

# **Volunteer Orientation & Information Packet**

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## A Brief History on the Albany Museum of Art

In 1964, a small group of local citizens came together and formed a regional art association. In 1969, through the generosity of W. Banks Haley, Jr., the Southwest Georgia Art Association constructed a gallery, highlighting regional exhibitions and art instruction. Ten years later the growing popularity of the gallery, its programs, and activities sparked an interest in constructing and establishing a professional art museum. In 1983, the citizens of Southwest Georgia opened a new \$1.2 million museum facility boasting approximately 17,000 square feet of exhibition, storage and workspace. Today, the Albany Museum of Art offers fifteen to eighteen art exhibitions annually, in addition to its permanent collection exhibitions.

The growing collection of the Albany Museum of Art includes 19<sup>th</sup>, thru the 21<sup>st</sup> century American and European paintings, drawings, sculptures, watercolors, prints and photographs. The Albany Museum of Art also houses one of the largest collections of sub-Saharan African art in the South.

The only accredited museum in Southwest Georgia, the Albany Museum of Art presents a regular series of exhibitions reflecting various cultures or periods and a variety of art styles and movements.

The Albany Museum of Art contains an auditorium and a classroom for studio arts. In 1996, the AMA launched a capital/endowment campaign aimed to raise funds for building improvements to the Museum. Thanks to the generosity of many donors, an upstairs balcony, along with other cosmetic changes, was enclosed during the summer of 1998 and the new Raymond Evans Sporting Art Gallery was built and dedicated to specifically displaying Sporting Art. In June 1999, the AMA opened its new children's wing, AMAzing Space. This 2400 square foot addition to the museum includes a youth art gallery and exhibit areas that reflect the Museum's collection in its hands-on participatory gallery.

## General Museum Information

### **ALBANY MUSEUM OF ART**

- 311 Meadowlark Drive
- Albany, Georgia 31707
- (229) 439.8400 phone number
- (229) 439.1332 fax number
- Website: [www.albanymuseum.com](http://www.albanymuseum.com)
- General Email: [info@albanymuseum.com](mailto:info@albanymuseum.com)

### **MUSEUM HOURS**

- Sunday & Monday - Closed to the Public
- Tuesday through Saturday - From 10:00 am - 5:00 pm

### **ADMISSION**

- Free because of generous donations throughout the year.

### **RESTROOMS & DRINKING FOUNTAINS**

- Restrooms & water fountains are located on the first floor in the West area. From the front desk, go through the pair of double doors, turn right and they are down the hall on the left.

### **ELEVATOR**

- The museum has one elevator for use by the public that is located at the back of the Haley and the East Galleries.

### **HANDICAPPED ACCOMMODATIONS**

- The entire museum is handicapped accessible and barrier free. Access to the second floor is made via the elevator. A wheelchair from the AMA is available for visitor use.

### **PHOTOGRAPHY**

- Photographs are allowed as long as flash is not used.

### **NO BACKPACKS, LARGE PURSES & BAGS OR INK PENS**

- Backpacks and other large bags need to be checked in at the front desk.
- Only pencils are allowed in the galleries.

### **DONATIONS (art and financial)**

- The museum accepts donations of works of art subject to the approval of The Board of Trustees and museum staff. Those interested in making donations should contact the executive director. Financial contributions are tax deductible and can be made through membership, or the donation box.

## Front Desk Reception Job Description

Thank you for choosing to be a volunteer. One of the most important volunteer positions here is that of the front desk receptionist. You are the first point of contact for every visitor to the museum. You are responsible for the first impression the visitors receive of the museum and you are who, in part, will encourage or discourage visitors to come back. **This job does require that you wear professional attire (no shorts, blue jeans, or t-shirts at anytime).** Please understand the large amount of responsibility that is required of you when you accept this position and do your best to represent the AMA in a professional, courteous, & respectful manner.

When you arrive at the museum, it is a good idea to plan to give yourself 10-15 minutes before your shift is scheduled to familiarize yourself with current exhibits in the galleries.

- Please make sure to check in with the Museum Services Coordinator when arriving to the museum and when your shift is up before leaving.
- Please record your volunteer hours in the volunteer notebook each day that you volunteer.
- Please do not leave the front desk unattended at any time. If you need a necessary break, please inform museum staff so they can monitor the desk.
- While there are visitors in the museum, please pay close attention to them whenever they are in sight. Let them know that you are there for them.
- You are not to eat or drink at the front desk when visitors are present.
- Please ensure that the front desk maintains a neat and orderly appearance at all times.

## YOUR JOB DESCRIPTION

- Greet and direct visitors entering the museum; this includes making eye contact, smiling and being friendly to every visitor
- Record attendance on provided forms
- Encourage museum membership and visitor participation
- Act as a general information center; you must know and be familiar with the current exhibitions as well as activities of the museum.
- Help monitor the lobby and galleries by periodically watching the security camera
- Perform any special task asked of you by AMA staff on behalf of the museum

## TELEPHONE PROCEDURES

One of the most important responsibilities you have is that of answering the phones. This is just as important as greeting guests in person. Please be very professional and respectful to ALL people who call. If you are unsure of whom to forward a call to, page one of the staff or take the callers name and number so that you may call them back with the information they requested.

- Every time you answer a phone call, please say, "Thank you for calling the Albany Museum of Art, this is \_\_\_\_\_, how may I help you?"
- Be sure to say this in a polite and professional tone.
- If the person calling asks for general information about exhibitions, tours, membership, classes, etc. please refer to the magazine or website for the information. If you are unsure of something, ask a staff person.

## Emergency Guidelines

### **EVACUATION**

- Remain Calm
- All visitors should be asked to vacate the building via the closest door or emergency exit. Accompany and help handicapped visitors and/or anyone who appears to need calm direction or assistance.
- Take your car keys with you, if easily accessible
- DO NOT attempt to take large or heavy objects.
- Proceed AS QUICKLY AS POSSIBLE, but in an orderly manner
- The Front Desk Receptionist should place himself outside the West entrance (Darton College side), for security reasons.
- Once everyone is out of the building move to the grassy area in the front of the parking lot, AWAY from the building
- The proper emergency personnel will be on the scene shortly.

### **MEDICAL/ACCIDENT**

- If a staff member, volunteer or visitor is ill or injured, notify any staff member immediately. If it is a medical, emergency staff will call 911.
- All accidents that occur inside the museum and outside on museum grounds should be reported to at least one staff member.
- Unless it is a life-threatening situation, do not attempt to render any first aid yourself before trained first aid personnel arrives.
- Under no circumstances should the injured party be touched or handled by anyone, unless specific help is requested.
- Quietly reassure the person.
- After the person has been treated or medical authorities have taken control of the situation, remain available to help with any pertinent information for any medical or incident report.

### **POWER LOSS**

- In the event of a power loss, all personnel should stay where they are. Emergency lighting systems should come on within a 15-second delay period.
- All staff with flashlights will inform visitors to remain calm and will escort all visitors to the main gallery.
- If you are in the elevator, stay calm. Use the intercom or the emergency button to notify security.
- Once all visitors are accounted for in the main gallery, security and staff will escort everyone to the main entrance and allow them to leave.

### **TORNADO/SEVERE WEATHER**

- All guards should begin escorting visitors and volunteers into the main gallery. The front desk receptionist should join visitors in the main gallery. **DO NOT USE** the elevator.
- After the immediate threat of hazardous weather has passed, all visitors not in need of medical attention should be escorted out of the building.

### **FIRE**

- **REMAIN CALM.**
- If the fire is small, attempt to put it out with a fire extinguisher. One is located in the kitchen. However, do not jeopardize your personal safety. Never allow fire to come between you and the exit.
- Evacuate your area if you or a staff member is unable to put out the fire. The staff member will then pull the alarm.
- Once the alarm is sounded, evacuate the building following the evacuation guidelines at the top of the previous page.