ROLE & RESPONSIBILITIES OF MUSEUM VOLUNTEERS

Hundreds of thousands of volunteers are currently active in museums across the United States, and the number increases annually. Very often the success of a museum depends upon the quality of the volunteers. Museum volunteers represent diverse populations so, no matter what their specific jobs, they become ambassadors from their museum to the community.

The following guidelines will help you in your role as a museum volunteer:

- Remember you are part of the Museum's Public Relations staff. Be polite and hospitable and help make the Museum a welcoming, friendly place.
- When asked a question about the collection or a program that you cannot answer, refer the visitor to the proper staff member.
- Be on time for a scheduled event.
- If you are unable to attend a scheduled event or activity, please give the Museum as much notice as possible.
- If you would like to "drop by to help out", please call ahead to make certain that a staff member is available to assist you.
- Attend appropriate training or educational programs.
- Record your volunteer time.
- Support the Museum financially by maintaining a membership.
- Dress appropriately. Business clothes if meeting the public, casual if working behind the scenes, and period costumes for living history activities.
- Wear a name badge when representing the Museum.
- Pets are not permitted on Museum grounds.
- Volunteers may park in any available parking space unless otherwise instructed.
- Vehicles are not permitted in the Village during open hours unless by specific activity.
- Be aware of any safety hazard and report to the office as soon as possible.
- Handle artifacts and exhibits with care.
- Know the locations of fire extinguishers.
- If you or any visitors have comments or suggestions, please be sure to share with appropriate staff.
- Respect the confidentiality of any sensitive Museum information.
- Consider volunteer work as a serious professional commitment and view the position as valid and important. We do!