

2010

Volunteer Handbook



Fort Walla Walla
Museum

Pioneer Settlement • Horse-Era Agriculture • Military Exhibits

Preserving and Sharing Walla Walla Regional Heritage

Our Mission:

***preserving & sharing
Walla Walla regional
heritage***



Welcome to Fort Walla Walla Museum!

We are glad you have chosen to volunteer at Fort Walla Walla Museum. Our volunteers contribute significantly to our ability to meet the mission of the Museum. This booklet is designed to assist you in your volunteer assignment and to answer some of the questions you may have regarding the Museum. Please feel free to ask questions of any member of the staff. We want you to feel comfortable in your volunteer position and enjoy your time at the Museum.

We like to begin each new season with an orientation meeting. Meetings for training may be set later. Each position requires volunteers with special talents and we hope to enhance and encourage you as you work here at the Museum.

Fort Walla Walla Museum was established at this location in 1967 by many dedicated volunteers who came together to make the Museum a reality. We are here to preserve and protect articles of historic value, as well as to share with the public the Walla Walla region's rich cultural heritage. Officially we are called the Walla Walla Valley Historical Society; however, we operate under the business name Fort Walla Walla Museum.

Located on 15 acres of city property, the Museum now houses approximately 41,000 artifacts and 6,000 photos. There are five exhibit halls and seventeen structures in the pioneer village.

The Museum is open daily 10:00 a.m. to 5:00 p.m. from April 1 through October 31. There are times when a Columbia River cruise tour is scheduled earlier or later in our off-season and volunteers are needed, as well as a few other times. Museum Headquarters is open year 'round.

Our primary audience is the people living within a one-hour drive of the Museum. This includes the people of Prescott, Waitsburg, Dayton, Lewiston, Clarkston, Milton-Freewater, College Place, Pendleton, Tri-Cities, Umatilla, Hermiston, The Confederated Tribes of the Umatilla Indian Reservation, and many other communities in our area.

We provide guided school tours for children of all ages. Children arrive from throughout Washington, Oregon, and even Idaho. These tours fulfill the Washington and Oregon benchmarks for third and fourth grade students. We traditionally host more than 5,000 participants each year in our admission-free tour program sponsored by Boise Cascade, Pacific Power Foundation, and the Blue Mountain Community Foundation.

We hope your volunteer experience will be a rewarding one and that as you continue your involvement you will invite others to assist in the many areas of service. Thanks for helping!

Don Locati, Operations Manager
525-7703 don@fortwallawallamuseum.org

Museum Staff

James Payne, Executive Director

Don Locati, Operations Manager

Bill Lake, Tour Coordinator

Paul Franzmann, Communications Manager

Carolyn Burdine, Bookkeeper

Laura Schulz, Collections Manager

Anne Stotler, Operations Assistant

Jim Klees, Maintenance Supervisor

Volunteer Responsibilities

The Volunteer

- ◆ Interacts with all Museum visitors in the most helpful and courteous manner
- ◆ Understands and supports the purpose, structure, and policies of Fort Walla Walla Museum
- ◆ Offers the use of his/her other special skills or experience
- ◆ Conducts himself /herself in accordance with the standards of conduct and ethics of Fort Walla Walla Museum
- ◆ Completes any orientation, training course, or on-the job-training required
- ◆ Endeavors to be flexible in accepting assignments, performs assigned responsibilities willingly and courteously to the best of his/her ability, and accepts the guidance of supervisors
- ◆ Arrives at his/her designated location on time and dressed appropriately
- ◆ Obeys all security and safety rules of the Museum
- ◆ Respects the confidentiality of sensitive or proprietary information
- ◆ Provides timely notification to his or her supervisor of any absence
- ◆ Serves as a goodwill ambassador for the Museum in the community

Note: Only the Collections Manager or the Executive Director may accept artifact donations.

Volunteer Program Responsibilities

The volunteer program aides the Museum by

- ◆ providing volunteers to complement, expand, and supplement the work of Museum staff
- ◆ working with Museum staff to determine volunteer placement and to design volunteer positions which meet the existing, as well as changing, programs of the Museum
- ◆ helping promote the Museum and its programs in the community
- ◆ identifying areas within the Museum for change or expansion to meet community needs.



Collections & Exhibits

Supervisor: Laura Schulz, Collections Manager

Location: Headquarters Building and Exhibit Locations

Duties

- ◆ Help develop, build, and install exhibits
- ◆ Catalog artifacts, books, and historic photographs
- ◆ Help with various sewing projects
- ◆ Assist with typing, filing, computer work, and other duties
- ◆ Enter data into collections database
- ◆ Research historical items
- ◆ Clean and dust artifacts and exhibits
- ◆

Skills

- ◆ Attention to detail
- ◆ Able to work independently

Importance of position to the Museum

We use our exhibits to share historic artifacts with the public and thus they must be accurate, well-designed, and maintained. Collections work is vital to tracking the thousands of artifacts we are responsible for.

Shift Times: Monday through Friday during business hours. Specific times are determined by the Collection Manager and each volunteer.



Development Office

Location: Headquarters Building

Duties

- ◆ Research grant proposals
- ◆ General filing
- ◆ Update databases.
- ◆ Type and prepare documents
- ◆ Assist with general office organization
- ◆ Other duties as needed

Skills

- ◆ Ability to perform general secretarial types of work
- ◆ Microsoft Office 2003 computer skills
- ◆

Importance of the position to the Museum

The Development Office is responsible for raising funds to support the numerous services and programs the Museum provides to its visitors.

Shift Times: Monday through Friday during regular business hours (9:00 am to 5:00 pm). The specific times are determined by the Financial Development Officer and the volunteer.



Docent/Tour Guide

Supervisor: Bill Lake, Tour Coordinator

Location: The grounds of Fort Walla Walla Museum

Duties

- ◆ Develop a historical talk based on the tour guide packet provided by the Tour Coordinator and personal experience or knowledge
- ◆ Guide groups of 15-20 people through the Museum
- ◆ Answer questions from groups on tour, if an answer isn't available, try finding the answer from a staff member

Training

- ◆ Read the resource material provided
- ◆ Shadow an experienced docent on several tours until comfortable with format, etc.

Skills

- ◆ Courteous, patient, and helpful
- ◆ Willing to work with children and/or adults
- ◆ Strong, clear, speaking voice
- ◆ Able to work with groups of 20-30 school children
- ◆ Basic first aid is helpful

Importance of position to the Museum:

Docents are often one of the first contacts visitors will have. They represent the Museum in a unique way. Tours, both school and others, make up a large part of our total visitation. Both children and adults can learn a great deal of history about the Walla Walla Valley from a quality guided tour.

Shift Times: On Call—most tours are scheduled during weekdays.



Entrance Building Greeter

Supervisor: Don Locati, Operations Manager

Location: Entrance Building & Exhibit Halls Two and Three

Duties

- ◆ Greet visitors, answer questions, ask them to sign the guest register if hosting in Building One.
- ◆ Make sure building is clean. Discard any trash
- ◆ Be knowledgeable of the exhibits in the building
- ◆ Be willing to work on small projects while serving as a building host.
- ◆ Be sure visitors do not bring in food or beverages
- ◆ Clean and dust display cases

Skills

- ◆ Courteous, helpful, willing to work with the public
- ◆ Ability to interact with the public, pointing out particular exhibits, etc.
- ◆ An interest in history

Importance of position to the Museum

The exhibits in Building One are important to the Museum's artifact collection and as such need to be protected from damage or theft. Without a host, the building could not be open to the public. Hosts are a vital part of the Museum's overall structure. Interaction with a knowledgeable person is the best asset we can offer to our visitors. Please remember, you represent the Museum and it is imperative you are courteous and helpful to all visitors.

Shift Times: Sunday — Saturday 10 a.m. - 1 p.m. or 1 p.m. - 5 p.m.



Gardening & Maintenance

Supervisor: Jim Klees, Maintenance Supervisor

Location: Museum buildings and grounds

Duties

- ◆ Planting and caring for flower and herb gardens
- ◆ Help with building maintenance, repair, paint, etc.
- ◆ Assist with grounds chores, e.g., rake leaves, cultivate garden areas, trim, etc.
- ◆ Dust, clean, sweep buildings
- ◆ Assist with construction projects

Skills

- ◆ Handy with tools and other garden machinery
- ◆ Knowledge of flower & herb care
- ◆ Willingness to help with projects
- ◆ Able to work with little or no supervision

Importance of position to the Museum

Our Museum is noted for its beautiful gardens and grounds. Your help in keeping a flower/garden area clean and neat or in helping maintain the buildings is invaluable. Volunteers often choose a specific patch of flowers to care for.

Shift Time: Flexible—scheduled as needed by the Maintenance Supervisor



Golf Cart Operator

Supervisor: Bill Lake, Tour Coordinator or Don Locati, Operations Manager

Location: The grounds of Fort Walla Walla Museum

Duties

- ◆ Operate a golf cart to transport visitors to and from the upper level and the pioneer village
- ◆ Other duties as assigned by the Tour Coordinator or Store Manager

Skills

- ◆ Courteous, helpful, able to assist disabled visitors in and out of the golf cart
- ◆ Able to answer questions regarding the Museum
- ◆ Valid driver's license

Importance of position to the Museum

The golf cart driver transports visitors between the pioneer village and the upper level exhibit halls. By extending hospitality to visitors who have mobility challenges, the driver promotes a feeling of caring and consideration to our visitors. During special events it is important to transport persons needing assistance and not others who can walk without help.

Shift Times: As determined by the supervisor



Office Receptionist & Staff Assistant

Supervisor: Don Locati, Operations Manager

Location: The Headquarters building

Duties

- ◆ Answer telephone, direct calls as appropriate, take and distribute messages
- ◆ Answer questions about Museum operations or direct to a staff member
- ◆ Assist staff with typing, computer work, photocopying, and other tasks as needed

Skills

- ◆ Good telephone skills and telephone etiquette.
- ◆ General office skills
- ◆ Cheerful, courteous, willingness to assist
- ◆ Computer skills with Microsoft Office are a plus
- ◆ Able to use photocopy machine
- ◆ Able to organize and implement tasks assigned by staff

Importance of position to the Museum

The Office Receptionist & Staff Assistant is a tremendous asset to the Museum's daily operation. Helping answer the telephone and assisting with office work allows for a smooth operation.



Store Clerk

Supervisor: Don Locati, Operations Manager

Location: Museum Store

Duties

- ◆ Greet the public
- ◆ Collect admission fees
- ◆ Provide information about the Museum and store items
- ◆ Keep a tally of visitors and sales and assist them in purchasing merchandise
- ◆ Answer telephone and intercom and direct the call as necessary
- ◆ Ring up purchases on store cash register and credit card machine as trained by Store Manager
- ◆ Price and display new merchandise
- ◆ Clean & dust shelves and merchandise
- ◆ Sweep sidewalks and remove cobwebs from entrance gate to the far side of the restrooms
- ◆ Keep an eye on restroom supplies and cleanliness; inform staff of restroom needs
- ◆ Other duties as assigned by the Store Manager

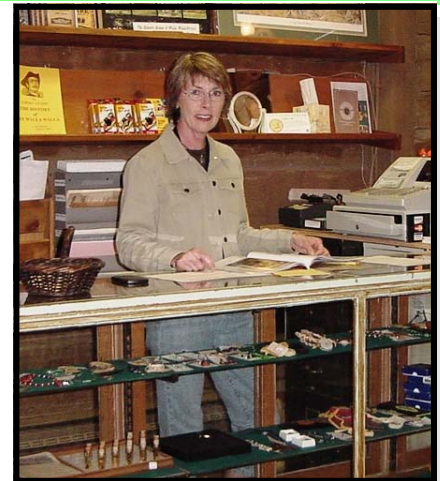
Skills

- ◆ Courteous, helpful, willing to work with the public
- ◆ Familiarity with the cash register and credit card machine or willingness to learn
- ◆ Able to handle occasional pressure when large groups come through the store
- ◆ Basic math skills and legible handwriting

Importance of position to the Museum

The Museum Store is an integral part of the Museum operation. You are the first and last person a visitor meets when entering and leaving. By being courteous and helpful, you give visitors a good first impression which adds to their enjoyment of the Museum. This feeling of goodwill goes beyond the actual time they are on the grounds. The Museum Store provides historical books, old-fashioned toys, local gourmet foods, and souvenirs to help visitors remember their Museum experience. Remember, treat visitors the way THEY want to be treated!

Shift Times: Sunday — Saturday, 10:00 am—1 pm or 1:00 pm—5 pm



Special Event Volunteers

Supervisor: Don Locati, Operations Manager

Location: Depends on tasks involved

Pre-Event Duties

- ◆ Set up (Wednesday, Thursday & Friday mornings—2-hr shifts) tables, canopies, chairs, tents, etc.
- ◆ Deliver event posters in Walla Walla and surrounding communities (at least 2-3 weeks before the event)
- ◆ Clean up village and exhibit halls (3 to 4 days before event)
- ◆ Set up sandwich boards around Walla Walla on morning of event
- ◆ Help with pie-sales for event

Event Duties

- ◆ Drive golf carts
- ◆ Direct visitors to parking areas
- ◆ Help with kids games
- ◆ Greet visitors at the entrance
- ◆ Greet visitors in exhibit halls
- ◆ Take statistics at entry area
- ◆ Help at Membership & Information tables
- ◆ Answer telephone in Headquarters building
- ◆ Pick up trash around the grounds

Post-Event duties

- ◆ Take down sandwich boards the evening of last event day
- ◆ Take down tents, canopies, tables, chairs last evening and morning after event

Skills

- ◆ Cheerful, courteous, willing to assist in event activities
- ◆ Knowledge of Museum and the event

Importance of position to the Museum

The Museum's special events are one of the services we provide to help share the past with the people of our region. Such events are some of the most fun times to work as a volunteer at the Museum. Several thousand people visit these events, and we need volunteers to help ensure that the event goes off as planned.

Shift times: Event hours are 10:00 am to 5:00 pm. Specific times are determined by the Operations Manager and each volunteer.



Other Volunteer Opportunities

- ◆ Develop school and other outreach programs
- ◆ Assist with mailings
- ◆ Help with various sewing projects
- ◆ Complete various projects on a on-call basis
- ◆ Perform data-entry work, building data bases for outreach
- ◆ Assist at Kids Camps
- ◆ Offer historical interpretations to the public as a member of our Living History Company
- ◆ Translate Museum documents into Spanish
- ◆ Website or Computer Network assistance
- ◆ Oregon Trail Band



Helping with Kids Camps



Walla Walla Community College viticulture students tend the vineyard



Keeping the buildings and grounds in good condition



Living History portrayals



Whitman College Spanish Translators



Walla Walla University students assist quilt maintenance



Enjoy Museum Events as a Volunteer!

Opportunities include:

- April 1** **First day of a new visitation season & Grand Opening of the Museum's new Entrance Building & Exhibit Galleries!**
- Apr.24** **Blooming Artists Series**
May 31 Enjoy the western-themed art of regional high school art students on successive weekends through May.
- April 25** **Open House & Ice Cream Social**
 An admission-free day dedicated to the wonderful community supporting the Museum. Dip into free ice cream and enjoy live entertainment, classic automobiles, and a Living History Company performance
- June 12-13** **Fort Walla Walla Days and Western Art Show**
 Historical interpreters represent 19th century U.S. military encampments, Lewis & Clark, fur traders, and World War I. Members of the region's Homeland Tribes share their stories, too. Enjoy a display of western art by local artists in the Museum's pioneer village.
- June 22** **Explorers Kids Camp**
 Hands-on day camp for kids ages 9-11 to learn skills used by the Lewis & Clark expedition.
- July 20** **Pioneer Kids Camp**
 Hands-on day camp allows kids ages 9-11 to experience life the pioneer way.
- Aug. 25** **Customer Appreciation Day**
 For the past seven years, Helper's 'Big Cheese' Pizza has partnered with the museum in a fund-raising opportunity. Join staff & volunteers in a fun event!
- Aug. 29** **Women's History Celebration**
 Women of the Living History Company commemorate the 90th anniversary of the ratification of the Constitution's 19th Amendment, guaranteeing American women's right to vote.
- Sept-
Oct.** **Heritage Quilt Festival**
 A popular annual sampling of some of the Museum's more than 90 heritage quilts,
- Oct. 31** **Last Day of the 2010 visitation season**
 The Museum Headquarters & Art Gallery remain open Monday through Friday, 10 am – 4 pm, year-round (except holidays). The Museum Store will remain open weekdays (except holidays) 10 am—4 pm through March 31.



Graphic art by volunteer
Christopher Dalan, Artemust

Through the season, enjoy Living History performances every Sunday, plus Saturdays June thru August, at 2:00 pm in the pioneer village. The Oregon Trail Band plays popular 19th century music each 1st & 3rd Sunday at 1:30 pm. "Tales o' the Trail" children's reading circle in the Museum every 2nd & 4th Sunday at 1:00 pm in the Museum Store for kids ages 4—9.



2010 VOLUNTEER APPLICATION

Bring your application to the Museum or mail to:
 Fort Walla Walla Museum
 755 Myra Road
 Walla Walla, WA 99362

You may email the necessary information to:
don@fortwallawallamuseum.org

Name _____ Home # _____ Cell# _____
 Address _____ City _____
 State _____ Zip _____ E-mail _____

1. Usually available:

Shift	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							

2. Past Volunteer Experience:

3. How would you like to help? Check the ones that most interest you:

- _____ Work in the Museum store
- _____ Work with Collections
- _____ Lead a group tour thru Museum
- _____ Be a receptionist/clerk
- _____ Assist at our Summer Kid Camps
- _____ Assist fund-raising efforts
- _____ Help with gardening & building/grounds maintenance
- _____ Meet & greet people in Exhibit halls
- _____ Help set up & maintain exhibits
- _____ Collections data entry
- _____ Help with Special Events, such as Fort Walla Walla Days
- _____ Help prepare grant proposals
- _____ Translate Museum documents into Spanish
- _____ Computer Network assistance

4. When volunteering for future dates, do you prefer?

_____ Reminder post card _____ E-mail reminder _____ No reminder

5. Do you have a health limitation? ___ Yes ___ No If so, how may we assist you? _____

6. In case of emergency:

Whom do we notify: Name _____ Phone # _____
 If necessary, which hospital do you prefer? _____ Providence St. Mary's _____ Walla Walla General

