SEATTLE ART MUSEUM
ASIAN ART MUSEUM
OLYMPIC SCULPTURE PARK

VOLUNTEER HANDBOOK

2017-2018
REFERENCE PAGE

YOUR ASSIGNMENT

______________________________

YOUR STAFF SUPERVISOR

______________________________

SUPERVISOR PHONE NUMBER

______________________________

SUPERVISOR EMAIL

______________________________

IF ILL OR LATE, CALL

______________________________

VOLUNTEER CONTACTS

Website
seattleartmuseum.org

Volunteer Office (weekdays only)
206.654._____

Volunteer Sick Line
206.332._____

SAM Receptionist (weekdays only)
206.654._____

SAM Customer Service Center
206.654._____

Weather Line (recording updated by 6 am)
206.344._____

CANCELLING OR CALLING IN SICK

If you have advance knowledge of a conflict with your schedule, please contact your staff supervisor at least one week in advance.

For emergency cancellations or to notify the museum if you are going to be late, please call the appropriate number below and state your name, volunteer position, and shift:

<table>
<thead>
<tr>
<th>Volunteer Role</th>
<th>Call in sick</th>
</tr>
</thead>
</table>
| Info Desk, Coat Check, SAMbassadors, Ambassadors, Greeters | Leave a message on the sick line: 206-332-_____
| Event Volunteers | Call or email the staff member coordinating that event OR leave a message on the sick line: 206-332-_____
| All other volunteers | Contact your staff supervisor |
WELCOME

It is a pleasure to welcome you to SAM as a new volunteer. As a museum volunteer, you are our direct link to the public. Wherever you work in the museum, your knowledge, enthusiasm and commitment directly contribute to making SAM a pleasant and welcoming place for our visitors.

We sincerely appreciate the contribution of each volunteer. We hope your volunteer experience at SAM is challenging and rewarding. Thank you for choosing to be part of SAM. This is an exciting time to be involved!

Manager of Volunteer Programs

THE VOLUNTEER PROGRAM AT SEATTLE ART MUSEUM

We have over 500 volunteers who assist us in a variety of roles at both the Seattle Art Museum (SAM) and Olympic Sculpture Park (OSP). We are not using volunteers at the Asian Art Museum location until it reopens in 2019.

Volunteer Department
The Volunteer Department is part of the Human Resources Department and is located on the fifth floor of the downtown museum. The Manager of Volunteer Programs, Manager of Volunteer Programs, is a paid staff person who manages and supervises the volunteer program and works closely with the Volunteers Association.

The goals of the Volunteer Department are to:
• Work with SAM staff to identify roles that provide meaningful experiences for volunteers.
• Build a sustainable volunteer force that reflects the diversity of the area we serve.
• Maintain a volunteer program structure that remains flexible and viable as the museum changes, expands and grows.
• Provide training for staff on volunteer management and cultivation.

SAM Volunteers Association
All SAM volunteers are automatically members of the Volunteers Association (SAMVA). The Volunteers Association supports the mission of the Seattle Art Museum by providing an effective organization of skilled and dedicated volunteers working with staff to implement the museum’s programs and services. The Volunteers Association empowers volunteers through appropriate training, continuing education and the opportunity for leadership. The Volunteers Association Executive Committee includes representatives from each department or program that utilizes a significant number of volunteers, and from the museum guild.

VOLUNTEERS ASSOCIATION OFFICERS 2017-2018
Chair
Vice Chair
Secretary
Treasurer

Volunteer Roles
The following are just some of the volunteer roles at SAM:
Ambassador, Art Studio, Coat Check, Docent, Events, First Friday Program, Greeter, HR Committee, Greeter at Information Desk, Intern, Libraries, Park Steward, Remix and Adult Public Programs, SAM Gallery, SAMbassador, Staff Assistant, Teacher Resource Center, Teen Advisory Group, Teen, Family and Community Programs

Each volunteer is supported by a staff supervisor and a volunteer representative on the Volunteer Association Executive Committee

Volunteer Policies and Procedures
Attire: Business casual is usually appropriate for most volunteer positions with the exception
of black-tie events, art activities and roles at the Olympic Sculpture Park. If you will be standing during your volunteer time (Greeters, Visitor Services, Art Studio, etc.), wear comfortable shoes. Volunteers assisting with art making activities should dress accordingly. OSP volunteers may dress more casually and should dress appropriately for the weather. Beach, gym or sleep attire are not appropriate for SAM volunteer positions.

**Entering and Exiting the Museum:** Volunteers must enter and exit SAM through the Staff and Volunteer entrance. Show the guard on duty your badge and sign in and out on the Security Log AND the VicTouch Computer using your assigned PIN Number. Please arrive 10 minutes before your shift starts, **Please open any bags or backpacks for the guard to view before exiting.** Any entrance may be used at OSP. The VicTouch computer is located in the staff offices inside the PACCAR Pavilion at OSP. Volunteers may check out a Prox Card to access the offices from the security office in the garage level.

**Volunteer Badges:** All volunteers are required to wear a photo ID badge while volunteering. If you do not have your volunteer photo ID badge or have lost it, you will be issued a temporary visitor badge at the Staff and Volunteer entrance. Badges do expire after one year. To arrange for an updated volunteer photo ID badge, contact the Manager of Volunteer Programs.

**Staff Supervisor:** Please be sure to know the name of your staff supervisor as well as their phone number and email to stay in touch with them about your volunteer schedule and location. They will arrange for your on-the-job training. If you have concerns, problems, or questions, ask your staff supervisor for help.

**Transportation and Parking:** Volunteers and staff are encouraged to use public transportation whenever possible.

- **Seattle Art Museum:** Parking is available at the 3rd and Stewart Garage. Volunteers may pick up validations for discounted parking from the SAM 5th floor Receptionist, Monday-Friday 9 am-5 pm., or from the ticketing desk during open hours. Up to 4-hours of parking with the validation is $8. A $12 all day validation is available at the 5th floor reception desk.
- **Olympic Sculpture Park:** Parking is available in the pavilion garage; hours are 6 am to 10 pm. Parking is $7 for 4 hours. Volunteers may park in any available stall, but in order to receive this discounted rate, must enter stall number at the kiosk when paying for parking. Metered street parking can be found on Alaskan Way and Western Ave.

**Change of Address:** It is the volunteer’s responsibility to notify whenever a name, mailing address, telephone number or email address has changed.

**Membership in the Museum:** Volunteers are encouraged to become members of the museum. However, membership is not mandatory. Your membership helps keep SAM operating and is greatly appreciated. We offer volunteers a 20% discount on new and renewing Individual through Family level memberships. Discount is not available on already discounted memberships like the Student or Senior memberships.

**Deductible Volunteer Expenses:** You can deduct non-reimbursed expenses that you incur incidental to your volunteer work when you use the long tax form. For example, fares, gas, oil, and parking when you use your car or a standard rate per mile; phone calls, postage, stationery and similar out-of-pocket expenses. Time spent volunteering is not tax deductible. For further information, contact your local IRS office.

**Leaves of Absence or Resignation:** Volunteers can take a leave of absence for up to 1 year for medical or personal reasons. Please notify the Manager of Volunteer Programs to be placed on leave. Please notify the Manager of Volunteer Programs if you intend to terminate your volunteer service, and return your SAM badge either to Security or the Volunteer Department. We would appreciate your feedback about the volunteer program via an exit survey.

**Emeritus Volunteers:** Retiring volunteers who have given a significant number of years of service (15 years or at the discretion of the SAMVA Executive Leadership) may apply to become an Emeritus Volunteer. Emeritus Volunteers receive select volunteer benefits. Contact the volunteer department for more information.
Volunteer Breaks and Spaces
Volunteers can take a 20 minute break during their volunteer shift.

• Seattle Art Museum: The Volunteer Room is located at the end of the First Floor corridor. An information bulletin board, seating area, and telephone are provided for your convenience. You are welcome to eat a snack in this room or have a cup of coffee, but please clean up carefully. Food and drink are strictly prohibited in any exhibitions. Because space is limited, please use this area only for times you are working at the museum. While volunteering please check your belongings at coat check.

• Olympic Sculpture Park: There is a volunteer station in the staff offices on the 2nd floor. Volunteers can borrow a Prox Card from the Security Office in the garage to access the staff offices. You may keep your belongings in the cubbies at the volunteer station while you volunteer. A water cooler, coffee and tea supplies are available.

Volunteer Benefits
We honor the contributions of volunteers by providing the following benefits:
• A volunteer badge that allows you free admission to SAM Downtown and the Asian Art Museum when galleries are open.
  Volunteers may use the designated break room before/after/during shift breaks.
• The SAMVA Newsletter containing information on volunteer events and news.
• A 15% discount at SAM Shop.
• A 10% discount at Taste Restaurant.
• A 20% discount on SAM memberships.
• Admission exchange with other Seattle museums for Volunteer Week each April.
• Opportunity to show your art in the Volunteer Art Show.
• Library privileges at both SAM and Asian Art Museum libraries.
• Opportunities to gain skills, improve your knowledge of museum operations, enhance your career options, and socialize with other art lovers.
• Coupons for free coffee or tea at the museum restaurant during a volunteer shift are available through the Information Desk at SAM.
• Volunteer Guest Passes: In appreciation for the tremendous level of commitment and many hours of service to the museum that our volunteers provide, active volunteers may request up to two adult admission passes each quarter. Passes must be requested from [at least 3 business days in advance and will be left at the will call desk].

Educational Opportunities for Volunteers
• Docent Tours: All docent public tours are available to volunteers at all museum sites.
• First Friday Lectures: On the first Friday of each month from October–May, lectures are held in the downtown Auditorium 11 am–12 noon. They are free to volunteers. Check the SAM newsletter or the SAM website for details.
• Recorded Tours: The lectures and curator-led tours that are on video or DVD are available to view on site through the SAM downtown library.
• Docent and SAMbassador Programs: Volunteers may attend most docent and SAMbassador continuing education programs. Details are in the Volunteer Newsletter.
• SAM Programs: Check the SAM newsletter or website for the many performances, family activities and other programs available at the museums. You may register for these at the SAM member cost by mail or phone the box office at [_contact_info].

Paid Staff and Volunteers: Relationships and Expectations
Mutual respect and appreciation for each other’s rights and responsibilities are fundamental to sound working relationships. The following guidelines are offered to promote successful professional partnerships.
Volunteers can expect SAM staff will:

- Provide the volunteer with an orientation to the purpose and goals of the museum.
- Introduce the volunteer to SAM staff and the SAM way of working.
- Ensure the volunteer understands procedures for recording volunteer service hours.
- Provide adequate work space, proper training, and ongoing supervision.
- Review and periodically discuss progress on volunteer assignments.
- Accept volunteers as important SAM affiliates.

SAM staff can expect that volunteers will:

- Make a minimum six month commitment.
- Be prompt and reliable in attendance.
- Record volunteer service hours daily.
- Perform assigned duties.
- Notify supervisor promptly of absences or planned vacation time.
- Understand that they are not in a position to speak for the museum, make statements that could be construed as museum policy, or sign official correspondence.
- Notify supervisor promptly in the event of on-the-job injury.

Standards for Museum Volunteers

The Volunteer:

- Understands and supports the purpose, structure, and policies of the museum and of the related volunteer group.
- Offers the use of special skills or experience.
- Conducts self in accordance with the standards of conduct, policies and ethics of the museum.
- Completes any orientation, training course or on-the-job training required.
- Endeavors to be flexible in accepting assignments, perform assigned responsibilities willingly and courteously to the best of their ability, and accepts the guidance of the manager or supervisors.
- Complies with the time and dress requirements of the museum.
- Obey all security and safety rules of the museum.
- Respects the confidentiality of sensitive or proprietary information.
- Provides timely notification to supervisor or manager of absence or termination.
- Serves as a goodwill ambassador generally and a communicator of the role of the museum in the community.

Disciplinary Procedures and Volunteer Dismissal

We expect volunteers to follow SAM’s standards, policies and procedures. In the rare event that you violate a museum standard, policy or procedure, or have performance or attendance issues, you may be subject to the following disciplinary procedure.

1. Documented verbal warning or written warning;
2. Written warning on subsequent occurrence;
3. Dismissal from your volunteer assignment on the 3rd occurrence.

We reserve the right to dismiss any volunteer for just cause with no verbal or written warning.
SEATTLE ART MUSEUM OVERVIEW

Mission
SAM Connects Art to Life.
Through art, the Seattle Art Museum enriches lives and engages diverse communities.

As the leading visual art institution in the Pacific Northwest, SAM draws on its global collections, powerful exhibitions, and dynamic programs to provide unique educational resources benefiting the Seattle region, the Pacific Northwest, and beyond.

Vision
The Seattle Art Museum aspires to be a great art museum for the 21st century. SAM is defined by its outstanding collections, dynamic and inspiring programs, and innovative uses of technology to engage audiences and supporters with great art. As an anchor institution in a forward-thinking global city, the Seattle Art Museum aspires to embody and inspire the Seattle region’s dynamism and enhance its global profile while contributing to a healthy and vibrant community and enriching the lives of its citizens.

Core Values
• Creativity: We bring art into people’s lives and help them understand its unique power to inspire creative thinking, which is crucial to understanding and solving our world’s complex problems.
• Excellence: We build and create collections, exhibitions, and public programs of the highest quality and excellence.
• Engagement: We engage our audiences through dialogue that is mutually beneficial and enlightening in a spirit of mutual respect.
• Diversity: Knowing that organizations that embrace and embody diversity are stronger and more effective, we invite and respect many viewpoints and experiences, as we strive to develop and sustain a diverse staff and board, and showcase art from the world’s diverse cultures.
• Accessibility: We work to lower economic and physical barriers as well as barriers to understanding, so that art is accessible to everyone. We recognize the importance of excellent customer service in making art accessible to all.
• Stewardship: Transparency and careful stewardship of resources, including collections, staff, volunteers, facilities, investments, and institutional records, are essential to the fulfillment of our mission. Because SAM’s collection is our greatest resource and legacy to the future, we care for it and share it with the public through scholarship and interpretation, creative installation, conservation, and programming.

Museum Facilities
The Seattle Art Museum is located at 1300 First Avenue.
Hours: Wednesday through Sunday 10 am to 5 pm, Thursdays until 9 pm. Summer or special exhibition hours may be different.
Museum administrative offices are located on the 5th floor. Office hours are Monday through Friday, 9 am-5 pm.

The Asian Art Museum is located at 1400 East Prospect in Volunteer Park.
The Asian Art Museum is closed for renovations until 2019.

The Olympic Sculpture Park is located at 2901 Western Avenue on the downtown waterfront.
Park hours: 30 minutes prior to sunrise until 30 minutes after sunset.
Pavilion hours: Nov-Feb: 10 am-4 pm Weekends only; Mar-Oct: 10 am-5 pm Tuesday-Sunday.
**Museum Staff**
There are approximately 250 staff people who support the mission of the Museum. The staff structure includes 10 divisions and various departments within the divisions.

**Board of Trustees**
The Board of Trustees is responsible for the governance, policies, and legal liability of the Museum. There are 90 board members, 20 of whom are honorary members.

The board officers for 2017-2018 are:
- Board President
- Board Chairman

**Quick Facts about Seattle Art Museum**
- **Collection:** SAM has holdings of over 24,000 works of art.
- **Visitors:** In recent years, the annual visitor numbers have been between 700,000 to 900,000 people.
- **SAM Shop:** At SAM Shop you’ll find uncommon objects, contemporary design for your home, toys for kids, handcrafted artisan gifts, and jewelry by local artists. Shop hours: Wednesday-Sunday, 10 am-5 pm, Thursdays 10 am to 9 pm.
- **SAM Gallery:** The gallery offers a wide variety of artwork from Northwest artists. The artwork is available for rent to SAM members and for sale to both members and the public. Proceeds from the gallery support the museum. Gallery hours: Wednesday-Sunday, 10 am-5 pm, Thursdays 10 am-9 pm. The gallery is located in SAM Shop.
- **Restaurants:** SAM Taste offers restaurant and catering of excellent Northwest cuisine for museum visitors and at museum events. SAM Taste: 10 am to 5 pm Wednesday, Friday, Saturday and Sunday. 10 am to 9 pm on Thursday. Restaurant options at OSP vary seasonally.
- **Libraries:** The art reference libraries house a non-circulating collection of research books, exhibition catalogues, magazines, and clippings. Door code to the library is ☾☽. SAM Library hours: Wednesday through Friday 10 am-4 pm. To make an appointment to meet with the librarian, please email ☾☽. The Asian Art Museum Library is closed during the renovations. Select materials are available at the SAM Library. Contact the librarian at ☾☽.
- **Richard Fuller Guild:** The Richard Fuller Guild provides an opportunity to meet other museum members and learn about art, artists, collecting art and the SAM collection and exhibits. Yearly art and social events include programs on a variety of art-related topics as well as visits to other museums and galleries. Membership information available at www.seattleartmuseum.org/join-and-give/for-members
**Resources for People with Disabilities**
SAM recognizes that volunteers with disabilities may need reasonable accommodations to enable them to perform their volunteer role. Any volunteer who believes they need reasonable accommodation should notify the Manager of Volunteer Programs. Although the need for an accommodation is determined on a case by case basis, generally the Museum and the volunteer engage in an interactive process to determine possible reasonable accommodations.

**For visitors who have a Visual Disability**
• Magnifiers for use in the galleries, Educational Resource Rooms, and library are available at coat check. The Art Beyond Sight program provides pre-arranged docent-led tours for visitors with low or no vision. Large print labels and audio description tours are available for some exhibitions at the Admissions Desk. Details and schedules of tours are available on the SAM website.

**For visitors who have a Hearing Disability**
• Sign language interpreters will be provided upon request (with two weeks’ notice).
• The museum’s TTY phone (Telecommunications Device for the Deaf) information number is [insert number].
• A TTY is located at coat check at SAM (it may be used by visitors to make outgoing local calls).

**For visitors who have a Physical Disability**
• Wheelchairs are available at the coat check.
• All facilities (galleries, rest rooms, drinking fountains, etc.) are wheelchair accessible.
Additional questions regarding access for people with disabilities should be referred to the Manager of Volunteer Programs at [insert contact information].

**Emergency Procedures**
**In case of an emergency, DO NOT CALL 911! Notify Security:**
• SAM: [insert contact information]
• OSP: [insert contact information]

If you are a witness to an incident, assist security in completing an incident report.

**Evacuation Procedure**
• When you hear the evacuation alarm or are told to evacuate the building:
• **Leave quickly and calmly.** Proceed in an orderly manner; hold handrails on stairs.
• Security will evacuate anyone requiring assistance.
• Use caution when opening doors.
• Go to the Staff Assembly Area:
  - SAM: S. Bldg. - across 1st Avenue, near Harbor Steps
  - N. Bldg. - across 1st Avenue, near Pike Place Brewery
  - OSP: Across Broad Street, near Romio’s Restaurant.

**Elevators**
• **Do not use elevators during any emergency.**
• Elevators will recall to whatever floor is free of fire; doors will stay open and locked.

**Fire**
• **Do not jeopardize your personal safety:** remove yourself from the fire!
• Notify Security or pull the nearest fire alarm.
Earthquake
• **Drop, Cover and Hold!** Crawl under a table or desk if possible.
• Stay inside and watch for falling objects. Stay away from windows, filing cabinets, overhead fixtures, etc.
• Be prepared for aftershocks.
• Follow instructions by Security Department.
• Do not move anyone who is seriously injured unless there is immediate danger.
• Do not use telephones, including cell phones, until Security notifies you that it is OK.

Medical Emergencies
If a visitor, volunteer or staff member is ill or injured:
• **Notify Security.** Security will dispatch a trained officer with first aid supplies. At off-site events, please notify your staff supervisor.

Power Outage
• Stay where you are: Security officers will escort visitors, volunteers and staff to safety.

Active Shooter
In case of an active shooter in the building you should first **RUN** - try to get out of the building if you can. If you are unable to leave, **HIDE** - secure yourself in a room that locks or hide somewhere the shooter might not look. If you cannot run or hide, your best option for survival is to **FIGHT** - try to defend yourself with anything you have on hand, including chairs or other office equipment.

Bomb Threats and Suspicious Objects
If you receive a telephone threat:
• Remain calm.
• Listen carefully, politely. Try to keep the caller talking so you can gather more information.
• If possible, write a note to a colleague to call Security, or notify Security as soon as caller hangs up. Security will notify appropriate law enforcement and public safety agencies.
• Assist Security with documenting the incident and/or following evacuation procedures.

If you receive a written threat or suspicious object:
• **Keep anyone from handling or approaching it.**
• Notify Security immediately. Security will notify appropriate law enforcement and public safety agencies.
• Assist Security with documenting the incident and/or following evacuation procedures.

Museum Policies
Customer Service Policy
SAM is committed to visitor-centered customer service by following these guidelines:
• Keep SAM clean and safe.
• Make eye contact and greet and welcome each and every visitor.
• Seek out visitor contact.
• Provide immediate service recovery.
• Display appropriate body language at all times.
• Preserve the visitor's experience by focusing on the positive.
• Thank each and every visitor.

Diversity Policy
SAM has a commitment to valuing diversity. What does valuing diversity mean?
• Employees and volunteers work together in an environment of mutual respect and
understanding.
• Every employee and volunteer is viewed as a valued contributor to the organization who can make a difference.
• Respecting different points of view.
• We will honor and respect the diverse background and cultures of our employees, volunteers, and visitors.
• Everyone has the opportunity to participate in all levels of the organization, regardless of race, ethnicity, gender, age, sexual orientation, disability, military status, religion, national origin, color, or other aspect of diversity.

Drug and Alcohol Policy
Museum staff and volunteers may not report for duty intoxicated or under the influence of alcohol or non-prescribed drugs. At museum events where alcohol is served, staff and volunteers may not consume alcohol before or during shifts.

Ethics Policy
Museums enjoy high public visibility and our volunteers and staff members a generous measure of public esteem. To the public, the museum volunteer is never wholly separate from the institution. Any museum-related action by the individual may reflect upon the institution or be attributed to it. Therefore, it is important to be concerned not only with your own motivations and interests as you see them, but also the way in which they may be construed by the outside observer.
• Refer all requests for official comment or response to SAM Public Relations Department
• Notify SAM of any potential conflict of interest

Personally Identifiable Information (PII) Policy
• Volunteer PII we collect? Full Name, address and phone number, Social Security Number, date of birth.
• Where does PII live within SAM? Paper volunteer files at SAM, online volunteer database ( ), Background Check Vendor ( ).
• What does SAM do to protect PII? Paper Files: Stored in reinforced, locked filing cabinets that can only be accessed by the Volunteer Manager. We do not keep copies of Social Security cards. Online Volunteer Database: Password protected. Firewall protected. Limited use of PII – SSN’s not stored on database. Background Check Vendor: Only transfer PII using secure file transfer (no email). Only reference last 4 digits of SSN. Vendors are legally required to alert clients of data breaches.

Solicitation Policy
Volunteers cannot utilize their connections within the SAM volunteer program to solicit fellow volunteers for money for personal use, a personal business, or a cause. If a fellow volunteer solicits you for money or business, please say no, and alert the Manager of Volunteer Programs.

In-Gallery Policies
• Please do not touch the art
• Please do not lean on the walls or cases in the galleries
• Please do not run in the galleries
• Please do not bring umbrellas, backpacks or large bags into the galleries
• Please do not chew gum or bring food or liquid into the galleries
• Always stay at least an arm’s length away from artwork
• No flash or video photography is allowed in the galleries. Selfie sticks are not allowed in the galleries.
• Please silence your cell phone in the galleries. No talking on cell phones is permitted in the galleries.
• Pens, paint, other wet media and glitter are not allowed in the galleries. Pencil and other dry media are allowed.
• In case of an in-gallery emergency, please contact the first Visitor Services Officer that you see.

Harassment Policy
The Seattle Art Museum expressly prohibits any form of unlawful harassment based on race, color, national origin, religion, creed, age, sex, sexual orientation, marital status, mental or physical disability, status as veteran, or other aspect of diversity. Unwelcome sexual advance, requests for sexual favors, and all other verbal or physical conduct of a sexual or otherwise offensive nature, offensive comments, jokes, innuendoes, and other sexually oriented statements will not be tolerated. SAM believes everyone must be allowed to work in an atmosphere free from harassment or discrimination. If you believe that you, another volunteer, staff person, or visitors have been subjected to harassment or discrimination, please report it immediately to your staff supervisor or the Volunteer Department so it can be addressed.

Technology Use Policy
SAM makes available and encourages the business use of electronic media and services. All users have the responsibility to use these resources in a professional, ethical and lawful manner. Volunteers who wish to use these resources must read the detailed Information Technology Policy and sign a receipt acknowledgement. This policy document is available through the Volunteer Department.

INSTRUCTIONS FOR THE VOLUNTEER INFORMATION CENTER - VicTouch and VicNet
Volgistics is the database we use to communicate with and schedule our volunteers. Volgistics has two components: VicTouch and VicNet.

VicTouch is the on-site system you use to log in and out for volunteer shifts. This is the primary tool we use to track attendance and record volunteer service hours. You can also check your schedule and sign up for shifts. Your VicTouch PIN number will be provided by the Volunteer Department and added to your volunteer badge. Volunteers without computer access will still use VicTouch at SAM sites.

VicNet is the online portion of this system which allows you to access your volunteer record from your own computer. With VicNet you can check your schedule, sign up for shifts and update your contact information. Your VicNet password and access instructions will be sent to your email address by the Volunteer Department.

Instructions for Using VicTouch
Enter your PIN Number by touching the keypad numbers, then touch continue. On workstations that do not have a physical touch-screen, use the mouse to click on each number and button on the screen.
Select what you would like to do (i.e. "Sign In") and which role you are serving in.

Confirm your selection.

Once you confirm your selections you are officially signed in.

Make sure to sign out at the end of your shift. Follow the same process to enter your PIN number and sign out.
Instructions on Using VicNet
To locate the link to VicNet on the SAM website:

- Go to “Volunteer” under “About SAM” at the bottom of any page on the SAM website (www.seattleartmuseum.org).
- Second box on the page is Current Volunteers. To the right is Volunteer Links. VicNet is the top link.
- Alternatively you can use this link: [Blank]
Enter your login name and password. Your login name is your e-mail address and your temporary password is: [Blank]

From the Home tab, you can choose any of the tabs that appear near the top of the page.
Click the "My Profile" tab to see and update your personal information. The display is in a read-write mode so you can see and update the field content. We encourage you to complete and update these fields regularly.
Click the "My Schedule" tab to view or print your schedule. Your schedule will be in a calendar format.

You may have the ability to add or remove yourself from schedules, depending on volunteer assignment. To add yourself to a schedule you can click on any date that has a "Help Wanted" icon and agree to take that shift. Some volunteer opportunities are open to any active volunteer and will appear on your scheduling calendar.

To remove yourself from a scheduled shift, click on the shift you are scheduled and follow the instructions to "remove me". When you remove yourself from the schedule an opening will appear immediately so that others can sign-up to serve in your place. NOTE: You may only remove yourself up to 72 hours before a scheduled shift. To cancel less than 72 hours in advance, please call in sick as specified on page 2 of this handbook.
Click the "My Service History" tab to see your volunteer service record. You can also create printable views of your service records if you want a printed service report (i.e. for tax records).

Click the "Time Sheet" tab to post any off-site volunteer service hours online. This is particularly for coordinators or committee chairs who spend time on communication and scheduling from home. To add your service hours, click on the date, then choose the assignment and enter the number of hours served. Staff liaisons will verify and post hours upon approval.