

POLICIES AND PRACTICES: DOCENTS AND VOLUNTEERS

Docents and volunteers are the Museum's ambassadors. As the voice and face of the Museum, docents and volunteers are a crucial connecting link between the Museum's collection and the visitor. Sometimes the most lasting impression that visitors to the Morse Museum take away with them is their experience with docents and volunteers. They must be able and willing to assist the Morse staff in presenting a high-quality experience to the Museum's visitors.

I. Requirements

In order to ensure the visitor a high-quality experience to the Morse Museum, all docents and volunteers must:

- Be a member of the Morse Museum.
- Apply and be accepted into the Morse Museum volunteer program.
- Be familiar with and follow the Museum's policies and practices (outlined in the Volunteer Manual).
- Be willing to accept staff direction and supervision.
- Participate in the orientation and training programs as established by the Museum.
- Participate in continuing education opportunities.
- Report to volunteer posts in a consistent and timely manner.
- Notify appropriate personnel when unable to fulfill volunteer commitments. If already scheduled, please contact Visitor Services. For scheduling preferences, please contact the Education Coordinator.
- Contact appropriate personnel if and when problems arise.

- Wear official name tags designed and provided by the Museum while on duty in the Museum.
- Dress in a professional manner suitable for greeting the public, which precludes such casual choices as jeans or shorts.
- Keep personal belongings out of view of the visiting public. Lockers are available to women staff and volunteers in the ladies' room.
- Never initiate contact with any member of the media about the Museum without approval of the Director of Public Affairs and Publications.

II. Management

The scheduling of docents for gallery talks and organized, prebooked tours is the responsibility of the Education Coordinator. Docent preferences regarding group tours will be respected and every effort made to accommodate the scheduling preferences of individual docents.

Docents for docent-led "Museum Highlights" tours and gallery talks are booked on a first-come, first-served basis.

The Curator of Education must approve docents-in-training for gallery duty and the roster of docents who lead the "Museum Highlights" tours and gallery talks for groups.

Docents or volunteers who have consistently failed to be available when scheduled for prebooked docent tours and gallery talks will not be scheduled again without the written approval of the Curator of Education.

The Museum may remove from the schedule any docent or volunteer who repeatedly fails to comply with the policies and procedures set out in this document or with any reasonable request of the Museum regarding his or her activity.

Approved by the Board of Trustees
4 November, 2013