



Volunteer Handbook & Training Manual

*** FEBRUARY 2025***

Program Overview

Welcome to the Birthplace of Country Music Museum! We are excited that you are here and want to become a part of our volunteer team. This manual will provide information for the training process and help to familiarize you with the various volunteer roles and aspects of the museum.

As a nonprofit organization, volunteers are an essential part of our staff here at the Birthplace of Country Music Museum (BCMM). From helping with the many special events that take place during the year, being a museum docent, or acting as a gallery assistant to working behind the scenes in the archives, assisting in The Museum Store, or helping with office and curatorial needs, volunteers play a key role in everything we do. Volunteering is a great way to meet interesting people and to learn new skills. We value and encourage professional development and career growth through volunteering at the museum. No matter your interests, you'll discover enriching and exciting opportunities here at the Birthplace of Country Music Museum.

The Birthplace of Country Music Museum is dedicated to creating an environment where people of diverse backgrounds are welcome and valued. We strive to recruit a team of volunteers representative of a broad range of ages and backgrounds.

Fundamental Museum Information

Hours of Operation: Tuesday-Saturday: 10:00am-6:00pm
Sunday: 1:00-5:00pm
Monday: Closed

Phone: **Museum Front Desk:** (276) 285-3832
Address: **Museum:**
101 Country Music Way
Bristol, VA 24201

Office: (423)573-1927
Office:
416 State Street
Bristol, TN 37620

The Birthplace of Country Music Museum Story

Our story is a richly layered history. It is our hope that each volunteer, new, past, and current, will explore, learn, and share this history.

In 1998, the United States Congress designated Bristol as the “Birthplace of Country Music” because of The Bristol Sessions, a recording session that occurred over 10 days in late July and early August of 1927 in Bristol. The Bristol Sessions were organized by Ralph Peer, a record producer working for Victor Talking Machine Company. There were country music, then called “hillbilly music,” recordings made prior to 1927; however, the Bristol Sessions were the first time such a large congregation of varied and talented artists was recorded. Ultimately these recordings became so commercially successful that country music as a genre found its way into the mainstream. This interest continues today both nationally and internationally, with museum visitors from all 50 states and over 45 foreign countries. Today, country, old-time, and bluegrass music festivals are held the world over.

The success of the Bristol Sessions propelled Jimmy Rodgers and The Carter Family into the national spotlight, creating the first-ever “Country Stars” and furthered the career of “Pop” Stoneman leading to the creation of one of country music’s favorite family bands, The Stoneman Family. Also, equally important, is the music of the Bristol Sessions... iconic songs and tunes were recorded here for the first time. These songs have transcended the years and continue to impact and influence artists today, especially in bluegrass, revivalist folk, Americana, country, and even rock music. The Bristol Sessions’ music is the bedrock upon which many other genres are generated.

Technology is another important aspect of the museum’s story. Without the invention of the Western Electric microphone in 1925, the success of the Bristol Sessions would not likely have been achieved. The microphone made it possible to travel with recording equipment, allowing producers to record where the artists were, and capture a much higher-quality sound at the same time!

Our Museum story additionally encapsulates the musical and cultural heritage of the southern Appalachian people. Country music is made up of a wide variety of different types of songs and tunes – including ballads that traveled to Appalachia from England, Ireland, and Scotland, event or disaster songs, instrumental string band music for dances and gatherings, and much more. Different types of music and cultures also influenced and appeared in the early hillbilly repertoire, including vaudeville and popular songs, minstrel shows and related music, sacred and gospel songs, and blues music. Genre boundaries are not as static as the marketing of these genres made them out to be; rather different musics have always borrowed stylistic devices, lyrics, and tunes from each other – and they still do!

The Bristol Sessions was a coming together of technology, talent, and location: ever-improving technology allowing for better capture and reproduction of sound, the talent of the artists involved and Ralph Peer’s vision, and Bristol’s central location. Musicologist Nolan Porterfield, author of the biography of Jimmie Rodgers, calls the Bristol Sessions “a sentinel moment in the evolution of country music” and the Library of Congress designates the Bristol Sessions among the 50 most important recording events of all time.

Museum Staff

There are several museum staff members, including frontline staff and curatorial staff, along with Birthplace of Country Music staff – all of whom you will encounter in the museum and at events at various times. To easily recognize museum staff, office staff and volunteer staff, a photo board with names and titles resides in the kitchen. Please refer to it for familiarity with faces and names.

Staff Members:

- **Curatorial:**
 - Dr. Rene Rodgers: Head Curator
 - Erika Barker: Curatorial Manager
 - Julia Underkoffler: Collections Specialist; Frontline Associate
 - Sam Parker: Curatorial Contractor
- **Museum Frontline:**
 - June Marshall: Museum Manager
 - Joyce Anne Icenhour: Frontline Associate
 - Hollie Moody: Frontline Associate, School and Group Tour Coordinator, & Rental Coordinator
- **Radio:**
 - Kris Truelson: Radio Bristol Program Director
 - Josh Littleton: Radio Bristol General Manager
 - Ella Patrick: Production Assistant
- **Administrative:**
 - Melissa Roberts: Managing Director
 - Baylor Hall: Director of Operations
 - Leah Ross: Executive Director of Advancement
 - Jessica Bouchard: Office Administrator
- **Development:**
 - Lillie Snuggs: Director of Development
 - Brittany Rice: Grants Specialist
- **Marketing:**
 - Leah Prater: Director of Marketing
 - Charlene Baker: Communications Manager
 - Hank Collie: Graphic Design & Brand Manager
 - Ashli Linkous: Marketing Specialist & Photographer

****Volunteers are also considered staff at BCMM – which means that you have similar privileges and access in the museum as the rest of the staff.**

Volunteer Requirements and Benefits

Requirements:

- Must be at least 16 years of age (or have parental consent).
- Reliability is essential, including promptness and courteous behavior. Please notify us if you are unable to come or will be late for your shift.
- Completed application and liability release form.
- Pass a background check.
- Complete all required training sessions (i.e. Disaster Training, Ethics Training, New Exhibit Training, etc.). The Volunteer Coordinator will sign off once you have completed these training sessions.
- Self explore the Museum at least once to become familiar with the basic content and layout. (we highly encourage you to do this more than once!).
- Shadow a veteran Volunteer for two shifts.

Background Checks:

BCMM requires ALL staff and volunteers to undergo a background check before working with the public in the museum. Background checks for the entire team is not an uncommon practice in the museum field. Museums are held to a high standard and we strive to uphold this level of trust from the public by observing best practices wherever possible. Background checks are another layer of security we can provide to our patrons, staff, and your fellow volunteers.

Dress Code:

Gallery and Docent Assistants/ Special Events/ The Museum Store: White shirt, blouse, or polo, and nice looking black pants or skirt, comfortable shoes, and a VOLUNTEER lanyard. Shorts, short skirts or skorts without tights, flip-flops, or dirty sneakers are not permitted. **When in doubt, this is the standard volunteer “uniform” for all volunteer roles.

Docents: Professional dress and docent name tag.

Archives/Curatorial/Odd Jobs: Dress appropriately for the task. Comfortable, clean, casual clothing is typically fine for behind-the-scenes jobs.

Bristol Rhythm and Roots: Rhythm and Roots Volunteer T-shirt, jeans (free of rips and tears), comfortable shoes, and Volunteer lanyard.

Race Weekend/Outreach Events: Any Museum, Radio Bristol, or Bristol Rhythm and Roots T-Shirt, jeans free of rips and tears, comfortable shoes, and your Volunteer lanyard.

Additional things to note regarding Dress Code

- Due to visitor sensitivity, as well as archival standards, scents including perfume, cologne, and scented lotions should be avoided whenever possible.
- Hygiene is important. You are representing the museum when you volunteer. Please maintain healthy personal hygiene when at the museum.
- Background music throughout the museum makes it necessary to speak in close proximity to visitors at times, so please be mindful of your breath. Should you need them, mints are available at the front desk.

Volunteer Hours:

A sign-in sheet is located at the museum's front desk. At some special events, training sessions, and outreach events, the sign-in sheet will be with the Lead Staff Member for that event. If you do any at-home volunteer work, please send an email to the Volunteer Coordinator with a record of the time you spent working outside of the museum.

If you have specific volunteer hour requirements from your school, work, or community group, etc., please communicate that information to the Volunteer Coordinator so they can work with you to ensure you receive the credit required for your source.

We ask that volunteers contribute at least *60 hours per year* (including one weekend shift per quarter) in order to receive additional benefits. If you are unable to meet this request, that is okay. We understand that your time is valuable and we are glad that you are willing to spend any amount of time volunteering with us.

It is important that you sign-in and out every time you volunteer, come in to study the museum's content, shadow another volunteer, or otherwise prepare for a future volunteer role. In addition to ensuring that you receive credit for your volunteer hours, it is important that museum staff know who is in the building at all times should an emergency situation occur.

Benefits:

The following benefits are provided for all volunteers:

- Access to the Volunteer Library, located in the Learning Center. The library has books about the Bristol Sessions, the artists who recorded here, country music, and regional history as well. You are welcome, and encouraged, to read any of these books while you are in the museum or take them home with you!
 - There is a book checkout sheet located on the bookshelf. Please make sure you record the books you remove and return each time you use the library.
- Invitation to special events, staff celebrations, volunteer social events, and exhibit opening receptions.
- The opportunity to meet with others who share your interest in music, history, and culture!

Volunteers who meet all the requirements and volunteer at least *60 hours per year* (including one weekend shift per quarter) will receive the following additional benefits:

- Individual Membership to the museum*
 - unlimited entry to the Museum
 - 10% discount to BCM events in the Museum's Performance Theater**
 - 10% discount in The Museum Store**
 - Two (2) Single-day Museum passes to share with others
 - Advance email notice of special events and offers

*This value of this membership can be used toward an upgrade to a Couple or Family Membership.

**The 10% discounts do not apply to select events, such as the 1927 Society Concerts, or artisan or sale items in the Museum Store.

Volunteer Roles

Volunteer hours can be, and often are, a combination of various volunteer roles. We wish for volunteering to be an enjoyable, long-lasting experience and highly encourage volunteers to try out a variety of positions.

Gallery Assistant:

Gallery Assistants (GAs) and Frontline Staff are the “face” of the Museum, interacting the most with visitors. Consequently, GAs are expected to be professional, personable, and able to share the museum’s basic information with visitors.

Expectations:

- Two-hour shifts
- Adhere to the GA dress code
- Engage with visitors at their comfort level. Some visitors will want to talk and some will not, learning to read the visitor’s preference and provide them with the information they need while not being overbearing is a learned skill. (See “Types of Visitors”)
- Be professional, and personable.
- DO NOT talk about politics with museum visitors.
- Familiarize yourself with the *upstairs core content* by reading all the information panels, seeing all the films, and experiencing the interactive exhibits. You are not expected to be a content expert but it is important that you have at least a general understanding of the museum’s content, layout of the exhibits, location of the bathrooms and elevator, and how to operate the interactives so that you can assist visitors in that space.
 - It is important to be comfortable saying “I don’t know.” DO NOT make something up if you do not know the answer to a visitor’s question. It is better to admit you are not sure and then try to help them find the answer in the exhibit, ask a staff member, or look it up and report back to them later.
- Food, drink, or pets (except service animals) ARE NOT allowed in the museum. If you see someone with one of these things, politely remind them of the rule, and if they continue to disregard the policy, alert a Frontline staff member.
- Help keep us clean! Light housekeeping and “Wipe-Downs” should be done at the beginning of the first shift of the day, after every tour group, and as needed throughout the rest of the day.
 - See the appendix for “Wipe Down” instructions.
- Check bathrooms periodically to ensure that all sinks are wiped dry, paper towel dispensers are full, all stalls are stocked with toilet paper, and toilets are flushed. If you notice plumbing issues or excessive messes, please alert Frontline Staff immediately.
- You are the eyes of the museum on the second floor. If you see anything out of place in the galleries such as damage to the carpet or piece of the exhibit, something left behind by a visitor, profanity written on the Green Board, etc., alert a Frontline staff member.

Things to note:

- All volunteers start out as GAs to begin the learning curve. After initial months of training, volunteers are also highly encouraged to experience other volunteer roles to see what may be of most interest.
- You will be paired with a seasoned volunteer, to shadow for three “shifts” before taking on a shift by yourself. We also encourage you to shadow different GAs to see the different GA styles while you formulate your own.
- You can also shadow docent tours or any volunteer role you are considering, at any time; in fact, we encourage this! Shadowing is a valuable educational tool.
- The Volunteer Library is a wonderful resource and we encourage you to check out those books to further your knowledge about the Bristol Sessions and the rich Appalachian heritage.

Museum Docent:

The Museum Docent receives specialized training and certification in order to conduct tours that provide focused, in-depth information on why Bristol is called “the Birthplace of Country Music” and what the Museum's core content represents.

Expectations:

- Must have served as an active volunteer for at least 6 months.
- Complete the Docent Training course. Docent training consists of 7 classes over multiple weeks. The course covers the following topics: Introduction & Visitor Experience, History, Music, Technology, Tour Activities, Review, and Certification.
- Shadow tours. The best way to learn how to be a docent is to watch multiple veteran docents in action. Shadowing is an excellent educational opportunity and exposes one to the different tour structures and manners of presentation used by other Docents.
- Introduce yourself to and work with the Tour Director or Teacher in charge at the beginning of each tour. It is important to identify this person so you can coordinate any last-minute unexpected changes or needs of the group and so they will feel welcome and comfortable asking you for help should they need it.
- Be flexible. Our staff does their best to provide you with all the information you need in advance to successfully conduct your tour, but sometimes unexpected things occur and changes to the plan will happen. As the person in charge, it is up to the docent to remain calm and help facilitate any changes to ensure your group has the best possible experience.
- Communicate with the Volunteer Coordinator (or tour booking staff member) about tour details and help with planning to meet the expectations of incoming tours.

Things to note:

- After completing Docent Training, you do not immediately have to lead a tour on your own. You can choose to conduct your first tour when you feel ready and may do it alone or with a veteran Docent. It is not uncommon for newly certified docents to continue shadowing veteran docents while taking on various levels of responsibility for the tour before leading a tour on their own.
- Tour plans are provided in advance of every tour. These will include information such as the number of attendees, any additional activities they have signed up for, ADA needs, special requests, or other tour related information. For larger tours that will be split up to navigate the museum or tours that require more moving parts due to the activities they selected, docents will work together with the Curatorial Manager to create a detailed itinerary.
- Most tours follow a prearranged format that can be modified to accommodate the needs of a group.
- A Voice Booster is available for Docents who are soft-spoken or unable to project. This self-contained microphone and amplifier is located in the Volunteer Corner in the Loading Bay. It is recommended to use this device rather than stressing your vocal chords and risk losing your voice halfway through a tour.
- Arrive at least 30-minutes before the tour is scheduled to arrive. This allows time to set up the orientation theater, ensure all tour activity preparations are complete, and check the bathrooms for cleanliness. Also, it is not uncommon for tour groups to arrive early and it is important that the Docent is here to greet and help orient them upon arrival.
- Wipe Down at the end of a tour: Docent(s) and Docent Assistant(s) and GAs are to perform a "Wipe Down." See appendix for instructions.
- Put away any activity that was done during the tour. This includes wiping down Banjo Bingo cards, putting up instruments, and reorganizing clipboards and stickers. Please make sure all activity equipment is cleaned and put away, and that the Performance Theatre's equipment is turned off.

Docent Assistant:

If you are thinking about becoming a docent or just want to be more involved with tour groups without being in charge, Docent Assistant is a great opportunity to learn more about our guided tours. Docent Assistants help with the behind-the-scenes elements of a tour (especially the activities) and assist the docent with crowd control and other tasks as needed.

Expectations:

- Arrive at least 30 minutes before the tour is scheduled to arrive.
- Assist the docent with setting up any necessary supplies or equipment for their activities.
- Help with crowd control, navigation through the museum, and basic questions about the tour plan, bathrooms, etc. Sometimes, we have more than one group in the museum at a time. Larger tours are broken up into more manageable size groups to navigate the museum. The Docent Assistant is the person responsible for helping the different groups get where

they need to be next without overlapping each other.

- Keep track of time. It is easy for the Docent to get caught up in the tour. The Docent Assistant should be aware of the tours schedule and alert the Docent when it is time to move on to the next tour activity. This is particularly important when we have multiple groups in the museum or during larger group tours.
- If they are eating in the museum, assist Frontline with setting out the food and cleaning up after the meal.
- Participate in Tour Activity Training. Tour Activity Training consists of 4 classes over multiple weeks. The course covers the following topics: Pre-Tour Prep & Visitor Experience, Banjo Bingo & Scavenger Hunts, History of Listening & Science of Sound, Practice Tours.
 - You do not have to complete the training to work as a Docent Assistant. There are some roles, such as operating the computer for Banjo Bingo, that you will need the training in order to do. There are also many helpful parts of the Docent Assistant role you can do without additional training and that help is still greatly appreciated during a tour.
- Be familiar with the tour plan so you can assist the Docent or Staff as needed during the tour.

Things to note:

- You are NOT expected to be a content expert
- Tour plans are provided in advance of every tour. These will include information such as the number of attendees, any additional activities for which they have signed up, ADA needs, special requests, or other tour-related information. For larger tours that will be split up to navigate the museum or tours that require more moving parts due to the activities they selected, a detailed itinerary will be provided.

Special Events:

The Birthplace of Country Music Museum holds a variety of Special Events throughout the year such as concerts, educational programs, lectures, and rentals. Volunteer help is a necessary part of these events and each event has different needs that can be filled by volunteers.

Farm and Fun Time:

Farm and Fun Time is a live radio show based on a popular local radio program of the same name from the 1940s. This is a monthly concert series held either in the McGlothlin Performance Theatre or at the Paramount Theatre on State Street. The show is broadcast live online, as well as recorded for rebroadcast on PBS.

- **Expectations:**
 - **Call time is at 5:45, with a Pre-Show meeting at 6:00.** In the pre-Show meeting, we will cover which Staff Members are in charge, if there will be a Meet and Greet, if there are any ADA needs, and any other information you may need for that evening's event.
 - Interact with guests as they wait for the doors to open.
 - Dress Code: Special Event "uniform".
 - Ensure the theater stairs are clear of any obstructions (guests or personal belongings).
 - Ushers should ensure ticketed guests find a seat, and make sure that the doors are always closed quietly.
 - Ensure guests stay free of the Stage area at all times.
 - You may enjoy the show between duties, but please watch from the wings and be prepared to help guests or performers enter and exit quietly as needed.
- **Things to note:**
 - Four volunteers are required for this event to run smoothly. These spots are first come, first served. When artists are announced, the Volunteer Coordinator will send you an email with links to the artists and you are encouraged to listen to them if you sign up for the show.
 - There is no assigned seating; all seats are first come, first served.
 - ADA seating - If we have any known guests who require accessible seating, those seats will be notated and reserved with the guests' names on them.
 - This is a live show that is being recorded for television. Leaving the theater mid-show is discouraged to reduce light and sound interference with the performance and recording.
- **Roles (Location and job expectation):**
 - ***Manifest:*** Greet guests at the Front Door; Check them off the manifest as they arrive.
 - ***Moore Street Door Usher:*** At the Moore Street Door, help with seating, doors, and assist the Stage Manager in helping the Artist in and out of the theatre.
 - ***Left Door:*** The door closest to the Green Room/Blue Stocking Learning Center; help with seating and doors.
 - ***Float/Green Room Assist:*** Help where needed; Assisting the Stage Manager.

1927 Society Concert Series:

The 1927 Society is the primary giving society for individuals, couples, and families who donate to BCM. Membership is based on support given during a rolling 12-month period and all members are featured on the Donor Wall in the museum. One of the perks of joining the 1927 Society is early access to tickets for a specialty concert series, the 1927 Society Concerts.

- **Expectations:**

- You must be 21+ to volunteer for these events.
- **Call time is at 5:45, with a Pre-Show meeting at 6:00.** In the pre-Show meeting, we will cover which Staff Members are in charge, if there will be a Meet and Greet, if there are any ADA needs, and any other information you may need for that evening's event.
- Dress Code: Special Event "uniform"
- Interact with guests as they wait for the doors to open.
- Volunteers may eat and drink, but only after the theatre doors have closed and all guests are in their seats.
- Help staff clean. This includes: checking for trash or lost items in the theater, putting up the tables, tablecloths, sweeping, taking out the trash, and any other necessary cleaning the Lead Staff member requests.

- **Things to Note:**

- There is no food allowed in the theatre.
- Drinks are allowed in the theater only if they are in plastic cups.
- The shows usually feature artists with a larger following.
- These shows are not recorded.
- These events are fully catered with an open bar.
- Bar closes at the beginning of the show.
- The bartenders are licensed, and may cut off a guest if they see fit.
- Food starts being taken down at the beginning of the show.
- If you see a problem, alert a staff member immediately.

- **Roles:**

- ***Manifest:*** Greet guests at the Front Door; Check them off the manifest as they arrive..
- ***Moore Street Door Usher:*** At the Moore Street Door; You are expected to also assist the Stage Manager in helping the Artist in and out of the theatre. Additionally ensure guests find a seat and that the doors are closed quietly.
- ***Left Door:*** The door closest to the Green Room/Blue Stocking Learning Center; Making sure guests can find a seat, as well as making sure that the doors are closed quietly.
- ***Float:*** Help where needed.

Speaker Sessions

Speaker Sessions are the museum's lecture series, though the "lectures" often include a performance element or can be panel discussions or Q & A events. Topics are related to country music, music history, Appalachian culture and history, or the content of the current special exhibit.

Expectations:

- Arrive at 6:30, 30-minutes before the start of the program.
- Assist staff with setting up for the speaker as needed.
- Dress Code: Special Event "uniform"
- Close the doors at the start of the program.
- Sit near the door. You may enjoy the performance during the show, but please sit near an exit and be prepared to assist guests entering or exiting the theater during the show.

Things to note:

- 2nd Tuesday of the month
- This is a free program and walk-ins are welcome. If a guest has not RSVP'd, their name can be added to the manifest. Please ask for an email address as well. We send a survey to all attendees after the show and **if** they are not comfortable sharing that information, that is okay.
- Not always in person; these Speaker sessions could be completely virtual. The Volunteer Coordinator will let you know if they are virtual or hybrid..

Roles:

- **Manifest:** Greet guests at the Front Door; Check them off the manifest as they arrive.
- **Usher:** Assist guests with locating a seat, the bathroom, or the exit as needed.

Other Special Events:

We have other concerts, performances, and lecture events at the Birthplace of Country Music Museum, including Rentals. These volunteer roles can vary based on the event. The Volunteer Coordinator will let you know ahead of time what the expectations **are** and things to note for each event.

Other Opportunities:

Curatorial Assistant

There are opportunities to assist the curatorial department with various tasks to help secure the heritage and history preserved at the Birthplace of Country Music Museum. These roles can vary and will include specialty training as needed.

Possible Curatorial Assistant Roles:

- Condition reporting.
- Assist with exhibit install & de-install - this may include painting, hanging, and heavy lifting.
- Digitizing documents and photographs
- Assisting with special projects
- Research and writing

The Museum Store

As a volunteer in The Museum Store, you will help with sales and provide information to visitors of the museum including the opening tour spiel, location of restrooms, restaurant recommendations, etc. Special training can be arranged with the Museum Manager or Assistant Museum Manager to familiarize yourself with the POS system.

Expectations:

- You will be expected to provide a positive museum experience. You are who the guests will see as soon as they come into the museum.
- You may also be asked to help with various tasks during your shift in the Museum Store.
- You **must** be Disaster Trained before you can help with this position.
- Dress code: Standard GA “uniform.”

Grants Task Force:

Grants represent a significant source of income for BCM to fund operations, and desirable services, programs, or exhibits that might not otherwise be financially feasible. The Grants Task Force is a group of individuals composed of both BCM staff and volunteers specifically involved in searching for grants and preparing grant applications. The task force uses an online grant management system called GrantHub to search and manage grants. Members of the task force can work from home or on site. The task force is led by the Grants Coordinator and does require some additional training.

“Odd Jobs”:

Sometimes BCM staff members have “odd jobs” where volunteer assistance is appreciated, including helping at the admin offices, stuffing envelopes, cutting out coasters, folding shirts, etc. These types of jobs are often options for volunteers who want to take work home, do out-of-hours work, or work away from the eye of the public.

The dress code for odd jobs is dependent on the job, but typically comfortable, appropriate clothes are acceptable.

Thank you for volunteering at the Birthplace of Country Music Museum! If you have a skill set that you feel could benefit the museum, please let us know!

Wipe-Downs & Housekeeping

GAs perform light housekeeping duties in the form of “WIPE DOWNS”. GAs wipe down at the 10:00 am shift or the first after that if there has not been a 10:00 am wipe down. Wipe downs also are performed by docents and GAs after all tours. These wipe downs are particularly important during cold/flu seasons and after large tours:

SOFT BLUE CLOTH - *all screens are to be wiped clean of fingerprints; a spray bottle of screen cleaner is for use when warranted, but DO NOT directly spray screens, spray only the Soft Cloth.*

Screens:

- Zone 1.1 - two Concierge screens in lobby
- Zone 2 - two Way Back screens
- Zone 4 - four Variety & Voices screens & screen on left wall
- Zone 7 - four Mixing Station screens, two Listen Now screens, & one Sing-A-Long screen
- Zone 10 - one postcard screen.

SANTI-WIPES (think “everything hands touch”): *headphone wipes include both the earmuffs and headband; console wipes are the aluminum casing around the screens where visitors may have rested their hands*

Consoles:

- Zone 1.1 – consoles around two Concierge screens in lobby
- Zone 2 – consoles around two Way Back screens
- Zone 4 - four headphones & four consoles at Variety & Voices screens, two headphones at Western Electric Microphone plus the two buttons at this exhibit
- Zone 7 - four Mixing Station headphones & four consoles around screens, consoles around two Listen Now screens, & two headphones in Sing-A-Long plus the two push plates inside and outside this booth
- Zone 8 - headphones and station tuning knob at radio station
- Zone 10 - console around postcard screen

ADDITIONAL wipe downs include all door handles/push plates, all water fountain push bars, staircase handrails, and inside/outside elevator buttons.

GREEN BOARD – once this is full with visitor comments, advise Frontline staff, take sectional pictures of the entire board for museum archives and then wipe clean using only special Green Board cleaner and Green Soft Cloth.

HOUSEKEEPING - A professional cleaning occurs twice a week (the upstairs is cleaned on Mondays, while the downstairs is cleaned on Thursdays). So, in the meantime, we ask that you please pick up any trash from the floors. Also, if you notice anything that needs to be swept or vacuumed, there is a broom and dustpan as well as a push vacuum in the Museum Store closet.

GetConnected

We use the website GetConnected for Volunteer scheduling. You can create and access your GetConnected volunteer account through our website by clicking “Volunteer Portal” under “Volunteers” on the museum’s website. You can also go there directly by using this domain: **volunteer.birthplaceofcountrymusic.org**. You may begin signing up for shifts as soon as your account is created.

To Create an account, go to “Sign up” and select the “BCM Museum Volunteer” track. Please complete the entire track.

Once your account is set up, there is a column on the left side of the screen. These are important links to help you navigate the site. I recommend exploring the “Getting Started” tab first.

The **Weekly Update** page is updated weekly with the most immediate happenings and volunteer needs at the Museum. There are links from this page to sign up for those opportunities. To look farther ahead, use the **Opportunities** tab to go to the full calendar and select a shift by date or use the **Programs** tab to scroll by opportunity type. The **Important Dates** tab lists upcoming trainings social events and other important dates for you to be aware of.

There is an app for that!

Download the app, to use the portal from your phone or tablet! Causer allows you to see your schedule, sign up for new shifts, and check in and out of your shifts. It is recommended to set up your account on a computer first. Then connect your account to our site through the Causer app.

To find shifts on Causer, go to the hamburger button (three horizontal lines) in the top left corner and use the search function to look for the opportunity you want to sign up for. Select “Respond” and then choose the shift you want to sign up for.



iPhone / App Store



Android / Google Play