



VOLUNTEER HANDBOOK

NORTH CAROLINA Museum of Natural Sciences
Downtown Raleigh • corner of Jones & Salisbury Streets • naturalsciences.org

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Dear Volunteer,

Thank you for choosing the North Carolina Museum of Natural Sciences as the beneficiary of your community spirit and expertise. Each year, the generosity of more than 250 volunteers amounts to more than 60,000 hours of extra minds and hands. The Museum could not operate without this amazing volume of wonderful help.

Whether you will be assisting with hospitality of visitors, special events, documenting collections, research in laboratories or in the field, caring for live animals, delivering programs, maintaining exhibits, or back-stage administrative functions, please know that all such functions are immensely valuable to the Mission.

You will be side-by-side with knowledgeable and dedicated staff who have requested your assistance. So here you are! Whether we have the gift of ten hours or ten years of your precious time – and you will also meet those who have been helping the Museum for more than a quarter of a century – we are profoundly grateful.

Following campaigns to transform the Museum along West Jones Street and with its Prairie Ridge Ecostation and Research Lab a few miles away, this remarkable resource is looking forward to even greater impacts of its mission. We do so mindful of the consensus of a February 2012 meeting of museums like ours at The Smithsonian:

Humanity is embedded within nature and we are at a critical moment in the continuity of time. Our collections are the direct scientific evidence for evolution and the ecological interdependence of all living things. The human species is actively altering the Earth's natural processes and reducing its biodiversity. As the sentient cause of these impacts, we have the urgent responsibility to give voice to the Earth's immense story and to secure its sustainable future.

On behalf of the NC Department of Natural and Cultural Resources, the Museum's Advisory Commission to the State, the Friends of the Museum, and all of the staff and volunteers already a part of our vital journey, welcome aboard with this handbook! I trust that your decision turns into an engaging and rewarding experience.

Appreciatively,

Emlyn Koster, PhD
Museum Director

Revised 21 March 2016



Dear Museum Volunteer,

As the Volunteer Coordinator of the North Carolina Museum of Natural Sciences, I would like to express an enthusiastic welcome to you and to thank you for your interest in becoming a part of the outstanding volunteer program at the Museum. As a volunteer at the North Carolina Museum of Natural Sciences, you will enable the Museum, through your dedicated service, to continue to be the #1 natural sciences museum of the southeast.

Our goal is to expand the public's interest in and appreciation of science. This goal can only be achieved with the help of volunteers. We appreciate your willingness to share your time and talents with our visitors of all ages. Over the past decade the opportunities to grow and learn have increased as the Museum has established itself nationally as a top ranked natural science museum in research, citizen science, environmental and teacher education, and living collections.

Volunteers assist in virtually every area necessary to the functioning of the Museum and are essential to our success. Whether you plan to volunteer behind the scenes or interpret natural science topics for visitors, you'll be helping the Museum reach its potential as an educational resource for our state. We look forward to working together to fulfill our mission at the Museum in the years to come.

*"You give but little when you give of your possessions.
It is when YOU give of yourself that you truly give."*
-Kahlil Gibran-

My best,

Tullie Johnson
Head of Volunteers & Interns
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INTRODUCTION

The Volunteer Handbook has been designed to summarize many of the volunteer and intern policies and procedures of the North Carolina Museum of Natural Sciences and to acquaint you with the benefits and guidelines of becoming a volunteer. The Museum of Natural Sciences is a division of the North Carolina Department Natural and Cultural Resources (NCDNCR). The Volunteer Head and Coordinator are responsible for administering all policies described in this handbook. If needed, please contact the Volunteer Head or Coordinator for further information or for clarification of these policies.

The Museum of Natural Sciences reserves the right to modify, rescind, delete or add to the content or application of this handbook at any time. We will attempt to provide you with notification of any changes in a timely manner.

MISSION STATEMENT

The mission of the North Carolina Museum of Natural Sciences is to illuminate the interdependence of nature and humanity.



A BRIEF HISTORY OF THE MUSEUM

On February 20, 1879, the General Assembly created the North Carolina State Museum (NCSM), combining the collections of State Geologist W.C. Kerr (rocks, minerals, fossils, and woods) and Commissioner of Agriculture L.L. Polk (agricultural products), planting the seed for what would eventually blossom into the largest museum of its kind in the Southeast. The following year, a pair of English immigrants, Herbert Hutchinson (H.H.) Brimley and Clement Samuel (C.S.) Brimley, arrived in Raleigh. They would ultimately guide the institution's growth through the first half of the century, firmly setting the Museum's roots in a nurturing blend of research and collections, education and conservation.

H.H. Brimley was appointed curator of the State Museum in 1895, serving as its sole employee at the time and later becoming its first director. Under H.H. Brimley's leadership, the Museum continued to advance in most areas of natural history, increasing its collections, publishing scientific papers and books, and developing new exhibits. Although H.H. Brimley's brother, C.S. Brimley, did not have an official position with the Museum, he had a large impact on its research division and on the collective scientific knowledge of the state as a whole. The Brimley brothers died within three months of each other in 1946, having shaped the state's collections and public perceptions through six decades of great change.

Throughout the Museum's history, the words of H. H. Brimley have lighted the way: "The building of a museum is a never-ending work. A finished museum is a dead museum, and such a one must deteriorate and begin to lose usefulness from the time its growth stops."

In recognition of its emphasis on natural sciences and conservation, in 1993 the Museum was transferred from the Department of Agriculture to the Department of Environment and Natural Resources (DENR). The Museum began the 1990s with a new director, Dr. Betsy Bennett, who led a long-desired push for the expansion of the Museum. Through Bennett's leadership, the vision became a reality with the opening of the new North Carolina Museum of Natural Sciences in April 2000—immediately becoming the largest natural history museum in the Southeast.

Just twelve years later, in April 2012, the Museum celebrated the opening of its new 80,000 square foot wing, the Nature Research Center, which focuses on the latest in current science research by allowing the public to interact with scientists, engage in actual research, and be privy to the latest advances in science. Director Betsy Bennett, whose vision helped drive the Museum for 22 years, retired at the end of 2012, after a year that saw more than 1 million visitors pass through its doors.

Dr. Emlyn Koster became the next director of the North Carolina Museum of Natural Sciences in early 2013, bringing a distinguished national and international record of research, publications and museum leadership. In 2015 the Museum transferred to the Department of Natural and Cultural Resources.

The Museum consists of the Nature Exploration Center (NEC) and the Nature Research Center (NRC) located in downtown Raleigh on West Jones Street. In addition the Museum has a campus in west Raleigh on Gold Star Drive containing the Research Lab and Prairie Ridge Ecostation, the Museum's field station for education and research. The Museum also operates the North Carolina Museum of Natural Sciences at Whiteville, in Whiteville, North Carolina.

More about the NC Museum of Natural Sciences' rich history can be found [here](#).

CHRONOLOGY OF THE MUSEUM

- 1851 State Geologist authorized to keep a display of minerals
- 1875 Office of State Geologist consolidated with Department of Agriculture
- 1876 Commissioner of Agriculture set up display of NC products in a room adjoining his office on the 2nd floor of Briggs Hardware on Fayetteville Street
- 1879 North Carolina State Museum (NCSM) founded on February 20th for displaying agricultural products & natural resources of NC
- 1880 Herbert H. (H.H.) and Clement S. (C.S.) Brimley arrived in Raleigh from England on December 31st
- 1881 Department of Agriculture obtained National Hotel on the corner of Edenton and Halifax Streets; the Museum was allocated space on the second floor
- 1883 H.H. and C.S. Brimley started a business, “Brimley Brothers Collectors and Preparators”, which served to thoroughly acquaint them with NC fauna
- 1884 H.H. Brimley hired to curate exhibits for the many expositions of the period, including the N.C. State Centennial Exposition held in Raleigh and later the 1893 World’s Columbian Exposition in Chicago
- 1894 H.H. Brimley hired by Agricultural Board to articulate a pile of bones from a right whale known as “Mayflower”
- 1895 H.H. Brimley appointed first full-time curator of the Museum. He was its sole employee
- 1897 NCSM moved to annex of National Hotel (built in 1893), previously acquired by Department of Agriculture
- 1900 Annex enlarged to give the Museum additional space
- 1922 The original National Hotel is torn down
- 1928 H.H. Brimley’s title changed from Curator to Director of NCSM
- 1934 Marked the start of the Museum’s arrangement with the local chapter of the Junior League by which the League would supply tour guide and instructor services to school classes visiting the Museum; ***this is the first record of an organized group of volunteers, or docents, working with the Museum to serve visiting groups***
- 1937 Harry Davis became Director following H.H. Brimley’s retirement. H.H. remained active as the Senior Curator of Zoology until his death in 1946
- 1941 The Museum’s library was designated as the H.H. Brimley Library of Natural History as a tribute to Brimley’s service to NCSM
- 1946 H.H. Brimley died in April, and C.S. Brimley died in July of that same year
- 1954 The Museum was rebuilt in the Agricultural Building Annex, the “old” Museum’s building
- 1965 The General Assembly provided funds for renovation, which included adding a classroom and remodeling the outer lobby
- 1966 William L. Hamnett became Director until 1974
- 1974 John Funderburg became Director until 1990
- 1977 The first organized hands-on programs for school classes started. School docent program established
- 1979 NC State Museum of Natural History celebrated its 100 year anniversary
- 1986 The Museum changed its name to the North Carolina State Museum of Natural Sciences
- 1987 The Discovery Room opened
- 1990 Dr. Betsy M. Bennett became Director
- 1993 The Museum transferred from the Department of Agriculture to the Department of Environment & Natural Resources (DENR)
- 1996 Construction began on new Museum building (Nature Exploration Center)
- 1998 The Research Wet Lab opened in November
- 2000 The NC Museum of Natural Sciences opened the new building with a 24-hour grand opening event (April 7-8th)
- 2004 The NC Museum of Natural Sciences celebrated its 125th anniversary; Prairie Ridge Ecostation opened in October
- 2008 Groundbreaking in April for the Nature Research Center (NRC)
- 2010 Dr. Meg Lowman (“Canopy Meg”) became Director of Nature Research Center (2010-2013)
- 2011 January 25th, the bridge from the main Museum to the NRC named the “Betsy Bennett Bridge to Discovery” as a tribute to Bennett’s service to the NCMNS
- 2012 The Nature Research Center opened (April 20-21st) with a 24-hour grand opening
- 2012 Dr. Betsy Bennett retired at end of December as Director of the NCMNS after 22 years of service
- 2013 Dr. Emlyn Koster named as the new Director of NCMNS mid-January
- 2014 Museum received 2014 National Medal for Museum and Library Service
- 2015 NC Museum of Forestry reopened as the North Carolina Museum of Natural Sciences at Whiteville
- 2015 Museum transferred from Department of Environment & Natural Resources (DENR) to Department of Natural & Cultural Resources (DNCR)

MUSEUM DIRECTOR

The Museum director is responsible for all elements of the Museum and for ensuring that the mission of the Museum is carried out to its fullest degree. The director provides the leadership for the Museum and must articulate the evolving vision of the Museum's future clearly to the many audiences of the Museum. The director must successfully position the Museum to gain the necessary support both financial and governmental. Furthermore, this office must lead the development of the entire staff, establish and nurture key external relations, and ensure effective, high quality performance. The director's office must also coordinate efforts of support groups, cooperate with other agencies and museums.

RESOURCE ADMINISTRATION

This section is responsible for the day-to-day business operations of the Museum and for facilitating interactions between the Department of Natural and Cultural Resources (DNCR) and Museum staff. The Administration section includes the following:

- Information Technology (computers, LAN, data storage)
- Fiscal Unit (budget, purchasing, accounts payable, accounts receivable)
- Facilities Management (safety, maintenance, parking, vehicles, mail/packages)
- Human Resources (temporary and permanent employees)

COMMUNITY ENGAGEMENT

This section maximizes the Museum's reach and positive impact on the wider community by focusing efforts to better understand, involve, attract, welcome, engage, and re-engage both traditional and non-traditional audiences. The section strives to provide the broadest and most inclusive audience possible with high quality programming to advance the Museum's mission. Five units are included in the Community Engagement Section:

- Featured Experiences including: Special Events, Naturalist Center, SECU Daily Planet, WRAL Theater
- Marketing
- Communications
- Member and Visitor Services
- Accessibility & Inclusion

RESEARCH AND COLLECTIONS

This section strives to discover and document natural phenomena, promote environmental awareness, and relate the natural sciences to everyday life. The Museum's Research Collections — more than 4 million specimens — document biological, geological, paleontological, and meteoritic diversity. The Research Collections are a treasure-trove of historical information about the natural world, providing specimens and related information to the broader academic research community and promoting environmental stewardship efforts. Museum scientists conduct primary research in the sciences, collaborate on research projects with universities, state, and federal agencies and international organizations, and interpret natural history for the public. Museum-based research projects

have local, regional, national, and international scopes and add to our understanding and explanation of the natural world.

SCHOOLS AND LIFELONG EDUCATION

The School and Lifelong Education section offers a topical menu of education programs which respond to the needs of school and public audiences in curricular and lifelong contexts. Delivered onsite at one of the four Museum properties (Raleigh Museum, Prairie Ridge, Research Lab, Whiteville branch) or offsite at locations ranging from schools and libraries to parks and community centers, educational programs are delivered in an agile way by staff and volunteers. Programs use inquiry-based, experiential opportunities featuring live animals, real objects, and indoor, outside, or online settings. Programs are developed to meet a variety of stages of learning, and are scheduled in order to maximize their impact and accessibility. The Museum's unique educational programs are responsive to evolving external contexts, such as the complementarity of formal and informal learning, acquisition of 21st century skills, the nature and communication of science, and workforce development.

LIVING COLLECTIONS

Living Collections oversees the acquisition, husbandry, medical care, and disposition of all living specimens, including plants and animals for display in Museum exhibits and for use in educational programming. This section maintains and manages the exhibits displaying live specimens in overall high quality condition for viewing by visitors. Also this section designs, coordinates, delivers, participates in, and/or supports education programs and field experiences for the public and school groups.

EXHIBITS AND DIGITAL MEDIA

The Exhibits staff is in charge of creating and maintaining the wonderful displays and exhibits that visitors see around the Museum. The Exhibits staff plays the lead role in interactions with exhibit contractors (the exhibit design and fabrication firms hired by the Museum) as they construct new exhibits and traveling exhibits, and they keep current exhibits fresh and updated for our visiting audiences.

THE FRIENDS OF THE MUSEUM

The Friends of the Museum is the Museum's private non-profit support group. The Friends section operates the membership office, the Museum's restaurants, and stores. Some of the proceeds from these activities are donated to the Museum. The Friends of the Museum also operates the Capital Campaign for new exhibits and works closely with the External Affairs section to market the Museum to the public. Museum volunteers receive a discount in the Museum store and discounts on many Museum programs.

REGIONAL NETWORK (PRAIRIE RIDGE ECOSTATION AND WHITEVILLE)

The Museum's Regional Network currently consists of Prairie Ridge Ecostation (PR), a field station in west Raleigh, and the NC Museum of Natural Sciences at Whiteville (MNSW), our first regional branch. PR furthers the Museum's mission of enhancing public understanding and appreciation of the natural environment by providing an outdoor learning and research space while acting as a model for renewable and sustainable energy. This 45-acre field station also hosts many of the Museum's citizen science projects, providing visitors with

opportunities to participate in scientific research. MNSW serves the citizens of southeastern North Carolina as a regional branch of the Museum's downtown Raleigh facilities. MNSW consists of both indoor and outdoor exhibits that cover full third of a city block and replicate many of Raleigh's learning areas and laboratories. To encourage outdoor exploration by our younger visitors, both PR and MNSW have Nature PlaySpaces where kids can get dirty while reconnecting with the natural world.

OVERVIEW OF VOLUNTEER OPPORTUNITIES

Volunteers provide vital support to the North Carolina Museum of Natural Sciences and its mission. Volunteers add diversity and depth to the Museum's staff, allowing the Museum to better connect with the community. In return, Museum volunteers are given the opportunity to expand their knowledge and learn new skills while gaining valuable experiences in the unique environment of the largest natural sciences museum in the Southeastern United States. Join us and start sharing your talents and enthusiasm today!

Special Events

MUSEUM EVENTS Interested in being part of the excitement of the Museum's events? Volunteers help ensure the success of the Museum's large-scale educational events like BugFest, Reptile and Amphibian Day, Astronomy Days, and many more! Volunteers may assist in a variety of ways, from greeting Museum guests to sharing their expertise at educational stations. The Museum's educational events take place throughout the year.

Nature Exploration Center (NEC), Main Building

SPECIAL EXHIBITS Do you like change and learning about new topics? Once or twice a year, a new temporary traveling exhibit comes to the Museum. While the Museum is free, a fee is typically associated with these exhibits. Volunteers give Special Exhibit visitors more bang for their buck by providing a deeper, more meaningful experience. Tailored, in-depth training is provided to volunteers in the Special Exhibit area, enabling them to answer questions and enhance the experience of exhibit guests.

CURIOSITY CLASS PROGRAMS We are looking for dynamic, energetic volunteers to help visiting school groups have inspiring, memorable learning experiences at the Museum using live animals and natural history objects. We serve kindergarten through grade 5 in 50-minute classes on a range of topics including life cycles, plants, fossils, adaptations, and much more! [Oct–May, Tues–Fri 9:30–1:30]

WINDOWS ON THE WORLD programs provide Museum guests the opportunity to learn about the natural world and meet live animals in a fun, safe, and personable environment. Volunteers assist Museum staff during programming offered seven days/week. [Mon–Fri 10–2, Sat–Sun 1–3]

ARTHROPOD ZOO VOLUNTEERS have the exciting opportunity to get acquainted with the world’s most abundant and successful life forms! The Arthropod Zoo houses a large collection of living arachnids, crustaceans, millipedes, centipedes, insects, and other miscellaneous arthropods and invertebrates (both native and exotic). Arthropod Zoo volunteers have opportunities to work both behind the scenes maintaining the live collection as well as with Museum visitors in education and programming. Weekly shifts of two to three hours per shift are preferred four times per month if possible. [Flexible hours Mon–Fri 9–5, some weekends]

THE LIVING CONSERVATORY is looking for people who are interested in the natural sciences and public interactions for an exciting volunteer opportunity. The Living Conservatory replicates a Central American dry tropical forest habitat with many connections to North Carolina. Housed within the Conservatory are tropical butterflies along with ornate wood turtles, a tarantula, a Stuart’s milk snake, and a two-toed sloth. *Please note that as a tropical exhibit, temperatures in the Conservatory average around 82°F with about 70% humidity.* [Flexible hours Tues–Fri 10–3, Sat 11–4, Sun 1–4]

DISCOVERY ROOM Three types of volunteers assist in the Discovery Room, an early childhood focus intergenerational guided learning area on the 2nd floor of the main Museum.

The Discovery Room uses the word “docents” for their volunteers since they require more training than some other volunteer positions. Training sessions are available throughout the year, but more heavily in September and October when public classes start.

1. **Weekday Afternoon Docents** open the room to the public for Family Time. They work under the supervision of Anthony Hinton on Tues–Fri afternoons from 12–4 (Sept–May). Volunteer time is usually one afternoon per week or two afternoons per month. Summer months (June–Aug), Family Time shifts to 10–3.
2. **Weekend Docents** work on Saturday (11–2 or 1–4) and Sunday (1–4). They open the room to the public and sometimes offer a hands-on presentation. The weekend docents work under the supervision of a Weekend Captain. Volunteer time is a 3-hour shift one Saturday or one Sunday per month.



EXPLORATION STATIONS are movable educational carts staffed by volunteers that are positioned in the exhibit halls of both buildings of the Museum. The carts are informal, hands-on teaching stations that use objects and visual materials to enhance the visitor’s understanding of a subject. Training in the specific cart topics is provided and two hour shifts are recommended. [2-hour shifts with flexible days and hours]

Nature Research Center (NRC)

THE NATURALIST CENTER is looking for enthusiastic volunteers who enjoy working with the public. Volunteers greet visitors, assist with a short orientation, answer questions, and help monitor use of the specimen collection. Knowledge of NC natural history is not required, but helpful. [Sun 1–4, Tues–Fri 10–4, Sat 11–4]

MICRO WORLD INVESTIGATE LAB volunteers work 3-hour shifts welcoming Museum visitors into the lab, interacting with visitors as they explore the lab’s hands-on activities, and assisting with routine lab maintenance. Volunteers should enjoy interacting with people of all ages and be committed to sharing their own love of science with visitors. [Sun 1-4, Mon 10–1, Tues–Sat 10–4]

NATURAL WORLD INVESTIGATE LAB volunteers work with Museum staff to manage the laboratory during public visitation as well as during class time. Responsibilities include greeting and interacting with visitors to ensure their enjoyment, understanding, and proper use of the lab activities as well as assisting during scheduled classes. [Sun 1–4, Mon 10–1, Tues–Sat 10–4]



VISUAL WORLD INVESTIGATE LAB is looking for anyone interested in technology or science in general (*no computer expertise required!*) to help us provide a lasting educational experience for visitors and class participants. The Visual World Investigate Lab features interactive computer and electronics workstations where visitors investigate science through cutting-edge technology. In addition to daily activities, the lab also offers courses for school groups and the general public designed to explore scientific topics through geographic information systems (GIS), electronics, computer programming, and meteorology. [Sun 1–4, Mon–Wed 10–4, Thurs 10–1, Fri–Sat 10–4]

EXPLORATION STATIONS are movable educational carts staffed by volunteers that are positioned in the exhibit halls of both buildings of the Museum. The carts are informal, hands-on teaching stations that use objects and visual materials to enhance the visitor’s understanding of a subject. Training in the specific cart topics is provided and two hour shifts are recommended. [Flexible hours and days]

THE CITIZEN SCIENCE EDUCATIONAL CART makes periodic appearances in the Nature Research Center. Volunteers who staff the cart provide opportunities for Museum visitors to learn about or participate in exciting citizen science projects and become a part of scientific inquiry! [Flexible hours and days]

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THE TEEN TV PROGRAM seeks *adult* volunteers with skills in TV and multimedia broadcasting, reporting, and/or the use of audiovisual equipment who are interested in mentoring and working with teenagers in grades 9-12 who have been selected to participate in the Museum's Teen TV Program.

RESEARCH LABS

(Located in the NRC, the research labs are where scientists from the Museum, UNC system schools, DENR, or other institutions conduct their research while visitors have the opportunity to observe "science in action.")

PALEONTOLOGY & GEOLOGY RESEARCH LAB volunteers work closely with staff to learn proper techniques in paleontological fossil preparation methodology as they work hands-on with the fossil specimens recently collected. Fossil preparation requires the use of fine motor skills to remove rock from fossilized bone with the aid of a microscope. Projects in the Lab include fossil preparation, micro sorting, histology, digitization, and conservation. A time commitment of ½ day/week (morning or afternoon, Mon–Sat) is expected.

GENOMICS & MICROBIOLOGY RESEARCH LAB volunteers work in the laboratory performing laboratory maintenance tasks (refilling pipette tip boxes, cleaning glassware, etc.) and perform work on one of the scientist's research projects, performing various aspects of molecular biology (e.g., DNA extraction, polymerase chain reaction experiments, gel electrophoresis, etc.). Volunteers are trained as "apprentices" to one of the scientists, and volunteer opportunities depend upon the research needs and time availability of the scientists. Schedule is flexible 9 am–5 pm weekdays, but depends upon the advising scientist. Previous experience in laboratory work and some coursework in biology are preferred, but not required. Attention to detail and enthusiasm for learning are required. A minimum commitment of 10 hours per week is needed for most projects.

BIODIVERSITY RESEARCH LAB volunteers may be involved in sorting insect samples, identifying camera trap photographs, preparing mammal skeletons or bird skins, using satellite imagery to survey global forests, or measuring the properties of leaves. Scientists in the Biodiversity Lab study plants, animals, and microbes to discover the ecology and evolution of our planet. They explore the unknown in North Carolina, around the world, and sometimes even on our own bodies. The Lab serves as the headquarters where researchers prepare for expeditions, send live updates from the field, and return with data and specimens documenting their discoveries.

ASTRONOMY & ASTROPHYSICS RESEARCH LAB is a publicly visible research laboratory where Museum visitors can see visualizations of the astronomer's research, current space missions, and science highlights. Astronomy Lab volunteers work with the lab directors on a range of projects, depending on expertise and skills. Volunteers need to have a rudimentary understanding of current topics in astronomy, and be proficient with Apple computers, Mac OS, and software including Keynote, iTunes, and iMovie. [Flexible schedule Mon–Fri, 9–5]

BEHIND THE SCENES OPPORTUNITIES

Is working with the public and engaging with Museum visitors not your thing? Consider volunteering behind the scenes. Check out these volunteer opportunities!

BRIMLEY LIBRARY volunteers shelve and file library materials, process new materials, enter data into online applications, transcribe typed and written historical documents, scan images (chiefly 35 mm slides), and help with special projects such as conducting inventories and writing short historical accounts. [Flexible hours Mon–Fri 9–4]

TEACHING COLLECTIONS volunteers help to organize and maintain the Education Department’s collection of specimens including mounted animals, skeletons, skins, rocks, fossils, and more. Volunteers will increase their knowledge of NC natural history while providing a valuable service to the Museum. [Flexible hours Mon–Fri 9–5]

LIVING COLLECTIONS volunteers work with Living Collections staff in the care and husbandry of the Museum’s live program and exhibit animals, including a variety of invertebrates, fish, reptiles, amphibians, birds, and mammals. [Flexible hours Mon–Sun]

RESEARCH & COLLECTIONS

(located either in the basement of the main building or off-site at the Research [“wet”] Lab)

BIRDS volunteers assist the bird collection manager and technician with specimen database maintenance, specimen preparation, and care and organization of the bird collection. Opportunities to assist with field projects exist. [Flexible Mon–Thurs 9–5]

MAMMALS volunteers assist the mammal collection manager and technician in the management of the mammal research collection. [Flexible Mon–Fri 9–5]

PALEONTOLOGY volunteers assist with cataloguing specimens of the paleontology collection, which may include identification, numbering/housing specimens, entering data into specimen database, and inventorying collections. Some computer skills are required. [Flexible schedule 4–6 hours/week, Mon–Fri 9–5]

FISHES volunteers assist personnel in all aspects of curating the 1.3+ million specimen collection of fishes. Curation may involve, but is not limited to sorting and identifying specimens, databasing specimen and locality information, labeling, shelving, and working with the osteological and tissue collections. Attention to detail is essential. [Flexible schedule Mon–Fri 10–4]

HERPETOLOGY volunteers assist with curating a research collection of ~200,000 preserved specimens of amphibians and reptiles. Activities primarily consist of databasing and geo-referencing specimens. Attention to detail and computer skills required. [Flexible schedule]

MOLLUSKS volunteers learn the mussels and snails of the Southeast and world-wide. The objective is to make a significant contribution to improving the availability of the Museum’s research collection of invertebrates, while providing the volunteer with a well-rounded experience in curation of natural resources of NC and surrounding areas. Some

knowledge of invertebrate zoology is preferred as well as attention to detail. [Flexible schedule Tues–Fri 9–4]

CRUSTACEANS volunteers assist with curation of >150,000 preserved specimens of crustaceans and associated symbionts. Activities include digitization of specimen and locality information, care and organization of collections, and sorting/identification of specimens. Attention to detail is a must. [Flexible schedule]

Prairie Ridge Ecostation

Prairie Ridge Ecostation, a place for wildlife and learning, is the Museum’s outdoor educational facility located off Gold Star Road in west Raleigh.

PRAIRIE RIDGE VOLUNTEER EDUCATORS work with visiting groups in a friendly, safe, and responsible manner assisting Museum staff in the development and presentation of outdoor educational programs. [Mostly weekday mornings, occasional afternoons]

NATURE STORIES is a weekly story and activity time for young children and their parents/caregivers in an outdoor setting. Volunteers assist or lead these programs and help with set-up, clean-up, and program development. Interacting in a fun, positive manner with young children and their parents/caregivers is crucial to this volunteer position. [Thurs 9:30–12]

CITIZEN SCIENCE PRAIRIE RIDGE VOLUNTEERS provide assistance in support of the Museum’s Citizen Science program by helping to lead or develop Citizen Science programs, walks, or workshops; collecting scientific data at Prairie Ridge; sharing accurate scientific information; and bringing scientific research within reach of the public. [Flexible schedule during public hours at Prairie Ridge]

PRAIRIE RIDGE VOLUNTEER GARDENERS assist in the planting and maintenance of cultivated areas, including weeding, mulching, pruning, and watering. They assist in trail clearing and maintenance, invasive plant removal, and gathering and sprouting seeds. Volunteer gardeners should be comfortable using hand tools such as shovels and picks, and be able to carry up to 15 pounds over short distances. [Wed 9–12 noon; 8:30–11:30 during summer months]



GETTING STARTED AS A VOLUNTEER

VOLUNTEER REQUIREMENTS

1. Complete an online [volunteer application](#)
2. Must be 18 years or older (Click [here](#) for information on youth and teen volunteer programs or contact the Coordinator of Youth Programs at 919.707.9882)
3. Attend a **required** Volunteer Introductory Session to learn about the volunteer opportunities that are currently available [usually held the 2nd Saturday of the month from 10-11am and the following Tuesday of the month from 1-2pm]
4. Commit to volunteer a minimum of 50 hours per year for active volunteer benefits
5. Sign the Volunteer Service Agreement (pg 24) acknowledging that you have read and understand the information contained in the Volunteer Handbook
6. Complete any additional applications, forms, and/or training that may be required in the specific area(s) for which you would like to volunteer

VOLUNTEER BENEFITS

- ◆ Opportunities to increase your knowledge of North Carolina natural history; training for most volunteer opportunities is extensive and informative, consisting of classroom instruction, in-service training, and/or individualized instruction
- ◆ Opportunities to share your enthusiasm, knowledge, talents, and skills
- ◆ Opportunities to attend Museum field trips, workshops, and lectures
- ◆ Free parking near the Museum
- ◆ 15% discount at Museum gift shops
- ◆ 50% reduction in the enrollment fees for many Museum programs
- ◆ Waiver of the enrollment fee if you are asked to assist Museum field trips
- ◆ Fellowship with a diverse group of people
- ◆ Invitations to special Museum events
- ◆ Use of the Brimley Library, a valuable resource for Museum staff, volunteers, and interns. Located on Level-A of the main building (NEC), the collection includes books, periodicals, slides, pamphlets, educational materials, and much more!

VOLUNTEER INCENTIVE PROGRAM

The Museum celebrates its many volunteers during the annual Volunteer Recognition event held each spring. Volunteers who have attended an Introductory Session and who have completed at least 50 hours of volunteer service are recognized through the following incentive program.

- ◆ 1 year
- ◆ 5 years
- ◆ 10 years
- ◆ 15 years
- ◆ 20 years: Induction to *The Order of the Golden Salamander* plus something special
- ◆ 25 years and beyond: Special individualized gift
- ◆ 100+ hours of service/year in your volunteer area: Friends of the Museum membership

MUSEUM INTERNSHIPS

The [Internship Program](#) at the North Carolina Museum of Natural Sciences provides a professional work setting for selected college students to bridge the gap between their classroom experiences and their intended careers. Internships at the Museum provide a forum to learning new skills or strengthening and refining career goals of university students. With the approval of their university, students can earn academic credit by working directly with Museum staff in many areas. Through this partnership interns can receive practical experiences to help clarify and further career goals.

INTERNSHIP REQUIREMENTS

- Must be currently enrolled in an undergraduate program and classified as a Sophomore or above; graduate students may also apply
- Experience and/or knowledge in field of internship
- GPA of at least B (3.0)
- Interns in Museum Education must be able to communicate well with the public
- Enthusiasm and a strong interest in learning about science education, environmental science, museum studies, research, etc.

INTERNSHIP OPPORTUNITIES

- **Credit Internships:** 135 hrs or college required time + required project to earn 3 semester hrs; academic advisor or class professor signature required on application to approve credit
- **Noncredit/Experience Internships:** 120 hrs + project; signature not required

INTERNSHIP APPLICATION PROCESS

1. Completely fill out an [Internship Application](#); if applicable, have your faculty sponsor sign to approve credit; incomplete applications will not be considered
2. Attach a personal statement in which you address the following:
 - a) Your career goals, how this internship will help you achieve those goals, and why you wish to intern at the Museum
 - b) Relevant courses
 - c) Skills, activities, and/or experience which are relevant to this internship
3. Enclose a transcript (unofficial transcripts are acceptable), or have your school's registrar send one to the address below
4. Mail or email application to:
Head of Interns
NC Museum of Natural Sciences
11 West Jones Street
Raleigh, NC 27601-1029

Or email – tullie.johnson@naturalsciences.org

5. Candidates selected for interviews will be contacted approximately one week after the application deadline

INTERNSHIP APPLICATION DEADLINES

July 1: Fall Semester (16 weeks)

November 1: Spring Semester (16 weeks)

March 1: Summer Semester (12 weeks)

For more information, contact [Tullie Johnson](#), Head of Interns, at 919.707.9895

VOLUNTEER & INTERN PARKING

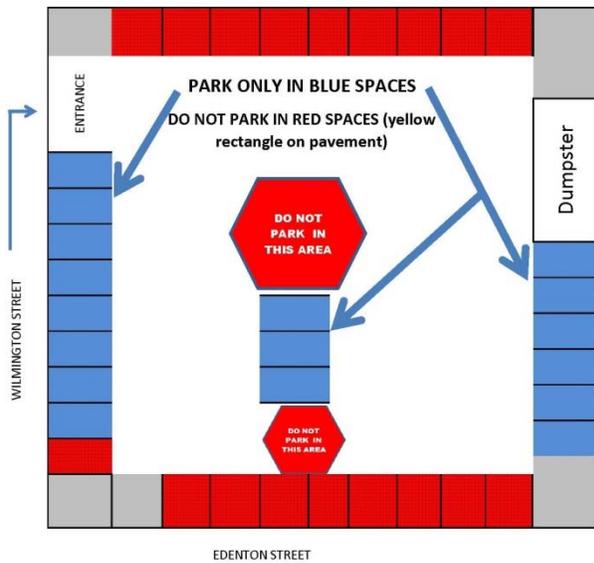
Weekday volunteers are eligible to park for FREE in the Volunteer Parking Lot (Employee Parking Lot 18) located at the corner of Edenton and Wilmington Streets. Interns will be assigned parking in Lot 75. Lot 18 is shared with volunteers from the Capitol and the Museum of History and is accessed only from Wilmington Street so volunteers are limited to 17 spaces. To avoid being towed, please adhere to the following rules when using the Volunteer Parking Lot:

- ◆ Display your parking pass on your dashboard
- ◆ Park in any vacant space except those reserved for Facility Management and the Capitol’s and History Museum’s volunteers

Directions & Parking info

PLEASE NOTE:

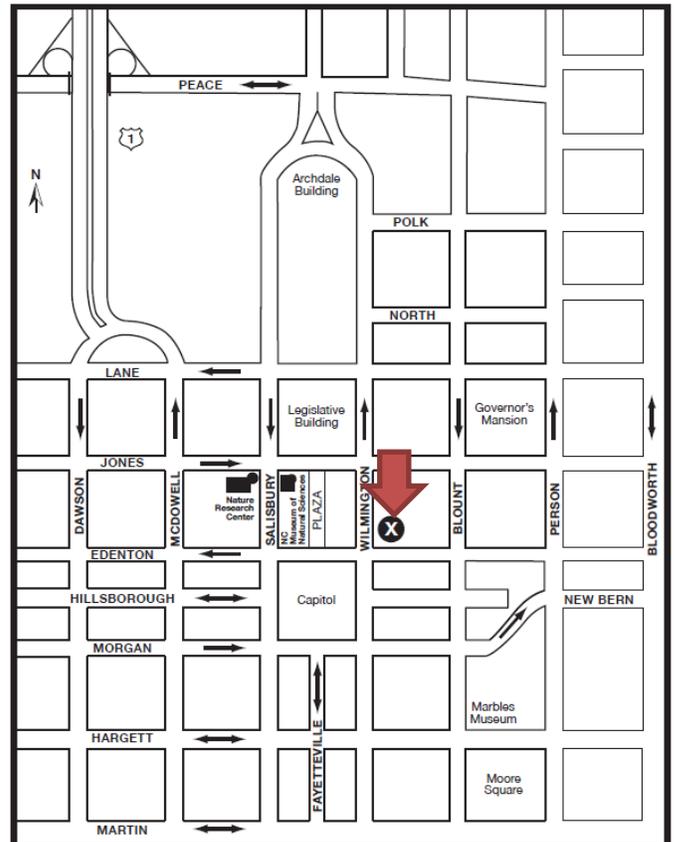
Spring and summer are busy times for the Museum and occasionally the Volunteer Parking Lot is FULL. In this case, volunteers and interns will have to find parking elsewhere. Free parking on the street and in paid lots is available after 5pm and on weekends. During weekday work hours, alternative parking within walking distance of the museum can be found [here](#).



History Museum/Capitol Docents/Facilities Management Parking
 NC Museum of Natural Sciences Parking

!!!ATTENTION ALL VOLUNTEERS!!!

Entrance & Exit from Wilmington Street ONLY



VOLUNTEER POLICIES & PROCEDURES

CHECK-IN Volunteers are required to sign in at the front desk of either the main building (Nature Exploration Center – NEC) or the Nature Research Center (NRC), depending on which building you are volunteering. When working, please also wear your name tag as this identifies you to both staff and visitors as a Museum volunteer.

DRESS CODE Volunteers represent the entire Museum. Please keep a professional, neat, clean appearance and dress in appropriate attire suitable for your duties. Business casual attire is recommended when working in Museum Exhibit Halls or in view of Museum guests. The following items are considered inappropriate dress and are not allowed:

- clothing with inappropriate logos or graphics, such as references to smoking, drugs, alcohol, or sexual innuendos
- tank tops and spaghetti straps
- low-cut or revealing tops, including bare midriffs
- revealing bottoms (i.e. leggings worn without coverage, short shorts, mini-skirts)
- ripped or frayed jeans
- pants worn below the hips (sagging)

CELL PHONES and OTHER HANDHELD DEVICES should only be used if absolutely necessary and should be turned off or kept on silent mode while volunteering.

Talking, texting, emailing, gaming, internet surfing, using social media, etc. on cell phones or other handheld devices is prohibited during internship and volunteer shifts.

COMPUTER USE Volunteers who use State computers during their shifts must have authorization to do so. State computers are to be used exclusively for the purpose of conducting Museum business. Personal use of State computers is prohibited.

SOCIAL MEDIA POLICY Social Media is an umbrella term that encompasses websites that integrate technology, social interaction, and content creation and dissemination. Social Media includes a variety of forms such as blogs, wikis, photo and video sharing, podcasts, social networking, mash ups, and virtual worlds. When publishing content to a personal social media account, volunteers must avoid stating, implying, or creating the impression that they are speaking in an official capacity on behalf of the Museum or that their activity is endorsed by the Museum. Posting pictures of, or comments about, Museum visitors is strictly prohibited.

SMOKING POLICY Smoking is prohibited inside the Museum buildings.

DRUG AND ALCOHOL USE POLICY Museum volunteers shall not consume or possess alcoholic beverages on Museum premises except at after-hours receptions. Volunteers who violate this policy are subject to immediate dismissal. Any volunteer who brings, possesses, is under the influence of, uses, transfers, sells, or attempts to sell on Museum property or while on Museum business, at any time, any form of narcotic, drug, or hallucinogen, except the use of prescribed drugs under the direction of a physician, is subject to immediate dismissal.

FIREARMS POLICY As mandated by the State, firearms are prohibited inside the Museum buildings, with the exception of those being carried by Law Enforcement Officers, Park Rangers, or those working in the capacity of a school Resource Officer.

SEXUAL HARASSMENT/INAPPROPRIATE CONDUCT POLICY The Museum's policy is such that all employees and volunteers have a right to work in an environment free from any type of discrimination, including freedom from sexual harassment and inappropriate conduct, including offensive verbal or physical conduct of a sexual nature. Volunteers subjected to acts of sexual harassment should inform their supervisors or the Volunteer Coordinator immediately. Complaints will be reviewed impartially and resolved promptly.

CHILDREN AND PETS are not allowed to accompany a volunteer who is working his or her regularly scheduled shift.

GRIEVANCE PROCEDURE If at any time the area in which you selected to volunteer does not meet your expectations, please notify the Volunteer Head or Coordinator to assist you in finding an alternate volunteer area. If you have any questions or problems regarding your job, please bring them to the attention of your immediate supervisor or the volunteer coordinator. The Museum strives to provide you with an opportunity to raise your questions or problems in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate and settle your problem on a fair and equitable basis.

SEPARATION POLICY Our goal is to make your experience as a Museum volunteer a positive and rewarding one. Inevitably, the time will come when the relationship between the Museum and the volunteer comes to an end. The following circumstances may lead to the eventual separation between the Museum and the volunteer:

- ◆ Personal leave of absence
- ◆ Medical leave of absence
- ◆ Resignation
- ◆ Retirement
- ◆ Disciplinary action

EQUAL OPPORTUNITY The Museum offers equal consideration of an applicant's volunteer interests to available volunteer opportunities. We do not discriminate on basis of age, race, ethnicity, sexual orientation, religion, or any other federally protected class.



EMERGENCY PROCEDURES

In general, in case of an emergency please contact any of the following, and have these numbers programmed into your cell phone ahead of time:

- The supervisor of your volunteer area
- The Volunteer Coordinator: 919.707.9895
- Visitor Services at the front desk of the Nature Exploration Center: 919.707.9805
- Visitor Services at the front desk of the Nature Research Center: 919.707.8081
- Call 911

Familiarize yourself with locations of the following on each floor of the Museum buildings and especially in your volunteer area:

- Emergency exit stairwells (*note: not all stairwells are an emergency evacuation route*)
- Emergency alarms (located near stairwells and escalators)
- Fire extinguishers
- Emergency Evacuation Route maps (posted at elevators)
- First Aid and AED (Automated External Defibrillator) kits (one unit per floor)

EMERGENCY EVACUATION PROCEDURES

When an alarm sounds, follow these instructions:

- ◆ Remain Calm! Do not panic or run.
- ◆ Only use the designated stairwells or emergency exits. Do not use the elevators or monumental stairs.
- ◆ If smoke is present, stay as close to the floor as possible.
- ◆ Immediately evacuate the building using the nearest designated stairwell. (EXCEPTION: Ground floor occupants use any marked exit.) If it is blocked by fire or smoke, the alternate stairwell exit is to be used. Move calmly and promptly down the steps to the designated assembly area.
- ◆ Pre-designated personnel, assigned to assist employees or visitors with mobility impairments, will move those individuals to the nearest designated stairwell landing. Employees and visitors will go to the designated assembly area and stand by for additional instructions.
- ◆ No one shall re-enter the building until instructed by the location Security or Incident Command personnel. Onsite location security staff will not permit building entry or re-entry during the incident.
- ◆ Employees and visitors shall remain outside, in the designated assembly area, until an "All Clear" signal is given by the Incident Command or location Security staff.
- ◆ For the main Museum/NRC/DENR Headquarters complex – a fire alarm in any one building does not require evacuation of the other buildings joined by bridges. The bridge(s) connecting the alarmed building with one or both other buildings must be immediately closed to prevent staff or visitors from entering an alarmed building. If an alarm originates on a connecting bridge, both buildings connected by the bridge should be evacuated.

FIRE EMERGENCY PROCEDURES

1. If you discover a fire, call 911 (when using a Museum phone, you must first dial a “9”, therefore dial 9-911)
2. Use a manual fire pull to activate the building fire alarm system (located at stairwells)
3. Evacuate the building by using the nearest **emergency exit** and proceed to the designated assembly area; evacuation routes are posted throughout the Museum’s buildings (typically posted at the elevators)
4. Only take personal belongings with you if items are within your immediate reach

5. Remember the acronym: **C.A.R.E.**

Close door to confine the fire

Alert others—activate building alarm

Report the fire—call 911

Evacuate the building

6. Quick tips:

- If smoke is present, stay as close to the floor as possible
- Feel doors before opening
- Go to the nearest emergency exit
- Always use an emergency exit stairway not an elevator
- Close doors
- Use a fire extinguisher if the fire is small and you know how to use one safely
- If you are on fire: Stop, Drop, and Roll
- If you get trapped:
 - Close the door
 - Seal cracks
 - Open the windows
 - Signal for help or phone 911
 - Do not jump – the fire department will help you



Photo by Karen Swain

7. If you are mobility impaired (even temporarily):

- Plan ahead for emergencies
- Familiarize yourself with emergency exit routes and stairwells
- Be aware of your own capabilities and limitations
- During an alarm, proceed to the nearest emergency exit and wait in designated stairwell landing area for evacuation assistance

BLOOD BORN PATHOGENS PROCEDURES

The most common body fluids that you may come in contact with are blood from a cut, scratch, mucous from a child's runny nose or vomit.

1. Depending on your location
 - call Visitor Services at the front desk of the Nature Exploration Center: 919.707.9805 or
 - call Visitor Services at the front desk of the Nature Research Center: 919.707.8081 and
 - have Visitor Services send housekeeping to your area
2. If someone is bleeding from a cut or scratch, please follow these guidelines:
 - If a **student** is bleeding, please provide the teacher or chaperone with our first aid kit and have the teacher/chaperone attend to the child's needs, offering the rubber gloves from the first aid kit.
 - If an **adult** is bleeding, provide the adult with the first aid kit and have the adult attend to him/herself. If assistance is needed, put on rubber gloves from the first aid kit and provide assistance as needed.
 - If blood is on a surface or on the floor, clean it up with rubbing alcohol and paper towels, wearing the rubber gloves while doing so. Dispose of the paper towels in a trash can.
 - Remove the rubber gloves in a fashion that does not expose your skin to the contaminants on the gloves. Please throw the gloves away in the trash can and wash your hands with soap and water.
3. If a child has a runny nose, please follow these guidelines:
 - Provide the child, or a responsible adult, with a box of tissues.
 - Then direct the child, or responsible adult, to throw away the tissue in a trash can.
 - When the child and/or responsible adult has taken care of the runny nose, provide them with a squirt of hand sanitizer or direct them to wash hands at the nearest restroom.



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VOLUNTEER SERVICE AGREEMENT

The Volunteer Service Agreement is required to be signed by all volunteers and is to be renewed each year. The intent of the agreement is to express our deep appreciation of your services as well as to emphasize our commitment to do the very best we can to make your volunteer experience at the Museum a productive and rewarding one.

I. AGENCY: NORTH CAROLINA MUSEUM OF NATURAL SCIENCES

The Agency agrees to accept the services of _____ (name of volunteer) beginning on this date, ___/___/____, and commits to the following:

1. To provide adequate information, training, and assistance for the volunteer to be able to meet the responsibilities of his/her position.
2. To ensure diligent supervision of the volunteer and to provide feedback on the volunteer's performance.
3. To respect the skills, dignity, and individual needs of the volunteer and to do our best to adjust to these individual requirements.
4. To be receptive to any comments from the volunteer regarding ways in which we might mutually better accomplish our respective tasks.
5. To treat the volunteer as an equal partner with the agency and its staff in supporting the mission of the agency.

II. VOLUNTEER:

I, _____, agree to serve as a volunteer of the Agency for one year and commit to the following:

1. To perform my volunteer duties in the area of my choice.
2. To have reliable transportation, to report promptly for my shift, and to provide adequate notice to my supervisor or the Volunteer Coordinator if I am unable to report to my shift.
3. To wear a Volunteer name badge while working in view of the public.
4. To adhere to policies and procedures as outlined in the Volunteer Handbook.

III. AGREED TO BY:

Volunteer

Volunteer's Supervisor

Date

Date

____ (volunteer initials) If the Volunteer fails to meet the requirements of this volunteer position, the Agency holds the right to terminate the services of the volunteer.

____ (volunteer initials) Volunteer has read and agrees to abide by the policies & procedures detailed in the Volunteer Handbook.



Health Form

Name: _____ Phone: _____

Address: _____

Volunteer Area(s) _____ E-mail _____

1. Do you:
- | | YES | NO |
|--|--------------------------|--------------------------|
| a. have an allergy to bee stings? | <input type="checkbox"/> | <input type="checkbox"/> |
| b. other allergies (latex, dust, mold, etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
- List: _____

2. Is there any other health information that you would like us to be aware of (use back of page if needed) _____

3. In case of emergency, please list two contacts: (PLEASE PRINT)

_____	/	_____	
Name		Relation	Phone: Mobile Home

_____	/	_____	
Secondary Contact Name		Relation	Phone: Mobile Home

Information listed above should be complete, but it is important in case of a medical emergency. I certify that the information given above is complete & accurate to the best of my knowledge.

_____	/	_____
Signature		Date

RECORD OF HOURS

JULY 1 – JUNE 30

Name _____

Address _____

Phone _____

Email _____

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
1												
2												
3												
4												
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31												
Total												

ANNUAL TOTAL _____

Note: This form is an example; area supervisors may use an alternate means of documenting volunteer hours