

# MOSH

MUSEUM OF SCIENCE & HISTORY



## VOLUNTEER

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## WELCOME

Dear Volunteer,

On behalf of the staff at the Museum of Science & History I would like to welcome you! We are very happy to have you as a member of our team. It is our hope that your service at MOSH will be a mutually pleasant and beneficial experience. Thanks to your interest and involvement in our activities, we are able to provide programs and services which would not be possible otherwise.

You are giving MOSH a valuable gift - your time and talents. We do not take this lightly, and we gratefully appreciate your involvement. Your work helps the staff function more smoothly. Your dedication and enthusiasm stimulate our visitor's interest and support for the museum and helps us to fulfill our mission.

This handbook has been designed to acquaint you with the Museum of Science & History and to serve as a guide to the operations and procedures of the volunteer program. This information should help explain the background and purpose of our program, answer some frequently asked questions, and describe what you might encounter as a volunteer. Also included are the responsibilities that go beyond volunteering.

We are very proud of our current, dedicated volunteers. We welcome you into this special group and look forward to working with you. Please do not hesitate to come to me with any concerns, ideas, or requests.

Sincerely,

Jacquelyn Rogers  
Volunteer Manager  
1025 Museum Circle  
Jacksonville, FL 32207  
904.396.6674, ext. 229  
jrogers@themosh.org

## History

MOSH has been serving the educational needs of the community since its inception in 1941. Founded on the motto, “Curiosity is the beginning of wisdom,” education is at the heart of MOSH’s mission.

The only institution of its kind in the city, MOSH has a unique relationship with the residents of Jacksonville. MOSH is the only science center in the city, houses the only planetarium within a two-hour drive, and is the city’s leader in preserving and interpreting Jacksonville’s unique history and culture. Over the last six years alone, MOSH has served more than one million people. This volume of service is a positive indicator that the museum is an integral part of the city’s lifestyle.

### ***MOSH Milestones***

- 1941 Chartered as the Jacksonville Children’s Museum
- 1948 Moved into first permanent home, a converted Victorian house in the Riverside area
- 1969 Opened 33,000-square-foot building in a more centralized downtown location
- 1977 Name changed to Jacksonville Museum of Arts & Sciences
- 1983 First earned accreditation from the American Association of Museums
- 1988 Name changed to the Museum of Science & History of Jacksonville, Inc. to reflect the discontinuation of art programs more logically provided by two local art museums
- 1989 Capital campaign expanded the facility to 74,500 square feet
- 1993 Designated a Florida Major Cultural Institution by the Department of State
- 1996 Received Mimi and Lee Adams Environmental Award for the exhibit *Atlantic Tails: Whales, Dolphins & Manatees of Northeast Florida*  
Awarded single-largest grant in history of Florida Humanities Council for Historic Photo *Currents of Time*
- 1997 Completed renovations increasing square footage to 82,200 square feet  
Earned subsequent accreditation by the American Association of Museums  
Received Jacksonville Environmental Protection Agency Institution’s Award for *Atlantic Tails*  
Named Smithsonian Affiliate
- 1998 Began \$8-million capital and endowment campaign  
Opened core history exhibit, *Currents of Time*  
Received National Award of Commendation from the American Association for State and Local History for the interpretation of regional history through the *Currents of Time: A History of Jacksonville & Northeast Florida* exhibit
- 1999 Received City of Jacksonville Historic Preservation Award for *Currents of Time* exhibit  
Named International Star Station One partner
- 2002 Opened renovated JEA Science Theater  
Opened core exhibit, *Aqua Expo*
- 2004 Opened core exhibit, the *Universe of Science*
- 2005 Opened core exhibit, the *Florida Naturalist’s Center*  
Reached endowment fund goal of \$5 million
- 2008 Opened core aquarium exhibit, *Water Worlds*
- 2009 Commemorated 60th anniversary of continuous contract with Duval County Public Schools to provide programming  
Opened core health science exhibit, *The Body Within*  
Opened new 2,400-square-foot classroom suite
- 2010 Opened the new Bryan-Gooding Planetarium

## **Mission Statement**

The Museum of Science & History (MOSH) inspires the joy of lifelong learning by bringing to life the sciences and regional history.

## **Values**

- We are committed to our community through inspirational and purposeful action and thoughts.
- We take pride in our museum and are responsible, individually and collectively, for its success.
- We believe in creating an atmosphere where excellence is infused in everything we do.
- We believe that every role has value and that working together creates the highest quality work.
- We believe that innovation and creativity bring learning to life.
- We believe that integrity and honesty guide our actions and decisions and are the foundation to building trust and strong relationships.

## **MOSH Volunteer Program Purpose**

The purpose of MOSH's volunteer program is to provide auxiliary staffing to support the museum's mission. Volunteers help MOSH staff work more efficiently and provide needed support for special events and everyday activities.

## **General Information**

### **Hours of Operation**

Monday – Thursday	10:00 a.m. – 5:00 p.m.
Friday	10:00 a.m. – 8:00 p.m.
Saturday	10:00 a.m. – 6:00 p.m.
Sunday	1:00 p.m. – 6:00 p.m.

### **Admission Fees**

\$10.00 for Adults  
 \$8.50 for Seniors (55+) and Active Military  
 \$8.00 for children ages 3-12 years old  
 Free for children 0-2 years old  
 Free for MOSH Members

Planetarium shows are \$5 per person (\$2.50 for MOSH Members) and are available for purchase at the second floor kiosk next to the Bryan-Gooding Planetarium.

Science shows and animal programs are included with admission and are first come, first serve.

### **Museum Memberships**

Individual:	\$50
Dual:	\$60
Family of:	Three \$70 Four \$80 Five \$90 Six \$100 Six+ \$100 + \$5/person
Contributing Member:	\$150
Supporting Member:	\$500
Founder's Circle:	\$1,000

## **Getting to MOSH**

### **Location:**

The Museum of Science & History is located on the corner of Museum Circle and San Marco Boulevard next to Friendship Fountain at the foot of the Main Street bridge.

### **From I-95 Northbound:**

Exit onto Mary Street and then turn left onto San Marco Boulevard. MOSH will be straight ahead.

### **From I-95 Southbound:**

Exit onto San Marco Boulevard and then turn left onto San Marco Boulevard. MOSH will be ½ mile straight ahead.

### **From I-10 Eastbound:**

Exit into I-95 South and then follow directions above from I-95 Southbound.

### **From the Beaches:**

Take J. Turner Butler Boulevard to I-95 North and then follow directions above from I-95 Northbound.

### **Parking:**

Volunteer parking is available in the staff lot on the east side of the building near the Main Street Bridge. Parking is free.

## **Getting Started**

### **Volunteer Requirements:**

1. Complete and turn the volunteer application in to the Volunteer Manager. The application may be obtained from our website at [www.themosh.org](http://www.themosh.org) or by calling 904.396.6674, ext. 229.
2. Attend orientation that will be scheduled by the Volunteer Manager.
3. Complete all training required for the volunteer position selected.
4. Commit to a minimum of 60 hours per year for active volunteer benefits.

### **Check-In:**

Please remember to sign-in when you first arrive in the log book located at the front desk. It is very important to let the staff know you are in the building. Signing in also helps us keep track of your hours. Please make sure to wear your volunteer t-shirt or a volunteer vest and your name tag. This will identify you to our visitors as a museum volunteer.

### **Work Schedules:**

Regular work schedules will be made between the volunteer and their assigned supervisor. This could be the Volunteer Manager or another staff member. Schedules will be based on the availability listed on your volunteer application. If your availability changes, you are expected to inform your supervisor promptly.

We regard our volunteers as unpaid employees, and as such, depend on you to take your job seriously. If you are unable to make a scheduled assignment, please let your supervisor or the Volunteer Manager know as soon as possible (preferably 48 hours in advance) so a replacement can be found. We depend on our volunteers for the jobs they do and do not have the available staff to fill in for a volunteer who does not show up.

**Personal Possessions:**

You may bring a lock and use the lockers in the volunteer services room to store your valuables. Be careful not to leave purses and valuables in the public areas, classrooms, or in a visible location in your car. The museum is not responsible for any losses or thefts.

**Snacks & Sodas:**

Feel free to make use of the staff break room or the volunteer services room on your breaks. There is a microwave, toaster, coffee, water cooler, and a refrigerator. There are vending machines on the first and second floors beside the restrooms. Remember no eating, drinking (except water), or gum chewing in public areas.

**Policies and Procedures****Dress Code (Business Casual Attire):**

The image of the museum is influenced by the appearance of our staff and volunteers. Please keep a neat, clean, professional appearance, and dress in appropriate attire, suitable for your duties. T-shirts (except volunteer t-shirts), tank tops, ripped or frayed jeans, and flip-flops are not allowed. The following dress code is appropriate for most job areas:

**Women:**

- Slacks, capris, jeans, or skirts (no ripped or frayed jeans, shorts above finger tip length or mini-skirts)
- Blouse or sweater (no t-shirts, bare midriffs or tank tops)
- Dress shoes or nice sneakers (no flip flops)
- Volunteer vest or t-shirt and name tag
- Some special events may require a specific dress code

**Men:**

- Khakis, jeans, or dress slacks (no ripped or frayed jeans)
- Collared shirt (no t-shirts)
- Dress shoes or nice sneakers (no flip flops)
- Volunteer vest or t-shirt and name tag
- Some special events may require a specific dress code

**Internet Access/ Email:**

If your job requires you to use the internet, computer access and a password will be provided to you. The internet is only for business use. Please no surfing the net or checking personal email accounts while working. Also, accessing inappropriate sites, forwarding jokes and chain letters, and using profanity or other offensive language in emails is prohibited.

**Phone:**

Cell phones should only be used if absolutely necessary and kept on silent mode while volunteering.

There is currently no public pay phone. Local calls can be made from the phone at the front desk. There are office phones located throughout the building. To make a call within the museum, push INT and the appropriate extension (see partial list below). Messages will be taken at the front desk for any incoming personal calls. Of course, in an emergency you can be paged. If you want to make a local personal call, you may use the phone in the loading bay by the back door, or, with permission, in the office of your supervisor.

Museum phone number: 904.396.6674

**Frequently called extensions:**

Volunteer Manager	229	Front Desk	210/248
Director of Education	230	Naturalist Center	250
Education Program Coord.	226	Planetarium	253/243
History Curator	238	Development	241/223

**Smoking:**

The entire museum is a NON-SMOKING facility. Smoking is not permitted in the restrooms, the courtyard, or in any part of the building. Please make visitors aware of the rule if you see anyone in violation, or notify a staff member immediately.

**Emergencies:**

If the fire alarm goes off, make your way to the nearest exit, using stairs, not the elevator. Instruct any visitors around you to exit the building via the stairway, but do not consider it your responsibility to clear the building. Your own safety should be your primary concern. Museum staff will make sure the building is cleared.

For a medical emergency, call 911 and notify a staff member as soon as possible. An incident form must be filled out for ANY accident or injury, no matter how small. These are available at the front desk. If asked about our insurance, museum staff can provide our insurance agent's name and number. Please do not comment on coverage. That is between the injured person and the agent.

There is no "security" staff on duty during normal operation hours. If you have any concern, feel free to contact the front desk. A facilities staff member can come to your assistance.

**Other General Information and Provisions:**

- You may not bring your child(ren) or other guests to MOSH during your volunteer shift, unless special arrangements have been made in advance with the Volunteer Manager.
- Excessive socialization should be avoided. Public displays of affection are prohibited.
- Game boys, IPODS, radios, cell phones, etc. should not be used during your volunteer shift. They should be left at home or locked in a locker while you are working.
- Volunteers should not enter restricted "Staff Only" areas without prior permission or an appropriate job related reason.
- Food and drink are only allowed in break room areas (except water).
- Alcoholic beverages and illegal drugs belonging to volunteers are forbidden inside MOSH.
- Notify the Volunteer Manager if there is a change in your name, address, telephone, or emergency contact.
- It is MOSH's policy that there will be no discrimination or harassment in its programs, activities, or employment based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, or veteran status.
- As a volunteer, you must give fair and impartial treatment to visitors, staff, and other volunteers.
- MOSH welcomes volunteers, staff, and visitors with disabilities.

**Code of Ethics:**

Volunteers are responsible for reading, understanding, and following the Museum of Science & History's *Code of Ethics*. Any breach of a policy laid out in the *Code of Ethics* will result in termination from the volunteer program. You may obtain a copy of the *Code of Ethics* from the Volunteer Manager, Front Desk, or in the Volunteer Room. If you have any questions regarding it, please contact the Volunteer Manager immediately.

**Inactive Volunteer:**

An inactive volunteer is one who has not participated in the volunteer program for several months. Each situation will be considered individually before he/she is placed on an inactive status.

**Resignation:**

If you plan to stop volunteering, we would like the chance to talk with you before your departure. This can be by phone or in person. We would like to know reasons for resignation and to express our appreciation for your involvement with MOSH. Please try to give notice to the Volunteer Manager.

**Withdrawal:**

A volunteer should withdrawal from service if poor physical, mental, or emotional health affects performance.

**Performance Problems:**

When a volunteer's performance is below the standards required by MOSH, the Volunteer Manager or area supervisor may issue a verbal warning outlining the problem. If the problem persists a written warning and meeting with Volunteer Manager could occur to discuss appropriateness of continuing volunteer work at MOSH.

**Performance problems include, but are not limited to:**

- Conducting excessive personal business during your shift
- Use of computer for personal business
- Littering or otherwise creating unsanitary conditions
- Safety violations
- Repetitive tardiness or absenteeism
- Unauthorized operation of equipment
- Interference or delay of your work or the work of staff or volunteers
- Unfriendly or uncooperative attitude in dealing with visitors, staff, or other volunteers
- Waste, misuse, or damage of MOSH property

**Serious violations and grounds for immediate termination of volunteer status include:**

- Falsifying records
- Physical or sexual harassment
- Negligent or willful damage of property; Theft
- Breaking *Code of Ethics* (a copy of the *Code of Ethics* may be obtained from the Volunteer Manager, Front Desk, or in the Volunteer Room)
- Unlawful discrimination
- Willfully endangering the safety of others
- Working under the influence of intoxicants or drugs

## **VOLUNTEER RIGHTS AND RESPONSIBILITIES**

**Rights for Volunteers:**

- To be treated like valuable members of MOSH's team
- To be given frequent, positive feedback on performance
- To be given complete, clear instructions so that duties can be performed effectively
- To be given meaningful jobs which reflect the temperament, education, and preferences of each volunteer
- To have the ability to change job assignments should the need or desire arise
- To be given the opportunity to make suggestions
- To be recognized and appreciated spontaneously and at scheduled events
- To be given proper materials to perform duties

- To have risks explained
- To be given a safe work place, free of discrimination
- To enjoy all the benefits provided by MOSH for active volunteers

#### **Responsibilities of Volunteers:**

- To maintain a professional attitude with visitors, volunteers, and staff
- To be open and honest regarding intent, goals, and skills
- To accept only realistic assignments and have a clear understanding of the job
- To carry out duties promptly and reliably
- To accept the guidance and direction of the support persons and other volunteers
- To participate in any training required by MOSH
- To respect the *Code of Ethics* (a copy of the *Code of Ethics* may be obtained from the Volunteer Manager, Front Desk, or in the Volunteer Room)
- To communicate ideas and concerns with staff and Volunteer Manager
- To ask questions
- To keep an accurate record of your volunteer hours by signing in and out of the volunteer log book at the front desk
- To be punctual and to notify supervisor of absences in advance if possible
- To accept sudden changes to schedules and job assignments when need dictates
- To be loyal to MOSH and its mission statement
- To never guess the answer to a visitor's question
- To abide by MOSH's policies and procedures

#### **Benefits for Active Volunteers:**

- Volunteers receive a name badge and other materials necessary for their job
- Volunteers have break room privileges, including water, coffee, and access to a microwave and refrigerator
- Volunteers are invited to an Annual Volunteer Recognition Event
- Upon request, volunteers may receive letters of recommendation
- Upon request, volunteers will receive verification of hours volunteered at MOSH
- Upon request, volunteers may receive job references

After 10 hours of service volunteers receives:

- MOSH volunteer t-shirt (additional ones are available for purchase for \$5)

After 50 hours of service volunteer receives:

- 10% discount at The MOSH Store as long as they stay in active status\*
- MOSH one-time family pass (upon request only)

After 100+ hours of service in one fiscal year volunteer receives:

- Free individual or basic family membership

Volunteers may be given special recognition items based on performance of job duties.

**\*An active volunteer is one who is regularly scheduled and works 60 hours per year.**

## **PUBLIC IMAGE GUIDELINES**

Public relations are a responsibility of every staff member and volunteer. Each time you interact with the public, you have an obligation to act in a pleasant and informative manner. The impression you convey is critical in making MOSH an enjoyable place for the public. In turn, visitor satisfaction will make your work and MOSH's easier and more rewarding. Public relations are not just news releases or interviews with the media, but also your interaction with the public including your tone of voice, your expression, what you say, and how you say it.

**Why is MOSH concerned with public image?** MOSH is a non-profit organization supported primarily from grants, sponsorships, and donations. Like most things in life, people support only those things they value and many people will judge MOSH by their interaction with you. MOSH strives to be a user-friendly place where people feel comfortable.

**How can I help MOSH establish a good image?** First, be prepared to assist the public however you can. Your willingness to help is the most critical factor in establishing good public relations. Next, be informed about MOSH and its activities and events. Never answer a question if you are not sure about your answer. Misinformation can be very harmful. Always ask a staff member for assistance when you are unsure.

**Is any contact with the public considered public relations?** Yes. How you handle a situation and the attitude you convey often is more important than your ability to answer a question. If you are unable to help a visitor, please escort him/her to a staff member who can, or offer to leave a message for the appropriate person. Please do not leave guests until the staff member is aware they have questions.

**How do I handle difficult situations?** Demanding or irate individuals who may be abrupt or discourteous are common in all public service work. Maintaining your composure and good humor can often turn a negative situation into a positive one. If you are unable to handle a situation, please request assistance from the staff.

**What should I do if the media are at MOSH?** Be courteous and helpful to the media, just as you would to any visitor. You should not, however, act as a spokesperson for MOSH for the media. While volunteering, do not allow yourself to be interviewed or answer any official questions without specific permission. Please escort the media to the front desk who will immediately contact an authorized representative.

## **VISITOR RULES**

The Museum of Science & History strives to offer visitors, staff, and volunteers a safe and pleasant environment. In order to ensure this, certain rules regarding visitor behavior are implied. Staff and volunteers are enabled to enforce these rules when necessary to ensure safety and protect museum resources.

### **Inappropriate Visitor Behavior is Considered:**

- Smoking inside the building, in the courtyard, or in close proximity to the doors
- Visiting without shirt or shoes
- Engaging in overly rowdy activities which disturb the reasonable peace and comfort of MOSH visitors and staff
- Running, pushing, shoving, climbing on exhibits, or other activities that could endanger oneself or others
- Vandalizing any MOSH exhibit or property
- Using obscene or abusive language or gestures
- Blocking or in any way interfering with the free movement of any person or persons
- Bringing animals other than lead dogs into the building
- Soliciting or selling of any kind
- Distributing leaflets or posting notices not specifically authorized by the Executive Director

- Harassing behavior that constitutes a disruption or disturbance for MOSH staff or visitors
- Leaving young children unattended

As a representative of MOSH, please help us ensure that these rules are followed. If you do not feel comfortable confronting a visitor who is in violation of these rules, please immediately alert an available staff person.

## **Helpful Hints**

### **Tips on Working Around Children:**

- Greet children in a warm, friendly fashion
- Use a tone of voice that will encourage children and make them feel confident
- Accept children as individuals and look for positive things to compliment
- State directions in a positive manner - Keep explanations short
- Refer disciplinary problems to the children's authority figures
- Be comfortable with silences - Give children time to think and organize what they want to say
- Be absolutely honest with children - It is all right to say "I don't know"
- Smile! A relaxed, friendly attitude creates the best atmosphere for learning and listening
- Give instructions as though you expect children to comply
- Reward good behavior with a smile or compliment

### **Tips on Working Around Elders:**

- Treat the person with respect
- Listen to the person - Your interest in his or her feelings conveys respect and concern
- Use short, specific, familiar words and simple sentences
- Speak slowly in a low-pitched voice
- Use facial expressions and hand gestures
- Talk in a noise-free, non-distracting place

### **Tips on Working Around People with Special Needs:**

- Working around people who have disabilities should not be awkward, yet many people feel unsure how to act
- People with disabilities may have special needs that should be recognized and understood
- There are many kinds of disabilities: physical ones which hamper mobility or cause speech problems, sensory ones such as blindness or deafness, mental ones such as mental retardation or learning disabilities, and emotional ones such as severe depression or anxiety
- People in wheelchairs have special needs. Always ask the wheelchair user if he or she would like assistance before you help. People's wheelchairs are part of their body space. Be careful not to exclude the wheelchair user from conversations. If the conversation lasts more than a few minutes, sit or kneel to get on the same level as the person in the wheelchair

### **Tips on Active Listening:**

Almost all problems in listening can be overcome by having the right attitude.

- Be a good listener
- Listen to understand - Do not just listen for the sake of listening
- Ask questions when you don't understand or when you need further clarification
- Concentrate on what the other person is saying
- Look at the other person
- Get rid of distractions - Put down any papers, pencils, etc. you have in your hand

**Tips on Giving Good Information:**

- Provide only correct information - The only thing worse than not knowing an answer is giving the wrong answer! Never be too proud to say, "I don't know, but I'll find out for you"
- Don't assume anything - Be clear and specific
- Speak slowly and distinctively
- Reinforce your instructions with something visual like a brochure, map, or schedule - Always hold the information facing the other person

**Tips on Handling Complaints:**

- Listen to the entire complaint - without interruption - People who complain about a product or service are feeling a need to tell you something
- Accept the feelings of the other person
- Do not take the person's complaint as a personal offense - Chances are it is not really directed at you
- You may feel like disagreeing with many things the person is saying - The key is to look for that feeling on which you can agree
- Try to understand what the person wants you to do - You might ask, "How may I help?"
- Act immediately if possible
- As quickly as possible, turn over the problem to someone who can help if you can't
- When you have done all you can do and the person is still unhappy, realize you have done your best and move on

**In Closing**

We hope you will enjoy your experience as a MOSH volunteer. As you learn your duties, feel free to ask questions. We trust your volunteer experience will be engaging, challenging, and rewarding. It is your commitment and that of volunteers like you that allow MOSH to most effectively serve our visitors and community. We are sincerely grateful for your support. Thank you!

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**Acknowledgement of Receipt of MOSH's Volunteer Handbook**

I received a copy of MOSH's Volunteer Handbook and have read and fully understand the contents. I have also been given an opportunity to read and review the *Code of Ethics* (a copy of the *Code of Ethics* may be obtained from the Volunteer Manager, Front Desk, or in the Volunteer Room) and ask any questions that may concern me. I agree that the museum's policies may change from time to time at its discretion without advanced notice. I will keep MOSH's Volunteer Handbook for future reference and observe the policies and rules outline in this handbook. Please return the bottom portion to the Volunteer Manager when completed.

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Print Name

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Signature

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Today's Date

