



Dennon Museum Center
Docent Handbook
2011-2012

Dennon Museum Center
Northwestern Michigan College
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Introduction to the Organization

Mission Statement

The Dennos Museum Center seeks to engage, entertain and enlighten its audiences through the collection of art, and the presentation of exhibitions and programs in the visual arts, sciences and performing arts.

History of the Dennos Museum Center

The Michael and Barbara Dennos Museum Center at the Northwestern Michigan College opened in July 1991. This 40,000 square foot complex features three changing exhibit galleries and a sculpture court; a “hands on” Discover Gallery; and a permanent Inuit Art gallery. The 367-seat Milliken Auditorium hosts concerts and lectures throughout the year.

The Museum holds a collection of over 1600 works of art, of which over 1000 are Inuit art of the Canadian Arctic. Our collection is the most historically complete collection of Inuit sculpture and prints in the United States. Our significant collection of outdoor sculpture by noted international and Michigan Artists can be found on the campus of Northwestern Michigan College.

The Museum is a unit of Northwestern Michigan College and operates under a restricted budget with operating funds coming from endowment, fundraising, and earned income. The Museum seeks support for exhibition and educational programming, acquisitions, capital projects and endowment. The Museum serves over 60,000 visitors per year.

DMC Visitor Service Philosophy

We are here to serve our visitors. As you can imagine, an organization that hosts a variety of events and programs is a very complex place. It takes many people doing the right thing to make each event the best experience possible for our visitors. **Our visitors are why we are here!**

Visitors are:

- Doing us a favor when they call or visit
- Individuals who deserve personal attention
- Groups that walk in the door, groups that rent our facilities and those that visit our website
- People who buy our services and keep DMC going
- Deserving of our consistently courteous and attentive treatment
- The lifeblood of our organization.

Our Service Promise:

Our visitors will receive responsible, friendly service while they enjoy quality products and great value.

Dennos Museum Center Education Department Mission

The Education Department coordinates and participates in the development, implementation and administration of programs and interpretive media that communicate pertinent information to the museum's diverse audiences. These audiences include casual visitors, school groups, families, and groups with special interests. These efforts result in classes for children and adults, workshops for teachers, interactive devices, exhibition signage, gallery guides, Docent interactions, publications and other experiences that seek to:

- Increase awareness of and appreciation for the various exhibitions
- Provide opportunities and encouragement for personal involvement in the arts and sciences
- Increase recognition of the extent to which society and history may impact the artistic and scientific world.

Docent Definition

Docents are museum education volunteers who interpret the museum's exhibits for visitors during guided tours and educational activities.

K-12 Educational Programs

Educational Tours

The Denno Museum Center offers guided tours in conjunction with current exhibits. Guided tours are interactive and give students an opportunity to analyze artwork, draw connections between the arts and their lives and make informed decisions about artwork. A guided tour in conjunction with an art project gives students the opportunity to create a work of art that relates to the current exhibit, demonstrating their understanding of the themes addressed in the tour and a mastery of tools, material, and techniques. Denno Museum Center K-12 educational programming aligns with Michigan Content Standards for Arts Education and the National Standards for Arts Education.

Inuit Cultural Tours

Inuit Cultural Tours offer a unique opportunity for students to experience the art of the Inuit through an interactive tour of the Inuit Gallery, playing Inuit games, and completing a block printing or stencil project. These tours were first developed in collaboration with local teachers for 6th graders studying Canada, but can be altered for any age group.

Self-Guided Tours

Self-guided tours allow students to explore the museum at their own pace. Worksheets, gallery hunts and other materials are available from the Museum Education Department upon request.

Educational Concerts

The Denno Museum Center offers educational concert experiences that align with music appreciation curriculum. Educational Concerts and Workshops vary by performer, but generally include short performances, interactive sections with singing, clapping or other activities, and some discussion of the genre of music or culture of the performers.

Public Programs

Family Day

Families and friends are invited to participate in a creative Saturday. This special day includes various activities such as dance, movement, music, storytelling, creative writing and hands-on art relating to our current exhibitions. These interactive Saturdays are aimed to engage the senses and broaden understanding of the arts.

Lecture Series

The Denno Museum Center offers periodic lectures relating to the Museum's permanent collection and to changing exhibits. Docents are expected to attend lectures as part of their continuing education and are given free admission.

Stories, Scribbles and Wiggles Toddler Program

This program is for children ages 3 to 5 and their parents or grandparents. Each session includes activities in the galleries, a related story, and an art project.

Group Tours

The Denno Museum Center offers guided tours in conjunction with current exhibits. Guided tours are interactive and give visitors an opportunity to analyze artwork, draw connections between the arts and their lives and make informed decisions about artwork.

Workshops

The Denno Museum Center offers periodic workshop with artists that relate to current exhibitions or the permanent collection.

Appraisal Day

Local art appraiser Don Butkovich visits the Museum to verbally appraise hidden treasures. The proceeds from a \$5 fee per artwork are generously donated to the Denno Museum Center's museum programming fund.

Travel Opportunities

The Denno Museum Center offers periodic travel opportunities as they relate to the Museum's exhibition and collection.

Docent Program

Summary

More than anyone else, the Docent represents the Museum to the students, teachers, and other visitors taking guided tours of the Museum. It is the Docent who provides the personal touch and attention to what is often a young person's first experience in an art museum. As a Docent, one has the potential to initiate lifelong interest and appreciation for the visual arts by providing informative, interactive and engaging tours to our museum audience.

Recruitment

Diverse community representation is sought for all volunteers working in the Docent Program. When recruiting a new Docent class, notice is given through a member's newsletter and via public service announcements to the press. The active Docents are encouraged to invite interested friends and acquaintances to join. We provide information to all interested individuals and have interviews whenever possible.

Policy of Non-Discrimination

The Denno's Museum Center makes all decisions regarding volunteers without regard to race, color, national origin, age, sex, marital status, physical condition, religion, sexual orientation, or ancestry. This policy applies to recruitment, training, and opportunities for advancement for Docents and prospective Docents.

Docent Requirements

In order to be a Denmos Museum Center Docent and give tours of the Museum to groups, a Docent must:

- Attend a Volunteer Orientation
- Membership to the Denmos Museum Center is strongly encouraged (please speak to the Curator of Education and Interpretation if financial hardship prevents you from becoming a member)
- Attend all training sessions unless pre-excused
- Commit to a two years with the Tour Docent Program
- Be available to provide or shadow a minimum of 4 tours per month during the months of September through June

As a Member of the Docent Program, Docents may expect

- Clear explanation of responsibilities
- Opportunity to expand one's knowledge and understanding of the arts and sciences
- In-depth education on Inuit Arts and Culture
- A Docent mentor
- Opportunity to contribute solutions to problems that arise
- Recognition for service to the Denmos Museum Center
- Socialization opportunities
- Respect from the Museum Staff
- Evaluation of performance and suggestions for improvement

In return, the Denmos Museum Center expects the following from the Docent:

- Available to attend trainings and give tours September through June
- Dependable execution of responsibilities
- Constructive criticism in the form of concrete suggestions
- Professional attitude and conduct
- Openness to trends in art education and to various tour techniques
- Accountability for your responsibilities as a Docent
- Respect of other Docents, other Museum volunteers, and to Museum Staff
- Commitment and dedication to his/her duties as a Denmos Museum Center Docent

Docent Levels

Active Tour Docent

Active Docents attend all trainings and are actively involved in giving tours. Please see requirements in “Docent Requirements” section. It is important that all Docents giving tours are up to date with trainings to ensure a quality product to teachers and other visitors.

Provisional Docent

Provisional Docents are all new Docents that are going through a new Docent training class.

Emeritus Docent

Emeritus Docents are Docents that find that they are unable to commit as much time and energy as they have in the past or are unable to give tours during the months of September through May. These volunteers are invited to social events but do not attend trainings or give tours.

Docent Education

All new Docents and experienced Docents are expected to attend the training meetings to ensure a quality product to teachers and schools. If a Docent has to miss a training, they are responsible for making up the content of that training.

All Docents are required to choose one day a week for which he/she will be responsible for tours. If there are no tours arranged, the Docent might study at the Museum, help the Interpretation Specialist, or be excused. It is the responsibility of the Docent to check ahead for tour information.

Provisional Docents

Provisional Docents attend special orientation and training sessions separate from the Active Docents. Training will include the background of Museum, history of art, basic elements of art, knowledge of Inuit Collection, teaching methods, child development, tour techniques, tour development, and observing experienced Docent lead tours.

Continuing Education

Docents are encouraged to take Art History to better prepare as educational tour guides. Classes are offered through Northwestern Michigan College's Academic and Extended Education programs.

Evaluation

Ongoing evaluation throughout the school year involves peer review during training sessions, teacher evaluations, and year-end review.

Year-end review consists of a self-evaluation, an evaluation of the training program, and a one-on-one meeting with the Curator of Education and Interpretation. Each Docent will be evaluated on his/her touring performance by observation as well as the teacher evaluation forms. In addition, attendance and commitment to the Docent program is evaluated. The Curator of Education holds to the right to remove a Docent from "active" status at any time, and each Docent holds the right to remove him/herself from duty at any time.

The Docents are asked to evaluate the program at year's end. Comments are compiled regarding compliance with Docent guidelines for touring, logistics, and education. This input is essential for program planning. Each training session is also evaluated for continuous improvement during the year.

Docent Committees

Ad Hoc Committees

Most Docent committee work is done on an as-needed basis. A committee is put together when a project requires it, and then it dissolves when the work is done. This is done out of respect for the Docent's, as well as the staff's, time. Docents are encouraged, but not required, to serve on a Docent committee. Ad Hoc Committees include:

- Art Project Committees
- Family Day Committee
- Docent Enrichment Committee
- Petoskey Tour Committee

Standing Committees:

Hospitality Committee

Responsibilities:

- Organize "treats" for first regular meeting of the month.
- Organize food for special events.
- Fulfill special services such as *Sympathy* cards, *Get Well* cards, etc.
- Plan Holiday and Docent Picnic Parties

Library Committee

Responsibilities:

- Organize and catalog volunteer library.
- Maintain and upgrade informational files.
- Maintain the Docent library area and keep it orderly.

General Procedures

Substitution

Our programs rely on each Docent to be at the Museum on his or her scheduled day and time for tours. If a Docent needs a substitute:

- Arrange for a substitute as soon as possible
- Make certain that your substitute is qualified to take over your role
- Notify staff of the substitution
- Record your substitute's name on the white board and the tour sign-up form
- Notify that week's lead Docent of the change

Absences

Please notify your day of the week team and the Curator of Education and Interpretation of planned travel time. Record your planned absences on the Docent board in the copy room area.

Volunteer Credit Hours

As we are often required in grant applications to substantiate the number of hours given by volunteers, we require volunteers to record their time in the Docent Hours notebook. Each Docent will fill out a Volunteer Activity Report. There are blank sheets in the front of the Hours Notebook. All hours will be added in late June as our fiscal year runs July through June. These hours are also used for volunteer recognition.

Docents record all times spent preparing for, doing, or evaluating any work you do here at the museum, including tours, training sessions, workshops, special events, library, committee meetings, etc. These include by are not limited to:

- Docent Meetings (these will not be recorded for you)
- Tour preparation and research
- Giving Tours
- Volunteering at special events or workshops
- Preparing training materials
- Preparing materials for the museum
- Committee meetings
- Committee research and work
- Visiting other museums (this counts as research for tours and material preparation)
- Workshops

Signing Up for Tours

- Each docent is assigned a day for which they are responsible for.
- Within each day of the week team, each docent is responsible for being the lead docent on a certain week in the month (i.e. the first week, second week, etc.)
- Each docent checks the white tour board between 9:15 and 9:30 on Tuesday morning training days.
- When there is a tour on their day, the docent signs up for the tour.

- The lead docent takes responsibility for contacting the teacher and ensuring that communication among docents exists regarding the tour details.
- Docents keep their leave announcements current on the white tour board so that other docents know when people are out of town and need their day to be covered.
- If a tour is scheduled late, the curator of education will send out an email tour alert to the docents letting them know about the tour. They can sign up by emailing back or on the white tour board.

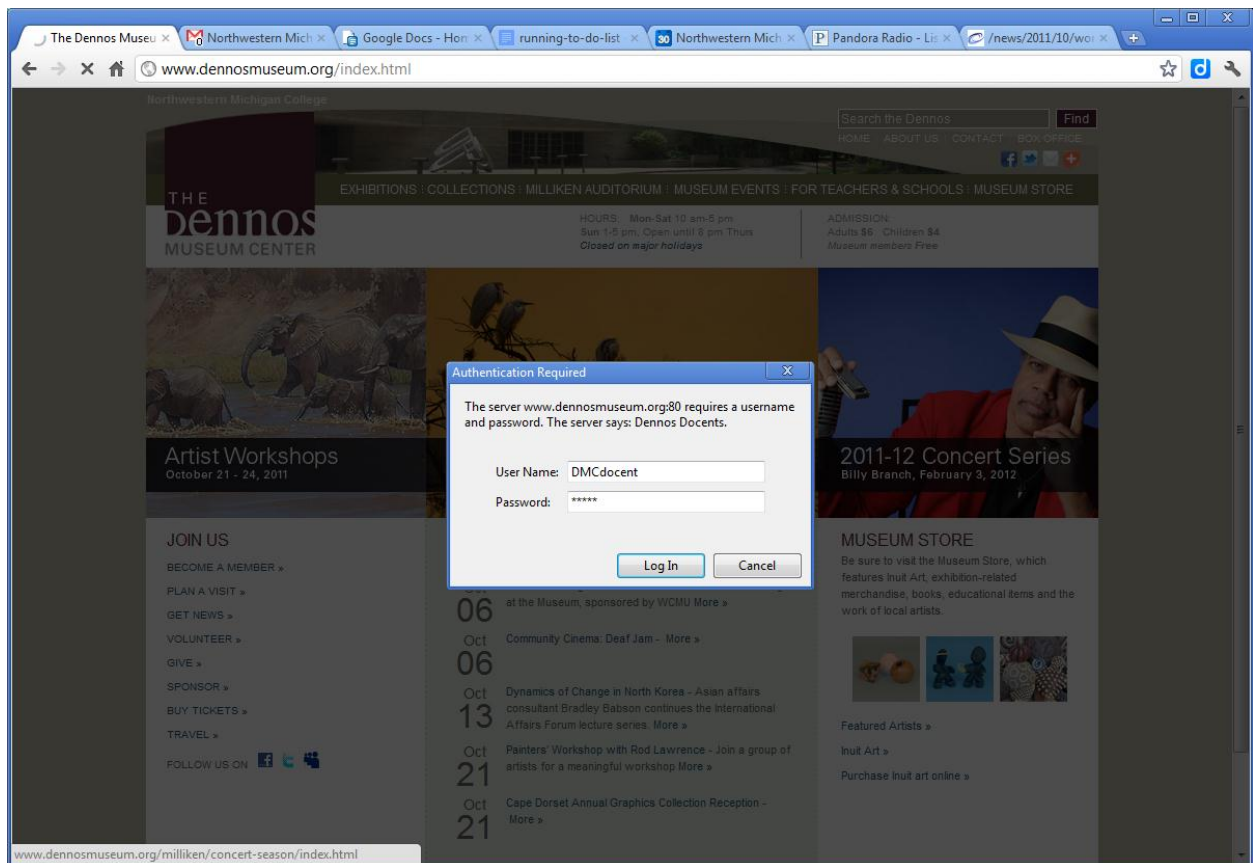
Tour Procedures

- Check the tour sign-up board in the museum every week and find out if there are any tours scheduled on your tour day. If so:
- Sign up for the tour on the board and on the form in the file. If you are not available, call the other docents on your team until you are able to find a lead docent for all the tours on your day.
- Lead docents should then do the following:
 - Ensure that enough docents are signed up for the tour
 - Go to the tour folders and find the reservation form for that day and specific tour. Make sure all the docents helping with the tour have their names written on the board and on the form.
 - If a packet has not yet been sent to the teacher, check with Diana to make sure one is sent out.
 - Using the Docent Tour Outline form as a guide, call the teacher and ask the questions on the form. Be sure to confirm the date, time and fee as well as ask if there are any special needs or curriculum connections the teacher is looking for.
 - Check with Diana to confirm that all necessary rooms have been reserved and tech support is available for the tour.
 - Contact all the docents for the tour and go over the tour goals, objectives, etc. and begin to formalize your tour.
- Show up for the tour 30 minutes prior to the start of the tour.
- Greet the teachers, students and chaperones.
- Go over the following museum basics:
 - Introduce all the docents
 - Explain the importance of evaluation forms to teachers/hand out evaluations
 - Review museum behavior in a positive manner (please refrain from using negative language)
 - Inform group members where the bathrooms and coatrooms are
 - Remind students to stay with their group
- Tour: Prepare your tour so it covers the objectives of the teacher. Also make sure you pay attention to our goals on the Teacher Tour Evaluation for.
- Closing Remarks
- Thank the group and invite them back
- Fill out the Docent Evaluation form with your team and put it in Diana's file
- Put the reservation form with the docent's names and tour roles in Diana's file
- Send out a Dennis Museum Postcard as a thank you note for visiting us

DMC Docent Webpage Instructions

Go to www.dennosmuseum.org/docents (there is a convenient link under the For Teachers and Schools Drop-down list on the website)

The screenshot shows the website www.dennosmuseum.org/index.html in a browser window. The page features a navigation menu with the following items: EXHIBITIONS, COLLECTIONS, MILLIKEN AUDITORIUM, MUSEUM EVENTS, FOR TEACHERS & SCHOOLS, and MUSEUM STORE. A search bar is located in the top right corner. Below the navigation menu, there are three main sections: 'Artist Workshops' (October 21 - 24, 2011), 'Art and the Animal' (September 18 - December 29, 2011), and '2011-12 Concert Series' (Billy Branch, February 3, 2012). The 'FOR TEACHERS & SCHOOLS' menu is expanded, showing 'School Visits', 'Resources for Educators', and 'Docent Materials (login)'. A red arrow points to the 'FOR TEACHERS & SCHOOLS' menu, and another red arrow points to the 'Docent Materials (login)' link. The 'JOIN US' section includes links for 'BECOME A MEMBER', 'PLAN A VISIT', 'GET NEWS', 'VOLUNTEER', 'GIVE', 'SPONSOR', 'BUY TICKETS', and 'TRAVEL'. The 'NEWS & EVENTS' section features a 'CALENDAR OF EVENTS' with the following items: Oct 06 WCMU Free Night at the Museum - Join us for a free night at the Museum, sponsored by WCMU More >; Oct 06 Community Cinema: Deaf Jam - More >; Oct 13 Dynamics of Change in North Korea - Asian affairs consultant Bradley Babson continues the International Affairs Forum lecture series. More >; Oct 21 Painters' Workshop with Rod Lawrence - Join a group of artists for a meaningful workshop More >; Oct 21 Cape Dorset Annual Graphics Collection Reception - More >. The 'MUSEUM STORE' section includes the text 'Be sure to visit the Museum Store, which features Inuit Art, exhibition-related merchandise, books, educational items and the work of local artists.' and a 'Featured Artists' section with 'Inuit Art' and 'Purchase Inuit art online' links.



A Dialog box will pop up, asking you to long in

Username: DMCdocent

Password: tours

Click on "OK"

You will stay logged in until you close your web browser

You should get this page after logging in:

The screenshot shows a web browser window displaying the website www.dennosmuseum.org/education/docent/index.html. The page is titled "THE Dennon MUSEUM CENTER" and features a navigation menu with links for "EXHIBITIONS", "COLLECTIONS", "MILLIKEN AUDITORIUM", "MUSEUM EVENTS", "FOR TEACHERS & SCHOOLS", and "MUSEUM STORE". A search bar is located in the top right corner. The main content area is organized into several sections:

- FOR TEACHERS & SCHOOLS > DOCENT MATERIALS (LOGIN)**
 - Files are provided in MS Word and Adobe Acrobat format. Generally, you should be able to just click on a file and have it appear on your computer (on a Mac you will need to download them), however, if you do not have MS Word or the free Adobe Acrobat reader, contact Diana Bolander with questions. [Click here to go directly to TOURS](#)
 - Phone: 231.995.1029
 - E-mail: dbolander@nmc.edu
- GENERAL INFORMATION**
 - Dennon Museum Center Volunteer Manual (word file) (pdf)
 - Dennon Museum Center Docent Handbook (word file) (pdf)
 - Docent Contact List (Spring 2009 version) (pdf)
 - Touring Procedures (word file) (pdf)
- MEETING DOCUMENTS**
 - Top Touring Tips from Dennon Museum Center Docents (word file) (pdf)
 - Art Institute of Chicago Videos
 - Museum of Inuit Art
- FORMS**
 - Tour Registration Form (word file) (pdf)
 - Pre-Visit Docent Tour Outline (pdf)
 - Tour Evaluation - Teacher (pdf)
 - Tour Evaluation - Group (pdf)
 - Tour Evaluation - Docent (pdf)
 - Volunteer Activity Report Instructions (word file) (pdf)
- TOUR PLANNING DOCUMENTS**
 - Tour Planning Worksheets (including blank tour outline and writing exercises) (word file) (pdf)
 - Multiple Intelligence Activities (word file) (pdf)
- INUIT CULTURAL TOURS DOCUMENTS**
 - Inuit Cultural Tours Docent Handbook (word file) (pdf)
 - Forms for Teachers (word file) (pdf)
- ONLINE RESOURCES**
 - Building a Visual Arts Lesson Plan from the Getty: http://www.getty.edu/education/teachers/building_lessons/guide.html
 - Walker Art Center Docent Training Page <http://209.32.200.23/tourguides/index.html> (Highly Recommended)
 - Museum Educator Community <http://www.museum-ed.org/>

A red arrow points to the "Click here to go directly to TOURS" link in the "FOR TEACHERS & SCHOOLS > DOCENT MATERIALS (LOGIN)" section.

The tours are WAY at the bottom of the page but there is a shortcut link to get to them (see arrow in above screenshot)

The files are formatted as Microsoft Word or PDF documents. Depending on your computer's default settings, they will open within your web browser, open in Microsoft Word, or download to your hard drive and you can open them from there in either Adobe Acrobat or Microsoft Word.

The weblinks will open in the same window, if you would like them to open in a new window (or a new tab if you are using Mozilla Firefox) right-click on the links for that option (control-click on a mac).

If you have suggestions for the Docent Webpage, please email them to Diana at dbolander@nmc.edu. She is keeping a file in her email program for these requests and will address them as needed.