

Yale PEABODY MUSEUM
OF NATURAL HISTORY

Come!



*Volunteer
Handbook*



Learn!



Explore!



WINTER
2011





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*Peabody Museum of Natural History, Yale University
Volunteer Office
170 Whitney Avenue
P.O. Box 208118
New Haven, Connecticut 06520-8118*

*Telephone: 203 432-3731 Fax: 203 432-9816
peabody.volunteers@yale.edu*

Dear Museum Volunteer,

On behalf of the Museum staff I welcome you to the Yale Peabody Museum of Natural History.

This Volunteer Handbook has been designed to give you an overview of the scope of our volunteer program and to assist you as you become a part of the Museum team. It introduces you to the history of the Museum and to the professional responsibilities and benefits of serving as a volunteer. We suggest you use this manual as a reference during your service as a volunteer.

The Museum staff is looking forward to working with you. We hope that the personal satisfaction and enrichment you gain in your work as a part of our team will encourage you to continue as a volunteer for years to come. Thank you for your commitment.

Sincerely,

Derek E.G. Briggs
Director, Yale Peabody Museum of Natural History
Frederick William Beinecke Professor of Geology and Geophysics



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Dear Volunteer,

Welcome! Your contribution is vital to the success of the Peabody Museum and much appreciated. Simply put, we couldn't do what we do without you.

Our Peabody volunteers are a group of more than 200 men, women and teens from every walk of life: students, people with full or part-time jobs, partners, husband-and-wife-teams and retirees. There are those who have lived nearby for many years and those who are far from home. We hope you will take the opportunity to get to know each other as you volunteer together.

Some of our volunteers interact with visitors through Museum educational programs, events or outreach to the community. Others work behind the scenes giving support to collections research and libraries, the offices of the Museum and Exhibit Preparation. All of us are here to support the Museum and its mission.

Thank you for sharing your time and talents with our staff and visitors. We look forward to working with you!

Mary Anderson
Volunteer Coordinator

About the Yale Peabody Museum of Natural History

Mission Statement

The mission of the Peabody Museum is to serve Yale University and the public by advancing our understanding of Earth's history through geological, biological, and anthropological research, and by communicating the results of this research to the widest possible audience through publication, exhibition, and educational programs.

Fundamental to this mission is stewardship of the Museum's rich collections, which provide a remarkable record of the history of the earth, its life, and its cultures. Conservation, augmentation and use of these collections become increasingly urgent as modern threats to the diversity of life and culture continue to intensify.

Approved by the Corporation of Yale University, February 25, 1995.

The History of the Peabody Museum of Natural History at Yale University

Yale's earliest museum collection, a miscellaneous assortment of "natural and artificial curiosities" from around the world, was begun in the 18th century and was typical of college collections of the time. Systematic collecting of specimens for teaching and research began with the appointment in 1802 of Benjamin Silliman (1779-1864) as Professor of Chemistry and Natural History. Silliman's focus was the outstanding mineral collection he built for Yale, which he used in his pioneering teaching of geology and mineralogy. It became an important source of public entertainment and one of the principal attractions of New Haven for visitors. The most important part of the collection was Colonel George Gibbs' splendid cabinet of minerals, which was on loan and on exhibit beginning in 1811. In 1825, when Colonel Gibbs decided to sell his collection for the enormous sum of \$20,000, it was largely the enthusiastic public response to an appeal for contributions that enabled Yale to keep it.

Benjamin Silliman's activities helped to establish Yale University as a major center of scientific education in the first half of the 19th century. Among the undergraduates attracted to Yale by its scientific reputation was Othniel Charles Marsh (1831-1899, B.A. 1860). Funds to support Marsh's education and his postgraduate studies abroad were provided by his uncle, the wealthy international financier George Peabody (1795-1869). Peabody, who had been forced to leave school at the age of 11, was only too conscious of his lack of education. Towards the end of his life he established and distributed his vast fortune among numerous institutions, many of them concerned with education. Persuaded by O.C. Marsh to include Yale in his philanthropies, Peabody founded a museum of natural history at Yale in 1866 with a gift of \$150,000 for the construction of a museum building and the care and increase of its collections.

O.C. Marsh was appointed Professor of Paleontology at Yale in 1866, the first such professorship in the United States (and only the second in the world). In addition to acting as the director of the Peabody Museum of Natural History, he was also one of the Museum's first three curators—with George Jarvis Brush (Mineralogy) and Addison Emery Verrill (Zoology). Using his inheritance from his uncle, who died in 1869, Marsh proceeded to amass large collections of vertebrate fossils, fossil footprints, invertebrate fossils, the skeletons of existing vertebrates, and archaeological and ethnological artifacts. In 1898 he presented all of his collections to Yale University.

About the Yale Peabody Museum of Natural History, CONTINUED

Between 1870 and 1873 Marsh led four expeditions of Yale students into the wild American West in search of fossils, and he subsequently employed numerous “bone hunters” who toiled in fossil quarries. Marsh’s most famous animals are dinosaurs he named, including *Apatosaurus* (better known as “*Brontosaurus*”), *Stegosaurus*, and *Triceratops*; birds with teeth; and several species that document the evolution of the horse on the North American continent.

By the end of the 19th century the Museum’s vision had been broadened to include all aspects of both cultural and natural history. To fulfill this enlarged mission, specimens and artifacts were collected or accepted that laid the foundation for the Museum’s large and early collections in North American and world ethnography, archaeology and the biological sciences.

The first Peabody Museum building, only one wing of a proposed (but never completed) much larger structure, was opened to the public in 1876. Its capacity was soon strained by the addition of huge dinosaur bones sent to Yale by Marsh’s collectors and by the rapidly growing collections in other areas. In 1917 the building was demolished to make way for a major dormitory complex, the Harkness Quadrangle. Construction of a new building in Yale’s scientific quarter, however, was delayed by World War I. The collections were in storage and nearly inaccessible for seven years.

The present Peabody Museum building was dedicated in December 1925. With the Scopes “monkey” trial fresh in national memory, the exhibits on the first floor were purposely arranged in evolutionary order in a succession of rooms, leading from invertebrates through fish, amphibians, reptiles, birds, and mammals to man. The two-story Great Hall was specifically designed to accommodate some of O.C. Marsh’s dinosaurs, and the mounting of the giant “*Brontosaurus*” was completed in 1931 after six years of labor. In 1947 Rudolph F. Zallinger concluded four and one-half years of work on one of the best known features of the Peabody Museum, the 110-foot mural *The Age of Reptiles* on the east wall of the Great Hall. Other permanent exhibits created from the 1940s and 1970s include 11 wildlife dioramas with backgrounds painted by J. Perry Wilson and Francis Lee Jaques.

The new building, like the old one, was quickly filled with growing collections and the people studying them. A 1959 addition to the Museum, Bingham Oceanographic Laboratory, and the Kline Geology Laboratory (1963), each connected to the Museum, helped to relieve the need for storage, work and classroom space. The Museum’s collections and staff are also housed in parts of three additional buildings. A field station provides varied research opportunities a few miles away on Long Island Sound.

In recognition of the importance of conserving the collections and of enabling scientists and scholars to study them properly, the University opened the Class of 1954 Environmental Science Center in 2001 to house approximately half of the Museum’s collections, as well as provide space for collections-based teaching and research.

In 2007, Yale purchased the 136-acre West Campus, which straddles Orange and West Haven. The laboratories, office and warehouses in its 17 buildings will house collections and staff from the Peabody along with other Yale museum and library collections and biomedical research programs. Plans are also underway to create shared conservation and digital core facilities. The Peabody’s West Campus educational programs for teachers and school groups take advantage of several acres of woods and walking trails along the Oyster River, which runs through the property

Yale Peabody Museum Volunteer Opportunities

Volunteer Opportunities

Whatever the interests and skill level of a volunteer or the degree of social interaction desired, there is a good chance that the volunteer can find a niche in the Museum. Volunteers work in almost every division and department. Positions require skills from basic to specialized. The volunteer opportunities are as diverse as the working environment. Please see web page for additional details www.peabody.yale.edu/volunteer

Job descriptions for specific volunteer opportunities, qualifications and any other relevant information are available in the Volunteer Office. The following are examples of volunteer positions.

Education and Outreach

- **Fossil Cart** Offer hands-on experience with the Fossil Cart in the Great Hall—Engage the public with specimens--Compare fossilized bone to a cow's bone or share a replica of a *Tyrannosaurus rex* tooth
- **Discovery Room** Help out in the Discovery Room A chance for families, and especially children ages 5 to 12, to explore the Museum's collections. The Discovery Room's most important rule is "Please Touch"
- **Docents** Lead programs as a Museum Docent Learn about the exhibits, develop teaching techniques for informal education and lead programs for visitors from school-age to seniors
- **Highlights Tours** Lead tours that take visitors through the best the Peabody has to offer from the dinosaurs in the Great Hall to Daily Life in Ancient Egypt
- **Museum Exhibit Preparation** Work with Museum preparators to create and maintain Museum exhibits
- **Museum Offices** Help with a variety

of projects and office-related tasks related to Membership and Visitor Services

- **Peabody on the Road** Take a little of the Peabody out of the Museum with the Peabody On The Road program—Docents travel to public events with exciting and interactive educational kits: Natural History, How Cultures Carry Things, and Rocks and Minerals
- **Special Events** Assist with crafts, games, music, lectures and presentations at themed programs throughout the year Join in the fun at special events and programs throughout the year
- **West Campus Community Education Center** Work with our West Campus Educator to develop and lead programs in natural history at our newest educational or assist in planning, creating and maintaining nature trails and gardens
- **Summer Camps** Assist counselors at week-long camps designed around a natural history theme. Camps are held both at main campus and the west campus facilities.
- **Research collections at Main and West Campus**
Assist scientific research in a number of departments including Botany/Herbarium, Paleobotany, Vertebrate and Invertebrate Zoology, Vertebrate and Invertebrate Paleontology, Mineralogy, Entomology, and Anthropology
 - Weekday opportunities, 9:00-5:00
 - Training provided on site by each department
 - Must be 16 years of age and have parental consent form signed
 - In the Divisions of Invertebrate Paleontology, Mineralogy, Paleobotany and Vertebrate Paleontology, assist in cataloguing and curation of specimens

to help update the collections to the highest curatorial standards by replacing old trays with acid free archival trays; designate unique identification numbers for each specimen, record locality data; and labeling specimens and drawers with pertinent information.

- Volunteers also assist in the digitizing of specimens for the Museum's database. In the Yale Herbarium volunteers mount plants on acid free paper to preserve them for the future.
- The Division of Vertebrate Zoology holdings include collections in herpetology, ichthyology, mammalogy and ornithology. Volunteers assist with preparation and re-housing of these specimens.

- **Collection libraries** Develop and maintain books and other materials, assist with digitalization and archival tasks

- **Leitner Planetarium** Assist with research or presentation and education at this nearby location

- **Associates Council**

The Associates Council was created to provide assistance to the staff of the Museum in public outreach and education in the natural sciences. At present there are several committees on this council including the Peabody on the Road, Ostrom Lecture Series, Senior Outreach, Hospitality, and Nominating Committees.

There is always something exciting happening at the Peabody! It is a fun and fascinating way to reach out to the community, meet friends and help with scientific research.

How to Become a Volunteer

Fill out and return an application. Applications are available on line at www.peabody.yale.edu/members/volunteers.html or by contacting us at (203) 432-3731 or peabody.volunteers@yale.edu. The Volunteer Coordinator will set up an interview to discuss volunteer opportunities in person, tour areas of interest, and determine whether your interests match an available position.

The Coordinator will make a placement based on available jobs as well as the interests and skills of the applicant. The Coordinator will also introduce volunteers to their supervisors or schedule the volunteer for any upcoming events.

A volunteer is someone who chooses to perform services for the Peabody Museum without compensation or expectation of compensation, and who performs a task at the direction of, and on behalf of, the Museum. A volunteer must be officially accepted and enrolled by the Museum prior to the performance of the task.

General Volunteer Information

Professionalism in Volunteering

A volunteer agrees to

- Consider volunteer work to be a serious professional commitment and view the position as valid and important.
- Represent the Museum in an appropriate and responsible manner at all times.
- Be aware of and abide by the policies and procedures of the Museum.
- Attend training sessions as scheduled and undertake continuing education when provided to maintain and enhance competence in assigned tasks.
- Act as a member of the Museum team when working with other volunteers and the Museum staff.
- Follow the position description and accept supervision.
- Be prompt and reliable in reporting for work and follow through on all commitments.

Yale Peabody Museum Volunteer Program Information

- Notify his/her immediate supervisor as soon as possible if unable to work scheduled shift(s) because of illness or some unexpected reason.
- Be consistent and timely about keeping accurate hours.
- Dress appropriately for the position assigned.
- Wear a Museum Volunteer badge at all times when in the Museum.
- Communicate with his/her supervisor and the Volunteer Office to resolve any problems or concerns.
- Provide the supervisor and the Volunteer Office with adequate notice before terminating his/her position.

A volunteer may expect to

- Work at a position that is worthwhile and challenging with freedom to use existing skills and/or develop new ones.
- Receive ongoing training with clear and specific directions from the supervisor.
- Be an important part of the Museum team and be recognized for his/her accomplishments in both formal and informal ways.
- Receive periodic feedback.
- Be involved or represented in decisions that affect him/her.
- Receive support from the Volunteer Coordinator to resolve conflicts between the volunteer and a staff member.
- Be advised of opportunities to change his/her placement if desired.
- Be able to work in more than one department at a time if the position responsibilities in both departments can be fulfilled.

Volunteer Benefits

Volunteering is a unique aspect of American society. Rewards for volunteers are measured in the intangible terms of creative satisfaction, knowledge, and rewarding experiences rather than in dollars and cents. The commitment of each volunteer to the Yale Peabody Museum of Natural History makes the Museum a unique place in which to work.

The Museum is pleased to offer its volunteers the following benefits:

- An annual recognition dinner to recognize and commend those volunteers who have contributed hours during the previous year. Lion Head Pins are given to volunteers who have contributed 100 hours and at least one year of service.
- The Ethel Stone Award in recognition of long service to the Museum.
- The *Explorer* membership newsletter three times each year.
- Attendance at lectures and special programs.
- An invitation to an annual bus trip.
- Free admission to the Museum.
- A 10% discount at the Museum Store.

In addition, while acting at the direction of the Museum staff and within the scope of their Museum position description, volunteers have explicit liability coverage to the full extent that an employee is covered.

Volunteer Records

Volunteer records are a permanent part of the Museum's history. Volunteer hours are recorded for each job in each department in order to track the amount of time and the number of people needed to complete certain tasks. The Volunteer Office reviews these records to quantify the value of volunteers to the Museum. The development staff use the records to show the Museum's partnership with volunteers for the purpose of securing grants. The records also reflect the degree to which the Museum involves and interacts with the community.

Keeping accurate records is important in tracking volunteer contributions to be documented. All hours worked in the Museum should be entered on a timesheet. Any hours worked outside the Museum should be noted on a volunteer time sheet and submitted to the Volunteer Office monthly.

Yale Peabody Museum Volunteer Program Information, CONTINUED

The Volunteer Office is continually updating its records. Please notify the office of all changes of phone numbers, addresses, email and any other pertinent information.

Volunteer Badges

Volunteers must wear their volunteer badges at all times when in the collections and in the Museum. If the badge is lost please ask the Volunteer Office for a replacement.

The badge entitles the volunteer to enter the Museum and must be shown to receive your 10% discount at the Museum Store.

Badges are issued by the Volunteer Office at the start of service or on completion of docent training.

Checklist for Volunteers

The following is a list of topics that volunteers can expect to have explained by a staff member from their department or the Volunteer Office on or before their first day of work.

- Job description
- Work hours and schedule
- Policy covering tardiness, sickness or absence
- Location of work place and access
- Recording hours worked on the time sheets provided
- Identification badges
- Dress code
- Break facilities and refrigeration locations
- Restroom locations
- Parking policy
- Safeguarding personal belongings
- Introduction to pertinent staff members
- Training specific to assignment or department
- Emergency procedures

You may notice repetition of some information covered in the interview. This section is designed to provide information to help you feel comfortable working at the Museum. If something is not discussed or needs clarification, please see the

Volunteer Coordinator or your immediate supervisor. Staff information is available at www.peabody.yale.edu/contact/contact.html (see page 13).

Dress Code

Volunteers are representatives of the Museum and are responsible for presenting a positive image to constituents and the community. Volunteers are asked to dress appropriately for the conditions and performance of their duties. Individual volunteers will be informed of the dress standard for their duties at the time of assignment.

Parking

Volunteers are of incredible value to the Museum and we realize your contributions. The Peabody has a small parking lot in front of the Kline Geology Laboratory for the use of visitors and volunteers. A code is issued to the volunteers so that they may exit the lot without having a ticket validated at the front desk. Regrettably the parking is limited, but we do try to provide extra parking during peak times and notify volunteers of this when available. Parking permits will be issued to volunteers who come to the Museum regularly during the week.

Customer Service Tips

For volunteers who engage with the public excellent customer service is very important. Here are some tips:

- Remember you are the Peabody Museum!
- Welcome visitors immediately.
- Be enthusiastic and energetic.
- Actively listen to the visitor.
- Always phrase your statements in a positive way.
- Always project a professional appearance in the way you dress and in your manner and demeanor.
- Treat each and every visitor as though he or she is the first visitor you have seen that day and talking to him/her is the single most important task you have.

- Make it your individual responsibility to do everything in your power (and remember your power is significant) to see that each person has a positive experience in our Museum.

Museum Ethics

Access to the Museum and its operations is a privilege. Although Museum volunteers do not receive material compensation for their efforts, they are expected to adhere to the standards that apply to Museum staff and Yale University.

The University Ethics Codes will be explained to the volunteers where relevant.

<http://www.yale.edu/provost/html/BusinessConduct08.pdf>

<http://www.yale.edu/ppdev/policy/1510/1510.pdf>

News Media Policy

The purpose of this policy is to provide Museum staff and volunteers with specific guidelines regarding the news media in order to maximize a positive image of the institution. The news media are defined as organizations that reach the general public directly through the use of communication. New media organizations may include newspapers, trade and popular-audience magazines, radio and television stations, and news wire services.

Only public relations staff may directly contact the news media about Museum business and operations. There are no exceptions to this rule. Museum staff and volunteers must transfer incoming media calls or inquiries to public relations staff immediately. This policy applies to staff and volunteers.

The official spokespersons for the Museum are:

Melanie Brigockas, Public Relations Office
Derek Briggs, Director
Jane Pickering, Deputy Director

Sexual Harassment and Inappropriate Conduct Policy

Sexual harassment is an affront to human dignity and fundamentally at odds with the values of Yale University. We adhere to the University's policies.

<http://www.yale.edu/hronline/resources/docs/Sexual-Harassmt.pdf>

A volunteer who feels sexually harassed should take the complaint to the Volunteer Coordinator or their immediate supervisor. Complaints will receive prompt attention and appropriate action will be taken.

Drug and Alcohol Policy

We adhere to the University policy. <http://www.yale.edu/provost/html/BusinessConduct08.pdf>

The goal of the Museum is to foster a work environment free from the effects of illegal or non-prescribed drugs and alcoholic beverages. Abuse of drugs and alcohol impairs judgment, resulting in increased safety risks, injuries, and faulty decision-making. Therefore, the possession, use, or sale of non-prescribed drugs, controlled substances, or alcohol while conducting Museum business is prohibited. In addition, all volunteers are expected to report to work in a fit mental and physical condition to perform their assigned duties.

Yale Peabody Museum General Information

Hours of Operation

The Yale Peabody Museum is open to the public:
Monday through Saturday 10:00 a.m. to 5:00 p.m.
Sunday, Noon to 5:00 p.m.

Volunteer hours may fall outside of these times.

The Yale Peabody Museum is closed on:

New Year's Day
Easter Sunday
Independence Day
Thanksgiving Day
Christmas Eve
Christmas Day

Museum Security

The Museum's effort to guarantee the health and safety of employees, volunteers and visitors is ongoing.

Emergency Contact Information

For EMERGENCIES threatening life or property call:

Yale Police	911	If no answer call 9-911
Fire	911	
Medical	911	

Ask your manager to review the emergency procedures with you and familiarize yourself with the Emergencies Procedure Handbook, which should be available in every department.

Peabody Museum (YPM)

Peabody Doors

All doors leading into the Peabody Museum and its office areas are locked at 5:00 p.m. The front entrance (facing Whitney Avenue) is locked and alarmed after 5:00 p.m.

You may also exit the building from the 2nd floor Sachem Wing staircase onto Sachem Street; no key is needed.

Peabody Alarms

All Museum exhibit halls are alarmed from shortly after 5:00 p.m. to 7:00 a.m.

DO NOT exit by the MAIN Museum staircase once the alarms are set at 5:00 p.m.

Class of 1954 Environmental Science Center (ESC)

Doors

Outside doors and glass atrium doors are locked between 6:00 p.m. and 8:00 a.m. M-F and all weekend during the academic year. Outside doors at the Sachem Street entrance are locked during the summer; you may enter from the opposite end of the building.

ESC Alarms

The building proper is NOT alarmed. However, some collection rooms and labs are. These alarms consist of loud piercing multiple beeps, not to be confused with the fire alarm, which is accompanied by a voice over the loudspeaker.

DO NOT prop outside or glass atrium doors open after hours. This will set off a silent alarm that alerts campus police.

Kline Geology Laboratory (KGL)

Doors are locked at 5:00 p.m. M-F; open at 8:30 a.m. M-F.