

**Notable Dates  
2017—2018**

- LOVE in the Garden:** Friday, September 22, 2017  
**School Tours begin:** Wednesday, October 4, 2017  
**Japan Fest:** Saturday, October 14, 2017  
**Odyssey Ball:** Saturday, November 4, 2017  
**Winter Break:** December 18, 2017 - January 7, 2018  
**Mardi Gras Break:** February 12 - 16, 2018  
**Art in Bloom:** March 14 -18, 2018  
**NOMA Egg Hunt:** Saturday, March 24, 2018  
**School Tours end:** Friday, May 25, 2018



**NOMA**

**New Orleans Museum of Art**



**Docent Handbook  
2017—2018**

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

504-658-4100  
[www.noma.org](http://www.noma.org)

## **PURPOSE**

We inspire and celebrate the love of art.

## **MISSION**

NOMA is committed to preserving, presenting, and enriching its collections and renowned sculpture garden; offering innovative experiences for learning and interpretation; and uniting, inspiring, and engaging diverse communities and cultures.

## **VISION**

NOMA will be a nexus for the arts in New Orleans, an iconic presence synonymous with the city, and recognized nationally as the foremost cultural institution in the Gulf South.

## **Hours & Admission**

### **NOMA**

Tuesday - Thursday | 10 am - 6 pm

Fridays | 10 am - 9 pm

Saturday | 10 am - 5 pm

Sunday | 11 am - 5 pm

### **Sydney and Walda Besthoff Sculpture Garden**

Monday - Friday, 10 am - 6 pm

Saturday - Sunday, 10 am - 5 pm

\$12 adults | \$10 seniors (65+), students, active military

\$ 8 university students with ID

\$ 6 children (7 -12) | Children 6 and under free

Teen Pass (13 - 19) free courtesy of The Helis Foundation

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

## **NOMA Staff (Partial Listing)**

### **Susan M. Taylor**

The Montine McDaniel

Freeman Director

### **Anne Baños**

Deputy Director

### **Gail Asproditis**

Deputy Director for

Administration and Finance

### **Lisa Rotondo-McCord**

Deputy Director for Curatorial

Affairs & Curator of Asian Art

### **Dawn Blankenship**

Private Events Manager

### **Mel Buchanan**

RosaMary Curator of

Decorative Arts and Design

### **Pamela Buckman**

Sculpture Garden Manager

### **Jenni Daniel**

Director for Development

### **Jennifer Ickes**

Head Registrar

### **Kristen Jochem**

Donor Relations and Event

Manager

### **David Johnson**

Editor of Museum Publications

### **Margaux Krane**

Communications and Marketing

Manager

### **Steve Lewis**

Facilities Manager

### **Russell Lord**

Freeman Family Curator of

Photographs, Prints and

Drawings

### **Christina Lossi**

Museum Retail Manager

### **Kari Morehead**

Volunteer Coordinator

### **Katie Pfohl**

Curator of Modern and

Contemporary Art

### **Brian Piper**

Mellon Curatorial Fellow of

Photography

### **Elizabeth Rietvelt**

Membership Manager

### **Anne C. B. Roberts**

Curatorial Assistant to the

Deputy Director

### **Vanessa Schmid**

Senior Research Curator for

European Art

### **Jonathan Serrette**

Receptionist

### **Lauren Senie**

Visitor Services Coordinator

### **Monique Tourres**

Development and Membership

Operations Manager

### **Allison Young**

Mellon Curatorial Fellow of

Modern and Contemporary Art

## IAE Department Contacts

### Allison Reid

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Gallery Learning Specialist  
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### Elise Solomon

Youth and Family Programs Manager  
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esolomon@noma.org

### Sheila Cork

Librarian  
504-658-4117  
scork@noma.org

### Other NOMA Contacts

Front Desk: 504-658-4120  
Reception: 504-658-4100  
NOMA Shop: 504-658-4133  
Security: 504-658-4105  
NVC Office: 504-658-4121

Café NOMA: 504-482-1264

## Docent Program New Orleans Museum of Art

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## **The Docent Program**

The Docent Program is an affiliate of NOMA's Department of Interpretation and Audience Engagement (IAE) and works toward fulfillment of the NOMA mission. The purpose of the Docent Program is to serve as volunteer ambassadors, providing museum visitors with organized, interpretive tours of exhibitions and the permanent collection. Docents are expected to meet high standards as they are vital links between the art on view in the museum and museum visitors. NOMA docents employ interactive, inquiry-driven methods to engage museum visitors who range in age from pre-kindergarten through senior citizens.

The IAE staff plans docent training to prepare docents to tour visitors of all ages. Docent training sessions are one of the primary benefits of the Docent Program. 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. Docents are asked to attend the full schedule of docent training sessions in order to perform at the expected level. All docents who attend docent training must commit to fulfilling tour responsibilities as explained in the commitment description (page 8).

All docents are asked to adhere to the commitments, expectations, and procedures included in the Docent Handbook and Volunteer Handbook. Concerns about the Docent Program may be addressed with the Docent Advisory Board, Deputy Director of Interpretation and Audience Engagement, or the Curator of Education.

### **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.
- Be aware that fire doors separate the old building from the new edition (Elevator Lobby). If these doors are closed, proceed to the nearest exit in the elevator lobby.
- Use the stairs to the Great Hall.
- Verify that all group members are accounted for.
- Report missing people to security staff.
- Assist security by keeping groups together.
- Wait until security signals all is clear (or the lights return) to return to business as usual.

### **If a visitor is injured or ill**

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

## Emergency Procedures

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 fire doors 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 red EXIT signs.
- After exiting the building, take your group to the main entrance of the Sculpture Garden.
- Verify that all group members are accounted for.
- Report missing people to the security staff.
- Assist security by keeping groups together.
- Do not re-enter the building until security has signaled all is clear.

## Characteristics of Successful Docents

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

Your persistent interest in learning about works of art will insure that your approach remains fresh. Enthusiasm is contagious and enlivens your tours. Observation and research beyond the training sessions is usually necessary to develop engaging tours.

**Communication and imagination.** As a docent you should always try to see the museum through the eyes of visitors. Take cues from the group and respond to their interests to facilitate conversation. Design and plan your tours, but remain alert to the interests of your group and be willing to make modifications.

**Flexibility.** 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.** Volunteer docents serve as an extension of 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 NOMA, about fellow docents, and about museums and art in general. Docents count on each other to arrive promptly and ready to tour so that groups can remain small and personal.

## Docent Classifications

**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.

**Active Docent** is a docent who has successfully completed initial training and who continues to fulfill training and touring requirements established by IAE.

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

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

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

## Docent Advisory Board (DAB)

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 on the docent website.

### DAB Responsibilities

- Serves as a liaison between NOMA staff and docents
- Plans special docent events with IAE staff
- Plans optional excursions and educational field trips for docents
- Represents docents on museum committees and reports to docents
- Maintains account for gift and event purchases relating to the docent program (Sunshine Fund).
- Publish *Docent Art Sparks* quarterly newsletter.

### 2017-2018 DAB Representatives

Chair	Naomi Kornman
Chair-Elect	Cheryl Kain
Immediate Past Chair	Cynthia Kolb
Recording Secretary	Peggy Patterson
Corresponding Sec./ Treasurer	Carmen Leerstang
Wednesday Day Captain	Mary Beth Gullota
Thursday Day Captain	Pat Jackson
Friday Day Captain	Barbara Harris
Adult Docent Representative	Pat Loughran
Apprentice Docent Representative	Connie Traub
Parliamentarian	Melissa Fanning
Members At Large	Joanna Giorlando Jennifer Burstain Michelle D'Amour

## 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.

**Report** the number of visitors attending Public Tours to the visitor service representative at the Front Desk following museum tours. **Record** the number of visitors attending Sculpture Garden Public Tours on the attendance sheet at the Garden office.

Arrive at least **15 minutes** before the scheduled tour time. Plan to wait 15 minutes past a scheduled tour time before leaving if there is no tour audience.

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

Store **personal belongings** in lockers in the IAE office suite. 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.

NOMA reserves the right to request a suspension of tours or resignation from the Docent Program.

## Docent Privileges

- Docents attend **training classes** on Monday mornings with NOMA curators and guest lecturers.
- Apprentice Docents, Active Docents, and Master Docents receive **discounts in the NOMA Museum Shop** as follows: 50% off NOMA T-shirts, 30% off exhibition publications, and 10% off regular priced merchandise.
- Docents receive a 10% **discount at Café NOMA**.
- All docents are invited to attend **social activities and trips** arranged by the Docent Advisory Board.
- Docents may store personal belongings in **lockers** located in the IAE conference room.
- The **IAE conference room** is available for meetings and tour preparation.
- The **Felix J. Dreyfous Library** is available to docents for research and reading.
- Docents may check out **teaching objects** from the Dreyfous library for use during tours.
- Docents who are members of NOMA 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 Commitment to NOMA**

Docents attend all **training sessions** offered during the year. It is the docent's responsibility to obtain training materials if a session must be missed.

Docents agree to **tour** for a minimum of 2 years after completing an apprentice year.

**School Docents** commit to tour one weekday morning per week during the academic year (October–May) and agree to give 2 tours on that day if needed.

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

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

Docents agree to **find a substitute** if they are unable to tour on a scheduled day.

Should a docent wish to **resign or request a leave of absence**, please send a letter or email to the Curator of Education.

Docents are encouraged to maintain a NOMA **membership** to receive member benefits and remain aware of all NOMA exhibitions and events.

Docents adhere to the **Volunteer Department Policies**.

## **NOMA Commitment to Docents**

NOMA provides **docent training** classes led by museum staff and other professionals.

NOMA provides **materials** on exhibitions and collections and maintains the **docent website** — [www.noma.org/docents](http://www.noma.org/docents).

NOMA will **recruit** new docents.

NOMA will **promote** docent-guided tours to schools, organizations, and the general public.

NOMA staff serve as the point of contact and schedule all **tour requests**.

IAE staff will serve as liason to other museum staff and handle **requests for appointments**.

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, training, and public programs.

IAE staff will formally **evaluate** active docents annually to provide suggestions and techniques for improving tours.

IAE staff will **meet with docents upon request** to provide guidance for tour content or address other concerns.

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

IAE staff will participate in **DAB meetings** as requested.