

Volunteer Docent Program Proposal

What is the process for volunteering?

1. Individuals, 18 years or older, interested in volunteering should e-mail tkinsman@riversideca.gov by 5:00 P.M. September 01, 2017. (A volunteer pool of 40 is needed for a Docent Program.)
2. Volunteer interviews will be conducted by Museum staff.
3. Upon successful completion of the interview, volunteers will complete the Municipal Volunteer Application, which includes a background check.
4. Upon successful completion of the interview and municipal application, volunteers will complete docent training conducted by Riverside Museum Associates (RMA).

At the July 11, 2017 City Council meeting, the Council proposed that the museum could be open for some number of days/week if there are sufficient volunteers to do so.

Museum staff is working with the Riverside Museum Associates (RMA) to develop a Docent Program for the museum. The RMA is a volunteer organization in Riverside that has supported the museum for many years. RMA operates the Docent Program for the Heritage House, and has offered to provide the docent training for the museum. Together, we propose the following program to have the museum open one day a week.

To have the museum open one day a week, and we propose Saturdays as a starting point, six (6) volunteer docents are required to cover two (2) shifts, with three (3) docents per shift. In order to have a functional docent program that can provide adequate coverage on Saturdays, a minimum of forty (40) committed, trained volunteers are needed to ensure a consistent, reliable schedule that the public can count on.

Between now and September 01, 2017, the museum will collect a list of 18 year or older interested volunteers. If there are forty (40) or more people, we will proceed and interview the volunteers. Then, they will have to complete the required municipal volunteer application, which includes a background check. Once that process is complete, we will conduct the docent training course.

The Docent training course consists of three (3) sessions that will be held over three (3) Saturdays. During that time, the Docent schedule will be established. If we have at least 40 volunteer Docents successfully complete the training program, we can begin the open Saturdays.

Volunteer Docents for Main Museum to be Open Saturdays from 10AM-5PM

Each Saturday requires 6 volunteers, 3 for the morning shift (10:00 A.M. - 1:30 P.M.) and 3 for the afternoon shift (1:30 P.M. – 5:00 P.M.).

What will I be doing if I am a volunteer at the Main Museum?

All docents will receive three, 3-hour sessions of Reception Desk and Gallery Docent Training, over 3 Saturdays (tentatively scheduled for Saturdays in late September to October, schedule TBD). Docents must be comfortable interacting with the public in a customer service environment. Docents will be asked to commit to at least one, three-and-a-half-hour Saturday shift per month.

Reception Desk Docent duties include:

1. Greet visitors
2. Monitor security cameras
3. Provide keys to ADA restroom
4. Grant access to elevator to visitors
5. Record attendance
6. Answer Museum front desk phone (2-line phone system)

Gallery Docent duties include:

1. Cover reception desk responsibilities when Reception Desk Docent is in restroom or assisting visitors with elevator
2. Engage with museum visitors in exhibit galleries
3. Answer questions from visitors regarding Museum and exhibit content

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