

THE GUILD OF VOLUNTEERS HANDBOOK

Currier Museum of Art ❖ Manchester, New Hampshire



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How to Use this 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. The structure of the governing body of the guild –the executive board and the standing committees – is defined as well as information on membership requirements, orientation, and training.

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."

Tort Actions

The Volunteer Protection Act of 1997 (Pub. L. 105-19) bars tort suits against a non-profit volunteer except under specific conditions. A volunteer wishing to obtain further information or to discuss this law may contact the guild staff advisor.

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 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 this has attracted donations from private collectors.

The building did not arise without controversy. The Trustees rejected two Boston architectural firms before choosing the New York firm of Tilton and Githens that had recently completed the Manchester Library. Their design, an elegant Italian palazzo faced with Kentucky limestone, was greeted with enthusiasm and ground was broken in 1927.

The first exhibition at The Currier Gallery of Art featured a loan collection from Grand Central Art Galleries in New York and a portion of the George Leighton bequest given in 1918. Harriet Whitney Frishmuth's sculpture, *Crest of the Wave*, now in the Zodiac Court, was purchased from the 1929 exhibition.

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 across the street, 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.

The New York firm of Hardy Holzman Pfeiffer Associates was hired to design a new wing on the north side of the gallery's main building to accommodate the museum's increased collections, programs, and staff. It was completed in 1982. Another expansion, built 14 years later, provided climate control and increased working and storage space. The Currier Gallery of Art changed its name in 2002 to the Currier Museum of Art. In 2008, a 33,000-square foot addition designed by Ann Beha Architects of Boston, MA, enlarged galleries, education spaces and visitor amenities.

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."

The founder might be surprised to read the home towns listed in the visitors' book for they reach far beyond New Hampshire's boundaries and to most corners of the world.

DIRECTORS OF THE MUSEUM	
Maud Briggs Knowlton	1929 - 1946
Gordon M. Smith	1946 - 1955
Charles E. Buckley	1955 - 1964
William Hutton	1965 - 1968
David S. Brooke	1968 - 1977
Robert M. Doty	1977 - 1988
Marilyn F. Hoffman	1988 - 1995
Susan Strickler	1996 -

History of the Currier Guild of Volunteers

The Currier Gallery of Art 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 Gallery 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."

The first planning and organizational meeting was held on January 26, 1982, and was chaired by Marian Woodruff, the director of education. At the following meeting, on February 3, 1982, the planning committee elected the first members of what was to become the governing board of the guild, the Currier Gallery Guild of Volunteers Executive Committee. The first office holders were:

Polly Thorner, presiding officer
Helen D. Rosenberg, vice president
John W. (Bud) Coyne, treasurer
Maria Skaperdas, clerk

At a meeting on Wednesday, February 17, 1982, Marian Woodruff reported on the coming opening of the new wing (East and West Pavilions) on April 24, 1982, and requested volunteer help for the dedication. At its next meeting the executive committee voted to invite a group of volunteers to a charter meeting of the Currier Gallery Guild of Volunteers.

Recruiting efforts continued throughout 1982 and resulted in a guild membership of 115 members. An eight-week Currier course was held in October and November to train docents and other volunteers.

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

Monthly meetings of the executive committee were instituted and continue to be held on the first Wednesday of every month.

Overview of the Guild Structure

The organization and administration of the guild are under the supervision of the deputy director of the Currier Museum of Art who acts as the guild staff advisor.

Guild administrative committees report to the guild's executive committee. Guild action committees and their volunteers work under the direction of the department or staff requesting the work and report to the executive committee. The chart below provides an overview of the structure of the guild.

Officers	Administrative Committees	Action Committees
Executive Chair	Guild Meetings and Programs	Museum Docent
Executive Vice Chair	Guild Membership	Zimmerman House Docent
Treasurer	Guild Communications	Visitor Services
Secretary	Guild Nominating	Museum Shop
		Projects

The four officers, nine guild committee chairs (and their vice chairs when applicable), the guild staff advisor, the guild liaison, and a parliamentarian comprise the executive committee of the guild. 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. The chair leads the executive committee in the formulation of short- and long-range plans for the guild and represents the guild on the Advisory Council of the Currier Museum of Art.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- Presides at all meetings of the executive committee.
- Presides at annual, semi-annual, and any other membership meetings of the guild.
- Serves as ex-officio member of all guild committees.
- Reviews and approves the guild annual budget with the treasurer for submission to the executive committee and the guild staff advisor.
- Prepares a statement for the annual report and submits an electronic file to the communications committee.
- Attends long-range planning meetings of the museum staff to continue to evaluate the value of volunteer participation in the museum.

Executive Vice Chair

The executive vice chair assists the executive chair in the leadership and operation of the guild. The vice chair also aids the chair in the formulation of short- and long-range plans for the guild.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- In the absence of the executive chair, presides at meetings of the executive committee.

- In the absence of the executive chair, presides at annual, semi-annual, and any other membership meetings of the guild.
- Helps the executive chair in overseeing committees and monitoring their progress.
- Takes the lead role in preparation of the guild's annual report and submits it to the executive chair and the guild staff advisor.

Treasurer

The treasurer reports to the executive committee and the guild staff advisor and prepares and presents a budget and quarterly financial reports to the executive committee.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- Records and processes all guild expenses.
- Prepares an annual report for the preceding year and submits an electronic file to the communications committee.

Secretary

The secretary reports to the executive committee and acts as recording secretary for meetings of the executive committee and for general membership meetings of the guild.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- Records proceedings of all monthly meetings of the executive committee.
- Distributes the minutes (electronically) to executive committee members within 10 days of the next meeting, or at a time specified by the executive chair.
- Records proceedings of the annual, semi-annual and other meetings of the general membership of the guild.
- Places all minutes of the executive committee in the secretary's permanent record book in the guild office.
- Prepares a written statement about the availability of meeting minutes for the annual report for the preceding calendar year and submits an electronic file to the communications committee.

Administrative Committees

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

Guild Meetings and Programs Chair

The chair of the meetings and programs committee organizes annual, semi-annual, and any other membership meetings of the guild requested by the executive committee; presents a draft program to the executive committee prior to the Annual Meeting of the guild and reports on activities of the Guild Meetings and Programs Committee.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- Has a committee to handle the annual, semi-annual, and other meetings as needed.
- Plans and arranges for the annual, semi-annual, and any other meetings of the guild at times and places agreed to by the executive committee.
- Organizes programs and speakers. Submits program details to the chair of guild communications, who prepares and arranges for mailing of invitations to guild members. (External publicity is handled by the museum.)
- Arranges for refreshments to be served at guild events.
- Serves as general chair for the planning and implementation of all membership meetings.
- Introduces speakers when appropriate and presides over the program part of such meetings when asked by the executive chair.
- Schedules meetings of committee as needed for planning activities.
- Prepares articles for guild newsletter.
- Maintains complete files and guidelines on all expenditures and donations to include details of purchases with date, purpose, and name of supplier.
- Prepares an annual report of this committee for the preceding year and submits an electronic file to the communications committee.

Guild Membership Chair

The chair of guild membership maintains membership records and reports on activities of the membership committee.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- Maintains volunteer hours using the Currier Volunteer Reporter program on an ongoing basis and totals hours on a quarterly and annual basis.
- Updates the Skills Inventory data.
- Assists executive committee in planning a guild orientation program and invites new members to orientation meeting.
- Responds to requests for guild information regarding volunteer opportunities by calling new members and sending information packets with an application form.
- Sends follow-up letter or email welcoming new member when application form is submitted.
- Enters name on membership list and in the Currier Volunteer Reporter program.
- Forwards new member's information to appropriate committee chair.
- Sends follow-up postcard if no response is received from the original inquirer.
- Arranges for new members/volunteers to have photo ID taken by security for museum security badge.
- Sends letter of recognition, acknowledging completion of fifty hours of service in one year.
- Prepares a monthly report for the guild executive meeting and a bi-monthly report for the guild newsletter.
- Distributes quarterly membership lists to executive committee.
- Prepares an annual report of this committee for the preceding year and submits an electronic file to the communications committee.

Nominating Committee Chair

The chair of the nominating committee interviews and recommends candidates to fill open positions on the executive committee. The committee must meet prior to the Annual Meeting of the Guild.

Specific Responsibilities

- Assembles a committee to solicit qualified* candidates to fill open positions on the executive committee.

The nominating committee consists of one chair and four members:

- Vice chair of the guild executive committee, who serves as the chair of the nominating committee
- Current museum docent chair
- Current Zimmerman House docent chair
- two “at large” members from the current executive committee

If for any reason the “at large” positions cannot be filled from the current executive committee, former members who served on the executive committee will be considered. The chair of the nominating committee recommends the “at large” members and submits their names to the executive committee for consideration. The executive committee votes on the names as submitted.

- Interviews candidates and discusses qualifications with nominating committee.
- Recommends candidates selected by the nominating committee to the executive committee.

* must be an active member in the guild with skills appropriate for position

Guild Communications Chair

The chair of guild communications publishes *The Currier Guild in Action*, the eNewsletter of the guild, to keep members informed about guild business, activities of the guild and relevant events within the museum. The newsletter is published five times yearly: Jan/Feb, March/April, May/June, Sept/Oct and Nov/Dec). The chair reports on the activities, concerns and needs of the communications committee.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- 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.
- Designs and produces invitations for guild events based on information provided by meetings and programs committee.
- Prepares an annual report of this committee for the preceding year and submits an electronic file.
- Assists the executive vice chair with the guild annual report by providing production support (editing, layout, production/printing schedule).
- Meets with sub-committee members to delegate responsibilities when appropriate.

Guild Action Committees

This section describes the responsibilities of the five guild action committees and the volunteers that work on their committees.

Docent Chair

The docent chair represents the museum docents and reports to the executive committee.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- Assists in planning the docent training schedule, as a member of docent steering committee.
- Acts as liaison between education department and docent body.
- Works with the education department in planning ongoing training and evaluation of tour docents.
- Assists with the mentor program and in teaming experienced docents with new docents.
- Provides a report on docent activities and training for each issue of the guild newsletter.
- Prepares an annual report of this committee for the preceding year and submits an electronic file to the communications committee.

Zimmerman House Docents Chair

The Zimmerman House docent chair reports on activities of the Zimmerman House docents to the executive committee.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- Assists in planning training schedule, as member of Zimmerman House docent steering committee.
- Acts as liaison between education department and docent body.

- Works with the education department in planning ongoing training and evaluation of tour docents.
- Assists with the mentor program and in teaming experienced docents with new docents.
- Provides a report on docent activities and training for each issue of the guild newsletter.
- Prepares an annual report of this committee for the preceding year and submits an electronic file to the communications committee.

Visitor Services Chair

The chair of Visitor Services increases awareness and knowledge of the museum through interaction with the public and encourages museum membership. The chair reports on the activities, problems and needs of the Visitor Services Committee.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- Schedules volunteer staffing for Visitor Services.
 - Obtains commitment from each volunteer
 - Develops substitute list
 - Documents volunteer staffing through the monthly calendar
 - Arranges volunteer substitution when volunteer seeking replacement cannot do so
 - Provides training to Visitor Services volunteers
- Arranges periodic informational meetings with Visitor Services volunteers:
 - To apprise them of changes or developments
 - To discuss problems/functions for improving effectiveness
 - To provide updates on museum exhibits and programs
- Reports results of volunteer meetings to executive committee.
- Prepares written instructions such as job descriptions for volunteer use at Visitor Services desk.
- Prepares an annual report of this committee for the preceding year and submits an electronic file to the communications committee.

Special Projects Chair

The chair of the special projects committee enlists volunteers for short- and long-range projects requested by museum staff.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- Arranges for volunteer help when requested by museum staff or by the executive committee. Reviews with the guild staff advisor all requests submitted by staff to check appropriateness of requests.
- Arranges substitutes for volunteers if necessary.
- Keeps a record of the names of volunteers assisting with each project (with notes of those with special aptitudes and interest).
- Prepares an annual report of this committee for the preceding year and submits an electronic file to the communications committee.

Museum Shop Chair

The chair of the museum shop works with the museum shop assistant manager in planning and furnishing volunteer support in the shop.

Specific Responsibilities

- Attends monthly meetings of the guild executive committee, held the first Wednesday of the month.
- Supports the assistant manager in scheduling and rescheduling efforts.
- Prepares an annual report of this committee for the preceding year and submits an electronic file to the communications committee.

Guild Guidelines

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

Guild Orientation Course

The museum and the guild present an orientation course that focuses on opportunities for volunteers and the obligations and benefits of membership in the guild, as well as the history, staff and operations of the museum. This course is a prerequisite for active membership in the guild.

Security ID Badges and Access to the Museum

All guild members are required to wear their *security ID* badges while in the museum and at guild functions. In keeping with security regulations, volunteers must enter and exit through the Beech Street doors.

Logging Volunteer Hours

Volunteers record all time they contribute to the Currier or to the guild using the Currier Volunteer Reporter program accessed on the Currier website.

This record of volunteer hours also determines membership status in the guild (active or inactive) and eligibility to receive the Currier Award pin.

Volunteers who maintain their active status by contributing at least 50 hours a year are guests of the Currier at the guild's annual meeting in May; they also qualify to serve on the executive committee of the Guild of Volunteers.

Membership Categories

Provisional

- Completion of guild registration
- Currier membership application submitted

Active

- Successful completion of Currier guild orientation course
- Membership in Currier Museum of Art
- Minimum of 50 volunteer hours in one year, including time spent in the Currier orientation course and other training events
- Eligible for guild executive committee

Inactive

- If the 50-hour minimum of volunteer service is not maintained by an active member, the membership becomes Inactive.

Frances 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 longstanding contribution to the guild and its purpose.

Service Recognition Award

To be conferred on all members upon completion of the following years of service and upon fulfilling the role of an active member of the guild:

- 5 years
- 10 years
- 15 years
- 20 years
- 25 years

Guild of Volunteers Break Room

In 2008, a room on the lower level of the main building of the museum was established for the exclusive use of members of the guild. Volunteers may use this space for relaxing, reading, studying and other volunteer-related activities excluding formal meetings. A refrigerator, microwave oven and coffee maker are available for use by any guild member. A computer is available for recording volunteer hours, reviewing volunteer opportunities and researching museum-related projects.

All members who use the room are responsible for the condition and cleanliness of the furnishings.