

CURRIER
MUSEUM
of ART

GUILD OF VOLUNTEERS



Handbook

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Guild of Volunteers Handbook

The purpose of this handbook is to provide information about the Currier Museum of Art Guild of Volunteers. It provides an overview of the museum's history and formation of the Guild, defines the structure of the governing body of the Guild, and provides information on membership requirements, awards and additional resources.

Mission Statement

The Currier Guild of Volunteers supports the activities and the staff of the Currier Museum of Art by volunteering time and talents to further the museum's goals. By implementing programs and projects, the Guild enhances the image the museum presents to the community and encourages active public participation in the museum's objectives and aspirations.

Code of Ethics

The Currier Museum of Art subscribes to a museum code of ethics that covers every aspect of staff and volunteer activities. Below is that part of the code that focuses on volunteer responsibility. Any volunteer who has a question or would like to discuss the issue may contact the guild staff advisor.

"Volunteers have a responsibility to the museum as well (as staff), especially those with access to the museum's collections, programs and privileged information. Access to the museum's inner activities is a privilege, and the lack of material compensation for effort expended on behalf of the museum in no way frees the volunteer from adherence to the standards that apply to paid staff. Volunteers must work toward the betterment of the institution and not for personal gain other than the natural gratification and enrichment inherent in museum participation."

"Although the museum provides special privileges and benefits to its volunteers, volunteers should not accept gifts, favors, discounts, loans or other dispensations or things of value that accrue to them from other parties in connection with carrying out duties for the museum. Conflict of interest restrictions and gift policies placed upon the paid staff of the museum must be explained to volunteers and observed by them. Volunteers must respect the confidentiality of any inside information to which their volunteer activities give them access." [Currier Museum Code of Ethics 8.17.1997](#)

All volunteers must sign the Volunteer Service Agreement annually and are subject to a background check prior to being accepted as a member.

History of the Currier Museum of Art

Moody Currier (1806-1898) created an extraordinary legacy. His will provided for the establishment of an art museum "in said Manchester ... for the benefit and advancement of humanity" after his own death and that of his third wife, Hannah. Upon Hannah's death in 1915, a Board of Trustees was appointed to carry out Moody Currier's wishes. The Currier Gallery of Art, now the Currier Museum of Art, was built on the site of the Curriers' Victorian house. The museum opened to the public in October 1929.

Moody Currier was an educator, banker, poet, and politician. He was born in modest circumstances in Boscawen, New Hampshire, and raised in Dunbarton. In 1834 he graduated from Dartmouth College where he earned his tuition by teaching and doing farm work. After serving as principal of Hopkinton Academy, Currier entered the field of finance, becoming president of Amoskeag Bank and a director of several important businesses. He was governor of New Hampshire from 1884 to 1886. Mr. Currier wrote and published several volumes of poetry, and he was well versed in many subjects including geology, astronomy, mathematics, and moral theology.

Although Moody Currier was a patron of art and literature, he was not an art collector. His bequest to the Currier, however, included a generous endowment for the purchase of art. This independent purchase fund is the chief reason for the high quality of the Currier's collections. It has enabled the museum to buy important pieces as they have appeared on the market and the developing collection has attracted donations from private collectors.

Since 1929 the Currier's collections have grown to include European and American painting and sculpture, and American furniture, silver, glass, and textiles. In 1939, the Currier Gallery acquired the Kennard House and in 1946 the Currier Art Center was located there to provide art activities for young people. In 1996, the former nursing home, Pearl Manor, was bought to house the expanding programs of the art center. In 1988 the Zimmerman House was added to the Currier campus.

Over the years, the original building has been expanded several times to accommodate the museum's increased collections, programs, visitor amenities, and staff. The Currier has grown over the years, yet its mission has remained true to the Curriers' wishes. The works of art it acquires, though relatively small in number, are choice. The exhibitions and programs are designed, as Moody Currier specified, to "elevate the quality of life in New Hampshire."

History of the Guild of Volunteers

The Currier Museum had volunteers assisting staff with a variety of tasks for many years before the formal organization of the Guild of Volunteers in 1982.

A docent program was started in 1970 for training volunteers to conduct tours of the museum's collections. In May 1982, the Currier Museum Guild of Volunteers was formally organized for the purpose of "creating and maintaining an organization which can provide volunteer personnel to carry out such projects, programs, and activities as designed and requested by the museum staff and departments."

In the first eight months of its operation, Guild volunteers contributed more than 2,000 hours conducting tours of the museum's collections, assisting at educational events, staffing the Visitor Services Desk, distributing educational materials on loan, working on a committee to provide services to senior citizens, and assisting in mailing.

Today the Guild has approximately 125 members supporting all aspects of the museum's operations.

Guild Chronology Highlights:

May 1982	Charter meeting — Guild formally organized
Dec 1982	Guild bylaws approved
May 1983	First annual meeting of the Guild
May 1986	Forty-eight Guild members received first permanent badges and twenty-eight Guild members received first Currier Award Pins at the fourth annual meeting
Nov 1987	First major Guild event "Fete du Musee" auction netted the Currier \$17,235 which was used to acquire a sculptured bench by Howard Ben Tre
May 1990	First Guild handbook distributed at eighth annual meeting
Apr 1991	Guild members contributed 11,000 hours to "Corot to Monet" exhibition
Sept/Dec 1992	Guild members contributed 4,000 hours to Portsmouth Furniture exhibition
1994-1995	Guild members contributed \$100,000 to the Capital Campaign and designated their contribution to a Guild Art Conservation Fund
May 1999	Staffed the Designer Showhouse to help raise \$55,000 for the Maxfield Parrish exhibition
Oct/Nov 2000	Assisted staff, advisory council, and board of trustees in

- planning the gala dinner auction, “Paint the Town Red” which raised over \$66,000 for children’s educational programming at the Currier
- 2007 Guild members contributed over \$208,000 to the Capital Campaign and requested their contribution be applied to a new Guild room in the museum
- 2011 The Guild institutes ‘Years of Service Awards’ designated at five year intervals, to recognize longevity of volunteer service. The Currier Docents won the Granite State Award after being nominated by Andrew Stangel. The Guild replaces Emeriti/ae as its highest award by instituting the Frances P. Nelson Award and the Distinguished Service Award

Guild Executive Chairs

1982-1984	Polly Thorner	2000-2002	Sally Douglas
1984-1986	Helen D Rosenberger	2002-2004	Marilyn Davison
1986-1988	H. Francis Gordon	2004-2006	Richard McCarthy
1988-1990	Francis P. Nelson	2006-2008	Beryl M. MacKenzie
1990-1991	Patricia Dastin	2008-2010	Carol Tingleff
1991-1993	Mary Shutts	2010-2011	Thelma Raine
1993-1996	James R. Bennett	2011-2012	Pat Howard
1996-2000	Denise M. Johnson	2012-	Barbara Shepler

Overview of the Guild's Structure

The organization and administration of the Guild are under the supervision of an executive team member of the Currier Museum of Art who acts as the Guild staff advisor.

The Guild of Volunteers is managed by an executive committee which is made up of officers, administrative chairs, volunteer representative chairs, the Guild staff advisor, the guild staff liaison, and a parliamentarian.

The chart below provides an overview of the structure of the Guild.

Guild Officers	Guild Administrative Chairs	Guild Representative Chairs
Executive Chair	Guild Meetings and Programs	Museum Docent
Executive Vice Chair	Guild Membership	Zimmerman House Docent
Treasurer	Guild Communications	Museum Shop
Secretary	Projects/Ambassadors	Library
	Parliamentarian (optional)	
Museum Staff		Committees
Staff Advisor		Nominating Committee
Staff Liaison		

Chairs may form committees and have co-chairs or vice chairs depending on the workload and requirements of their function. Guild administrative chairs report to the Guild's executive committee. Guild representative chairs and their volunteers work under the direction of the department or staff requesting the work and report to the executive committee.

The Guild has one standing committee called the nominating committee which is responsible for proposing a slate of candidates to fill open positions on the executive committee and recommending recipients of major Guild Awards. This committee is chaired by the Guild Vice-Chair and consists of the Museum Docent Chair, the Zimmerman House Docent Chair and two “at large” members who are either current or past executive committee members.

Each member serves the Guild executive committee by participating in its leadership and promoting increased awareness and interest in Guild activities and opportunities for leadership among its volunteers.

Guild Officers

This section describes the responsibilities of the officers of the Guild executive committee.

Executive Chair

The executive chair reports to the executive committee and Guild staff advisor and has overall responsibility for the leadership and operation of the Guild. In recognition of past chairs' service, they hold lifetime guest status at all Guild functions.

Specific Responsibilities

- Presides at all meetings of the executive committee and any other membership meetings; prepares the agenda; maintains appropriate communication with all officers and chairs; and serves as ex-officio member of all Guild committees.
- Reviews and approves the Guild annual budget for submission to the executive committee.
- Authors a column for the enewsletter, maintains the Guild chronology, and prepares a statement for the annual report.
- Formulates short-term and long-range plans for the Guild.
- Represents the guild on the Advisory Council of the Currier and on the Currier Board of Trustees as required.

Executive Vice-Chair

The executive vice-chair assists the executive chair in the leadership and operation of the Guild.

Specific Responsibilities

- Participates in monthly meetings of the Guild executive committee.
- In the absence of the executive chair, presides at meetings of the executive committee, the annual, semi-annual, and any other meetings of the Guild.
- Chairs the Nominating Committee which is responsible for proposing a slate of candidates to fill open positions on the executive committee and for recommending recipients of major Guild Awards.
- Authors columns in the enewsletter when appropriate and provides a summary of the year's activities for the Guild Annual Report.

Treasurer

The treasurer is responsible for all fiscal activities of the Guild.

Specific Responsibilities

- Participates in monthly meetings of the Guild executive committee.
- Works with the Chair and Staff advisor in preparing an annual budget for the fiscal year for approval by the executive committee.
- Records Guild expenses, compares quarterly expenses against the approved Guild budget and serves a fiduciary role for the museum in matters of Guild expenses.
- Prepares an annual financial statement for the Guild Annual Report.

Secretary

The secretary acts as recording secretary for meetings of the executive committee and for general membership meetings of the guild and is responsible for all Guild correspondence.

Specific Responsibilities

- Participates in monthly meetings of the Guild executive committee.
- Records and distributes minutes of the executive committee and all membership meetings.
- Maintains the Guild's permanent records.
- Responsible for all Guild correspondence.

Guild Administrative Chairs

This section describes the responsibilities of the chairs of the administrative committees who report to the executive committee.

Meetings and Programs Chair

The Guild meetings and programs committee chair organizes meetings of the Guild membership.

Specific Responsibilities

- Participates in monthly meetings of the Guild executive committee.
- Chairs a committee to plan and arrange annual, semi-annual, and other meetings of the Guild as approved by the executive committee.
- Works with Currier staff to select speakers and sends invitations to Guild members.
- Maintains records of all expenditures and donations incurred for membership meetings.
- Authors columns in the newsletter when appropriate and provides a summary of the year's activities for the Guild Annual Report.

Membership Chair

The Guild membership chair maintains membership information.

Specific Responsibilities

- Participates in monthly meetings of the Guild executive committee.
- Maintains volunteer database, including contact information, skills inventory and hours.
- Follows up on all volunteer applications and conducts orientation classes as needed. Evaluates new volunteers' interest and skill set and connects each volunteer with appropriate staff.
- Verifies active status is maintained by all members.
- Distributes Years of Service Awards certificates at the semi-annual meeting, prepares a list of Currier pin recipients for the annual meeting and writes thank you letters to all retiring members.
- Provides executive committee, staff and committee chairs membership information, such as mailing lists, volunteer contact information, skill sets, years of service and service hours annually or as requested.
- Publishes volunteer contact information for distribution at the annual meeting.
- Authors columns in the newsletter when appropriate and provides a summary of the year's activities for the Guild Annual Report.

Communications Chair

The Guild communications chair is responsible for keeping members informed about Guild business, activities of the Guild and relevant events within the museum.

Specific Responsibilities

- Participates in monthly meetings of the Guild executive committee.
- Produces a bi-monthly enewsletter: reviews and edits copy; prepares layout; creates electronic file for review by staff advisor and Guild staff liaison; and oversees distribution.
- Prepares the Guild Annual Report.
- Authors columns in the enewsletter when appropriate and provides a summary of the year's activities for the Guild Annual Report.

Special Projects/Ambassadors Chair

The Guild special projects/ambassadors chair acts as a volunteer coordinator for requested activities by Currier staff, Art Center staff or Guild members, and as Representative Chair for volunteers serving in this function.

Specific Responsibilities

- Participates in monthly meetings of the Guild executive committee.
- Maintains a list of special project volunteers and ambassadors and keeps records of service assignments.
- Arranges volunteer help to fill requests by museum staff or Guild members.
- Presents an overview of Special Projects at New Volunteer Orientations.
- Authors columns in the enewsletter when appropriate and provides a summary of the year's activities for the Guild Annual Report.

Guild Representative Chairs

The various Representative Chairs serve as links between volunteers and the Guild executive committee. Current representative chairs include:

Museum Docent Chair

Zimmerman House Docent Chair

Museum Shop Chair

Museum Library Chair

Special Projects/Ambassadors Chair *

Specific Responsibilities for each chair

- Participates in monthly meetings of the Guild executive committee.
- Authors a column in the enewsletter and provides a summary of the year's activities for the Guild Annual Report.
- Communicates with volunteers about Guild policies and events.
- Brings volunteer concerns/issues to the executive Committee for their consideration.
- Serves as a member of Steering/Planning Committees, if one is established by museum staff.

The Museum and Zimmerman House Docent chairs are members of the Nominating Committee.

*This chair also serves an administrative function, as described previously.

Museum Staff

Staff Advisor

The staff advisor is a member of the executive team of the museum and provides overall guidance to the Guild.

Specific Responsibilities

- Museum advisor to the Guild, providing guidance and ensuring that Guild policies and procedures align with museum policies and procedures.
- Attends monthly Guild executive committee meetings and provides updates on museum news, exhibitions, important museum initiatives, and museum policy and staff changes.
- Partners with appropriate Guild Chairs to implement changes and minimize the impact on Guild members.
- Collaborates with Guild Treasurer to develop annual Guild budget.
- Works with Special Projects Chair to interview and select volunteers for administrative assignments.
- Works with Meetings & Programs Chair to organize the Annual and Semi-Annual Meeting, including establishing agendas and programs and selecting speakers.
- Proofs and edits Guild newsletter and Annual Report.
- Coordinates the Annual Volunteer Service Agreement and badge process.

Staff Liaison

The Museum liaison to the Guild provides support and serves as primary museum contact for the Guild.

Specific Responsibilities

- Attends monthly Guild Executive Committee meetings and provides updates on museum programming, special events and other exhibition and Public Programming news.
- Works with Guild Treasurer to coordinate all Guild expenditures within budget.
- Works with Guild on volunteer database structure and procedures.
- Works with Membership Chair to establish volunteer screening process and coordinate interview process and placement.
- Works with Special Projects Chair to coordinate museum requests for volunteers.
- Works with Meetings & Programs Chair to organize the details of the Annual and Semi-Annual Meeting, including menus, audio visual requirements and awards.
- Coordinates museum input to the Guild newsletter and Annual Report.
- Distributes hardcopies of newsletter and Annual Report to non-email users and to the Guild Room.

Guild Membership

This section describes the requirements for membership and defines the various membership categories within the Guild.

Provisional Status

Applicants for Guild membership must complete/obtain the following:

- Guild registration and interview with an appropriate staff and/or Guild representative.
- Membership in the Currier Museum of Art.
- Volunteer Service Agreement.
- Background screening.
- Guild orientation course.
- Approval of Guild staff advisor and/or appropriate Currier staff member.

Active Status

Volunteers need to find their niche. The museum needs assistance in many areas. Volunteers should determine what activities interest them and talk with other volunteers and Currier staff to find the best place to serve.

All members are expected to fulfill the following requirements:

- Complete appropriate training under the direction of a staff member.
- Maintain proficiency in their volunteer specialty and knowledge of the museum and exhibits.
- Follow norms and guidelines of the department in which they serve.
- Wear their security ID badge while in the museum and at Guild functions.
- Record all hours served using the automated system provided.
- Maintain membership in the Currier Museum of Art.
- Complete the annual Volunteer Service Agreement.
- Notify Membership Chair of contact information changes.

Members who fulfill all requirements and serve a minimum of 50 hours per year are eligible for Guild awards, qualify to serve on the Guild executive committee and are guests of the Currier at the Guild's annual meeting.

Retired Status

Members who no longer wish to volunteer or have not fulfilled membership requirements are considered retired. Retiring members shall return all museum property including security badges and access devices. If requested, retired members may continue to receive the Guild enewsletter.

Volunteers may become active again by completing necessary requirements listed under provisional status.

Guild Awards

Currier Pin

Awarded once to a volunteer for completion of 150 volunteer hours in one year or 50 volunteer hours in three consecutive years. The Currier Pin replaces the previously awarded Currier Ram Pin.

Service Recognition Award

To be conferred on active members upon completion of 5 year intervals of service.

Emeritus/a Award

Until 2010 this was the highest honor conferred upon an active or retired member by the executive committee as recognition of a unique and significant role in the Guild, for years of service, leadership, and volunteer hours contributed. This award was replaced by the Francis P. Nelson and the Distinguished Service awards.

Recipients of the Emeritus/a, Francis P. Nelson and Distinguished Service Awards are entitled to the following:

- To have a complimentary guest at their award presentation.
- To hold guest status at all Guild functions.
- To receive issues of the Guild enewsletter.

Francis P. Nelson Award

Highest honor conferred upon an active or retired member by the executive committee in recognition of a unique and significant role in the Guild, for years of service, leadership and volunteer hours.

Distinguished Service Award

Conferred by the executive committee upon an active or retired member for exceptional and long-standing contribution to the Guild and its purpose.

Guild Resources

The best resource for answers to questions is other volunteers.

Guild Room

A room for exclusive use by Guild members is located on the lower level of the museum. Volunteers may use this space for eating lunch, relaxing, studying or related activities excluding formal meetings. Kitchen amenities include a refrigerator, microwave and coffee maker. A computer is available for volunteer use. A coat rack and lockers for storing personal belongings are also provided; volunteers must bring their own locks. The Guild enewsletter, executive committee meeting minutes, and other items of interest are posted on the bulletin board. All members who use the room are responsible for its condition and cleanliness.

Docent Steering Committees

Steering committees may be established by museum staff to aid in planning, to act as sounding boards, or to air issues and concerns of larger volunteer groups. To date, the Museum and Zimmerman House docents have steering committees. The Museum staff selects members of the committee, but the meetings are open to all docents.

Guidelines for Logging Hours

This document describes the categories under which volunteers log their hours and samples of what hours can and cannot be logged. It is available on the Currier Web Site under the Volunteer tab.