

The River of Time Museum

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Docent Program

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Docent \ 'dos-ent; - from the Latin word docere (to teach) ; a Museum trained volunteer who leads education tours in a museum or gallery

Docent training includes:

- ❑ Learning about the River of Time story and the value of water to the Verde Valley and Salt River area
- ❑ Focusing on specific objects of art in the Museum's collections and exhibitions
- ❑ Training sessions and lectures by Museum educators, curators and guest experts
- ❑ Public speaking and touring techniques through training and observing

The Docent experience provides:

- ❑ A continuing education in visual and cultural arts
- ❑ A rewarding way of giving what you have learned about art and culture back to your community
- ❑ A complimentary membership to the River of Time Museum:
 - Invitations to special events, lectures and openings
 - 10% discount on items purchased in the Museum Shop

Docent Guidelines

Introduction

The Docents at the River of Time Museum serve as volunteer guides to the Museum's collection and special exhibitions. The Docent Program is open to those interested in participating in this rewarding and challenging program.

Benefits of being a River of Time Museum Docent

- ◆ Education in visual and cultural arts
- ◆ A rewarding opportunity to give what you have learned back to the community
- ◆ Work with Greater Phoenix Metropolitan Area, Fountain Hills and Lower Verde River Valley residents and visitors from around the world in the Museum galleries
- ◆ Preserving local heritage

Docent Duties

- ◆ Explain the Museum, and tell the story of the River of Time
- ◆ Greet and talk with visitors when they come in
- ◆ Ask that they sign the visitor book, and fill out any questionnaires we may have
- ◆ Suggest they take Museum brochures and other handouts of interest
- ◆ Walk around the Museum and in exhibit rooms while visitors are present, with an eye towards security

Docents in Training

- ◆ 6 month training program
- ◆ A two year commitment to the Docent program
- ◆ Attend all lectures and gallery training sessions
- ◆ Attend all Docent meetings
- ◆ Attend a formal training session at least once a year, and for all special exhibitions
- ◆ Conduct 5-minute presentation to Docent class and as part of guided gallery tour
- ◆ Observe at least four Docent led tours
- ◆ Conduct a minimum of four tours per month upon completion of Docent instruction
- ◆ Be available for special events when necessary if possible

Docent Dress Code

- ◆ All Docents must be clean, neatly dressed and groomed when in the Museum (whether or not they are "on duty")
- ◆ Ladies may wear slacks and long shorts provided that they appear to be coordinated with the rest of their attire
- ◆ Men may wear long shorts provided that they appear to be coordinated with the rest of their attire
- ◆ Men must be clean shaven and/or facial hair trimmed
- ◆ Casual clothes are acceptable, and all Docents are encouraged to wear western garb
- ◆ No spandex or tights will be allowed

Active Docents

- ◆ Attend all Docent meetings
- ◆ Conduct a minimum of four tours per month (September through June)

Leave of Absence

Active Docents may submit a request for a leave of absence to the Docent Manager

Docent Emeritus

Active Docents may retire with Docent Emeritus status following five years of service with the River of Time Museum

Docent Requirements

Docents are an extension of the Museum staff. The following requests are made by the Museum:

- ◆ Maintain an active role in the life of the Museum by leading a minimum of four tours a month
- ◆ Arrive fifteen minutes before scheduled tours
- ◆ Check with the Admissions Desk for changes or announcements
- ◆ If unable to give a scheduled tour, find a replacement and notify Docent Manager
- ◆ Call if unable to attend Docent meeting
- ◆ Sign in for all tours
- ◆ Docents who have below minimum number of tours or who have missed more than two meetings will be on probation - similar but reduced requirements for winter visitors

Protecting the Art and Exhibits

- ◆ Photography and video are not permitted in the galleries
- ◆ No one, including Docents, may touch any of the art objects, walls, labels and pedestals - unless specifically interactive displays
- ◆ Visitors are asked to leave large packages, backpacks, umbrellas, and other large objects at the Admissions Desk
- ◆ Tour logistics should be coordinated between Docents prior to starting a tour to avoid congestion in the Museum
- ◆ Pencils or pointers rather than pens should be used in the galleries - do not use pencils to point at the works of art

Standards for Museum Volunteers

The Volunteer:

- ✓ understands and supports the purpose, structure and policies of the institution or organization and of the related volunteer group
- ✓ offers the use of his or her special skills or experience
- ✓ conducts himself or herself in accordance with the standards of conduct and ethics of the institution or organization
- ✓ completes any orientation, training course or on-the-job training required
- ✓ endeavors to be flexible in accepting assignments, perform assigned responsibilities willingly and courteously to the best of his or her ability, and accepts the guidance of his or her manager or supervisors
- ✓ complies with the time and dress requirements of the institution or organization
- ✓ obeys all security and safety rules of the institution or organization
- ✓ respects the confidentiality of sensitive or proprietary information
- ✓ provides timely notification to his or her supervisor or manager of absence or termination
- ✓ serves as a goodwill ambassador generally and a communicator of the role of the institution in the community

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~ Source: Endorsed by the American Association for Museum Volunteers Board of Directors, 1991

Tours

We offer tours during regular Museum hours, and they may be scheduled by contacting the Tour Coordinator. There will be two regularly scheduled tours every Sunday afternoon (the hours to be announced.) This may be changed and expanded as traffic warrants.

Scheduling a Tour

- ❖ Tours may be scheduled for groups of 10 or more
- ❖ Tours must be scheduled two or more weeks in advance
- ❖ Most tours are 45 minutes to one hour in length
- ❖ When a tour is scheduled, the Tour Coordinator should have the following information:
 - School/group name
 - Name of contact person
 - Address and phone number
 - Number in tour
 - Grade level/age
 - Preferred date and time
 - Two alternative dates and times
 - Mode of transportation
 - Number of adult chaperones (1 for every 15 children)
 - Any special needs and requests
 - Language requirements

Changing a Tour and/or Cancellation

The Museum and the Docent should be contacted immediately so that the Docent assigned to the group can be notified.