



IMA Volunteer Handbook

This Volunteer Handbook was designed to summarize many of the policies and procedures at the Indianapolis Museum of Art and to acquaint you with the benefits and guidelines of volunteering at the museum. The Manager of Volunteer Services is responsible for administering all policies covered in this handbook and can provide any further information or clarification needed upon request. Please contact the Manager of Volunteer Services for further information or clarification of these policies.

The IMA reserves the right to modify, rescind, delete or add to the provisions of this handbook at any time. We will attempt to provide you with notification of any and all changes in a timely manner.

I. General Museum Information

- a. **Museum Mission Statement:** The Indianapolis Museum of Art serves the creative interests of its communities by fostering exploration of art, design, and the natural environment. The IMA promotes these interests through the collection, presentation, interpretation, and conservation of its artistic, historic, and environmental assets.
- b. **Virginia B. Fairbanks Art & Nature Park:** Adjacent to the Museum and located on 100 acres that includes woodlands, wetlands, meadows and a 35-acre lake, 100 Acres: The Virginia B. Fairbanks Art & Nature Park is one of the largest museum art parks in the country, and one of only a few to feature the ongoing commission of site-specific artworks. The Park provides people with an opportunity for guests to interact with art through play and recreation, and allows a variety of people to approach art in ways not possible in the IMA buildings or on its historic grounds.
- c. **Oldfields–Lilly House & Gardens:**
 - i. Designated a National Historic Landmark in 2003, Oldfields–Lilly House & Gardens is an elegant 26-acre estate and historic house museum on the IMA grounds. The property is an outstanding example of an American Country Place estate.
 - ii. At the heart of Oldfields is Lilly House, the restored 22-room mansion that was once the home of J.K. Lilly Jr., the late Indianapolis businessman, collector and philanthropist. On the main level of the house, eight furnished rooms reflect the 1930s period of the Lilly family's occupancy. Nearly 90 percent of the furnishings and decorative arts objects featured belonged to the Lilly family and were used in the home.
 - iii. The upper level of Lilly House offers expansive views of Oldfields' magnificent landscape and gardens, which were designed in the 1920s by Percival Gallagher of the famous landscape architecture firm Olmsted Brothers, the firm that also designed Central Park in New York and Lincoln Park in Chicago. Historical and interactive exhibits on the second floor of the home invite guests to learn more about the American Country Place era, Oldfields' development as a country estate and Indianapolis in the early twentieth century.

II. Reasons to Volunteer

- a. Support the arts and nature
- b. Enjoy your hobbies
- c. Build your resume
- d. Meet new people
- e. Stay active in the community
- f. Be a part of a team
- g. Feel appreciated and utilized by the museum

- h. Get the first look and behind-the-scenes pass to special events
 - i. Be a part of an ever growing and changing non-profit
- III. Traits of a Great Volunteer
 - a. Positive
 - b. Patient
 - c. Flexible
 - d. Great with guests of all ages
 - e. Possess good customer service skills
 - f. Knowledgeable of the museum, museum campus and its amenities
 - g. Smiles and projects a warm, helpful aura
 - h. Works well in a team with others
 - i. Welcomes change
 - j. LOVES THE IMA!
- IV. General Policies and Practices
 - a. Non-Harassment
 - i. The IMA is committed to maintaining a positive work environment for all its employees and volunteers. In part, this means that no employee or volunteer should be subjected to harassment based on any protected criteria by another employee, by a supervisor or by a guest or vendor. Harassment includes, but is not limited to slurs, epithets, threats, physical abuse, intimidation, derogatory comments and unwelcome teasing or joking based on any protected criteria.
 - ii. If you perceive that you are being harassed based on any protected criteria or become aware of another employee or volunteer who perceives that he or she is being harassed based on any protected criteria, you should immediately report the situation to your supervisor, the Director of Human Resources or the Director and CEO. Generally, reports of alleged harassment will be referred to the Human Resources Director so that a confidential investigation can be conducted promptly; where appropriate, confidential investigations can also be performed by the Director and CEO. The individual reporting the alleged harassment will be advised of the outcome of any investigation. Retaliation against any employee or volunteer presenting a legitimate complaint of harassment or perceived harassment is never acceptable, and will result in disciplinary action.
 - b. Background and Reference Checks
 - i. The IMA reserves the right to complete background checks on all prospective employees and volunteers. All employees and volunteers over the age of 18 are subject to a review of criminal conviction records. Additional checks may include professional references, verification of

driver's license (where having a valid license is a requirement of the job), pre-employment drug screen and verification of educational credentials.

c. Equal Volunteering Opportunity

- i. The IMA provides equal volunteering opportunity for everyone regardless of age, sex, color, race, creed, national origin, religious persuasion, marital status, sexual orientation, gender identity, political belief, or disability that does not prohibit performance of essential job functions. All matters relating to volunteering are based upon ability to perform the job, as well as dependability and reliability.

d. Confidentiality

- i. In the course of performing your job, you may gain access to confidential information, such as employee or donor records, IMA finances, operational strategies or other non-public information. Each individual is responsible for ensuring that confidential and non-public information is treated accordingly and shared only with those who have a legitimate business need to know. Further clarification can be found in the IMA Code of Ethics Policy.

e. Non-Solicitation and Non-Distribution Guidelines

- i. One volunteer may not solicit another while either is on working time. (Working time does not include break time or meal periods.) Distribution of literature is prohibited at all times in public areas and in working areas. In addition, a volunteer may not distribute literature during his or her working time. These restrictions include, but are not limited to such items as Girl Scout cookies, fundraisers for schools or other groups, charitable walks, and home-based businesses (e.g. Avon, Mary Kay Cosmetics, and Tupperware). During non-working times and in non-public areas (e.g. staff lounge), such solicitations or corresponding distribution of literature can occur. At no time, however, can non-IMA sponsored literature be distributed to the public while on IMA premises. Violations are subject to disciplinary action, up to and including termination.

f. Smoking

- i. Smoking is prohibited in all public areas and private work spaces not designated specifically for smoking. Designated smoking areas are per policy
 1. Main Building – Outside the Dock Ramp Door
 2. 1330 Building – West end of parking lot
 3. Lilly House & Greenhouse – South end of Greenhouse parking lot
 4. Garden Terrace – East end of circle driveway
 5. Newfield– East parking lot

- ii. All employees, volunteers, and guests are required to comply with the smoking guidelines. Employees violating the smoking policy will be subject to disciplinary action, up to and including termination. A detailed copy of the smoking policy is available in the Human Resources Department.
- g. Children
 - i. Children will not be allowed to accompany a volunteer who is working his or her regularly scheduled shift.
 - ii. If child-care arrangements are canceled and there is a choice of either bringing the child/children or not coming in, the volunteer should not come in. It will be considered the same as sudden illness, emergency or any other unforeseen event. Please notify your direct supervisor so that the appropriate staffing adjustments are made.
- h. Uniforms and/or Proper Work Attire
 - i. Each volunteer is expected to exercise good judgment and dress appropriately for their position. Positions involving regular contact with the public often require professional business attire. Other positions require uniforms or protective equipment. Your supervisor will provide you with specific details regarding proper attire and/or any restrictions on attire that may apply to your position. All volunteers must wear their IMA – issued badge in a visible location during their volunteer shift.
- i. Customer Service Philosophy
 - i. The IMA is committed to ensuring that each guest that visits our campus has a positive, engaging and memorable experience. Likewise, the IMA is dedicated to creating a work environment where each employee and volunteer is treated with respect, dignity and professionalism. In support of this institutional commitment, each of us is expected to make a personal commitment to delivering the highest level of customer service in order to provide an exceptional guest experience.
 - ii. Exceptional Guest Service
 - 1. The IMA is committed to ensuring that each guest to our campus has a positive, engaging and memorable experience. Likewise, the IMA is dedicated to creating a work environment where each employee and volunteer is treated with respect, dignity and professionalism. As ambassadors for the IMA, we will provide exceptional customer service by creating a warm, positive atmosphere for our guests. We will inspire guests as we share with them all that the IMA has to offer. As a part of this commitment, Guest Service training sessions are offered periodically to staff and

volunteers—further information is available on our Intranet and from your supervisor.

j. Standards of Conduct

- i. Volunteers who engage in unprofessional or criminal conduct or other serious misconduct off-duty may be subject to disciplinary action, including termination.
- ii. Although no list can be all-inclusive, the following is intended to provide examples of unacceptable behavior that will lead to disciplinary action, up to and including termination:
 1. Provoking or engaging in a fight while on duty.
 2. Threatening physical harm toward a staff member, guest, volunteer, or supplier.
 3. Destruction, damage or abuse of IMA property or the property of another employee or volunteer.
 4. Theft of IMA property or the property of another employee or volunteer, or the unauthorized use or possession of any such property.
 5. Possession or use of explosives, firearms, or other dangerous weapons while on duty.
 6. Using, possessing, selling, distributing or being under the influence of alcoholic beverages, illegal drugs or criminally controlled substances while on duty.
 7. Commission of any criminal offense (other than a minor traffic violation) while on duty, or commission of any criminal offense that might adversely affect the employee's or volunteer's work, work relationships, or institution's reputation.
 8. Misrepresentation or omission of material facts on a volunteer application or any other document used to secure or retain employment with the IMA.
 9. Directing profane, abusive, insulting or threatening language at a staff member, guest, volunteer or supplier.
 10. Failure to observe safety and/or security rules, regulations or procedures, or otherwise engaging in unsafe conduct.
 11. Smoking, eating or drinking in areas not designated for that purpose.

k. Attendance

- i. Volunteers must record their volunteer hours using the volunteer management system Volgistics. Recording the hours worked is necessary for our program, in order for us to keep an accurate record of your contribution to the museum. You are required to sign in each time you

volunteer and to sign out at the end of each volunteer shift. All hours are input directly into a database and are available to you upon request. Letters of reference and recommendation are also available for volunteers who have been involved for at least 6 months or have completed 45 hours of service.

l. Absence and Lateness

- i. The positions volunteers fill are critical to this organization. If you fail to show up, we are left short-handed. If you are unable to report to volunteer, or if you will arrive late, please contact your supervisor immediately. Give him/ her as much time as possible to arrange for someone else to cover your position until you arrive. Excessive absences may be cause for termination. Chronic absenteeism may result in reassignment to a volunteer activity not requiring regular attendance and may result in eventual termination of the volunteer. You must give the Manager of Volunteer Services 24 hour notice of a cancellation or lateness.

m. Benefits

- i. Benefits to volunteers include the following:
 1. Specialized training and other learning opportunities
 2. 20% off an Individual Membership
 3. Volunteers on duty are entitled to free individual admission to ticketed special exhibitions.
 4. Recognition for volunteers at the annual appreciation event
 5. Tours of the museum and programs designed specifically for our Volunteer Team
 6. Special events throughout the year dedicated for volunteers only
 7. Merchandise created especially for volunteers

n. Employee Entrance

- i. According to Suggested Practices for Museum Security as Adopted by The Museum, Library and Cultural Properties Council of ASIS International and The Museum Association Security Committee of the American Association of Museums (Revised June 2008), employees, docents, volunteers and contractors are required to enter and leave the museum via designated entrances, controlled by Security personnel when reporting for a volunteer shift.
 1. Once parked, volunteers may enter through either the garage pre-function area into Deer Zink, main level through Deer Zink, or Showalter entrance by Deer Zink. These locations will also be the only allowed exits for staff leaving work for the day. April-October all staff, docents and volunteers are asked to use the

exterior route. If there is a special event taking place in Deer Zink, please use the exterior route.

2. Docents and volunteers will not be required to relinquish their badges at the end of their work day.

o. Corrective Action Process

- i. The IMA reserves the right to terminate a volunteer's connection with the organization at any time. However, the Manager of Volunteer Services may provide verbal counseling and/or a written warning prior to termination.

ii. Verbal Counseling

1. When a performance problem is first identified or inappropriate behavior is displayed, it will be brought to the attention of the volunteer as soon as possible. Informal discussion between the Manager of Volunteer Services and the volunteer will often suffice as the corrective action needed for the infraction.
2. The Manager of Volunteer Services will make and retain a written record of this conversation that summarizes the issues discussed and the date of the meeting.

iii. Termination

1. If a volunteer's performance continues to deteriorate or corrective action is not adhered to, the Manager of Volunteer Services will prepare and deliver to the volunteer a letter summarizing all previous corrective actions and the specific problem(s) that warranted the termination action. Possible reasons may include:
 - a. Failure to adhere to Volunteer Handbook guidelines
 - b. Conduct on duty which would be detrimental to the organization
 - c. Any breach of confidence
 - d. Conduct off duty which would adversely affect the organization
 - e. Reporting to an event under the influence of drugs or alcohol
 - f. Theft of property or funds
 - g. No call or no show for scheduled assignment shifts even after repeated warnings from Manager of Volunteer Services
 - h. Releasing of confidential information
 - i. Gross misconduct or insubordination
2. Resignation

- a. If you should decide not to volunteer with the IMA any longer, we would appreciate it if you would please send the Manager of Volunteer Services an email at volunteer@imamuseum.org

p. Volunteer Emeritus

- i. Volunteer Emeritus is an honorary status that may be bestowed on a volunteer upon resignation from the volunteer program.
 - 1. Criteria to be considered include:
 - a. Minimum of 10 years of continuous service(health or extenuating circumstances may be considered)
 - b. Quality of service
 - c. Extent of contribution to the museum
 - d. Recommendation for emeritus status by supervisor
 - e. The final determination will be made by the Manager of Volunteer Services with input from the corresponding Department Manager.
 - ii. When a volunteer resigns with emeritus status, all museum property, including identification badge must be returned to the Volunteer Services Department or staff supervisor on the last day the volunteer works.

q. Membership Discounts for Volunteers

- i. 20% discount off of IMA Individual Membership
 - 1. Every volunteer is able to purchase a discounted membership to the IMA. Once your membership is activated volunteers can receive the following benefits.
 - a. 10% discount at IMA Cafe.
 - b. 10% discount at the museum retail store.
 - c. 10% discount at the greenhouse.

r. Volunteer Initiated Resignation with Emeritus Consideration

- i. Any volunteer may resign and request emeritus status consideration when he/she meets the length of service requirement of ten continuous years of service. Emeritus status requests will be reviewed and considered by the Manager of Volunteer Services who may request input from the staff supervisor of the volunteer as well as additional staff.

s. Staff Initiated Resignation with Emeritus Status

- i. When the ability to function as a volunteer has diminished due to extenuating circumstances, resignation may be initiated by the Indianapolis Museum of Art staff based on the criteria above and following, the volunteer may receive Emeritus status:
 - 1. When the individual is no longer able to perform the duties outlined in the job description for which he/she is responsible.

2. When the circumstances are such that the volunteer causes hardship or strain on other members of the working team or to the guests of the museum.
3. A procedure will be followed for staff initiated resignation with emeritus status, including but not limited to:
 - a. Staff will carefully observe while the volunteer performs volunteer duties. His/her performance will be evaluated and a discussion will be held with the volunteer.
 - b. Minimum 10 years of continuous service (health or extenuating circumstances may be considered)
 - c. Quality of service
 - d. Extent of contribution to the museum

V. General Information:

a. Museum Hours

- i. Tuesday - 11 am to 5 pm
- ii. Wednesday - 11 am to 5 pm
- iii. Thursday - 11 am to 9 pm
- iv. Friday - 11 am to 5 pm
- v. Saturday - 11 am to 5 pm
- vi. Sunday – 12 pm to 5 pm
- vii. Closed Mondays, Thanksgiving, Christmas and New Year's Day.

b. 100 Acres: The Virginia B. Fairbanks Art & Nature Park

- i. Open daily from dawn to dusk

c. Lilly House Hours

- i. Tuesday - 11 am to 5 pm
- ii. Wednesday - 11 am to 5 pm
- iii. Thursday - 11 am to 9 pm
- iv. Friday - 11 am to 5 pm
- v. Saturday - 11 am to 5 pm
- vi. Sunday – 12 pm to 5 pm
- vii. Closed Mondays, Thanksgiving, Christmas, and New Year's Day. Lilly House closes for the season in January and reopens on April 1.

d. Madeline F. Elder Greenhouse Hours: (January-March Hours)

- i. Tuesday - 11 am to 5 pm
- ii. Wednesday - 11 am to 5 pm
- iii. Thursday - 11 am to 5 pm
- iv. Friday - 11 am to 5 pm
- v. Saturday - 11 am to 5 pm
- vi. Sunday – 12 pm to 5 pm
- vii. Closed Mondays, Thanksgiving, Christmas, and New Year's Day.

VI. General Amenities

- a. Admission: IMA Members: FREE, Adults: \$18, Ages 5 & under: FREE, Youth ages 6-17: \$10
- b. Free Admission Dates & Times
 - i. Free general admission is offered the first Thursday of each month from 4-9 p.m.
 - ii. Spring Equinox - Saturday, March 21, 2015
 - iii. National Museum Day - Tuesday, May 19, 2015
 - iv. Summer Solstice - Saturday, June 20, 2015
 - v. Autumn Equinox - Saturday, September 19, 2015
 - vi. National Garden Day - Saturday, October 3, 2015
 - vii. Silent Night - Saturday, November 28, 2015
 - viii. Winter Solstice - Thursday, December 17, 2015
 - ix. Martin Luther King, Jr. Celebration - Sunday, January 17, 2016
- c. Membership: Student - \$35, Individual - \$55, Dual / Family - \$75
 - i. Unlimited FREE admission to the Museum and Gardens - including Dream Cars!
 - ii. Express entry and exclusive members-only viewing times for special exhibitions
 - iii. Special discounts and advance registration for the IMA's most popular public programs
 - iv. 10% discount at Museum Store, Greenhouse Shop and Café
 - v. Subscriptions to IMA Magazine and e-newsletter
 - vi. Invitations to join IMA Affiliate Member groups and further explore your art interests through planned social and educational activities
- d. Wi-Fi is free throughout areas of the Museum including IMA Cafe.
- e. Coat check is available free of charge on the 1st floor.
- f. A public phone (local calls only) is available free of charge on the 1st floor.
- g. Lockers (refundable cost of 25 cents) are located on the 1st floor.
- h. Drinking fountains are on all gallery levels, on the 1st floor and at both entrances to Deer Zink Events Pavilion.
- i. The first aid room is located on the Ground Level (inquire with a security officer or front desk staff member for access).
- j. Bicycle racks are in the underground and surface parking lots.
- k. Stroller(s) are available free of charge at coat check on the 1st floor.
- l. Family restrooms on the 1st floor.
- m. A nursing mother's room is located on the 1st floor near the IMA Cafe. The room is unlocked during Museum hours and can be accessed at will.

VII. Appendix

- a. Gallery Rules

- i. Works of art may not be touched.
- ii. Activity that may endanger works of art or disturb other patrons (such as running or pushing) is prohibited.
- iii. While food and beverages are not permitted in the galleries, infants may be nursed or bottle-fed in the galleries by an adult caregiver who is seated on one of the gallery benches.
- iv. Smoking inside IMA buildings is not permitted.
- v. Firearms and other weapons are not permitted inside IMA buildings. Excluded are knives authorized for job-related use by Collection Support staff, approved equipment issued to Protection Services staff, and authorized weapons carried by "on duty" law enforcement officers.
- vi. The use of clay, paint or ink in the galleries requires special permission from the IMA curatorial department
- vii. Open flame in the galleries is prohibited.
- viii. Cameras and video equipment are permitted in the permanent collection galleries for personal and educational-reference photography without special permission. However, auxiliary lights and equipment, including tripods, are not allowed in the galleries, and photography of traveling exhibitions is prohibited. In addition, camera holders and cases must be no larger than 11" x 15" x 6".
- ix. Laser pointers may not be used in the galleries without special authorization.
- x. Radios and similar small devices in the galleries may be used with headphones only. Items must be no larger than 11" x 15" x 6".
- xi. Sketchpads up to 18" x 24" and pencils or conte crayons are permitted in the galleries without special permission.
- xii. Proper attire is required for guests, staff and volunteers on IMA property.
- xiii. Coats taken into the galleries may be worn or carried. As a convenience, coats may also be left at Coat Check.
- xiv. Only canes with blunt tips that are required for disability assistance may be carried into the galleries.
- xv. Dry, collapsible umbrellas (under 15") are permitted in the galleries. Wet umbrellas and umbrellas larger than 15" are to be left at Coat Check.
- xvi. Briefcases, purses, bags and packages larger than 11" x 15" x 6" are not permitted in the galleries without special authorization. All bags are subject to search.
- xvii. Bags, packs or carriers may not be worn on the back in the galleries.
- xviii. Patrons and staff are permitted in the galleries during open hours only, when an officer or gallery attendant is present, unless special access permission has been approved.

- xix. Drilling, sawing, painting and other construction activity in the galleries are prohibited without special authorization from the IMA conservation and registration departments.
- xx. Service animals for disability assistance are permitted in IMA buildings
- b. Photography Policy: Note the photography policy is subject to change and you will be notified of those changes by the Manager of Volunteer Services
 - i. To protect the objects being photographed, the copyright privileges of their creators, and the safety of other guests, there are certain guidelines that must be followed when photographing at the Museum.
 - 1. Photography must be conducted without disruption to Museum operations or limitation to the accessibility of exhibitions, entrances/exits, doorways, and high traffic areas.
 - 2. Flash photography, tripods, and other photographic equipment are not permitted in the galleries or Lilly House.
 - 3. Photography is permitted for private, noncommercial use only. Photographs may not be published, sold, reproduced, distributed, or otherwise commercially exploited in any manner.
 - 4. Photography is not permitted of the following:
 - a. Temporary exhibitions
 - b. Works of art within the Efroymson Family Entrance Pavilion
 - c. Floor 4 contemporary art galleries
 - d. Borrowed works of art
 - ii. For more information on the photography policies visit:
www.imamuseum.org/photopolicy

MEDIA POLICY

In an effort to be consistent in our message of our mission and goals, volunteers are asked not to speak to mass media sources such as newspapers, magazines or television stations regarding The Indianapolis Museum of Art without prior approval of the Public Relations Manager or the Deputy Director of Public Affairs.

The above Media policy is understood and agreed to.

Volunteer Signature

Date

Volunteer Name: Printed

ACKNOWLEDGEMENT OF RECEIPT

I acknowledge receipt of the Indianapolis Museum of Art Volunteer Handbook, and understand that it is my responsibility to familiarize myself with its contents. I further understand that I am employed at-will, and that nothing contained within this handbook constitutes an employment contract. I also recognize that my continued employment constitutes acceptance of the provisions contained herein, as well as acceptance of any changes that may be made in content or application.

As a volunteer, I recognize that either The Indianapolis Museum of Art or I may stop our relationship at any time for any reason without advance notice.

Volunteer Signature

Date

Volunteer Name: Printed