
THE JOURNEY
MUSEUM
 LEARNING
CENTER

Volunteer Handbook

The Journey Museum and Learning Center Volunteer Handbook

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The information in this handbook is intended as an outline and guide. Final interpretation of all provisions contained in this handbook remains with The Journey Museum and Learning Center.

Policies and benefits stated in these pages are subject to revision. Your copy of the handbook may be updated at various times; the official and governing version of the handbook will be the copy maintained in The Journey Museum and Learning Center's Administrative Offices.

It is the responsibility of the volunteer to replace outdated sections of this handbook when given replacement sections. A volunteer's failure to replace an outdated policy in his/her handbook does not affect the applicability of the new policy to the volunteer.

Four Museums - one story!

The Journey Museum and Learning Center

Mission: *The Journey Museum and Learning Center is the education venue that serves as a forum to preserve and explore the heritage of the cultures of the Black Hills region and the knowledge of its natural environment to understand and value our past, enrich our present, and meet the challenges of the future.*

Website: <http://www.journeymuseum.org/>

Museum Collections

South Dakota School of Mines and Technology Museum of Geology

Mission: *To collect, conserve, curate, interpret, exhibit, and disseminate knowledge of paleontologically and geologically significant objects and serve as the repository for such objects from South Dakota and the northern Great Plains, as well as, from other areas that enhance our understanding of South Dakota paleontology and geology.*

Website: <http://www.sdsmt.edu/Museum-of-Geology/>

South Dakota State Historical Society Archaeological Research Center

Mission: *Explore, preserve, and exhibit the archaeological record of South Dakota's human story for present and future generations.*

Website: <http://history.sd.gov/archaeology/>

The Sioux Indian Museum: Indian Arts and Crafts Board

Mission: *Present to the visitor the powerful spirituality, beauty, and resiliency of a native people whose lives and livelihood have been dramatically altered over the past century and a half.*

Website: <https://www.iacb.doi.gov/index.html>

Minnilusa Historical Association

Mission: *Advance the Knowledge of Pioneer life by managing and maintaining a pioneer museum, promoting an awareness of the contributions to this area made by our founders & early settlers, collecting, preserving, interpreting and exhibiting historical items & providing an authentic research center.*

Website: http://minnilusa.org/index.php?option=com_content&view=article&id=46:waynes-world

Volunteer Opportunities

Greeter /

Administrative Assistant: Greet visitors as they enter the facility or answer phones. Be knowledgeable about basic museum background, museum collections, upcoming events, memberships and current gallery exhibit. Assist with answering and transferring phone calls and distributing mail as trained and assigned.

Docents / Area Guides: Create intellectual and emotional connections to the exhibits for our visitors by conducting group tours comprising of school tours, motor coach tours or other special groups as needed.

Area guides work in a specific area on the museum floor and interact with visitors touring the museum.

Children's Learning Lab: Lab assistants interact with children and families by providing basic information related to items in the library lab. Help keep the lab clean and ensure all materials are returned to the library lab at the end of the day.

Paleontology Tent: Lab volunteers perform actual scientific lab work under the direction of a trained expert. Functions include sorting materials, and interacting with visitors by answering questions and discussing the site or material currently being worked on by the lab. Volunteers will attend Lab Training Sessions and demonstrate minimum competencies as required by the specific trainer. Positions available as needed.

Education Assistant: Assist education team as needed with programs, classes, prep and clean-up including off-site events.

Facility Support: Assist Facility Manager with cleaning, maintenance, lawn care, exhibits and event setup and tear down.

Event Support: May include greeting visitors, taking tickets, handing out programs, food preparation and serving and bartending. Assist staff at off-site events and information booths.

Store Support: Assist staff by greeting customers, showing / suggesting product, wrapping/bagging product, and stocking shelves.

Volunteer Benefits

The following benefits are provided by the museum to active volunteers and are subject to change at any time without notice at the discretion of the executive committee.

An active volunteer is defined as someone who volunteers a minimum of 4 hours per month not including training. The volunteer year runs from April 1st through March 31st.

Active volunteers, who choose not to purchase a membership or have not earned a membership, receive a volunteer card to show at the Visitor's Service desk for free museum admittance.

Active volunteers are also invited to the Volunteer Appreciation Event in April.

Volunteers who work 50-99 hours per year receive an individual membership (\$25 value) to use for themselves or to gift to someone else.

Volunteers who work 100 or more hours per year receive a family membership (\$50.00 value) to use for themselves or to gift to someone else.

General Information

All volunteers need to:

- Have a current application on file.
- Periodically attend general training sessions offered by the Journey Museum and volunteer Steering Committee.
- Be polite and have a positive attitude. As a representative of the organization it is important to always interact courteously and appropriately with people of diverse backgrounds.
- Demonstrate competency and carry out the mission of The Journey Museum and Learning Center.
- Notify the front desk staff if you are unable to report for your volunteer hours as soon as possible. Front desk number is (605) 394-6923.
- Notify the Volunteer Coordinator of any problems that occur concerning another volunteer member or the position.

Tracking Hours

Accurate records must be kept to ensure you receive the benefits you have earned and hours volunteered may be used to help the Journey Museum and Learning Center when applying for grants. Hours are kept via the Volunteer Connections Portal. You may access the portal on your own or use the computer available at the Visitor Services desk.

Dress Code

Attire: Volunteers represent the museum and therefore it is important that a professional appearance be maintained. Volunteers working in the exhibit area of the museum are encouraged to wear a white shirt and red Journey Museum vest, a red shirt or a Journey Museum polo or t-shirt. A nametag will be provided and must be worn while volunteering. Pants, shorts or skirts should be neat and clean.

Personal Fragrance: Some of our employees, volunteers, and guests are highly sensitive to perfumes, colognes, and other personal fragrances. Please limit the amount of fragrance you wear.

Performance

For the volunteer program to work well, volunteers need to be punctual, dependable, and competent in their work. Equally important is the willingness to learn, do a job well, and to work harmoniously with others. Understanding and a positive attitude enhances the museum's value.

Visitor Policy

The museum does not permit volunteers to have personal visitors while volunteering.

Parking

In order to provide maximum parking and convenience for our visitors, volunteers are to park in the North East parking lot. Handicapped spaces are available.

Changes to Your Personal Volunteer Record

Please notify us of any change of name, address or phone number. Current information helps us to reach you for changes in schedules and general informational mailings, and to reach your friends, or family in an emergency.

Communication

Volunteer opportunities are posted on the Helpline Center Volunteer Connections portal. Sign up and volunteer hours are also tracked through this portal.

Volunteers who do not have access to a computer at home can request to be called or may come into the museum to sign up at the Visitor Services desk.

Requests for Information from Outside Media

Occasionally newspaper, radio, and television reporters contact staff to obtain information. Please refer all requests to the Executive Director.

Harassment

Sexual and other forms of illegal harassment are not tolerated by the museum.

Sexual harassment is any unwelcome sexual attention, sexual advances, request for sexual favors and other verbal or physical conduct or communication of a sexual nature when:

- Submission to such activity is made, explicitly or implicitly, a condition of service; or
- Submission to or rejection of such activity is used in decisions affecting another's service; or
- Such activity has the purpose or effect of unreasonably interfering with another's work performance or creating an intimidating, hostile or offensive work environment.

Other forms of illegal harassment mean any verbal or physical conduct or communication that shows hostility or aversion toward another because of his/her race, gender, national origin, or other legally protected status, when such activity has the purpose or effect of unreasonably interfering with another's work performance or creating an intimidating, hostile or offensive work environment. Any person who believes that he or she has been subject to harassment should immediately notify the Executive Director. The Museum will investigate all reports and take appropriate corrective action as warranted.

Any person who engages in harassment in violation of this policy will be subject to appropriate disciplinary action, up to and including termination of service, or other sanctions.

Retaliation in any form against a person who makes a report or cooperates in an investigation of alleged harassment under this policy also is prohibited. Any person who retaliates against another in violation of this policy will be subject to appropriate disciplinary action, up to and including termination of service or other sanctions.

Smoking

Smoking is not permitted in The Journey Museum or within thirty feet of all entrances.

Standards of Conduct

The Journey Museum is a private non-profit organization which was built, in part, by over ten million dollars of taxpayer money. The public trust bestowed upon the museum must be sustained by all volunteers and staff of the museum. It is important and necessary that we commit to the highest standards of performance. As representatives of the museum, actions will reflect on the museum or will be attributed to it. Misconduct or the appearance of impropriety in museum-related activities is unacceptable and will result in discipline or discharge at the discretion of the museum.

The Journey Museum expects volunteers to observe basic rules of courtesy and common sense toward fellow volunteers, staff members and most of all, visitors. Below are policies and practices to be followed. This is a guide and other standards of conduct may apply. The establishment of conduct, violation, and discipline is at the sole discretion of the executive committee.

Violation of Standards

Violation of the following, or any other rules or policies, will subject you to disciplinary action up to and including suspension or immediate discharge.

- Failure to satisfactorily perform duties
- Negligence or willful inattention to those we serve
- Rude or discourteous behavior to any person at the museum, including staff or other volunteers, insubordination, or failure to follow your supervisor's instructions
- Dishonesty or unauthorized disclosure of confidential information (this includes erroneous information shared with visitors)
- Being on museum property or representing the museum while impaired by alcohol or other drugs, or in possession of an unauthorized weapon
- Misappropriation or lack of respect for the equipment or property of the museum or of others
- Violation of any Journey Museum rules or policies
- Failure to cooperate fully in any museum investigation

Resolving Conflict

If you experience a conflict with another volunteer, staff member, or visitor, you are encouraged to seek a solution with the person with whom you have the conflict. If you need assistance resolving the conflict, take your concern to the museum staff member who works with the volunteers and their committees. If the issue is still not resolved, it will be taken to the Executive Director and/or the Board of Directors. The executive decision will be binding.

Unauthorized Distribution of Literature and Solicitation

In the interest of maintaining a proper museum environment for our visitors, to avoid interference with staff and volunteers, and to protect volunteers, staff, and visitors from unnecessary annoyance, distribution of literature and solicitation is at the discretion of the Executive Director.

Safety and Security

The Journey Museum is committed to providing the best possible working conditions for all its volunteers. Please report any unsafe conditions to the front desk staff. Basic responsibility for health and safety rests with the individual. The following have been adopted by The Journey Museum:

- Working safely is part of every volunteer's job responsibility.
- Be sure you know the safe way to perform any job given to you. If there is any doubt about the safety of a procedure, talk to the museum staff member who works with the volunteers.
- You are not expected, under any circumstances, to take unnecessary chances or to work under hazardous conditions without adequate safeguards.
- Walk only in the museum
- Use handrails while ascending or descending stairs.
- Potentially dangerous horseplay and practical jokes will not be tolerated.
- Whether anyone is hurt or not, immediately report all accidents to your supervisor. In case of injury, seek first aid at once by going to the front desk.
- Lift properly. Do not attempt to lift heavy objects by yourself. Get help!
- Prevent slips, trips, and falls. Watch for spills or loose objects on floors and clean up spills or loose objects immediately.
- Electrical cords present hazards. Do not allow cords to extent across doorways, aisles, or other walkways. When removing plugs from receptacles, grasp the plug, not the cord. Only cords with the ground prong intact will be used.
- Use special safety equipment where provided.

Emergency Procedures

In the event of any emergency, call 911 if necessary, notify the front desk immediately.

- First Aid Kit Locations
 - Located in white cabinet next to Visitor Services office door and Janitor's closet
- Medical Emergency
 - Call 911 and notify the front desk immediately
 - Stay within your level of medical training.
- Severe Weather
 - In the case of severe weather follow directions from staff members that will make announcements over the PA system.
- Fire- In case of fire or any situation that makes staying in the building hazardous, proceed to the nearest exit, and then report to the front of the building at the flag pole to check in with emergency personnel.

Illness or Injury

On the Job: Illness or injury must be reported within 24 hours to the Journey Museum facilities manager regardless of how minor it may seem to be.

Off the Job: If you are unable to work your scheduled hours, notify the Journey Museum Visitor Services desk as soon as possible.

