



VOLUNTEER & INTERN HANDBOOK

Center for Sacramento History Volunteer & Intern Handbook

TABLE OF CONTENTS

INTRODUCTION	ii
MISSION	1
PROGRAM DESCRIPTION	1
BRIEF HISTORY OF THE CENTER FOR SACRAMENTO HISTORY	3
GENERAL INFORMATION	5
APPLYING TO BE A VOLUNTEER OR INTERN	6
VOLUNTEER & INTERNSHIP POSITIONS.....	8
CODE OF ETHICS.....	10
POLICIES	13
WORK AREAS	16
SAFETY PROCEDURES AND EMERGENCY RESPONSE.....	18
FREQUENTLY ASKED QUESTIONS.....	19
SUGGESTED READINGS	21
EMERGENCY CONTACT INFORMATION.....	22

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INTRODUCTION

Welcome to the Center for Sacramento History! We are grateful you have decided to donate your time and talents to the preservation of Sacramento's rich history. Since 1953, hundreds of dedicated volunteers have helped the Center expand its programs and educate the public. During your volunteer service we hope that you will develop an appreciation for the vibrant history of the Sacramento region. As a volunteer you play a critical role at the Center; In 2008 alone nearly 5,000 hours of community service were contributed by our volunteers. People like you enable us to remain open and fulfill our mission.

This volunteer & intern handbook was developed to ensure that you have an enjoyable and productive experience at the Center. Please read it carefully. Inside you will find information about the basic mission and operation of the organization, duties and expectations of volunteers, and handy reference material. Ask the Volunteer Coordinator if you have any specific questions or if you need clarification on the contents of this handbook.

VOLUNTEER NAME: _____

SUPERVISOR NAME: _____

SUPERVISOR CONTACT INFO: _____

VOLUNTEER COORDINATOR: _____

VOLUNTEER COORDINATOR CONTACT INFO: _____

A Note Concerning This Handbook

The policies described herein are in effect and supersede all other policies previously given to former or current volunteers and interns either orally or in writing. The provisions of these policies may, at the discretion of the Center's Manager, be modified, revoked, or changed from time to time. Note that CSH's policies and procedures do not address every situation that can or may arise in the workplace. Therefore this handbook is considered a living document and subject to change. Changes will be posted on the Volunteer Board in the break room. If you have questions regarding your volunteer position or anything contained in these policies, please speak with the Volunteer Coordinator.

MISSION

The mission of the Center for Sacramento History, a public agency, is to illuminate and promote the exploration and analysis of the social, political, geographic, economic, and cultural history of the City and County of Sacramento from their founding to the present, by collecting, preserving, exhibiting, and making accessible the documentary and material culture of the diverse region.

PROGRAM DESCRIPTION

Founded in 1953, the Center for Sacramento History (CSH) is funded by the City and the County of Sacramento and is the repository and research center for City and County historic collections. These collections are held in the public trust and reflect the many aspects of the social, political, geographic, economic, and cultural history of the Sacramento region.

The collections held at CSH include both three-dimensional museum artifacts and archival records (public documents, and manuscripts and personal papers). The Center's museum collections document Sacramento material culture – the tools employed, the clothing worn, the art enjoyed – and showcase the great diversity that calls the region home. Within the archival collections are the official records of City and County government and the Superior Court of Sacramento County, and manuscript collections of prominent individuals, families, businesses, organizations, and community groups of the Sacramento region. The Center thus serves as a “total archive” in documenting all aspects of the city and county's history. CSH's holdings are open for research and available for display at accredited institutions that meet the center's security and environmental requirements.

Museum Collections

CSH holds in trust some 30,000 three-dimensional museum artifacts as varied as the people who lived, worked and played in the Sacramento region. Documenting daily life in Sacramento, the museum collections include household items, furniture, toys, quilts, and costumes. The working life of Sacramentans, from miners and farmers to artists, merchants and clerks, is represented in farming tools, office equipment, dredging machinery, photography equipment and works of art. Other artifacts include: one of the first facsimile machines, a variety of neon signs from area businesses, horse-drawn carriages, a 1903 curved-dash Oldsmobile, printing presses, and remnants of buildings torn down during redevelopment projects in the region's urban core, such as a complete flat from the c.1915 Merrium Apartments. The Center's museum artifacts have been exhibited at community sites, such as Sacramento City Hall, Sacramento Public Library, and Sacramento International Airport; as well as at the Sacramento History Museum; the California State Railroad Museum; the California Museum for Women, History, and the Arts; the Getty Museum; the Autry National Center; and the Oakland Museum of California.

Archival Collections – Public Documents

CSH's public documents date from 1849 and provide users with the most complete set of local public documents of any archives in California. By City and County of Sacramento statute, the Center is the official repository for public documents of enduring value created by city and county government. These collections of records include the full range of media – from paper and ledger books, to digital databases and computer discs. These official records document more than eighty various city and county departments, divisions, and offices. The documents are transferred to the Center on an ongoing basis under city and county records retention schedules.

City of Sacramento documents held at CSH begin in 1849 and include the various city charters; City Council minutes, ordinances and resolutions; City Clerk records including staff reports, agenda packets, agreements, bids and contracts; and the papers of former mayors and council members. Additionally, the Center has the records of other city departments, such as planning and building, parks and recreation, housing and redevelopment, police and fire, and utilities and public works. The records of the City of North Sacramento before its annexation are also housed at the Center.

Sacramento County documents held at CSH begin in 1850 and include the Board of Supervisors minutes, ordinances and resolutions; Clerk/Recorder filings for property transactions such as deeds, homesteads, and mortgages; and the papers of former supervisors. Additionally, the Center has the records of other county departments such as the assessor, coroner, grand jury, registrar of voters, planning and building, parks and recreation, sheriff, and utilities and public works.

CSH has a nearly complete set of both civil and criminal court filings ranging from the earliest "Court of First Sessions" to the modern Superior Court system. Other court records include naturalization certificates, articles of incorporation, and probate case files.

Archival Collections – Manuscripts and Personal Papers

The Center actively collects manuscripts and personal papers of individuals, families, businesses, organizations, and community groups that illustrate the social, political, geographic, and cultural history of the Sacramento region. These collections provide unique and vital insights into the past and work in conjunction with the public documents to offer broader details about the region. The wide range of records in these collections – photographs, oral histories, correspondence, recorded performances – supply users with numerous avenues for the information they seek.

Included in CSH's holdings are the papers of Aubrey V. Neasham, historian and driving force behind the Old Sacramento Historic District; Eleanor McClatchy, publisher of the *Sacramento Bee*; and James K. Carr, Undersecretary of the Interior in the Kennedy Administration, an advocate of public works projects like the Sacramento International Airport. The Hazel Pendleton and May Woolsey Collections chronicle family life in

Sacramento. Business collections include the Natomas Company, the California Almond Growers Exchange, Breuner's Furniture Stores, the *Sacramento Bee*, and Weinstock-Lubin. These records represent the development of agriculture, mining, reclamation, media, and the retail sales industry in the Sacramento region. Collections reflecting organizations and community groups include the Tuesday Club, the Sacramento Mailers Union, the Sacramento Traditional Jazz Society, the Sacramento Pioneer Society, and the Camellia Festival.

Photographs and Moving Images

CSH holds over five million photographic images, ranging from daguerreotypes of the Gold Rush-era, including the first known photograph of Sacramento, to contemporary prints of area events and scenes. The collection covers nearly all types of photography and formats, including cyanotypes, cabinet cards, carte-de-visites prints, and glass plate, nitrate, and safety negatives. These images come from our public, manuscript and personal records.

Major photographic collections include the *Sacramento Bee* photo morgue and negatives, which incorporate most news assignments covered by the newspaper from the 1950s to early 2000s; Dennis R. Warren, a northern California free-lance photojournalist from the early 1960s until the mid-1980s; Joseph Benetti, a Pulitzer Prize winning *Sacramento Union* photographer in the 1950s and 1960s; Eugene Hepting, an amateur historian and photographer documenting the Sacramento region from the 1920s to the 1960s; and the McCurry Foto Company Collection, a local studio which operated from 1908 through the 1970s.

CSH houses a large collection of moving images in film, video, and digital formats. The largest portion comes from KCRA, the Sacramento NBC affiliate, with over nine million feet of film. The raw news footage and edited programs date from 1958 to 1982. The collection has been widely used in documentaries and programs seen on public and cable television, news broadcasts, and at film festivals. Other video and film collections include Alexander Media Services, Inc., a local production company of programs and advertising, and multimedia artist and Sacramento City College professor Darrell Forney.

BRIEF HISTORY OF CSH

In 1953, the City of Sacramento established a "Historic Landmarks Commission." Their duties included the establishment and administration of a History Museum for the Sacramento community. The Commission began to collect artifacts within a year or two after its establishment. In the late 1960's, the Commission, in co-operation with the non-profit, "Sacramento Pioneer Association," opened a temporary City and County museum at 1009 7th Street in a building called Pioneer Hall. The building had approximately 1,000 square feet of collection storage.

By 1969 the County joined with the City in support of the Commission and Museum. The Commission would be re-named the Sacramento Museum and History Commission. The

staff was recognized as City staff under the direction of the City Manager and the Commission's role became advisory. The staff began to actively collect artifacts and to build a museum to display the collections. The Commission focused on the development of a permanent new museum facility. The 1009 7th Street facility soon was inadequate and safety issues related to the building prompted the City to obtain leased facilities in the Mayflower Building on 20th Street, between J & K Streets. Part of the move was also motivated by the acquisition of a very large block of County records in 1976. These records became the basis for the archives program. The Mayflower Building provided about an 800% increase in storage space totaling about 15,000 square feet. The collections and archives remained in the Mayflower site until 1987. An exhibition facility was constructed in Old Sacramento at 101 I Street in a reconstruction of the first City Hall (1854). It was called the Sacramento History Center (now called the Sacramento History Museum) and opened in 1985.

The City and County recognized the archives as their official repository in 1976. The National Historic Publications and Records Commission (NHPRC) made their first local government grant in California to organize the public records at the archives, publish a finding aid, and develop records retention schedules for the City and County (1979).

By 1978, very significant County record groups began to flow into the archives. Large private collections, including the KCRA-TV film collection were donated in 1978. The Eleanor McClatchy collection was accepted in 1982. From 1980 to 1983, over 2,000 linear feet of County records were deposited at the archives.

In 1987, the City lost its lease on the Mayflower Building and the collections were relocated into two storage facilities for almost two years while a new building owned by the City was completed at 551 Sequoia Pacific Blvd. The building, named the Sacramento Archives and Museum Collection Center (SAMCC), opened in 1990. The physical size of SAMCC was not larger than previous facilities, but it was designed for its use as a collection facility and compact shelving increased the density of storage, which housed the existing collections and provided for an estimated ten years of growth.

SAMCC exceeded its estimated growth projections and was experiencing space issues in eight years rather than the projected ten years. SAMCC has now been at the Sequoia Pacific Blvd. site for over 20 years and because of the lack of space for properly storing a growing collection, 14,000 square feet of leased space at McClellan Park was opened in 2008. The adoption by the City of a Records Management program has already placed over 1,000 linear feet of records at the new temporary McClellan Park site.

In January 2009, the Manager of SAMCC became the Director of the Sacramento History Museum and the Historic Old Sacramento Foundation. The move was made to streamline historic interpretation in Old Sacramento and re-establish links between SAMCC's collections and the Museum. In May of that year, an organizational name change was made from SAMCC to the Center for Sacramento History, a name that better reflects the community mission of the Center. From 1965 to today, the full-time staff has

grown from one to five. In addition, there is one part-time position and approximately 30 volunteers that work one to two days per week.

GENERAL INFORMATION

While the Center is jointly funded by the City and County of Sacramento, it is administrated by the city within the Convention, Culture, and Leisure Department (for more information about the department please visit www.cityofsacramento.org/ccl); paid staff are therefore city employees.

The Center is a public facility and its archival records are available to the community for research by appointment. Unlike a library, CSH's unique collections are not available for browsing. During the fiscal year 2007/2008 over 1,300 patrons visited the Center's reading room to conduct research, and an additional 6,000 information requests were filled via phone, fax, email, or our website. Our users include scholars, historians, geographers, authors, filmmakers, genealogists, students, lawyers, resource managers, publishers, community members, and City and County of Sacramento employees.

The curatorial side of CSH includes the planning, development, and installation of exhibitions located throughout the Sacramento region. Using photographs and artifacts from the varied collections of CSH, the curatorial staff has installed exhibitions at numerous government buildings such as Sacramento City Hall, Sacramento International Airport, and the Sacramento History Museum. In addition, curatorial staff develops community outreach programs that seek to actively collect for the Center's permanent collections, including the *Faces and Places of Sacramento*, a community photograph collection program, and oral history projects for exhibition and research purposes.

Each year the Center also hosts presentations, speakers, and exhibits; additionally staff and volunteers engage in community projects to help document and preserve the region's history. CSH staff members are available to provide limited exhibition consultation assistance to area historical and cultural non-profit organizations, as well as to teach workshops on conducting research at the Center and preserving historic material. Recent partners have included the Sacramento Police Officer's Association, the Sacramento Pioneers Association, the Sacramento Old City Association, and the Sacramento County Historical Society.

Working with city and county records managers, the Center receives numerous transfers of governmental records to the archives. Staff archivists and curators also seek to collect historically appropriate material that further advances the Center's mission and meets its collection policies. During the fiscal year 2007/2008, 100 collections were added the CSH's holdings and nearly 9,000 items were catalogued into our online database.

The Center's administration hours are Monday through Friday, 8:00 a.m. to 5:00 p.m., closed during the noon hour. The Center is closed during City of Sacramento observed holidays.

Patrons planning to conduct research in our reading room must make appointments for the following times:

Wednesday	4:00 p.m. to 7:45 p.m.
Thursday	8:15 a.m. to 12:00 p.m.
Friday	8:15 a.m. to 12:00 p.m.

The Center's contact information is:

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FAX (916) 808-7582
csh@cityofsacramento.org
www.centerforsacramentohistory.org

APPLYING TO BE A VOLUNTEER OR INTERN

The Center seeks out committed volunteers with backgrounds or work experience in museums, libraries or archives, and accepts applications from all who wish to apply. Highly desirable skills for our volunteers include data entry, carpentry, graphic design, photography, scanning, and familiarity in a Windows-based environment. Above all, volunteers with a strong commitment, an attention to detail, a willingness to take direction, and team-building skills are sought.

Currently, the Center *only* accepts as interns advanced graduate students currently enrolled in a Master's or Ph.D. program.

Volunteers

To be considered for a volunteer position, a Volunteer Application must be completed. Applications can be found online at www.centerforsacramentohistory.org or obtained from the Center's Volunteer Coordinator. Completed applications are accepted on an ongoing basis and should be mailed to or dropped off at the Center. Incomplete applications cannot be accepted. CSH does not accept faxed or electronically submitted applications. Receipt of application does not guarantee a volunteer position. The Volunteer Coordinator will contact the applicant to confirm receipt of the application.

Applications will be reviewed by the Volunteer Coordinator and appropriate Center staff members in light of current needs and openings. Due to the Center's small staff, limited volunteer openings, and skills required, not every applicant can be placed. Applications will be kept on file for one year for future consideration as openings occur. The Volunteer Coordinator will contact you within two weeks if we are unable to place you in a volunteer position.

For those applicants who might fill a need, the Volunteer Coordinator will arrange a time for an interview. During the interview the Volunteer Coordinator, appropriate Center staff members, and the applicant will review the applicant's resume, discuss goals, work plans, and expectations; be introduced to the staff; and take a tour of the Center. The Volunteer Coordinator will contact the interviewee within one week of the interview to confirm volunteer status.

Once selected to begin volunteering, applicants will be assigned a supervisor from the Center's staff. Together a project or work-plan will be finalized, and a work schedule set. The supervisor will serve as the volunteer's primary contact with the Center.

Interns

To be considered for an internship, an Intern Application must be completed. While the Center usually works with no more than *two* graduate student interns each semester, staff workloads dictate the final number selected. The selection of interns is a competitive process. Priority is given to students enrolled in history, public history, museum studies, and library science programs. Applications can be found online at www.centerforsacramentohistory.org or obtained from the Center's Volunteer Coordinator. Completed applications must also include a resume and two letters of reference. All application materials must be submitted together and mailed to or dropped off at the Center. Applications must meet the posted deadlines to be considered. Incomplete applications cannot be accepted. CSH does not accept faxed or electronically submitted applications. Receipt of application does not guarantee an internship. The Volunteer Coordinator will contact the applicant to confirm receipt of their application.

Completed applications, resumes, and letters of reference should be mailed together, and must be postmarked by or dropped off at CSH by the following deadlines:

- August 20th for fall semester
- December 20th for spring semester
- May 20th for summer semester

Applications will be reviewed by the Volunteer Coordinator and appropriate Center staff members in light of current openings. Due to the Center's small staff and the limited number of internships, the application process is competitive. The Volunteer Coordinator will arrange an interview with the top applicants. During the interview, the Volunteer Coordinator, appropriate CSH staff members, and the applicant will discuss goals, work plans, and expectations; be introduced to the staff; and take a tour of the Center. The Volunteer Coordinator will contact the interviewee within one week of the interview to confirm internship status.

Once selected, interns will be assigned a supervisor from the Center's staff. Together a project or work-plan will be finalized, and a work schedule set. The supervisor will serve as the intern's primary contact with the Center.

All paperwork required by the intern's graduate program remains the responsibility of the intern. It is also the intern's responsibility to make sure they complete the total number of hours required by their graduate program within the semester that they are enrolled in the internship. CSH does not allow interns to take incompletes and make up their hours in the following semester(s); all required hours *must* be completed within the semester the intern is enrolled in the internship. Students completing an internship and wishing to continue their internship into the following semester must reapply; students are restricted to a maximum of two internships at CSH.

VOLUNTEER AND INTERNSHIP POSITIONS

Below is a list of positions available to volunteers and interns. The positions marked with an asterisk (*) are open for internships. Some positions require previous experience, the ability to lift and carry a forty-pound box, and the ability to climb a ladder to retrieve materials. It is required that volunteers give at least a *four* hour block of time each week; internship requirements are dictated by the intern's graduate program.

Archival Assistant*

Description of Duties: Assist by answering reference questions; staffing the reading room during research hours; helping with records transfers from City and County agencies; helping with the retrieval of donations from private donors; arranging and describing collections; cataloging the collections into the Center's database.

Job Requirements/Skills: Some training in archival theory and practice; familiarity with Windows based software; familiarity with data entry standards (MARC, EAD, etc.); attention to detail; ability to type.

Cataloging Assistant*

Description of Duties: Assist by cataloging the collections into the Center's database

Job Requirements/Skills: Familiarity with Windows based software; familiarity with data entry standards (MARC, EAD, etc.); attention to detail; ability to type.

Curator of History Assistant*

Description of Duties: Assist in exhibit planning, research, and development; conduct historic research; gather data, photographs, and graphics; write labels, handouts, and brochures; writing condition reports; and assisting with loan documentation.

Job Requirements/Skills: Exhibit planning involves basic writing skills; knowledge of how to use library/archive to produce a research paper; the ability to analyze and synthesize data into concise ideas, which can be produced as interpretive labels; and an interest in the subject matter of the particular exhibit.

Historic Images Assistant*

Description of Duties: Assist by identifying, cleaning, preserving, describing, and scanning images into the Center's photo database. This will involve some secondary source research, reading of text material to gain knowledge of historic photo techniques

and the proper care of historic prints and negatives. Other duties include photocopying, and special work projects. Occasional work with moving image collection may include identifying, cleaning, preserving, and describing film and video holdings.

Job Requirements/Skills: An interest and appreciation for conservation methods, sensitivity to detail, consistent work, good penmanship, knowledge of local history, plus interest and/or background in photography and moving images or the history of film and photography.

Museum Collections Assistant*

Description of Duties: Assist by cleaning, labeling, photographing, and prepping artifacts for storage; writing condition reports; assisting with loan documentation; cataloging holdings into the Center's databases; and special work projects, such as researching artifact history, etc.

Job Requirements/Skills: Work in collections involves some training in the care and handling of objects and requires a sensitivity and adherence to detail and accuracy.

Administrative Assistant

Description of Duties: Assist with answering phones and walk-in traffic; preparing bulk mailings, filing paperwork, editing and proofreading, and other general office work assigned by the Manager.

Job Requirements/Skills: Attention to detail; task oriented with the ability to follow through; an understanding of basic computer functions; ability to show proper phone etiquette; ability to type and alphabetize; personable and enjoys working with people.

Disaster Recovery

Description of Duties: Assist staff in recovery, clean-up, and conservation of CSH collections after a fire or flood disaster. Recovery efforts will only be undertaken with the approval of City public safety and risk management officials.

Job Requirements/Skills: Ability to work under physically challenging circumstances which may include water, mud, mold, soot, and debris; ability to work in teams and follow instructions.

Exhibit/Collections Handyman

Description of Duties: Assist by installing exhibits, painting panels, props, and signage; and making props, cutting, cleaning, and pressing cloth. One with the necessary skills could also prepare special mounts for small or fragile items to be exhibited. Help build exhibit props under the Curator's guidance. Also construct storage crates for artifacts and other special projects.

Job Requirements/Skills: Fabricating necessitates some basic workshop and power/hand tool skills, as well as interest and concern for doing the job well. Specialty exhibit prop construction would, of course, require a much higher level of expertise with tools and machinery.

Exhibit Installer

Description of Duties: Assist with the installation of exhibits by cleaning and setting up panels, Plexiglas, props, pedestals; attach titles, hand prints and photos; unpack shipping crates, transport items to gallery, help with dismantling the exhibit and re-shelving items; repair panels, remove nails and screws, rearrange items in storage areas.

Job requirements/Skills: Knowledge of basic workshop/hand tool skills required for an exhibit installer, together with an attention to detail and the ability to follow instructions.

Graphic Artist

Description of Duties: Assist Center staff by producing text and labels, paint panel graphics; produce posters and/or brochures to publicize the exhibits; and draft the graphic of exhibit scripts.

Job Requirements/Skills: Artistic skills, a graphic arts background, and knowledge of artistic techniques; profess an attention to detail, in order to produce aesthetically pleasing products.

Hospitality Assistant

Description of Duties: Hospitality volunteers help with exhibit openings, receptions, and other special events held at the Center by assisting with planning and implementing refreshments, entertainment, decorations, and by helping to serve and greet during these occasions.

Job Requirements/Skills: The primary skills a person can bring to this job are good organizational abilities and the enjoyment of working with people.

Scanning Technician

Description of Duties: Assist by scanning images to be placed into the Center's photo database or to fulfill patron orders.

Job Requirements/Skills: Familiarity with Windows based software; previous experience with scanners preferred. Work with photographs involves some training in the care and handling of them.

CODE OF ETHICS

All volunteers and interns are expected to be familiar with and abide by the following ethical code:

Conflict of Interest

A conflict of interest exists when a CSH volunteer uses their position or contacts to benefit themselves. This type of behavior is not only unethical, but it is also illegal and a breach of the public trust. Volunteers should not expect benefits or favors from the Center other than those specifically outlined in this handbook. Volunteers are in a position of public trust and therefore cannot accept gifts, gratuities, favors, or rewards for

any services performed in connection with their volunteering. It also is unlawful for volunteers to solicit, offer, or accept any money or anything of value in exchange for CSH property. If a volunteer violates this policy, they will be subject to disciplinary action, up to and including termination, and/or criminal prosecution.

In addition, CSH volunteers shall not personally accept honoraria for any appearance, speech, or article in which the volunteer provides expertise or opinions related to their performance of CSH duties. This means that, if a volunteer is speaking or writing on behalf of, or about the museum, they may not be personally paid for that activity, but can request a donation be made to the Center. Individuals may be reimbursed for reasonable expenses.

Confidentiality

Sensitive information gained by association with CSH or access to CSH records shall be held confidential. Sensitive information may include, but is not limited to, matters of CSH administration, planning and fundraising, and personal information regarding City and County of Sacramento employees and elected officials, CSH employees, volunteers, interns, and donors. Volunteers shall not contact any news media in reference to the release or publication of the above information. Volunteers are expected to resolve any questions regarding sensitive information with staff. At no time should a volunteer disclose nonpublic or sensitive information to individuals unless approved beforehand by staff.

Confidential information obtained during or through volunteer time with CSH may not be used by any volunteer for the purpose of furthering current or future outside employment or activities or for obtaining personal gain or profit.

Public Support

Volunteers are expected to support the Center in the community. Volunteers should be aware that the public perception of them is linked to the Center and should act in no way to discredit the organization.

Care of Collections

Volunteers work around artifacts and materials that are unique and irreplaceable. With this in mind, they must perform all duties to the best of their ability and training, and seek staff assistance when appropriate. No volunteer should handle any items without direct staff supervision or training.

Representation

Volunteers may not act on their own in behalf of the Center or use the name of the Center without the permission of the staff. Volunteers are not to contact the media, collect artifacts and records, or solicit monetary donations without prior permission from the Center's Manager.

Gift of Right of Publicity

Volunteers irrevocably give the Center the right to reproduce, edit, distribute, publish or broadcast audio or visual media in which they are subjects in any form and manner without payment of fees, in perpetuity.

Intellectual Property Policy

Devices or property, intellectual or otherwise, developed by a volunteer in relationship to their position shall belong to the Center.

Dependability

CSH's most valuable assets are our volunteers. The Center cannot accomplish its mission without volunteers and therefore depend heavily on volunteers who assist with daily operations. Consequently, volunteers must be on time and self-directed once oriented to their responsibilities. Please honor your commitment, be punctual and work your full shift.

Harassment

It is illegal to harass others on the basis of their sex, sexual orientation, age, race, color, national origin, religion, marital or veteran status, citizenship, disability, or any other personal characteristics. Harassment includes making derogatory remarks about such characteristics, making jokes about ethnic or other groups, and other verbal, physical, and visual behavior. Sexual harassment is prohibited. It is defined as propositions, repeated requests for dates, dirty jokes, sexually provocative pictures or cartoons, and other verbal, physical, and visual harassment of a sexual nature are prohibited. For more details, please see www.cityofsacramento.org/career/forms/Sexual_Harassment_Policy.pdf.

The harassment of any employee or volunteer will lead to immediate disciplinary action up to and including termination. Any volunteer who feels harassed has the right to file a charge with the City of Sacramento's Equal Opportunity Office. Before doing so, we ask that you first speak with your supervisor or the Manager. If the Manager is not an appropriate person, speak directly with the City of Sacramento's Equal Opportunity Office. CSH will not retaliate against any volunteer who makes a claim of harassment.

Drug-Free Workplace

All volunteers are expected to understand and comply with the following guidelines regarding the use of drugs or alcohol in the workplace:

- We prohibit the unlawful use, possession, distribution, sale, or manufacture of a controlled substance on our premises.
- We prohibit all volunteers from being under the influence of drugs or alcohol while on the job. Exceptions for medicines are made on a case-by-case basis.
- Failure to follow CSH's drug-free workplace policy may result in disciplinary action which may include, but is not limited to: termination of volunteer position.
- If you are convicted of violating any criminal drug statute in the workplace, you are required to notify the volunteer coordinator within five (5) calendar days of the conviction.

POLICIES

The Center has developed certain policies to reflect good business practices. CSH strives to develop and maintain a pleasant, efficient, and fair work environment that fosters cooperation and understanding. Volunteers are expected to know and abide by these policies; to be respectful and considerate of other volunteers, employees, supporters, and the general public; as well as to give a careful and conscientious performance in their work.

Dress Code

It is expected that volunteers will maintain a clean and neat appearance and will project a professional and businesslike image in dealing with other volunteers, employees, and the general public. If working with the public, business casual attire is preferred. Your apparel may depend on the type of activity required for the position. Some tasks will involve handling soiled or dirty materials. During those times work clothes are appropriate. CSH reserves the right to define appropriate standards of appearance for the workplace.

For safety reasons, please avoid open-toed shoes, sleeveless shirts, and shorts. To ensure a considerate environment for all, clothing with offensive messages or political campaigning is against city policy. When in doubt about attire, please ask your supervisor.

Absences

If you are unable to make a scheduled commitment, contact your supervisor as soon as possible by calling (916) 264-7072. There is an answering machine after hours, so you can leave a message for your supervisor or the Volunteer Coordinator. If you are anticipating an extended time away from your volunteer duties, please notify your supervisor.

Scheduling

The Center requires that volunteers commit to giving at least four (4) hours of service per week. It is preferred that volunteers schedule the same time each week for their service hours.

Injuries and Insurance Claims

All volunteers are covered by the City of Sacramento's insurance policy when performing their volunteer duties. If you are injured while working at the Center, please report it immediately to your supervisor. All injuries *must* be reported regardless of their severity. Your supervisor will work with you in filling out an incident report to be forwarded on to the City's Risk Management Department. It is essential that the report be completed to cover all claims.

Monetary Transactions

Unless otherwise noted by the Manager, only staff is allowed to handle monetary transactions between the Center and patrons.

Smoking

In consideration of the health and safety of all our volunteers and staff and care and preservation of the valuable collections of the museum, please take your smoke breaks outside the building, 25 feet away from all entrances.

Use of Facilities and Property

We ask that you exercise care when using the Center's property and equipment. If you find that office equipment is damaged or malfunctioning, please let your supervisor know about it immediately.

Property Removal

At no time shall CSH property including equipment, machinery, collection artifacts, archival material, and photographic images, be removed from the premises for personal use. If volunteer assistance is needed to transport the above items for legitimate CSH activities, it must be done with the prior approval of the Manager and accompaniment of a staff member.

Personal Use of Phones

If you need to make an outgoing call you may use the phone at either your work space or the front reception desk. Select Line 6 first, dial 9 and listen for the dial tone; then you can dial the number. Please keep your conversations brief. For work-related long distance calls, please clear first with you supervisor; all other long distance calls please use your personal calling card.

Expense Reimbursement

Volunteers are reimbursed for pre-approved expenses. Volunteers are asked to submit their receipts for reimbursement. Reimbursement is made via check within thirty (30) days of receipt of the reimbursement request. Requests made without appropriate receipts will not be approved or processed.

Computer Use

Volunteers will undergo a computer orientation by City IT staff before being given a user name and password to use CSH computers. CSH staff will train volunteers in using computer equipment and software (cataloging, scanning, etc.). The City of Sacramento and the Center reserve the right to monitor all use of computer equipment owned by the Center. There is *no* expectation of privacy while using these items. Volunteers are asked to keep personal use of computers (i.e. checking email) to a minimum.

Keys and Alarm Codes

Volunteers will not be issued building keys or given the codes to the building alarm system. Staff is responsible for opening and closing the Center each day. Depending on assignments, volunteers and interns may be issued access cards to gain entry into the collections storage area. These cards are checked out daily on an as-needed basis.

Speaking to the Media

The Manager and designated staff are the only ones with the authority to speak to the media on behalf of the Center.

Internal Communication

CSH uses bulletin boards, mailings, and emails to communicate important information to volunteers on a regular basis. Volunteers are responsible for reading posted or distributed information on a timely basis. All notices will be posted on the Volunteer Board in the break room.

Solicitations

No soliciting is allowed on CSH premises. This includes requests for contributions to charitable organizations, as well as business advertising and sale of goods (Girl Scout cookies, Tupperware, etc.).

Celebrations

There will be no mandatory “contributions” required of volunteers for the celebration (including gifts) of birthdays, weddings, baby showers, etc. It is at complete discretion of each volunteer as to whether they wish to participate or not.

Open Door Policy

All volunteers are encouraged to provide input and suggestions concerning the overall operations and programs of the Center, following appropriate communication channels.

Grievance Procedures

If you feel that you have been mistreated in any way, contact the Volunteer Coordinator or the Manager. Any instances of sexual or other harassment should be reported immediately and will not be tolerated. As a matter of general policy, all supervisors will maintain an open door for discussion and a receptive ear, and will review all volunteer suggestions or complaints concerning work practices and procedures.

If a volunteer wishes to make a formal complaint after speaking with their supervisor, it should be in writing to the Manager and completed within fifteen (15) business days after the incident has occurred or the issue has arisen. CSH considers an open discussion between volunteer and Manager as the first step in addressing the complaint procedure. The Manager must respond to the complaint in writing within ten (10) business days. If the manager is unable to resolve the complaint within fifteen (15) business days or if the employee disagrees with the Manager’s solution, the volunteer may appeal directly to the Director of the City’s Convention, Culture, and Leisure (CCL) Department. At this point, a copy of the written complaint and an outline of the nature of the grievance will be given to the Director by the CSH Manager. The Director will investigate the matter in accordance with City of Sacramento policy.

WORK AREAS

It is important to remember some of the responsibilities you have concerning the work areas at the Center. All volunteers will be given a tour of the Center and shown the public and private areas. Staff offices and cubicles are private; please respect staff workspaces and request permission to enter them when not accompanied by staff or when the workspace is unoccupied. Always ask permission from staff members to borrow tools and reference books from staff workspaces. Below is a listing of each area and the work performed within each area:

Processing Area

The processing area is the central space for staff and volunteers to work on assigned projects. Because so many people work in this space, it is a good idea not to make this a social area. Keep conversation to a minimum so as to not distract others. Within this area is kept most of the archival supplies, office supplies and equipment, photocopier, trash and recycling bins, and four large work tables. Please keep the area clean and tidy. There is shelving on one side of the room to store volunteer work project materials. No material should be left on the tables after your volunteer session is completed. Please be sure that all supplies and material are properly put away.

Reading Room

This room is where patrons work with the archival staff in conducting their research. Those volunteers and interns assisting with reference duties will work mainly in this area. When the room is not being used during reference hours, volunteers are able to use the tables for work space.

Library

The library is a research area of the Center. Volunteers who use the library do research for exhibits and collections cataloging. Please note that the materials that are in this library are to remain in the library and cannot be signed out. The library also contains the Center's donor records. Only under the direction of your supervisor should these records be accessed; confidentiality must be insured when using these donor files. This room is locked each evening. The room is also used for staff meetings and work sessions.

Break Room

You are welcome to make use of our break room which has a sink, microwave, coffee pot, tea kettle, range, toaster, and refrigerator, as well as limited kitchenware. Always clean-up after yourself. Do not store food long-term in the break room. Any food left over a week will be disposed of. Coffee and condiments are provided free of charge. It's a good idea to mark your food and containers. All food and drink must be eaten in the break room – NO FOOD IN YOUR WORK AREAS.

Collections Storage

The collections area is an area of special concern. It is important to remember that one of the primary missions of a museum is to preserve its collection. For this reason the collection has specific light, humidity and temperature levels. Because it is cooler

volunteers might want to bring a sweater when working in the storage area. Additionally, there are certain security procedures associated with the collections area. Work assignments determine access to this area. In general a staff member should accompany any volunteer or intern when accessing the storage area.

Some things volunteers can do to help protect the storage area are:

- Go in and out of the collections area as little as possible. Do not tarry or hold conversations at the door.
- Do not prop open the main door to the storage area unless transporting items in rapid succession.
- Report any strange odors or water leakage to your supervisor.
- Do not handle objects without gloves.
- Do not handle objects that you are not assigned to work with.

Your personal safety is also a concern in this area as volunteers may be left alone for a time in this area. For this reason it is a good idea to check in and out with your supervisor before you leave. Also be aware of where flashlights are kept and, if possible, bring a pocket or keychain flashlight with you. Always check to make sure it is safe to move the compact shelving before activating the system. When using rolling ladders, be sure that the ladder is locked into position. Always use proper technique when lifting items, use a partner when lifting and transporting oversize objects. Only staff is authorized to drive the forklift.

Exhibit Prep Room

This room is where exhibit materials are processed and prepared for display. Only collections and curatorial staff and volunteers should work in this space.

Video Lab

This lab is where film and video is viewed, searched, cleaned, transferred to other storage mediums, and prepared for use by documentarians. The space contains numerous pieces of electronic hardware that is to be operated only by trained personnel. Only designated staff and volunteers should work in this space

Woodshop

The shop is where exhibit hardware, signs, etc., are fabricated. The area is used by all staff. Tools used in this area belong to the Center and are not to be borrowed or loaned. Machinery is to be used only if you are assigned to use it and then only if you have prior experience or receive training by your supervisor. Be sure to wear safety gear when operating this machinery. All doors to the shop should be kept closed in order to minimize the amount of dust in the storage area. In the shop is a unisex, handicap accessible bathroom.

Receiving Room

This area is at the back entrance of the Center. It is where exhibits are brought in and shipped out, and new collections brought in. It is important to make sure that the roll door is not left open and that it is attended when open. Be sure to secure the door once

you have closed it. Make sure that the floor in receiving area is clear at all times. The emergency exit is to remain clear and unobstructed.

SAFETY PROCEDURES AND EMERGENCY RESPONSE

CSH expects its volunteers to work in a safe manner, to use good judgment and common sense in matters of safety, to observe all safety rules published and posted in various areas, and to follow all federal and state OSHA regulations. If you have any questions or concerns about workplace safety, please speak with your supervisor. Each volunteer is required to fill out an emergency contact form and keep the information updated (the form is available on the last page of this handbook). If you wish to be part of the response team to assist staff during recovery after fire/flood damage, please indicate this on the contact form.

General Safety Procedures

- Familiarize yourself with the emergency exits, phones, fire alarms and extinguishers that are located throughout the Center.
- Do not block aisles, doors, or exit ways. Always be sure there is a clear path to all exits.
- Do not store anything in front of fire extinguishers, fire hose cabinets, fire pull stations, fire horns, sprinkler shut off valves, or electrical boxes.
- Always use protective gear when operating power tools.
- Always ensure there is proper ventilation when using paints, adhesives, solvents, etc. If the weather permits, use these products outdoors.
- When using rolling ladders, be sure that the ladder is locked into position.
- Always use proper technique when lifting items, use a partner when lifting and transporting oversize objects.
- Only staff is authorized to drive the forklift.
- Turn off all lights and appliances and shut the doors, when a room or area is not in use, or there is no one in the area.
- Always react and respond to the sounding of a fire alarm.
- Always be alert for suspicious persons or events – if you think anything is unusual, report it to staff.

During emergency situations, call 911 and take your cues from the staff. For a more detailed look at CSH's emergency procedures please see the Emergency Response and Disaster Plan Manual.

Fire Emergency

- Remember, human safety is our first priority. Do not panic, remain calm, and work quickly!
- If there is smoke or fire present and the fire alarms are not sounding, initiate the alarms at the nearest unobstructed, manual pull station. There are pull stations near each exit door. If you are unable to get to a pull station, call 911 to report the fire.

- Instruct and assist volunteers, guests and visitors in leaving the Center through the nearest unobstructed exits.
- *If possible* as you leave, please secure all valuables, cover exposed records, turn off electrical appliances, shut off lights and close doors.
- After leaving the Center, assemble at the southwest corner of the parking lot closest to both Richards Blvd and the Center.
- Do not return to the Center until instructed to do so by the staff member in charge.
- Follow the instructions of the fire department and police department personnel who are present.

FREQUENTLY ASKED QUESTIONS

If you have a question about the Center, or your assignments, please start with your supervisor. If your supervisor is unavailable, contact the Volunteer Coordinator. You may also wish to refer to the CSH website, www.centerforsacramentohistory.org, for general answers.

Where can I park my vehicle?

Free parking is available in the large, well-lit lot in front of the center. Please park in any of the marked parking stalls near the southern end of the building. Always lock your vehicle. Overnight parking is not allowed.

Is there public transportation nearby?

Sacramento Regional Transit operates two bus lines along Richards Boulevard, #11 and #15. The bus stop is less than two blocks away from the Center. Please check RT's website, www.sacrt.com, for schedules and fares.

Where do I go when I come to the Center?

Enter through the staff door (the unmarked, metal door between the two glass doors with the no smoking sign). Check in with your supervisor each day and they will inform you of announcements, assignments, and direct you to your workstation.

Where do we put our purses and/or coats?

It's a good idea to lock your purses and other valuable items in the trunk of your car. If this is not an option they may be placed in one of the lockers near the front reception desk or outside of the break room. Lockers are available in the reading room reception desk. Coats can be taken with you to your work area, placed in a locker, or hung on the coat rack outside the break room.

Is your facility handicap accessible?

Our front office area and restrooms are handicap accessible. The storage area and back workshops are not.

Are there eating facilities at the Center?

You are welcome to make use of our break room which has a sink, microwave, coffee pot, tea kettle, range, toaster, and refrigerator, as well as limited kitchenware. Always

clean-up after yourself. Do not store food long-term in the break room. Any food left over a week will be disposed of. Coffee and condiments are provided free of charge. It's a good idea to mark your food and containers. All food and drink must be eaten in the break room – NO FOOD IN YOUR WORK AREAS.

There is a drinking fountain near the Center's main entrance. While there are no vending machines on the premises, there are sodas in the bottom of the refrigerator for \$.25; just place the change in the soda drawers. Within a two mile radius of the Center there are several fast-food eateries and restaurants.

Can I give a tour to my family and friends of the Center?

Contact your supervisor about bringing friends and family to the Center for a tour. Do not bring visitors unannounced. Please be aware of the time constraints on staff. Family and friends should never be allowed to "explore" while visiting, and must be accompanied at all times.

Can I recruit other volunteers?

If you know of someone interested in volunteering for CSH, please ask that person to contact the Volunteer Coordinator. All volunteers must undergo the application process; please do not promise others volunteer opportunities.

Who should fill out my intern paperwork?

It is the responsibility of each intern to make sure that all the paperwork needed by their college/university is completed. Interns should work with their CSH supervisor to develop measurable goals and a realistic work plan that satisfies the Center, the intern, and the requirements of the college/university. Interns should make their supervisor aware of all supporting paperwork needed by the college/university and notify them of the submission deadlines far in advance.

SUGGESTED READINGS

Code of Ethics

Code of Ethics for Archivists by the Society of American Archivists
http://www.archivists.org/governance/handbook/app_ethics.asp

Code of Ethics for Museums by the American Association of Museums
<http://www.aam-us.org/museumresources/ethics/coe.cfm>

Sacramento History

Big Four: The Story of Huntington, Stanford, Hopkins, and Crocker, and of the Building of the Central Pacific by Oscar Lewis (Alfred A. Knopf; New York, NY: 1963)

John Sutter: A Life on the North American Frontier by Albert L. Hurtado (University of Oklahoma Press; Norman, OK: 2006)

Sacramento, An Illustrated History: 1839 to 1874, From Sutter's Fort to Capital City by Thor Severson (California Historical Society; San Francisco, CA: 1973)

Sacramento: Gold Rush Legacy, Metropolitan Destiny edited by John F. Burns (Heritage Media; Carlsbad, CA: 1999)

Sacramento: Indomitable City by Steve M. Avella (Arcadia Publishing; Charleston, SC: 2003)

Sacramento History: Journal of the Sacramento County Historical Society

The World Rushed In: The California Gold Rush Experience by J.S. Holiday (Simon and Schuster; New York, NY: 1981)

EMERGENCY CONTACT INFORMATION

Please **print** answers legibly and return to your supervisor. Information will be used by staff only when it is believed that an emergency has occurred.

Name (Last, First): _____

Address: _____

Home Phone: _____ Cell/Work Phone: _____

Email: _____ Volunteer Intern

Are you willing to serve on the Disaster Recovery Team? YES NO

Emergency Contact Name & Relation: _____

Address: _____

Home Phone: _____ Cell/Work Phone: _____

In case of emergency, do you wish to be treated by your own physician?

NO: You will be referred to the City's physician.

YES: Physician or Care Provider's Name: _____

Address: _____

Phone: _____

Provider's ID number: _____

Do you carry the Provider's ID card with you? YES NO

Do you use vision aids? YES NO Do you use hearing aids? YES NO

Do you have any allergies, disabilities, devices (i.e. pacemakers, braces, wheelchair, etc.) that we should be aware of? YES NO

If yes, please list: _____

As a CSH volunteer/intern, I agree to abide by all federal, state, and local laws and regulations as well as CSH policy contained in this handbook, which I have read. I understand it is my responsibility to keep CSH informed of any changes in my contact information and my status as a volunteer/intern.

NAME (printed): _____

SIGNATURE: _____ DATE: _____

Updated: January 2010