



Welcome to the American University Museum Volunteer Program. Your interest and commitment is vital to our mission and to our success. We appreciate that you have selected the American University Museum at the Katzen Arts Center as your contribution to the cultural life of this city.

Our volunteers perform some of the most important roles and far-reaching functions in the museum: introducing and deepening the experience of our exhibitions for our visitors as sources of information, tour guides and assisting with programming and receptions.

A background in art, art history, art education or docent training is helpful, but the main requirements are enthusiasm for modern and contemporary art (the museum's mission) and an ability to share that with others.

Please review the information package and fill out and return all applications and agreements. We will be in touch if your qualifications match our needs.



American University Museum Volunteer Program

GENERAL INFORMATION

AMERICAN UNIVERSITY MUSEUM VOLUNTEERS

The AU Museum Volunteers Program is made up of docents and volunteer committee members.

MISSION STATEMENT

The American University Museum presents exhibitions that mirror the university's aspirations to be the premier Washington-based, global university. Our programming puts the best art of our region in a national and international context. Our collections enable us to present the art history of Washington, while our Kunsthalle* attitude brings the most provocative art of our time to our place.

BENEFITS

WHY SHOULD I CONSIDER BECOMING A VOLUNTEER?

Volunteers can expect to participate in satisfying experiences working with children, college students, and community members. There are many networking opportunities with artists, art professionals, faculty, and community leaders. You can also expect to expand your understanding of art and be challenged by new ideas. The AU Museum Volunteers are energetic, spirited, enthusiastic, and dedicated. They enjoy themselves and each other.

Benefits of volunteering include making new contacts, learning or developing new skills, building self-esteem and confidence, improving health, meeting new people, be part of a community of like-minded individuals, and are provided with educational and social opportunities.

CATALOGS

When possible the museum will supply volunteers with exhibition catalogs. When the museum is unable to supply all volunteers with exhibition catalogs, volunteers may utilize the Xerox machines to photocopy any part of one of these catalogs. Training materials are provided to all volunteers for each exhibition.

PARKING

Metered parking is located in the parking garage underneath the Katzen. Parking is free on evenings and weekends. Volunteers are allowed a parking pass to park free in the garage. Please ask the Assistant Director for a parking pass.

PROCEDURES

CELLULAR PHONES

Cell phones are not permitted for use in the museum. Please remind visitors at the beginning of tours to turn off all cellular devices while inside the museum.

CHANGE OF CONTACT INFORMATION

Please notify the Assistant Director of any changes to your mailing address, email address, or telephone number.

EMERGENCY PROCEDURES

In case of any emergency please contact a member of the museum staff.

* Kunsthalle is German and defined as an arts center. It is more than a gallery, rather a museum without a permanent collection generally exhibiting changing shows of Contemporary Art.

HOLIDAYS

The museum complies with American University's holidays. These holidays include: *New Year's Day, Independence Day, Thanksgiving Day, Christmas Day, and Easter Sunday.*

INCLEMENT WEATHER POLICY

Listen to the local radio/TV for information about government and school system closings. Please call the university's weather line at 202-885-1100 to determine whether or not the museum will be open.

PHOTOGRAPHY

The museum's policy is no flash or tripod when taking photographs. There will be some exhibitions where photography is not allowed.

REINSTATEMENT INTO THE VOLUNTEER PROGRAM

Docents wishing to be reinstated into the Volunteer Program who have taken a prolonged leave of absence or who have resigned in good standing should make an appointment with the Assistant Director.

SUSPICIOUS PERSONS

Report suspicious persons and their locations to the nearest museum staff member immediately or if necessary call Public Safety at ext.2527. Give as complete a description of the individual if possible, describing any unusual behavior. Do not attempt to approach a suspicious person yourself.

TAX DEDUCTIONS

You can deduct the following items related to your volunteer work at the American University Museum: transportation costs to and from your home to the museum for touring, training, studying, or performing other volunteer duties. Fees for taxi, bus, subway, and parking are also deductible. If you drive, you can deduct a certain number of cents per mile; check with your account or local/federal tax office to determine the most current amount allowed. Photocopies of hours served at the end of every fiscal year are available at a volunteer's request.

EXPECTATIONS

HOURS

Volunteers should record their hours after doing any volunteer work in the binder in the Assistant Director's office. Upon completing a full log sheet, volunteers should tally total hours at the bottom of the page and sign their names. These hours are important for security and are used to show the university the impact of the volunteers. Awards will be given to volunteers with the most hours at the appreciation tea.

DRESS CODE

As the museum's representative to the public, please wear appropriate clothing and shoes when you give tours. Eating candy or chewing gum is not permitted when you give tours.

GENERAL EXPECTATIONS

1. Volunteers should understand the museum's mission, structure, and policies.
2. Conduct themselves in accordance with standards and ethics of the museum
3. Active volunteers are expected to attend training sessions scheduled in accordance with the opening of shows.
4. Volunteers are required to attend training sessions, read exhibition training materials, and provide accurate information to museum visitors.
5. Volunteers with numerous unplanned and unexplained absences will be contacted to discuss their continuing participation in the docent program.

EMAIL

The Assistant Director often communicates to the docents and volunteers via email. Emergency requests for docents to facilitate tours, group cancellations, and updates are also sent out via email. While it is not yet mandatory that all docents have email, it is highly recommended that everyone do so and that he or she check their email messages regularly.

FUNDING

The museum is given a limited budget by the university. Volunteers should be aware to look for potential donors. As is always the case, please ask the museum staff if you have any questions.

NAME TAGS

Docents should wear their name tags while acting as representatives of the museum. Please let the Assistant Director know if you lose your name tag.

VOLUNTEER FUND

All volunteers are invited to contribute to the volunteer fund, which directly supports the museum and the volunteer program. With a donation of \$35.00 you can help defer the costs of programming for volunteers. This fund goes towards cards sent to volunteer members in time of need, honorariums to artists and speakers, refreshments during meetings or get-togethers, supplies for outreach programs to the community, and invitation and training materials. AU Museum volunteers also receive reciprocal admission and discounts at many local and national museums and galleries. The calendar year is May 1 – April 30.

VOLUNTEER COMMITTEES

Role of Steering Committee

The Volunteer Steering Committee represents all volunteers through the chairs and co-chairs of the Docent, Hospitality, and Outreach committees. The steering committee discusses pertinent issues and helps to plan for all committees and programming for the volunteers. Committee members will also help identify potential “perks” for the volunteers beyond the educational training including studio visits, faculty lectures, and visits to local museums.

DOCENTS

Desk Docents

1. Role
 - a. Desk Docents are the first face of the museum, greet visitors, are a source of information, and set the tone for visitor's experience. Please try to make visitors feel comfortable. Be sure to extend a warm welcome and offer to help orient them to the museum and any materials.
 - b. Desk Docents are required to keep a record of the number of guests and please ask visitors to provide information for our mailing list.
 - c. They serve a two hour period during gallery hours either weekly, bi-weekly, or as alternates.
2. What you need to know.
 - a. **If you are unable to make your regularly scheduled shift, please try your alternate first.** Then try contacting other docents. If you are still unable to find a replacement you can than contact the Docent Chair or the Assistant Director.
 - b. Coat Racks are available underneath the stairwell. Please notify visitors that they are leaving their belongings at their own risk.
 - c. We are handicap accessible. Please kindly inform people who appear to need the elevator where it is located.
 - d. Wheelchairs are available in the box office. You may also ask a museum staff member for assistance.
 - e. Please report any suspicious behavior immediately. Important numbers are posted on the docent phone. Public Safety's extension is x2527 or 202-885-2527.

Tour Docents

1. Training

It is your responsibility to present accurate information to the public on tours. Your tours should incorporate information from training sessions, provided reading materials, gallery labels, and catalogs. Check with the Assistant Director about sources not listed to find out whether they are reliable and acceptable.

If a visitor asks a question that you cannot answer from your research, say that you do not know and offer to look up the answer following the tour. After the tour, let the Assistant Director know about any questions you could not answer and she will find out the answer and share with you and the entire Volunteer Program if deemed important. In presenting information on tours, docents should not refer to training materials, with the exception of a direct quote from an inscription or other source.

2. Scheduling
 - a. Once you have offered to give a scheduled group tour, **it is your responsibility to find your own substitute if you can no longer to give the tour.**
 - b. Arrive at the museum 15 to 30 minutes prior to the start of your scheduled tour time.

HOSPITALITY COMMITTEE

1. This committee will plan for receptions and events associated with exhibitions
2. Volunteers represent the museum as knowledgeable hosts and resources.
3. The hospitality committee may also help plan volunteer programs.

OUTREACH COMMITTEE

1. Organize and participate in Kids @ Katzen Family Days which offer children the chance to workshop with visiting artists exhibiting at the museum.
2. Increase attendance and interest from the local community through grassroots efforts and information distribution.
3. Assist in outreach efforts to the university community by working with students on outreach, marketing, and programming.

Volunteer Application

Name Mr./Ms./Mrs./Dr. _____

Address _____

City _____ State _____ Zip _____

Employer _____ Occupation _____

Phone H _____ W _____ Other _____ Fax _____

Best time to call _____ E-mail _____

Emergency contact name _____ Phone _____

When are you available? (Circle as many as apply)

Tue Wed Thu Fri Sat Sun

When do you prefer to work? (Circle as many as apply)

11:00-1:00pm 12:30-2:30pm 2:00-4:00pm evening

I am busy during the weekday/I work full-time

Please indicate the area(s) that you are or wish to be involved in:

Desk Docent

Desk Docents greet visitors, provide information, and record number of visitors during a two-hour shift.

Tour Docent

Tour Docents give guided tours of the current exhibitions to scheduled groups.

Outreach

Members of this committee assist the museum with outreach programming geared to the local and university communities. Programs include Kids @ the Katzen and Open Arts Night.

Hospitality

This committee helps with receptions and other museum programming. Members act as hostesses and sources of information for guests.

Experience

Tell us any characteristics, skills, education and experiences that you think will assist you as a museum volunteer?

(No specific experience or education is required, but if you have had any of the following experiences, please let us know.)

Do you have any previous docent experience? Please tell us about it.

Do you have previous volunteer experience? Please tell us about it.

Do you have experience working with children? Please tell us about it.

Have you attended or are you attending college? Please describe.

Do you speak a language(s) in addition to English?

Do you know American Sign Language?

Tell Us About Being a Volunteer at the American University Museum

Why do you want to be a volunteer at the American University Museum?

What are your expectations concerning training and being a volunteer at this museum?

What would you like to gain from being a volunteer?



VOLUNTEER AGREEMENT

PART I: GENERAL INFORMATION

Volunteer Information:

Name: _____

Address: _____

Phone: _____

American University Information:

Department: CAS - Museum

Contact: _____

Telephone: 202-885-1300

PART II: TERMS AND CONDITIONS

- 1. Introduction.** This Agreement is dated, _____, 200__ between American University ("University") and the Volunteer Services Provider ("Volunteer").
- 2. Services to be Performed.** During the term of this Agreement, the Volunteer shall perform the following services:
Duties associated with the Museum and Museum related events
- 3. Term of Agreement.** The retainer of the Volunteer shall begin _____, and shall end _____ 200__, unless this Agreement is terminated earlier, as provided in Paragraph 10 of this Agreement.
- 3. Compensation.** The University shall pay Volunteer the following compensation for services performed under this Agreement:
The Volunteer will receive no compensation for services.
- 5. Volunteer Status.** The Volunteer shall not be considered under the provisions of this Agreement or otherwise as having an employee status or be extended coverage under unemployment and Workers' Compensation insurance, or be entitled to participate in any plans, arrangements or distributions by the University pertaining to or in connection with any pension, bonus or similar benefit plans.

The Volunteer has no power or authority to act for, represent, or bind the University in any manner.

- 6. University Policies.** Volunteer agrees to comply with all University policies. Failure to do so will be considered a material breach of the Agreement.

- 7. **Health and Medical Insurance.** The Volunteer warrants that she carries health and medical insurance.
- 8. **Indemnification/Hold Harmless.** The Volunteer shall indemnify and hold harmless the University from any and all loss or damage to persons or property which the University or its employees may suffer on account of any accident or occurrence caused by the Volunteer.

In consideration of the mutual agreements set forth in this Agreement, the Volunteer relieves, acquits, and forever discharges the University of and from any and all actions, courses of action, claims, demands, and damages on account of, or in any way growing out of any accident or occurrence transpiring during and under the terms of this Agreement, unless it is established that such accidents arose out of the negligent acts of the University, its agents or employees.

- 9. **Confidential Information.** In the course of performing services under this Agreement, the University may communicate information to the Volunteer or the Volunteer may have access to University information, which may or may not be related to this Agreement. The Volunteer shall treat all such information as confidential, whether or not it is identified as confidential. The Volunteer shall not disclose to any third party or use, for purposes not set forth in this Agreement, any reports, recommendations, opinions, and/or conclusions which Volunteer may provide to the University as part of his/her services. This Confidentiality provision is in addition to the confidentiality agreement at Tab 2 which Volunteer agrees to execute as a condition of her appointment. To the extent this paragraph 7 conflicts with the confidentiality agreement at Tab 2, the confidentiality agreement at Tab 2 will prevail.

- 10. **Termination.** The University or the Volunteer may terminate this Agreement at any time, upon written notice to the other party.

- 11. **Governing Law.** This Agreement shall be governed by and construed in accordance with the laws of the District of Columbia.

- 12. **Signatures.** With the consent of the University and the Volunteer, facsimile signatures will be considered originals in the execution of this Agreement.

- 13. **Entire Agreement/Amendments.** This Agreement contains the entire agreement of the University and the Volunteer and no terms may be modified or waived except by the mutual written consent of both the University and the Volunteer.

AMERICAN UNIVERSITY

VOLUNTEER

Signed: _____

Signed: _____

Title: _____

Signature _____
If minor, Parent or Legal Guardian

Date: _____

Date: _____



VOLUNTEER APPLICATION FOR AMERICAN UNIVERSITY

Name _____ Social Security # _____
Last First M

Address _____ Zip: _____

Telephone # _____ Work Telephone # _____

Previous Address if less than five (5) years:

Address _____ Zip _____

Previous Employer if less than five (5) years:

Address _____ Zip _____

Position _____ Telephone # _____

List experience you have with any other university. _____

References:

Please list individuals who are familiar with your character as it relates to working with youth. Give complete Names, Addresses, and Telephone Numbers.

1. _____

2. _____

3. _____

Additional Information:

- a. Do you use illegal drugs? Yes _____ No _____
- b. Has your driver's license ever been suspended or revoked? Yes _____ No _____
- c. Have you even been convicted of a misdemeanor or felony? Yes _____ No _____
- d. Other than the above, is there any fact or circumstance involving you or your background that would call into question your being entrusted with the supervision, guidance, or care of college students? Yes ___ No ___

(Please feel free to add any additional information you want to and attach to this form)

I understand that:

A. The information that I have provided may be verified, if necessary, by contacting persons or organizations named in this application, or by contacting any persons or organizations that may have information concerning me. I for myself and my heirs hereby release and hold harmless from liability any person or organization that provides information.

B. I understand that misrepresentation or omission of facts requested is cause for non-appointment as a Volunteer. I for myself, my heirs, and executor also agree to indemnify and hold harmless American University and its officers, trustees, and employees and volunteers from and against any claim injury, loss or damage arising out of activities conducted as a volunteer. If appointed as a volunteer, I agree to abide by the expectations of American University, and to fulfill the volunteer responsibilities to the best of my ability.

Signature _____

Printed
Name _____

Date _____