

Dennos Museum Center

Volunteer Handbook

2023

231-995-1595/ mholtrey@nmc.edu

Dennos Museum Center
Northwestern Michigan College
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(231) 995-1055
www.dennosmuseum.org

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Welcome!

Thank you for participating in the Volunteer Program at the Dennon Museum Center. Without volunteers, the Dennon would not be able to do what it does! As a Dennon volunteer, you will often be the first, and possibly only, contact a visitor might have during their visit to the museum. Whether you're at the front desk, the store, giving a tour, ushering a concert, or even helping with exhibits or collections, you are an important part of the Dennon team. This handbook outlines the volunteer positions, policies, and procedures for Dennon volunteers. If you have any questions or comments, please let the Operations Manager, Megan Holtrey, know. She can be reached at mholtrey@nmc.edu or 231-995-1595.

Mission Statement

The Dennon Museum Center builds community, sparks conversation and inspires change for audiences of all ages through its exhibitions, programs, and the collection and preservation of art.

History of the Dennon Museum Center

The Michael and Barbara Dennon Museum Center at Northwestern Michigan College opened on July 6, 1991. The original 40,000 square foot complex featured three changing exhibit galleries and a sculpture court; the "hands on" Thomas A. Rutkowski Discovery Gallery; the Power Family Inuit Gallery; and the 367-seat Milliken Auditorium, host to concerts and lectures throughout the year. In 2018, The Dennon opened its expanded permanent collection galleries, including the Diana & Richard Milock Wing and the Barbara & Dudley Smith Exhibition Wing for Inuit Art.

The Museum holds a collection of over 2,500 objects, of which over 1,600 are Inuit art from the Canadian Arctic. Our Inuit art collection is one of the largest and the most historically complete collections in the United States. In addition, 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 16,000 visitors per year, and welcomes over 45,000 people to the museum for events, concerts, rentals, classes, and programs.

*Several areas of the Museum are run with assistance from volunteers. **Operations (Front Desk), Education (Docents), Museum Store (Store), Exhibits (Installers), Collections (Interns), and Concerts (Ushers)** all rely on volunteers to keep things running. This handbook provides an overview of the Dennon and its volunteer positions, and is supplemented by additional manuals for each volunteer area.*

Named Areas of the Museum

Michael and Barbara Dennos Museum

The Dennos Museum Center at Northwestern Michigan College stands as a tribute to long-time Traverse City residents, Michael and Barbara Dennos.

Michael and Barbara moved to Traverse City in 1962 where, along with his brother, Peter Dendrinis, Mike built their company, Chef Pierre, into the largest and most successful maker of institutional frozen pies and cakes in the United States. In 1978, he merged Chef Pierre with Consolidated Foods (Sara Lee). He retired as chairman of Chef Pierre in 1983 and from Sara Lee in 1986.

Michael and Barbara began building a permanent art collection in 1979 for Northwestern Michigan College. Originally intended for the college's art department, the collection grew and became the catalyst for the creation of the Dennos Museum Center.

Mr. Dennos passed away in 2012 and Mrs. Dennos in 2013.

William & Helen Milliken Auditorium

Former Michigan governor, William Milliken, and his wife, Helen, were residents of Traverse City and have supported NMC for many years.

Bill Milliken was born in Traverse City. He served as Michigan's governor from 1969-1982, the longest term in state history.

Helen Milliken has been widely recognized as one of the state's visionary conservation and civic leaders. She served as honorary chair of the Artrain which brought art to many underserved communities and has been a supporter of the arts in Michigan.

Mrs. Milliken passed away in 2012. Governor Milliken passed away in 2019.

James Dutmers Theater

James E (Jay) Dutmers, Sr. was the chairman of the board of Empire National Bank in Traverse City from 1965 to 1979. At the time of his death in December 1988, his family set up the Jay Dutmers Memorial, which designated the Dennos Museum Center as benefactor of gifts to the fund.

Jack W. Zimmerman Sculpture Court

The Dennon Museum Center's Sculpture Court is named in honor of Jack Zimmerman, a lifelong Traverse City resident. Mr. Zimmerman, who died in 1986, was one of the city's most active developers and business leaders.

After Mr. Zimmerman's death, his widow, JoAnne, made a significant donation to the Dennon Museum Center in his memory. Mrs. Zimmerman continued to support the college with generous donations to the Dennon Museum Center's ongoing sculpture projects which includes purchasing the Clement Meadmore sculpture *However* located directly out of the Discovery Gallery alcove.

Mrs. Zimmerman passed away in 2012.

The Power Family Inuit Gallery

With over 1,000 Inuit sculptures and prints, the Power Family Inuit Gallery houses one of the most historically complete collections of contemporary Inuit art in the United States.

In 1953 James Houston asked his friend, Mr. Eugene Power, to help him import Inuit art into the United States. Power, a Traverse City native, established a gallery in Ann Arbor called Eskimo Art Incorporated to import and sell the work. In that same year, he encouraged the Cranbrook Institute of Science in Bloomfield Hills to host the first exhibition of Inuit art in the United States.

In 1960, Wilbur Munnecke, who was on the board of Eskimo Art Incorporated and summered in Leland, donated a small collection of Inuit prints and sculptures to NMC. The pieces he donated were exhibited in the Osterlin Library. The collection was moved from the Osterlin Building to the Dennon Museum Center when it opened in 1991.

In November 1995, Philip Power donated his father Eugene's "Power Inuit Collection", numbering over 200 pieces to Northwestern Michigan College for permanent exhibition in the Dennon Museum Center. The gallery was named in recognition of this gift and Eugene Power's important involvement in bringing Inuit art to the United States.

Thomas A. Rutkowski Discovery Gallery

In 1992, Traverse City residents, Dr. and Mrs. Edward Rutkowski made a generous donation to the Dennon Museum Center in memory of their son, Thomas, who was killed in a car accident in July 1990.

The Arthur & Mary Schmuckal Gallery

The Schmuckal family has owned and operated a successful Traverse City based business for over 40 years. The Schmuckals made a personal commitment to invest their time and resources back into the community. Their philosophy of giving back to the community was evident in 1986 when they responded to the campaign to build the Dennon Museum Center by providing the college with a very generous gift.

Mrs. Schmuckal passed away in 1999 and Mr. Schmuckal in 2012. They bequeathed a substantial portion of their estate to the Dennon Museum Center.

The Frank & Barbara MacFarlane Gallery

Frank and Barbara MacFarlane were long-time residents of Glen Arbor and strong supporters of Northwestern Michigan College.

Barbara served on the NMC Foundation Board and the Dennon Museum Center Advisory Board. She was honored as an NMC Fellow in 1994.

Commander MacFarlane died in 1974 and was followed by Barbara in 2001. They bequeathed a substantial portion of their estate to the Dennon Museum Center.

With the Frank and Barbara MacFarlane Gallery, the Dennon Museum Center honors the MacFarlane's legacy of commitment to Northwestern Michigan College.

The Connie Binsfeld Gallery

Connie Berube Binsfeld is the first woman in Michigan's history to hold leadership positions in both the House, Senate and Executive Office.

Connie was a valuable supporter of Northwestern Michigan College, and while Lieutenant Governor she worked to help NMC secure a \$1.1 million state grant for the construction of the Dennon Museum Center. The Connie B. Binsfeld Gallery is named in honor of her support of the college.

Mrs. Binsfeld retired from public service in 1998. She passed away in 2014.

The William & Susanne Janis Community Room

The Janis Room is named for very dynamic, long time supporters of NMC, William and Susanne Janis. Bill Janis served as an NMC trustee from 1998 through 2004. Susie was named a “Fellow” of NMC in 1982 in recognition of her special association with the college. She served as chair of the Dennon Museum Center’s \$6 million fund-raising effort, and became the Museum’s first development director, raising the initial funds for membership and exhibit support. She was also a driving force in the statewide effort to fund the Milliken Auditorium.

Charles & Dolores Kelly Museum Store

Dr. and Mrs. Charles Kelly are Traverse City residents. Dee is a former docent at the Dennon Museum Center, and Chuck and Dee chaired the first gala held at the Museum.

In December 1991, the Kellys made a significant gift to the Dennon Museum Center. NMC named the Museum Store to recognize and honor their generosity and continued support.

Diana & Richard Milock Wing

The Milocks retired to the area after Richard’s career in industrial water heater manufacturing downstate. They subsequently became very engaged in the community through Diana’s volunteering and philanthropy. The Milocks have given \$2.7 million dollars to NMC with their support focused primarily on the Dennon Museum Center and the Great Lakes Culinary Institute. The Milocks were proud to lead the way as the first major donors with their \$2 million gift to the Dennon Museum expansion in 2015. The Milocks were awarded NMC’s highest honor, the NMC Fellows Award in 2014. Diana has been a Foundation Board member since 2011.

Barbara & Dudley Smith Exhibition Wing for Inuit Art

Dudley Bird Smith III and Barb moved to Traverse City in 1973 where he began his career with Olmsted Products Co. Dudley became President and in 1988 bought the company. Olmsted hired many NMC alumni. They fell in love with Inuit art at the Dennon and have an extensive personal collection. In 2015, Barb and Dudley gave \$1 million to the Dennon Museum Center expansion, naming The Barb and Dudley Smith Inuit Wing. Dudley passed away unexpectedly in 2018. The Smiths were awarded NMC’s highest honor, the NMC Fellows Award in 1997. Barb was a Foundation Board member from 2006-2014 and is now an Emeritus Foundation Board member and remains active on the Foundation’s Campaign Steering Committee.

General Information

Maps

Museum Map

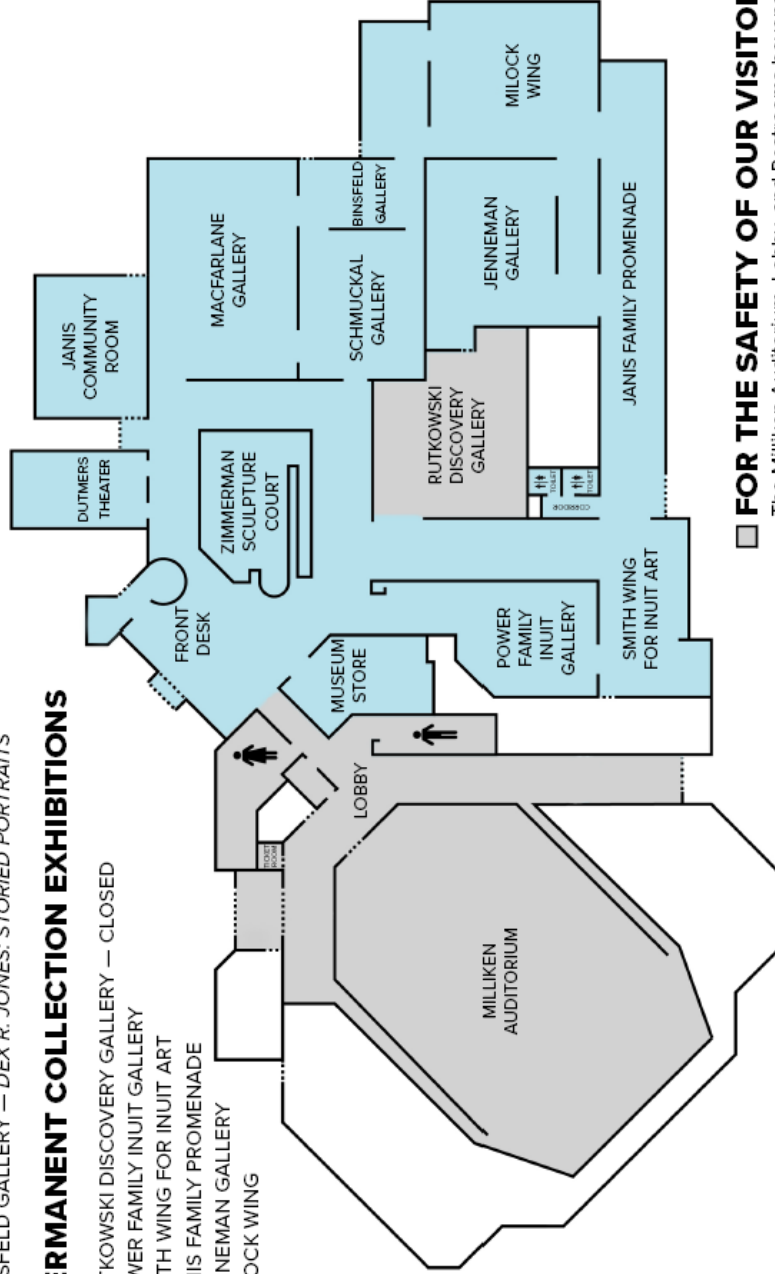
DENNOS MUSEUM CENTER MAP

TEMPORARY EXHIBITIONS

- ZIMMERMAN SCULPTURE COURT — BLOW UP II: INFLATABLE CONTEMPORARY ART
- MACFARLANE GALLERY — BLOW UP II: INFLATABLE CONTEMPORARY ART
- SCHMUCKAL GALLERY — BLOW UP II: INFLATABLE CONTEMPORARY ART
- BINSFELD GALLERY — DEX R. JONES: STORIED PORTRAITS

PERMANENT COLLECTION EXHIBITIONS

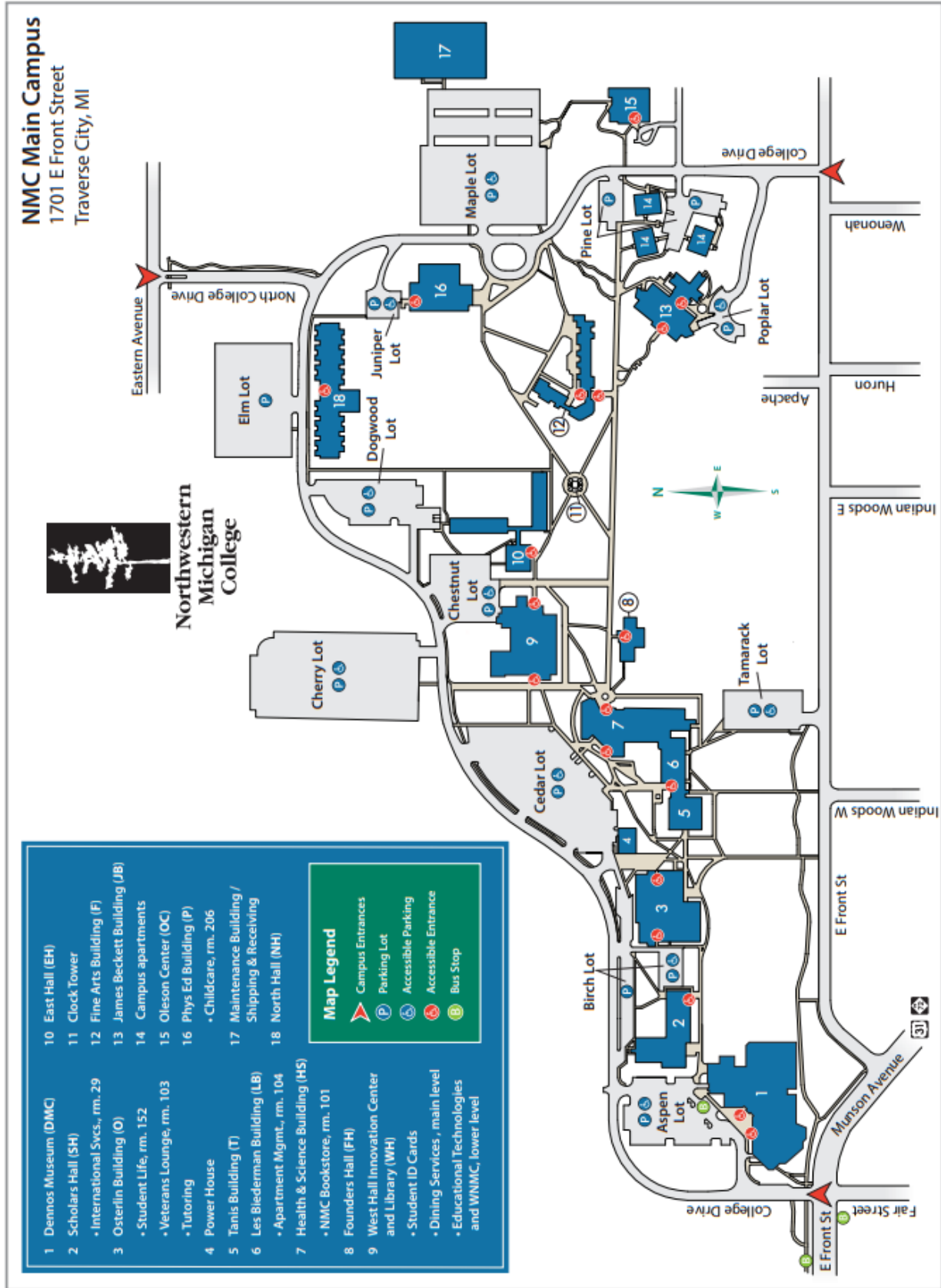
- RUTKOWSKI DISCOVERY GALLERY — CLOSED
- POWER FAMILY INUIT GALLERY
- SMITH WING FOR INUIT ART
- JANIS FAMILY PROMENADE
- JENNEMAN GALLERY
- MILLOCK WING



FOR THE SAFETY OF OUR VISITORS:

The Milliken Auditorium, Lobby, and Restrooms beyond the Museum Store will be closed to visitors.

Campus Map



Hours of Operation

Museum and Museum Store Hours*

Tuesday– Sunday: 11 AM – 4 PM

Monday: CLOSED

**Subject to change*

CLOSED major holidays including: New Year’s Day, Easter, Memorial Day, Fourth of July, Labor Day, Thanksgiving, Christmas Eve, Christmas Day

Milliken Auditorium Box Office Hours

During Museum Hours

One hour before showtime

Open approximately September – May

Admission Rates

Adult: \$10

Child (5-17): \$5

Free Admission:

- Dennon Member
- NMC Student (w/ID)
- NMC Faculty (w/ID)
- Child Under 5
- NARM/ROAM/ASTC Reciprocal Member
- Bridge Card Holders/EBT/WIC (allow family in)
- Active Military/Veteran (allow family in)
- Active Museum Volunteer
- Artist with work on exhibition
- Smithsonian Affiliate Museum Members
- Big Brothers Big Sisters (both the adult and the child)
- MAP Pass holders (MAP passes can be checked out at TADL)

*The Dennon is part of the Association of Science & Technology Centers, North American Reciprocal Museum Association and Reciprocal Organization of Associated Museums, which combined offers reciprocal benefits to over 2000 museums in North & Central America. These benefits apply at the \$100 level and above, and cards from other museums have the NARM, ASTC, and ROAM logos on them. The lists for both organizations are best viewed online.

Memberships

Enthusiast - \$50.00: *Free admission for 1 adult*

Ambassador - \$70.00: *Free admission for 2 adults and children 17 and under*

Trailblazer - \$100.00: *Free admission for 2 adults and children 17 and under AND Reciprocal admission benefits at more than 2000 museums*

Patron - \$250.00: *Free admission for 2 adults and children 17 and under AND Reciprocal admission benefits at more than 2000 museums AND Two single-use guest passes*

Preservationist - \$500.00: *Free admission for 2 adults and children 17 and under AND Reciprocal admission benefits at more than 2000 museums AND Five single-use guest passes AND Discounts on 3-hour facility rentals*

Benefactor - \$1,000.00: *Free admission for 2 adults and children 17 and under AND Reciprocal admission benefits at more than 2000 museums AND Ten single-use guest passes AND Discounts on 3-hour facility rentals AND Invitation to Benefactors-only tour of the collections*

Smithsonian Affiliate Membership Add-On - \$25 added to any level

A one-year subscription to Smithsonian Magazine (six issues)

A 10% discount on all Smithsonian Folkways Recordings

Free admission to the Smithsonian's Cooper-Hewitt, National Design Museum in New York, NY

A personalized Smithsonian membership card

A 10% discount on all IMAX tickets at the Smithsonian

Online benefits from the Smithsonian with insider access to the Smithsonian and special opportunities

Member Discount on The Great Courses

Reciprocal Admission Benefits at participating Smithsonian Affiliates*

Member Benefits at participating Smithsonian Affiliates include admission for two, member discounts on purchases made on the premises for concert and lecture tickets, and discounts in gift stores. Not all participating organizations offer all benefits.

Upon the receipt of our members' names and payment, Smithsonian Magazine will generate member magazine subscriptions and membership cards in 4–6 weeks. Members will also be mailed Smithsonian Journeys Travel Adventure study tour information and the Smithsonian retail catalogue.

Museum Contact Information

Museum Phone: 995-1055

Museum Fax: 995-1097

Box Office Phone: 995-1055

Dennos Concert Series Tickets also available online at dennosmuseum.org

Store Phone: 995-1586

Non-Staff Phone Extension Directory

Auditorium Back Stage	5-1544
Auditorium Sound Booth	5-1554
Box Office	5-1553
Conference Room	5-1954
Copy Room	5-1548
Dutmers Theater	5-1557
Inuit Collections	5-1549
Kitchen	5-1562
Store	5-1586
Front Desk	5-1055

Mailing Address

*1701 East Front Street
Traverse City, MI 49686*

GPS Address

*1410 College Drive
Traverse City, MI 49686*

Museum Website

dennosmuseum.org

Museum Email

dmc@nmc.edu

Staff Directory

Craig Hadley

Position: Executive Director & Chief Curator

Phone: 231-995-1572

Extension: 5-1572

Email: chadley@nmc.edu

Duties: Overseeing museum, exhibition planning, donor relations, marketing decisions, etc.

Liz Celeste

Position: Curator of Education & Exhibitions

Phone: 995-1029

Extension: 5-1029

Email: eceleste@nmc.edu

Duties: Planning educational programs, scheduling tours, and overseeing tour docents.

Chelsie Niemi

Position: Audience Engagement & Communication Manager

Phone: 995-1573

Extension: 5-1573

Email: cniemi@nmc.edu

Duties: Managing all advertising and communications, social media and webpages, preparing the weekly e-newsletter, designing ads, signage, and labels.

Megan Holtrey

Position: Operations Manager

Phone: 995-1595

Extension: 5-1595

Email: mholtrey@nmc.edu

Duties: Managing the museum's budget, overseeing event rentals, managing volunteers, processing memberships and running daily operations.

Kim Hanninen

Position: Registrar & Preparator

Phone: 995-1574

Extension: 5-1574

Email: khanninen@nmc.edu

Duties: Preparing, installing, and uninstalling exhibitions, managing the museum's collections physically and online.

Nicole Zeiler

Position: Museum Store Manager

Phone: 995-1587

Extension: 5-1587

Email: nzeiler@nmc.edu

Duties: Managing the museum store and volunteers, and planning seasonal sales (Holiday Sale, etc.)

Museum Assistants

Duties: Staff coverage for the museum and the Store during events and on weekends, completing daily deposits, processing memberships, special projects for the museum.

Auditorium Technicians

Duties: Running the sound and lights during events in Milliken Auditorium.

Safety and Security

Phone System: The top button on screen 1 of all Museum phones is pre-programmed to dial 911 in an emergency. Also, the round speaker on the phone is used to alert everyone on NMC's campus when there is a weather related or other emergency situation. Listen to the messages carefully and follow emergency protocol (to be discussed in the Lockdown Alert section below). An announcement will also be sent when the situation is "all clear."

First Aid Kit: A first aid kit is located at the Front Desk. Contact the Operations Manager or other available staff for injuries or other emergencies. An incident report may need to be completed by staff or NMC Security.

AED Unit (Defibrillator): One AED unit is located in the coatroom by the women's restroom on the Auditorium side, and the other is located by the restrooms in the Promenade. When the case holding the AED is opened, an alarm will sound. You are not responsible for using this, unless you feel comfortable doing so. Alert staff immediately for assistance.

Door Alarms: Exterior doors in the galleries are equipped with alarms that will sound if someone opens one of them. This will make a loud noise. Staff will investigate and shut off the alarms as soon as possible. Staff will notify NMC Security and the TC Police Department, if needed.

Fire Alarms: The fire alarm system will go off if smoke or fire is detected. This will be a very loud alarm with bright flashing lights. When the fire alarms go off, everyone in the building is to evacuate to the outdoor plaza until the Fire Department arrives and gives the "all clear" to go back inside.

Panic Button: **A panic button is located under the Front Desk between the POS system and phone areas.** When this button is pushed it silently and automatically alerts the Museum's security company, EPS, NMC's Security Department, and the Traverse City Police Department. NMC Security and TC Police officers will be dispatched and arrive shortly.

Lockdown Alert: Over the past few years, our country has experienced several types of violence in public areas, such as schools, colleges, malls, theaters, etc. While there is a very remote possibility of any of these types of incidents occurring here, it is wise to give some thought to actions you may need to be better prepared.

NMC Security or Public Relations Department will issue a lockdown alert if a situation that could potentially endanger the welfare of the College community is identified. When a lockdown alert is given, it may be more dangerous to evacuate a building than stay inside. Each situation could be different, but here are some general guidelines to follow that the NMC Security Office has provided to faculty, staff, and students:

- Seek concealment away from windows and doors.
- If you are in a general open area, move to an enclosed room and secure the entrance.
- Turn off lights.
- Place cell phones on “vibrate only” and silence other electronic devices.
- Remain in a secure room until you are notified by NMC Security, College officials, fire/rescue, or police that the situation has been resolved.
- During an incident, the College will provide updates whenever possible.
- If you are outdoors, immediately take cover.
- If you are commuting to campus and receive a lockdown alert, remain off campus until notified the situation has been resolved.

Benefits of Being a Volunteer

- Museum Store discounts: 20% off regular merchandise and 10% off consignment artist merchandise.
- Free admission to artist lectures and exhibition openings.
- A free Enthusiast membership after 50 hours of volunteer service.
- An annual volunteer dinner hosted by the museum in honor of your hard work
- Occasional discount on concert tickets and museum admission passes.
- Option to usher after 40 volunteer hours completed.

Dennos Museum Center Volunteer Policy

The Dennos Museum Center (DMC or Museum) at Northwestern Michigan College (NMC) Volunteer Policy sets forth mutually beneficial terms for both volunteer program participants and the Museum. This document outlines best practices toward which all employees and volunteers should strive, and also serves as the basis for periodic review and/or disciplinary action, when needed.

Introduction

Becoming a Volunteer

To become a volunteer with the Dennos Museum Center, each individual must complete the following steps:

1. Complete and submit the Volunteer Application Form found at dennosmuseum.org/volunteer
2. Complete a brief in-person interview with the appropriate supervisor
3. Submit and pass a background check administered through the State of Michigan's ICHAT (Internet Criminal History Access Tool)
4. Attend an orientation and/or shadowing session, which will include an overview of the museum and its history, a review of policies and procedures, and detailed information about position duties and responsibilities
5. Receive additional orientation and training relevant to specific volunteer positions as required. Please note that our Docent Program has more intensive orientation requirements and training than other areas. Contact the Curator of Education for more details.

Job Orientation and Training

Before beginning your regular volunteer assignment, your supervisor will discuss the following items with you:

- Review job description and expectations
- Confirm work dates and times
- Supply you with your nametag and review daily procedures
- Provide training on any new skills needed to perform your assigned tasks
- Discuss procedures for obtaining, using, and caring for museum equipment and supplies as needed
- Safety Orientation and review of NMC policies: www.nmc.edu/policies
- Review locations of parking, restrooms, first aid kits, staff offices, and storage for personal items
- Confirm schedule and breaks
- DMC full-time staff introductions

Professional Standards

The manner in which volunteers and paid staff conduct themselves should create a favorable and lasting impression of the Museum. The continued success of the Museum depends upon the quality, integrity, expertise, and professionalism of all our staff.

Visitors to the Museum must receive prompt and courteous attention as well as a helpful and meaningful response. Visitors to the Museum must always be treated with deference, tact, and courtesy. **It is the responsibility of all staff and volunteers to try and create a welcoming, inclusive museum visit for all**, regardless of age, color, creed, disability, handicap, height, marital or familial status, national origin, political affiliation, race, religion, sex, sexual orientation, service in the military, veteran's status, weight, or any other legally protected status under federal, state, or local law.

This is in accordance with NMC's Non-Discrimination Policy:

www.nmc.edu/about/policies/board-staff/D-702.00

Sexual Harassment Policy

Northwestern Michigan College prohibits sexual harassment of its employees, students, customers, or vendors in any form. Sexual Harassment will not be tolerated. Violation of this policy may result in disciplinary action.

For the full Sexual Harassment Policy go to:

<https://www.nmc.edu/about/policies/board-staff/D-704.00.html>

Reporting for Duty/Breaks

All volunteers should report to their assigned supervisor upon arrival. During the volunteer's shift, breaks may be taken as needed if a staff person is notified. Please do not leave your post (Desk, Store, tour group, etc.) unattended for more than two minutes without notifying staff. There is always at least one member of the Museum staff present in the building, and they are able to help at any time.

Absences

Your supervisor and co-volunteers value your contributions and they depend on you to be present at the scheduled time. Volunteers who know they will be absent or late should notify their supervisor as soon as possible.

Inclement Weather Policy

It is the policy of Northwestern Michigan College to maintain normal College operations on all regularly scheduled days, except in very rare cases when severe weather conditions prevent this. In the event that the College closes, the Museum will decide to close as well. Volunteers scheduled to work that day will be contacted by their supervisor.

If you feel that you cannot make it to the Museum safely, regardless of whether the museum is closed or not, please contact your supervisor to let them know you will not be coming in.

Find the full NMC Inclement Weather Policy here:

www.nmc.edu/about/policies/board-staff/D-506.03

Dress Code

Business Casual. Please speak with your supervisor if you have any questions.

Identification

Volunteers should always wear their nametag. It is important for visitors to be able to identify individuals who are able to help them with directions and information. Please report lost name tags to your supervisor.

Information & Safety

Accidents or Injuries

If you or a guest are injured:

- For Life Threatening Emergencies, dial 911 and give the following information:
 - Your name
 - The nature of the emergency – injury, fire, etc.
 - The location:
 - Northwestern Michigan College, Dennis Museum Center
 - 1701 East Front Street Traverse city, MI 49686
 - Do not hang up until told to do so. Additional information may be needed. If you are unsure about the seriousness of the situation, do not hesitate to call for emergency assistance.
- Otherwise, you should immediately notify a staff person. The appropriate personnel will be called, and a NMC incident report form filled out.

Campus Security and Safety Policy

Northwestern Michigan College is committed to creating and maintaining an environment conducive to campus safety. Furthermore, it is the policy of the College to communicate with all campus constituencies in a timely manner on issues of general concern. All procedures designed to maintain campus safety will be reviewed by the Emergency Management Team annually.

Northwestern Michigan College has established an Emergency Management Team to organize, coordinate, and direct available resources toward an effective response to, and recovery from, emergencies.

The full NMC Campus Safety and Security Policy it can be found here:

www.nmc.edu/about/policies/board-staff/D-505.09

Tobacco Free NMC Policy

NMC is a smoke-free campus. There is no smoking permitted throughout campus.

For the Full Tobacco Free NMC Policy:

www.nmc.edu/about/policies/board-staff/D-500.03

Parking

The Museum's gated lot is separate from the outer college 'Aspen Lot' to give both NMC students and Museum visitors and workers adequate spaces to park. Parking in the outer Aspen Lot during business hours during the school year could result in a city parking ticket. The security code to exit the gated lot is available at the Front Desk, Store, and in the back offices.

No Solicitation/No Distribution

The conduction on-site of non-Museum business such as canvassing, collection of funds, pledges, circulation of petitions, solicitation of members, or any other similar activities is strictly prohibited.

Open Door Policy

Should a volunteer have or foresee a problem that may interfere with their commitment or ability to adequately perform their responsibilities, that volunteer should immediately discuss the matter with their supervisor or another member of the Museum staff. Staff are always available to discuss any changes or problems.

Computer and Network Acceptable Use Policy

The computer and network resources at Northwestern Michigan College support the activities of the College. As the provider and manager of these resources, the College has the right to establish policies, procedures and guidelines that enforce their legal and ethical use, ensure their availability and security and clarify for users their rights and responsibilities.

For more details see the full NMC Computer and Network Acceptable Use Policy here:

www.nmc.edu/about/policies/board-staff/D-506.06

Evaluation

Volunteers' job performance will be evaluated annually. Depending on the extent and complexity of the job, the evaluations may be formal or informal, written or oral. It is important that you communicate frequently with your supervisor and discuss any successes, difficulties, suggestions and questions that you have. In turn, volunteers will have an opportunity to evaluate the Museum's Volunteer Program regularly.

Resigning from the Volunteer Program

While we never want to lose a volunteer, we understand that other priorities or commitments may result in resignation. To end a volunteer commitment, it is requested that volunteers notify their supervisor of that decision in writing with the effective date.

Policy Review

This policy will be reviewed on an as needed basis or at least every three years, to ensure that it remains appropriate to the needs of the Dennis Museum Center and its volunteers.

Volunteer Name: _____

Dennos Museum Center Volunteer Expectations & Agreement

The volunteer agrees to:

- Be familiar with the mission and policies of the Museum
- Comply with the Museum’s Volunteer Policy and professional standards
- Be prompt and reliable for each shift
- Dress, speak, and act professionally during all volunteer assignments
- Make every effort to find an appropriate replacement if unable to report for a shift
- Notify the supervisor as soon as possible if unable to find a replacement
- Attend training sessions and meetings throughout the year
- Inform appropriate staff of resignation or leave of absence in writing
- Return any Museum materials or property upon resignation
- Enjoy yourself and provide regular feedback on the Volunteer Program
- Create a welcoming, inclusive environment for all, regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status

The Museum agrees to:

- Provide a supportive environment for volunteer performance and growth
- Provide professional orientation and training
- Assist volunteers in evaluating their performance, making changes if necessary, and responding to volunteer feedback and suggestions
- Keep the volunteers informed throughout the year by newsletters and mailings
- Gather volunteer feedback to better museum operations and the visitor experience
- Celebrate volunteerism and contributions to the Museum and the community

Volunteer _____ Date _____

DMC Staff Member _____ Date _____

Position Title: Front Desk Volunteer

Reports to: Operations Manager

Position Summary:

Front Desk Volunteers are the first face the community sees when they walk in the door and the main resource for questions from visitors. They provide information about programs, events, and exhibits at the museum to visitors, and also process admission and membership transactions.

Essential Responsibilities and Activities:

- Greeting visitors
- Answering visitor inquiries or directing them to appropriate staff member
- Processing admission and membership payments
- Answering the phone
- Light office tasks, if desired

Qualifications:

- Positive attitude and respect for others
- Good customer service skills
- Ability to count money and give appropriate change
- Ability to answer the phone and transfer calls
- Enthusiasm for the Dennon Museum Center's mission

Work Environment:

- Tools and Equipment
 - iPad Point of Sale system
 - Multi-line phone
 - Windows Computer
- Dress Code
 - Business Casual

Orientation and Training:

New volunteers who are accepted will go through a short orientation at the museum, and sign up for at least one shadowing shift with an experienced volunteer. There are regular training and informational meetings throughout the year to keep up with new information, procedures, and exhibits.

Required Time Commitment:

Shifts are generally 3-4 hours during days of the week that the museum is open. **Front Desk Volunteers are required to work at least six shifts a year to stay current.**

Position Title: Museum Store Volunteer

Reports to: Museum Store Manager

Position Summary:

Museum Store Volunteers assist in all aspects of the retail operation of the Museum Store. Main duties involve greeting Store customers, ringing up sales on an iPad, pricing new merchandise, and keeping the Store neat and tidy.

Essential Responsibilities & Tasks:

- Greeting customers
- Answering customer inquiries or directing them to appropriate staff member
- Answering the phone
- Processing sales and handling cash and credit cards
- Packaging and gift wrapping
- Unpacking and pricing merchandise
- Light cleaning
- Light office tasks, if desired

Qualifications:

- Ability to maintain a positive workplace attitude and respect visitors and colleagues of all backgrounds
- Good customer service skills
- Ability to count money and give appropriate change
- Ability to answer the phone and transfer calls
- Enthusiasm for the Denno's Museum Center's mission

Work Environment:

- Tools and Equipment
 - iPad Point of Sale system
 - Multi-line phone
 - Windows Computer (optional)
- Dress Code
 - Business Casual

Orientation and Training:

New volunteers who are accepted will go through a short orientation at the museum, and sign up for at least one shadowing shift with an experienced volunteer or staff. There are regular training and information meetings throughout the year to keep up with new information, procedures, and exhibits.

Required Time Commitment:

Shifts are generally 3-4 hours during days of the week that the museum is open.

Museum Store Volunteers are required to work at least six shifts a year to stay current.

Position Title: Tour Docent

Reports to: Curator of Education & Exhibitions

Position Summary:

A docent is a volunteer trained to facilitate learning in the museum through a variety of activities and techniques. It is the docent who provides the personal touch and attention to what can be a person's first experience in a museum. As a docent, one has the potential to initiate lifelong interest and appreciation for the arts and sciences by providing interactive and engaging tours to our museum audience.

Essential Responsibilities & Tasks:

- Attend Meetings
- Serve on a committee
- Prepare for and research information for tours
- Give tours
- Volunteer at events or workshops
- Prepare training materials
- Conduct workshops pertaining to DMC collections, exhibitions, and programs

Qualifications:

- Positive attitude and respect for others
- Passion for learning
- Ability to attend orientation and training sessions
- Two year commitment
- Ability to provide/shadow two tours per month (September-May)
- Openness to trends in art education and to various tour techniques
- Accountability for responsibilities
- Enthusiasm for the Denno's Museum Center's mission

Work Environment:

- Tools and Equipment
 - Use of visual aides, artworks, and other exhibits for teaching
 - Occasional use of technology, including video and smart tablets
 - Care and use of artifacts related to the Inuit art collection
- Activities
 - Stand and walk for 90-120 minutes at a time
 - Speak clearly and communicate effectively
 - Solve problems creatively
 - Ask open-ended questions, answer questions as appropriate
 - Lead a group
 - Evaluate own work and work of others

- Dress Code
 - Business Casual

Orientation and Training:

New volunteers that are accepted will go through an orientation at the museum and sign-up for shadowing shifts with experienced volunteers. All docents are required to attend training meetings every Tuesday to keep up with new information, procedures, and exhibits to ensure a quality experience for the museum audience. If training is missed the volunteer is responsible for making up the missed content. In addition to this training, special training is held for new docents to ensure they have background knowledge on the history of museum and art, the basic elements of art, the Inuit collection, teaching methods, child development, and tour techniques and development. To complete the special training, each new docent must prepare and conduct a tour that is approved by the Curator of Education.

Required Time Commitment:

- All docents should be available for a minimum of 60 tour hours per year, primarily during the months of October-November and February-May. If there are no tours, other tasks are encouraged for museum preparation.
- Regular training meetings, bi-weekly during the academic year

Position Title: Usher Volunteer

Reports to: Museum Staff On Duty

Position Summary:

Ushers are essential to providing a good experience for Denno's Museum Center Concert Series attendees. Ushers provide a welcoming environment, assist attendees to their seats, and address any questions or concerns. They ensure that the Milliken Auditorium is prepared for the concert, and that it is emptied after the concert is over.

Essential Responsibilities & Tasks:

- Creating a welcoming environment for attendees
- Greeting and assisting attendees
- Passing out concert programs
- Helping attendees to their reserved seats
- Directing issues and questions to Museum Staff
- Monitoring attendees entering and exiting the auditorium during the concert
- Picking up programs and refuse in the auditorium after the concert.

Qualifications:

- **Must be an established volunteer in another area at the Denno's Museum Center**
- Positive attitude and respect for others
- Good customer service skills
- Enthusiasm for the Denno's Museum Center's mission
- Ability to spend a majority of each shift standing and/or walking
- Knowledge of the Milliken Auditorium's seating chart

Work Environment:

- Resources
 - Ushers have a clipboard with the seating chart, relevant information about each show, and emergency procedures
- Dress Code
 - White shirt/top and black pants/skirt. An 'Usher' nametag is provided.

Orientation and Training:

Usher orientation is held before the concert season begins each year, usually in September. A tour of the auditorium and relevant safety training is provided at orientation.

Required Time Commitment:

Usher shifts start one hour before showtime and go until approximately 30 minutes after the concert ends (approximately four hours). *To be an usher, you must be an established volunteer with at least 40 hours of service to the Denno's Museum Center.

Position Title: Exhibit Volunteer

Reports to: Museum Registrar

Position Summary:

Provides assistance to Museum staff during exhibition changeover. Tasks include painting, packing and/or unpacking exhibit materials, condition reporting, and assisting with installation of artworks.

Essential Responsibilities & Tasks:

- Painting gallery walls and pedestals
- Unpacking incoming exhibit materials
- Packing outgoing exhibit materials
- Condition reporting and photographing objects
- Moving crates and/or artworks
- Assisting with installation of artworks

Qualifications:

- Positive attitude and respect for others
- Enthusiasm for the Denno Museum Center's mission
- Ability to spend a majority of each shift standing and/or walking
- Ability to lift and move heavy objects frequently

Work Environment:

- Galleries during exhibit changeover have more safety hazards than other areas of the museum. This volunteer position is always supervised by a Museum Staff.
- Dress Code
 - Casual, comfortable. Clothes that can get dirty or get paint on them.

Orientation and Training:

Training is given by the Museum Registrar and is often hands-on.

Required Time Commitment:

The Denno changes exhibitions every 3-4 months, taking 2-3 weeks to deinstall the outgoing exhibits and install the incoming exhibits. Exhibit volunteer shifts within those time frames vary by the size and complexity of the exhibits.

Position Title: Gallery Guard Volunteer

Reports to: Operations Manager

Position Summary:

Watch over an assigned exhibit area or gallery and ensure museum etiquette is being followed by visitors. Maintain a basic knowledge of museum exhibits and collections. Keep a checklist of observations of the art and facilities during each shift. Report any issues, observations, or incidents to museum staff.

Essential Responsibilities & Tasks:

- Monitoring visitors in the museum
- Enforcing museum policies
- Maintaining a basic knowledge of the exhibitions

Qualifications:

- Positive attitude and respect for others
- Good customer service skills
- Enthusiasm for the Denno Museum Center's mission
- Ability to spend a majority of each shift standing and/or walking

Work Environment:

- Dress Code
 - Business Casual

Orientation and Training:

New volunteers who are accepted will go through a short orientation at the museum. There are regular training and information meetings throughout the year to keep up with new information, procedures, and exhibits.

Required Time Commitment:

Shifts are generally 2 hours during the days of the week the museum is open. **Gallery Guard volunteers are required to work at least six shifts a year to stay current.**