "End of the Trail", is an 18' horse and rider weighing over 4 tons which was moved to a new location in the museum, cleaned, consolidated and coated with a custom silicate paint.

Union Station, East Portal; Los Angeles -- Richard Wyatt Mural Installation 1996

A series of 42 interlocking honeycomb aluminum panels were fabricated for the artist who directly painted on the surface. The panels were then installed in an array to create a mural 22'2" x 78' in the East Portal of the new station. The unique mounting system was approved by Los Angeles City engineers.

Magic Theaters -- Charles Freeman, aka Bökö, Mural Installation - Los Angeles, CA 1995

The artist was commissioned to paint a 20.5' x 56' oil on canvas mural to be flush fit onto an irregular wall. ConservArt Associates consulted for the artist before he began the project to insure proper painting preparation and choice of materials. The painting was executed in two 10' sections; the top piece was marouflaged to the wall at the height of 20' off of a specially designed rotating tube attached to scaffolding. The lower section was installed to register perfectly with the upper piece.

Sunkist Growers, Inc. -- WPA Mural Conservation - Sherman Oaks, CA 1994 - 1995

Conservation of the four murals by Frank Bowers and Arthur Prunier, 1935, presently in the main boardroom. The murals had been exhibited externally for many years before being deinstalled from the old Los Angeles downtown headquarters and marouflaged onto plywood in the early 70's. Two of the panels have a polyurethane coating and are differentially discolored. All the paintings were damaged in the 1994 Northridge earthquake. Work includes a new mounting system, cleaning and reinstallation.

1 Bunker Hill - Hugo Ballin Mural Conservation - Los Angeles, CA 1994

A large mural in the lobby of the historic Edison building by Hugo Ballin, "Apotheosis of Power", was cracked in half by the Northridge earthquake in January 1994. The painting is oil on canvas adhered to plaster which had been sheared from the wall and displaced outward by as much as 6". More than 20' of tears were repaired by lifting back the damaged plaster, excavating crumbled material and replacing the painting on a new bed of plaster.

St. Steven's Serbian Orthodox Cathedral - Interior Conservation - Alhambra, CA 1994

The church underwent a major exterior seismic intervention campaign. The work included defining the scope of intervention for the architectural firm in charge of the project, providing lighting consultations and cleaning and restoring all interior painted surfaces. These surfaces included 21 marouflaged paintings, a wooden icon screen, over 900 ft² of faux marbles and all vaults which were painted with figures.

San Gabriel Mission - Baptistery - San Gabriel, CA 1993

The domed ceiling and walls of the historic baptistery were heavily damaged in the 1987 Whittier earthquake and had also suffered as a result of the seismic stabilization campaign. There was approximately 40% loss to the painted vault and the faux finish of the lower walls also was completely restored.

City of Fullerton - Lundeberg Mural Conservation - Fullerton, CA 1991 - 1992

Restoration of the Helen Lundeberg mural of the History of the Development of Southern California in the Fullerton Police station included removing up to five layers of house paint. The mural was done in oil in 1941-42 and was partially overpainted in the 60's and 70's. The nine month project included developing innovative mechanical techniques to lift away overpaint from the delicate surface.

Southern California Gas Company 1991 - 1992

Contract to Southern California Gas Company for design of a mounting system and installation of murals by Richard Wyatt and Judith Baca in their new headquarters in Los Angeles. The painting by Judy Baca, which measured 8' x 50', was a flush fit marouflage onto drywall.

OTHER EXPERIENCE:

LOS ANGELES COUNTY MUSEUM OF ART, Los Angeles, CA – Ahmanson Fellow, Paintings Conservation 2011 -2012.

RESIDENZ, Salzburg, Austria 1989

Mural painting conservator for Heinz Leitner Conservation. Removal of thick layers of whitewash from frescos in the Archbishop Wolf Dietrich's residence, ca. 1602.

INDEPENDENT CONSULTANT, Rome, Italy 1989

Microanalysis of paint and plaster samples for a major reconstruction of a 17th c. building behind Trajan's Forum, Salita del Grillo. Established original plaster composition and pigments for several facades of the building.

CHIESA DEI GIROLAMINI, Naples, Italy 1989

Conservation worksite of Consorzio S.E.I. 1983 s.n.c.: frescos, oil paintings, stucchi and faux marbres. Final cleaning and reintegration of the altarpiece (oil on canvas) and paintings on the side walls of the apse (attr. Guido Reni).

GYPSOTHECA CANOVIANA, Possagno (TV), Italy 1988 - 1989

Conservation worksite directed by Francesca Persegati for the conservation and restoration of twenty plaster casts by Antonio Canova. Of particular interest was a life-size model for the equestrian monument of Charles III of Bourbon in Piazza Plebiscito in Naples, painted with tempera to simulate bronze.

ICCROM, Rome, Italy 1988

Preparation of laboratory exercises for the Conservation of Mural Paintings Course funded by an Italian Government scholarship.

ICCROM, Rome, Italy 1987 - 1988

- a) Conservation work-sites: 17th c. frescos in S. Maria dell'Anima, Rome; 14th c. frescos in Caetani castle in Sermoneta. Removal of grime, salt incrustations, consolidation, filling and inpainting.
- b) Research: collaboration on the ICCROM 1988 International Index of Conservation Research.
- c) Preparation of a course on conservation of contemporary art.
- d) Computing: Training of Scientific Program staff in the use of word processing and spreadsheet programs.

ICCROM, Rome, Italy 1982 - 1983

Researcher and graphic artist for a study conducted by Peter Rockwell and sponsored by ICCROM, the Superintendence of Archeology of Rome and the Istituto Centrale del Restauro. The stone carving techniques used on the column were researched and studied, and a scale drawing of one spiral of the column was made for didactic purposes (see publication acknowledgment).

COURSES & WORKSHOPS:

Approaches to the Conservation of Contemporary Murals 2017
AIC, Chicago, Illinois

Modular Cleaning Program 2015
Chris Stavroudis, Los Angeles, California

Modular Cleaning Program 2014
Chris Stavroudis, Paris, France
Provided consecutive translation in Italian and French for participants

Essentials of Inpainting 2014
Jim Bernstein, AIC, San Francisco, California

Digital Photography for Conservators 2007
Yosi Poseilov, Colorado History Museum, Denver, Colorado

Tear Repair of Paintings 2004
J. Paul Getty Museum, Los Angeles, California

Conservation of Mural Paintings ICCROM, Rome, Italy 1988
Assistant and participant)

Workshop on New Methods in the Cleaning of Paintings 1987
Getty Conservation Institute, Los Angeles, California

Oxbow Book and Paper Intensive 1985
Saugatuck, Michigan, USA

Istituto Centrale del Restauro - 6 month scholarship course, painting conservation, Rome, Italy 1983

INTERNSHIPS

LOS ANGELES COUNTY MUSEUM OF ART, CA 1986 - 1987

NEA/Mellon Fellow in painting conservation under the supervision of Joseph Fronek, Senior Paintings Conservator. Treatments were carried out on many modern and contemporary paintings, with a special emphasis towards problems involved in opening the new wing for contemporary art. Assisted in installation and deinstallation of temporary exhibitions, gallery inspections, and field consultation.

NATIONAL GALLERY OF ART, Washington, D.C. 1986

Queen's University summer intern in paintings conservation. Major treatment: cleaning of Max Beckmann's last triptych, *The Argonauts*. Other responsibilities included minor treatments and daily inspection of galleries.

HUMANITIES RESEARCH CENTER, Austin, TX 1985

Queen's University summer intern in paper conservation. Treatments included developing a streamlined method for treating a series of 2000 architectural drawings by Norman Bel Geddes, as well as other standard paper conservation treatments.

BAVARIAN NATIONAL MUSEUM, Munich, Germany 1984

Painting conservation intern. Worked on structural problems and restoration of panel paintings: treated 15th century Swabian panel painting.

ISTITUTO CENTRALE DEL RESTAURO, Rome, Italy 1983

Vassar College scholarship student in painting conservation. Attended regular academic sessions on Italian restoration techniques and carried out structural and cosmetic restoration on easel paintings during practical sessions.

TEACHING EXPERIENCE

FULLERTON UNION HIGH SCHOOL 1997

Designed and co-instructed high-school students during the conservation treatment of Charles Kessler's fresco, "Pastoral California". Students were taught WPA art history, history of mural paintings and fresco chemistry. Students and parents also helped to clean the fresco which had been hidden from view by obscuring overpaint for 58 years. The purpose of this was to generate interest and pride in the mural which would help mitigate graffiti and other damage. See AIC presentation, Arlington, VA 1998.

CALIFORNIA STATE UNIVERSITY - FULLERTON 1991

Designed and co-instructed the course "Museum Conservation", given as a cross-referenced graduate course required by the Exhibition Design Program.

ICCROM, Rome Italy 1988

Assistant, Mural Paintings Conservation Course

Sequential translation during course lectures from French or Italian into English; revision, translation and compilation of didactic material for the course.

PUBLICATIONS AND PRESENTATIONS

Contributing editor to Western Association for Art Conservation newsletter "Articles You May Have Missed", 2002-present.

Susanne Friend, "A Brief History of Reverse Painting on Glass and the Treatment of an Unusual Shadow Box Painting", Presented at the Western Association for Art Conservation (WAAC) 2012 Annual Meeting, Palm Springs, CA October 22-25, 2012.

Susanne Friend, "The Not so Still Life of a 17th Century Dutch Painting", Presented at the Western Association for Art Conservation (WAAC) 2011 Annual Meeting, Austin, TX, October 19-22, 2011.

Susanne Friend and Duane Chartier. "Stanton MacDonald Wright: Murals for the Santa Monica Public Library" Presented at the Western Association for Art Conservation (WAAC) 2006 Annual Meeting, Tucson, AZ, October 20-22, 2006.

Susanne Friend. "Resurrection of a Crucifixion" – Conservation of Jan Styka's 45' x 194' (8,730 sq.ft.) monumental oil on canvas at Forest Lawn Memorial Cemetery, Glendale, CA. Presented at the Western Association for Art Conservation (WAAC) 2005 Annual Meeting, Cody, WY, August 27-29, 2005.

Susanne Friend. "Conservation of Relocated 'Immovable' Works: Preservation at what Cost?" Presented at the Western Association for Art Conservation (WAAC) 2002 Annual Meeting, Portland, OR, October 7-9, 2002.

Susanne Friend and Duane Chartier. "The Destruction of Two Architectures? Large Scale Contemporary Art Deinstallation and Reinstallation" Presented at the Western Association for Art Conservation (WAAC) 1999 Annual Meeting, San Francisco, CA November 15-16, 1999.

Susanne Friend. "The Treatment of a Water Damaged Painting - Conserving Guy Rose's 'The Scattered Covey'". Presented at the Western Association for Art Conservation (WAAC) 1998 Annual Meeting, Timberline, Oregon, October 5-7, 1998.

Susanne Friend & Duane Chartier. "Community Involvement and Education in the Conservation of a WPA fresco in Fullerton, California". Presented at The American Institute for Conservation (AIC) 1998 Annual Meeting, Arlington, VA, June 1 - June 6, 1998.

Susanne Friend. "The Recovery of Charles Kassler's "Pastoral California" -- Conservation and Reconstruction of a WPA Fresco". Presented at the Western Association for Art Conservation (WAAC) 1997 Annual Meeting, Phoenix, AZ, October 26-29, 1997.

Susanne Friend. "And I Still Can See Blue Velvet Through My Tears..." Presented at the Western Association for Art Conservation (WAAC) 1996 Annual Meeting, Las Vegas, NV, October 6-9, 1996. The topic of this presentation was the history and conservation treatment of paintings on velvet, and was given as a spoof in honor of the venue.

Susanne Friend. "Necessity and Innovation: Novel Treatment Strategies for Urethane Varnish Removal and Blind Cleavage." Presented at The American Institute for Conservation (AIC) 1996 Annual Meeting, Norfolk, VA, June 10 - June 16, 1996.

Tatian, Suzanne. "A Lifted Veil", The Center & Clark Newsletter, UCLA Center for 17th & 18th Century Studies William Andrews Clark Memorial Library, Spring 1995. Conservation treatment published on front page of newsletter with during treatment photograph of Francois D'Albert Durade's portrait of George Eliot.

Susanne Friend. "Tear Repair - Los Angeles Earthquake Style." Presented at the Western Association for Art Conservation (WAAC) 1994 Annual Meeting, Asilomar Conference Center, Pacific Grove, CA September 25-27, 1994.

Susanne Friend. "Conservation Treatment of an Unusually Large Hinterglasmalerei." Presented at the Western Association for Art Conservation (WAAC) 1993 Annual Meeting, Marconi Conference Center, Marshall, CA, October 2-5, 1993.

Susanne Friend and Duane Chartier. "How Much is Too Much? Conservation versus Restoration." Presented at The American Institute for Conservation (AIC) 1992 Annual Meeting, Denver, CO, May 31 - June 6, 1993.

Susanne Friend and Duane Chartier. "Mural Marouflage - A Rebirth?". Presented at the Western Association for Art Conservation (WAAC) 1992 Annual Meeting, Santa Fe, NM, September 27-29, 1992. Abstract published in Western Association for Art Conservation (WAAC) Newsletter, 15(1), January 1993.

Friend, Susanne E. "Reversal of a Wax-resin Impregnation: Treatment of Paul Gauguin's Still Life on a Garden Chair", poster presented at the 1987 Annual AIC Meeting in Vancouver, B.C.

Friend, Susanne, E. The Effect of the Application Variables in Brushing Compared to Spraying on the Appearance of Certain Varnish Films, M.A.C. Thesis, Queen's University, Kingston, Ontario, 1986.

Rockwell, Peter. Preliminary Study of the Carving Techniques on the Column of Trajan, ICCROM, Rome, 1983. Contributed drawings, photography and research on the historical representation of the reliefs.

PROFESSIONAL AFFILIATIONS

- American Institute for Conservation of Historic & Artistic Works (AIC); Professional Associate
- Western Association for Art Conservation (WAAC)
- WAAC Member-at-Large 2000-2002, 2006-2008, 2012-2014
- WAAC – Vice President 2006-2007
- WAAC – President 2007-2008; organized three-day annual meeting at The Getty Villa for over 160 participants.

AWARDS

- Best in Los Angeles – Art Restorers, Los Angeles Magazine, August 2007
- Queen's University Graduate Award (1985-1986) - Art Conservation
- Vassar College Maguire Fellowship - for Studies in the Humanities in Western Europe (1982-83); paintings conservation, Istituto Centrale del Restauro, Rome and research on Trajan's Column for ICCROM, Rome, Italy

References: available upon request