

NOMA Staff (Partial Listing)

The Montine McDaniel Freeman
Director
Susan M. Taylor

Development Associate for NVC
Fundraising
Kristen Jochem

Deputy Director for
Administration and Finance
Gail Asprodites

Freeman Family Curator of
Photographs, Prints and
Drawings
Russell Lord

Deputy Director for Curatorial
Affairs & Curator of Asian Art
Lisa Rotondo-McCord

Volunteer Coordinator
Antine Rieger

Deputy Director for
Development and
External Affairs
Brooke Minto

Cashier (Group Tour Greeter)
Susan Rigby

The RosaMary Curator of
Decorative Arts and Design
Mel Buchanan

Curatorial Assistant to the
Deputy Director
Anne Roberts

Sculpture Garden Manager
Pamela Buckman

Registrar & Curator of Native
American and Pre-Columbian
Art
Paul Tarver

Development and Membership
Operations Manager
Molly Cobb

Visitor Services Coordinator
Monique Tourres

Librarian
Sheila Cork

Chief of Security
Byron Winbush

The Françoise Billion Richardson
Curator of African Art
Bill Fagaly

Senior Curator of Special
Collections
Alice Yelen

Receptionist
Arynne Fannin

NOMA



Docent Program 2014-2015

New Orleans Museum of Art
1 Collins Diboll Circle
New Orleans, LA 70124

504-658-4100
www.noma.org

NOMA Mission and Vision

The **mission** of the New Orleans Museum of Art is to inspire the love of art; to collect, preserve, exhibit and present excellence in the visual arts; to educate, challenge and engage a diverse public.

The guiding **vision** of the New Orleans Museum of Art is to advance its position as a premier national visual arts museum vital to the cultural and educational life of our city, state and region.

Hours and Admission

NOMA

Tuesday-Thursday | 10 - 6

Fridays | 10 - 9

Saturday-Sunday | 11 - 5

Sydney and Walda Besthoff Sculpture Garden

Monday-Friday, 10 - 6

Saturday-Sunday, 10 - 5

\$10 adults | \$8 seniors, students, active military

\$6 children (17-7) | Children 6 and under free

Group tour pricing is available for groups of 10 or more.

Wednesdays are free to Louisiana residents courtesy of the Helis Foundation.

The Sculpture Garden is free during regular hours.

Docents may use the Staff/Volunteer Entrance to enter the museum on Mondays and before hours.

IAE Department Contacts

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Youth and Family Programs Manager

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Brad Caldwell

Public Programs Manager

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Other NOMA Contacts

Front Desk: 504-658-4120

Reception: 504-658-4100

NOMA Shop: 504-658-4133

Security: 504-658-4105

NVC: 504-658-4121

Mailing Address

New Orleans Museum of Art

PO Box 19123

New Orleans, LA 70179

www.noma.org

If there are no alarms

- If you smell smoke or become aware of a hazardous situation, initiate an orderly evacuation.
- Notify the nearest security personnel.
- There are alarm pull stations located near many stair landings and exits that will activate the alarm system.

If the lights go out

- Initiate an orderly evacuation of the galleries.
- Most galleries will be dark. Remain calm and walk to the Great Hall.
- Please note that the fire doors that separate the old building with the new edition (Elevator Lobby) may automatically close. If the doors are closed, proceed to the nearest exit in the elevator lobby.
- Use the stairs to the Great Hall.
- Verify that all persons are accounted for. Report missing people to security staff.
- Assist by keeping groups together.
- Wait until the all clear is given (or the lights return) to return to business as usual.

If a visitor is injured/ill

Find a member of the security staff. The security staff member will make a report of the incident, take care of the situation, and notify needed individuals.

Docent Program New Orleans Museum of Art

Table of Contents

Mission Statement	2
Museum Hours and Admission	2
NOMA's Core Values	4
The Docent Program	5
Characteristics of a Successful Docent	6
Docent Classifications	7
Docent Commitment to NOMA	8
NOMA Commitment to Docent Program	9
Docent Privileges	10
Volunteering at NOMA	10
Docent Advisory Board (DAB)	11
Expectations and Procedures for Touring	12
Emergency Procedures	13
Department of Interpretation and Audience Engagement Contacts	15
Other NOMA Contacts	15
NOMA Staff (Partial Listing)	16

NOMA's Core Values

- **Quality.** We consistently strive for excellence in all that we do. Quality in art is our fundamental objective.
- **Community.** We endeavor to reach the largest and most diverse audience to enjoy and appreciate the benefits and treasures of the museum.
- **Integrity.** We adhere to the highest ethical standards in all museum policies and practices for the board, staff and volunteers.
- **Stewardship.** We professionally maintain the preservation, conservation, exhibition, scholarship and accessibility of the collection.
- **Diversity.** We are committed to serving a diverse public through innovation, enrichment and inspiration for people of all ethnic and cultural backgrounds.
- **Education.** We seek to promote the visual arts through innovative educational programs and learning experiences to ensure broad participation from both traditional and new audiences.
- **Stability.** We maintain economic stability through responsible financial planning and management, allowing NOMA to grow and accomplish its vision and mission for the future.
- **Creativity.** We celebrate creativity in all cultures and from all periods. We continuously set high standards through openness to new ideas from the community, staff and supporters.
- **Collaboration.** We recognize the importance of collaboration with other cultural, academic, scientific and professional communities to expand our reach, leverage our resources and diversify our audience.

Emergency Procedures

Before you begin touring, please learn the location of all emergency exits in the museum.

If the fire alarm sounds

- You will hear an announcement over the PA system with orders to exit the building. Remain calm and reassure your group.
- Initiate an orderly evacuation.
- Do NOT use the elevators.
- If you need assistance for an individual who cannot use the stairs, look for security personnel and ask for assistance.
- Be aware that there are fire doors that separate the old building from the new edition (Elevator Lobby). These doors close automatically for fire protection. If the doors are closed, proceed to the nearest exit in the elevator lobby.
- Lead the group to the nearest exit. Look for the red EXIT signs.
- After exiting the building, please take your group to the main entrance of the Sculpture Garden.
- Verify that all persons are accounted for.
- Report missing people to the security staff.
- Assist security by keeping groups together.
- Do not re-enter the building until all clear is given by security.

Expectations and Procedures for Touring

Wear a NOMA **badge** when visiting the museum on docent business including training and touring.

Record volunteer hours on the **timesheet** kept in the IAE office by writing the number of hours volunteered in the dated box.

Record the number of visitors in attendance at Public Tours on the **Attendance Sheets** located at the Front Desk and Sculpture Garden office.

Arrive at least **fifteen minutes** before the scheduled tour time. Wait fifteen minutes past a scheduled tour time before leaving when there is no tour audience.

Meet with other docents before school and adult group tours to **plan tour routes** and discuss strategies.

Store **personal belongings** in lockers in the Volunteer Room. Docents may not carry handbags or other personal items while giving a tour.

Maintain a distance of at least **two feet** from art objects and ensure that the tour group members maintain a safe distance from objects. Use only your hand to point at an object.

Undergo at least one formal tour **evaluation** annually.

Assist security staff during an **emergency**. Please be aware of emergency procedures and calmly guide tour groups to safety.

All docents are asked to adhere to the commitments, expectations and procedures included in the Docent Handbook. Concerns about the Docent Program should be addressed with the Deputy Director of Interpretation and Audience Engagement or the Curator of Education. NOMA reserves the right to request a suspension of tours or resignation from the program.

The Docent Program

The Docent Program is an affiliate of NOMA's Department of Interpretation and Audience Engagement (IAE) and works to fulfill the NOMA mission. The purpose of NOMA's Docent Program is to provide members, guests and visitors to the museum with organized, interpretive tours of exhibitions and the collection with knowledgeable volunteers as tour guides. Docents are representatives of NOMA and are often the only face-to-face contact between the public and the museum. Docents are vital links between what is displayed in the museum and the visitor's response. Docents encourage visitors to carefully observe art in the Museum and Sculpture Garden so that each guest can develop a personal sense of discovery.

The IAE staff plans informative programs in focused areas of study in order to best prepare docents to tour adults and children. Docent training sessions are one of the great benefits of the Docent Program as docents receive an ongoing education incorporating topics such as art analysis, historical interpretation, and engaging an audience. Docent training sessions include lectures, workshops, guest speakers and gallery activities. It is most beneficial for docents to attend a full roster of group training sessions in order to best perform docent responsibilities. We ask that all docents commit to attending docent training sessions, which are especially tailored to provide information and group interaction so that docents can perform at the expected level. All docents who attend docent training must commit to touring as explained in the commitment descriptions.

Characteristics Successful Docents

Personal interest in art and a love for life-long learning.

As long as you are interested in learning about the works of art and changing exhibitions, your approach will remain fresh. Although you may discuss some works of art many times, your keen interest will enable you to continue to engage visitors.

Ingenuity and imagination. As a docent you should always try to see the museum through the eyes of the visitors. Remain alert to clues in questions and comments so that you can effectively lead your group to new areas of discovery.

Flexibility. Every group is different, so each tour should be unique. Take cues from the group so that there is no “typical” tour. Always be prepared to make last-minute adjustments. Schedules can change, groups may arrive late and works of art may be moved — be prepared to adjust and carry on!

Responsibility to NOMA, the Docent Program, and NOMA visitors. Docents serve as volunteer members of the IAE staff and are sometimes the only personal contact a visitor makes with NOMA. The impression you make on visitors can influence their feelings about the museum, about fellow docents and about art in general. Docents rely on each other to arrive promptly and ready to tour so that groups can remain small and personal.

Docent Advisory Board (DAB)

Serving the interests of the docents, the DAB acts a liaison to NOMA staff and promotes and facilitates camaraderie among docents. The DAB meets one time per month from September through April and by call of the Chair. Meetings are open to all docents. DAB bylaws are available upon request.

The Docent Advisory Board is responsible for:

- Serving as the body to which Docents present ideas and concerns.
- Serving as a liaison between NOMA staff and docents.
- Working with IAE staff to plan special docent events.
- Planning optional excursions and educational field trips for docents.
- Representing docents at other museum functions and meetings, such as the NVC, and reporting back to docents.
- Maintaining docent account for gift and event purchases relating to the docent program.

Docent Privileges

- Apprentice Docents, Active Docents, and Master Docents receive a 20% discount in the NOMA Museum Shop on docent research materials and a 10% discount on all other items.
- Docents receive a 10% discount at Café NOMA.
- All docents are invited to attend special docent social activities and trips.
- Docents may store personal belongings in lockers located in the Volunteer Room.
- The IAE Conference room is available for meetings and to prepare for tours.
- The Felix J. Dreyfous Library is available to docents for further research and reading.
- As members of NOMA, docents receive all of the benefits assigned to their level of membership.

Volunteering at NOMA

Volunteer service for the NOMA Volunteer Committee (NVC), Chamberlains, Flower Team or other committees does not replace docent obligations.

A docent who represents the Docent Program outside of NOMA must request prior approval in writing from the Curator of Education.

Docents may not accept tips or gratuities.

Docent Classifications

An **Apprentice Docent** is an accepted applicant who agrees to attend training sessions and commit to becoming an active docent for at least two years following initial training.

An **Active Docent** is a docent who has successfully completed initial training and who continues to fulfill training and touring requirements established by IAE. First year Active Docents partner with a Master Docent who will serve as a mentor.

A **Master Docent** is an Active Docent with at least three years of successful touring experience. Master Docents will be asked to mentor Apprentice Docents and first year Active Docents to assist them in developing tours and techniques.

An **Inactive Docent** is an Active or Master Docent who has requested and been granted a temporary leave-of absence.

A **Docent Emeritus** is a Docent who has given at least 8 years of service to NOMA and who has requested to be removed from active status. Emeritus docents are invited to attend special events and planned excursions, but do not tour or attend training sessions.

Docent Commitment to NOMA

Docents must maintain a NOMA **membership**.

Docent Training: Docents are encouraged to attend all training sessions offered during the year. It is the docent's responsibility to obtain training materials from IAE staff if a session is missed.

School Docents commit to tour one weekday morning per week during the academic year (October–May). One morning of school touring may include 1 or 2 tours. Plan to be at the museum from 9:15 am – 12:00 pm on tour days.

Adult Docents commit to tour an average of three times per month year-round.

Docents should **record all hours** spent at the museum on docent business (training and touring). It is important for NOMA to keep an accurate record of all volunteer hours.

Docents agree in advance to tour on a selected day. When an absence is necessary, docents may trade days with another docent or **find a substitute**. In case of illness or family emergency, please attempt to find a substitute for assigned tours. If a substitute is not available, inform the Curator of Education or the Front Desk cashier if a weekend.

If a docent is unable to continue in the docent program he or she should meet with the Curator of Education to discuss the situation and attempt to find an agreeable solution. Should a docent wish to **resign or request a leave of absence**, please write a letter or email to the Curator of Education.

NOMA Commitment to Docents

NOMA provides **docent training** classes by museum staff and other professionals to prepare docents for museum tours. NOMA provides materials and training for all exhibitions.

NOMA staff will work with schools and organizations to promote Docent-guided tours. NOMA staff serves as the initial contact with the public and handles **tour requests**.

NOMA will **recruit** new docents as needed.

IAE staff will provide **schedules** for training and tours in a timely manner.

IAE staff will **correspond weekly by email** with docents about upcoming tours.

IAE staff will formally **evaluate** active docents at least once a year to provide suggestions and techniques for improving tours.

The Deputy Director of Interpretation and Audience Engagement or Curator of Education will **meet with docents upon request** to assist in enhancing tour content, discuss touring ideas, or address other concerns.

IAE staff will assist in planning docent **special events**.

IAE staff will work with NOMA personnel to discuss issues that pertain to the docent program and group tours.