



2016 Hours of operation

Saturday, March 26 to Sunday, May, 1 – Weekends, Noon to 4:00PM
Saturday, May 7 to Sunday July 17 – 9:00AM to 4:00PM every day
Monday, July 18 to Sunday, August 21 – Noon to 4:00PM every day
August 24 to October 30 - Noon to 4:00PM Wednesday thru Sunday
(Open Labor Day Monday, September 7, and, Columbus Day, Monday, October, 12)
Special Events: Times to be announced

do·cent
'dōsənt/
noun

1. a person who acts as a guide, typically on a voluntary basis, in a museum, art gallery, or zoo.

That's you. On behalf of the Appalachian Trail Museum Society I would like to thank you for the time you choose to contribute to the AT Museum. It is truly appreciated and without you, the Docent, our museum would be nothing more than a cold, closed building full of exhibits that no one can see. The Docent "Makes" the museum.

Enjoy the season. May you all find the peace the trail provides.

Joe Harold
AT Museum Manager

*There's a lone footpath along the crest
of the Appalachian Chain,
On the cloud-high hills so richly blest
with sun and wind and rain.*

Earl Shaffer

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Docent Manual

Contact Information

Museum manager: Joe Harold
410-903-6784 (c) manager@atmuseum.org
410-255-2435 (h)

Museum president: Larry Luxenberg
845-708-5306 larry.luxenberg@gmail.com

**Appalachian Trail Museum
1120 Pine Grove Road, Gardners, PA 17324
717- 486-8126**

Emergency Contacts

For medical, fire, or other situations, where seconds count 911

If an incident requiring a call to 911 occurs, notify the park office immediately after finishing the call to the emergency dispatcher.

Non-emergency situations requiring assistance, call Park Office 717-486-7174

(Such as downed trees, power outages, vandalism, drunk or disorderly visitors)

First Aid

- Museum volunteers with no specialized training should not administer first aid.
- In an emergency, offer to call 911.
- The first aid kit may be made available to responsible adults for self-treatment, or for minors in their care. The kit can be found in the Docent Desk.
- Volunteers who are trained medical professionals may take appropriate action.
- If an incident requiring first aid action occurs, fill out the first aid report in the greeter's desk and place in box for Joe. The forms are located in the Docent Desk.

General Information

Museum Policies

- No Smoking is permitted in the building or on the entrance deck.
- Children under 12 must be accompanied by an adult.
- Shoes required, shirts appreciated.
- No pets (Service animals only).
- Food and beverages are not permitted in the exhibit area.
- Alcoholic beverages are prohibited on State Park property, including the museum.
- Backpacks, hiking poles, and wet umbrellas should be left on the entrance deck.
- Don't touch or lean on the exhibit panels, display cases, or Earl Shaffer Shelter.

Telephone

- The phone is for museum use only. Museum guests should be directed to the public phone at the kiosk in front of the park office.

Suggested donation: \$3.00

Admission to the building is free, but donations in the amount of \$3.00 are encouraged. The museum is not funded by federal or state government, or by the Appalachian Trail Conservancy, and depends completely on private donations, grants, and memberships for operating funds and expansion.

Restroom

- The restroom door is always locked on the outside when it is closed, but opens on the inside with a turn of the handle. The key is kept at the docent desk/counter, on a hook behind one of the uprights. This key also opens the stairwell door.
- If the door is closed and the restroom is empty, visitors must ask for the key. Be sure to remind them to return it to the desk when finished. Hanging it on the inside door handle is a good hint for remembering.
- Do not flush anything except toilet paper in the toilet. Feminine sanitary products, paper towels, diapers, etc., should be placed in the trash can.
- Check periodically to be sure the toilet isn't running, especially before you leave at the end of your shift.

Food and Drink

Please use common sense to enforce our “no food and drinks” policy. You may allow guests to enter the building with CLOSED drink bottles; just ask them to keep them closed while inside. Open soda cans, of course, should be left outside.

If you bring snacks and drinks along for your shift, please keep the food in the stairwell and eat it either there, or outside. Drinks may be kept under/behind the desk in closed bottles or containers to sip while you work. Remember to take your lunch boxes and drinks with you when you leave.

Hikers' Lounge

An area in the front corner of the museum has been designated as the “Hiker’s Lounge”. There is hiker information posted in this area (as well as on the new outside kiosk) and a hiker box with supplies that hikers are welcome to take.

Lost and Found

- All items lost and found in the park, including the museum building and grounds, should be turned in to the park office at the end of the shift.
- Exception: Items found along the AT, outside park property, and brought in by hikers to the museum will be held at the museum to be taken to the Boiling Springs ATC office. Please attach a note explaining where item was found and by whom.

Interacting with Visitors

- Always be on your best polite behavior. When you ask someone to leave a pack outside, or to not touch the exhibits, say: “Would you mind leaving your pack on the deck, please?” or “Excuse me, I have to ask you to please not touch the displays (or Shaffer Shelter, etc.) And always wrap up with “THANK YOU.”
- Remember that the AT Museum is not the appropriate venue for discussion of topics such as politics, religion or ethnic origins. Guests may sometimes make comments or express opinions. While on duty as a representative of the Museum (and by extension the Pine Grove Furnace State Park) greeters SHOULD NOT be drawn into discussions or arguments on these topics.
- If you do not know the answer to a particular question or inquiry, acknowledge same rather than giving inaccurate information.
- If young children try to play with the computers, don’t be shy about (politely) asking the parent or baby sitter to supervise. We hope to have activities developed for kids in the future.

Shift Procedures

Shift reminders

Reminders will be sent by email a few days before your scheduled shift.

If you have to cancel: Please give as much notice as possible when cancelling a shift, so arrangements can be made for a substitute. Follow this time table for cancelling:

1. 24 hours or more before the shift: email Joe at manager@atmuseum.org or call Joe 410-903-6784. If no answer, leave a message. You can also go to the VolunteerSpot website and remove yourself from the shift. An email will be automatically sent to Joe when you do this.
2. Less than 24 hours' notice:
Call Joe at 410-903-6784 or 410-255-2435. If no answer, leave a message.

If you don't talk to someone in person, also call the museum number, 717-486-8126, and leave a message, so the other greeter will know you won't be there.

Dress Code

- Dress for greeters is casual, neat, conservative.
- Shoes are required for all staff and guests.
- Neck nametags should be worn by greeters while they are on duty.

Arrival: Plan to arrive at least 15 minutes before the start of your shift to have time to open the building and set up for the day.

Keys: The front door key will be in the realtor-style lockbox at the end of the museum porch, attached to the window bars. **The combination to the lockbox is the SAME as the code for the alarm.**

1. To open the lockbox, open the black sliding flap.
2. Turn the tumblers to set the code.
3. Push the small lever. The cover will pop open. Remove key and close the cover.
4. Be sure to spin the tumblers and close the flap.

The stairwell door and restroom use the SAME key, which is stored in the docent desk on a hook. (under counter) behind one of the uprights. A spare is on a hook in the cupboard in the stairwell.

Disarming security system (shutting off when entering and opening for the day)

This year's security code and lockbox combination will be sent when you sign-up for your shift(s).

1. Open front panel of security consol.
2. Enter code (given to you when you sign-up for your shift, and "1" (*off*)). The console will "bing" and display "DISARMED."

You will have a full two (2) minutes after opening door to disarm the alarm. As you enter the building, you will hear beeping sounding from the security consol. Beeping will speed up when alarm is close to sounding. If alarm should go off, instructions to turn off are posted on the wall above the control panel. **If you make a mistake entering the code, just start over. The device only looks at your last five key presses.** (Four digit code plus the command number)

OPENING CHECK LIST

1. Retrieve front door key from lockbox – see instructions in “keys” on the previous page
2. Unlock door, and **immediately**, disarm security system (see instructions on the previous page).
3. Turn on light switches to left of door as you enter.
4. Unlock stairwell door with restroom key under docent’s counter/desk.
5. **Hang door key in stairwell cupboard on labeled hook.**
6. Store personal items (purses, jackets, food containers, water bottles, etc. in stairwell
7. Bring cash box and credit card tablet from stairwell cupboard to docent counter/desk. Follow PayPal Here Job Aid found in the blue binder to prepare for sales.
8. “Prime” donation box with startup amount from cash box. Make sure the box is locked. Key to lock is in cash box tray.
9. Put on your badge/neck nametag.
10. Turn on computers. See instruction sheet in the blue binder if needed.
11. Check Hiker Box to ensure there are no items that need to be thrown away. (rotting, stale, etc)
12. Sweep front deck if necessary.
13. Place recycling can outside next to benches.
14. Turn on the 1983 exhibit light (using the switch in back) and check to ensure the screens start up when you approach the exhibit for both the 1983 and the white blaze exhibit. Also turn on the shelter light with the switch on the post near the back corner of the shelter. If screens don’t turn on, use the remotes stored on the Docent desk. Each is labeled.
15. Check restroom for supplies (soap, paper towels, t-paper, etc.) Restock if necessary. Supplies are stored in stairwell cupboard. Keys for the dispensers are in the cupboard.
16. Begin Daily Report – on clipboard on desk.
17. Check for any changes in policies or procedures on Docent Update clipboard – yellow edges.
18. Check answering machine in stairwell for messages. Make a note of any necessary information so Joe can return appropriate calls . . . place notes in box for “Manager”.
19. Set “open” sandwich board sign outside.
20. Enjoy the day!

Cash box: At the start of each day there should be \$55 in the cash box (2 tens, 4 fives, 15 ones). All prices are in even dollars, so loose change should be at a minimum.

Donation box: At the start of each day, the donation box is “primed” with \$10 (1 five, 5 ones). This start-up money is kept in the cash box.

DOCENT DESK AND FORMS

Daily Report

This is our main record-keeping form! Be sure to list date, names of greeters, and hours on duty. Include your travel time in the total hours.

1. Keep a tally of number of visitors. Record total at end of day. Use the clicker to count visitors, or whatever method you decide to use. Tick marks, visitor log, etc.
2. Keep a tally of thru-hikers and section hikers who come in.
3. Note the day's weather.
4. In "comments" section, record **Donations, Sales (both cash and credit)**, questions, problems, maintenance issues, suggestions. How to retrieve sales information from the PayPal Here app can be found in the blue binder.
5. At end of shift, total the attendance; fill in total hours you were on duty.
6. Place completed sheet in box for "Manager".

Guest register: Ask guests to sign the register when they enter. Have them complete the number in group column if they are signing in for more than one. Get at least a town and state for address, and encourage them to leave an email address. This is a good time to also give an information/membership card and mention the need for donations.

Museum store: The Primary method of recording **all sales (both Cash and Credit)** is the Samsung Tablet running the PayPal Application. All items we sell are in the application inventory. If the tablet fails, you can use the Daily Sales list on the **reverse side of the Daily Report Form**. All prices listed already include sales tax. Checks should be made payable to "Appalachian Trail Museum".

PayPal: The PayPal Sales Application is easy to use and is our Primary method of recording all sales. You can find a Job Aid in the Blue Docent Binder which is kept under the Docent Desk. This Job Aid covers starting up and signing on the Tablet and Application, how to conduct a sale, both Cash and Credit, how to refund a sale, how to apply a discount, how to gather information from the reports and how to close down the application at the end of the day.

Sales receipts: The easiest way to provide a receipt to a customer is to email or text it to them using the PayPal App. If a customer requests a paper receipt issue one from the receipt book (located in the Docent Desk) – the customer gets the original, leave the yellow copy in the receipt book. Customers would need a receipt in the event they want to return an item. Returns: The only reason customer can return a book is if it has faulty printing or binding, or, in the case of a CD or DVD if the item was faulty. There are no returns on clothing, patches, pins, decals, etc.

Paper Recording: In the event of Tablet or Application failure, the "Daily Sales" form on the **back side** of Daily Report form shall be used to record (cash only) sales. Use a chit-mark "/" to record the sale and total the amount of sales for each item. For shirts, note the size and color of each item sold. **This is very critical since it is the only record of sales activity in this instance so it is important to record each item sold.** Write in any items not listed on the form. (this may occur during the season as new items are added to inventory)

Pencils: The museum writing instrument of choice is pencil. Pens can make permanent marks on exhibits, walls, and furniture. Please offer pencils to visitors, especially children, when they need to fill out a comment card or form or write a note. The pen attached to the guest register should not be removed.

FAQs and Facts book

The FAQs and Facts Book is full of useful information to help you answer questions visitors might ask. Take some time during your shifts to become familiar with its contents and organization.

We are compiling a list of Frequently Asked Questions to include in the binder. If you have a good suggestion, or someone asks a question that you think should be included, write it in the comments section of the Daily Report. If you know the ANSWER to the question, write it there, too. (e.g. How many thru hikers have there been? What is the fastest thru hike?)

Donor/membership cards

If a visitor wants to donate beyond the donation box or become an AT Museum Society member, there is a number-10-envelope size AT Museum donation/membership form/application that can be given to visitors who want to join. Keep a supply of blank forms on the docent counter/desk. Put completed form and cash/check in cash box with the other sales receipts. Membership fees should be considered donations and should be included in your donation total. There is no need to give a receipt for memberships (unless the customer requests one) as the membership secretary will send a membership card and tax documents.

Items donated to museum: Occasionally people may bring in items/artifacts to donate to the museum collection. Give the donor an "ATM Artifact Donation" form (*on shelf under counter*). **It is important** that we obtain as much information as possible about the item being donated. Have the donor complete the ATM Artifact Donation form with as much detailed information as possible. After the form is completed give the donor the bottom part for their records and **securely attach or affix the top part** to the item being donated and place the item on the second floor for safe keeping. Leave a note in Joe's box so the donation can be appropriately acknowledged.

Michaux Forest maps: Be stingy with these. Due to the PA state budget situation, the supply we have now must last several YEARS! You may give them out to people who are using them for hiking, but only 1 per group. Don't put them out on counter or in display rack.

National Parks AT Brochure: We have been asked to conserve these also. Keep them under desk, and give out, one per group or family, only to folks who are new to the AT, and interested in learning more. Don't put them out on counter or in display rack.

Other brochures, maps and/or handouts may be added from time to time, you will be advised if there are any particular instructions for these.

What to do with cash receipts at the end of each day

For best accounting practices both docents should count cash receipts from the donation box and the cash box (merchandise sales and miscellaneous receipts).

- Remove cash from donation box and set it aside by itself
- Remove cash from cash box and set it aside by itself.

DONATION BOX: Take out \$10.00 start-up money for the next shift (one 5 and five 1's) wrap with rubber band or clip and set aside. The remaining money is the net receipts from the donation box for the day. Count the net receipts from the donation box, and **record** the amount on the "cash receipts form" pasted on the yellow envelope that is kept in the bottom of the cash box and the Daily Report sheet.

CASH BOX/MERCHANDISE SALES: Take out \$55.00 start-up money for the next shift (two 10's, four 5's and fifteen 1's) leave the funds in the cash box slots. The remaining money is the net receipts from cash box /merchandise sales and miscellaneous receipts for the day. Count the net receipts from the cash box /merchandise sales, and record the amount on the "cash receipts form" pasted on the yellow envelope that is kept in the bottom of the cash box and the Daily Report sheet.

The cash receipts should agree with the cash sales from the PayPal Here application (or Daily Sales sheet in the event of a tablet/app failure) Instructions on getting reports from PayPal Here can be found in the blue binder.

Record credit receipts on the Daily Report sheet as displayed in the PayPal Here application. Instructions on getting reports from PayPal Here can be found in the blue binder.

- Finish filling out the "cash receipts form" pasted on the yellow envelope by totaling and recording the total net receipts on the "cash receipts form"; each docent is to initial the days entry. Do Not record any credit card receipts on this envelope. If you are not depositing the funds **into** the envelope, it shouldn't be noted **on** the envelope.

Place the net receipts from the donation box and cash box/merchandise sale in the yellow envelope and place in bottom of cash box. (Joe will pick up the cash and deposit same.)

Place the start-up money for the donor box in cash box for use the next day.

Closing Procedures

(Closing time is 4:00 p.m.)

1. Make sure all guests have left the building. Bring in "Open" sandwich board sign and close door.
2. Sweep floors
3. Clean restroom, restock as necessary. **MAKE SURE TOILET IS NOT RUNNING. Leave restroom door open at end of day.**
4. Turn off 1983 exhibit light (switch in back) and turn off the shelter light. (switch on post outlet)
5. Empty trash cans. (To conserve plastic bags, empty cans from lounge and docent desk into bag from restroom.) Put clean bag in can, and place full trash bag at door for disposal.
6. Bring in recycling can. Place next to waste can inside door. (if can is full, please take to general store and empty into their recycle containers when you depart)
7. Shut down computers See instruction sheet in the blue binder.
8. Check Hiker Box and ensure lid is secure.
9. Complete daily report and other forms as necessary. Place in manager box under desk for Joe
10. Both docents count cash from donation jar and cash box per instructions on page 8 (above).
11. Place cash and checks in cash box below tray in the yellow envelope.
12. Remove neck wallet; store on shelf bracket on wall in back of docent desk/counter. If you have a personalized name tag, you can leave it or take it with you.
13. Shut down PayPal Here application and blank screen of tablet (do not power down tablet). Instructions on signing off of PayPal Here can be found in the blue binder.
14. Move cash box to cupboard in stairwell. Move Credit Card Tablet to top of cupboard. Plug in to recharge.
15. Retrieve personal belongings and door key; lock stairwell door. **Hang stairwell/restroom key under the desk.**
16. Set alarm per instructions below.
17. Turn off lights.
18. Close and lock door. Replace key in lockbox. **Be sure to spin the tumblers and close the black flap.**
19. Take trash to dumpster, near the park restrooms at the pavilion. Recyclables can be placed in the containers outside the General Store.

Re-arming at end of shift (turning back on when closing and leaving for the day)

1. Make sure you have all belongings gathered and you are ready to leave. Close the front door. Control panel should show green light and display "Ready to Arm."
2. Enter the code sent when you sign-up for your shift(s) and "2" (away). The console will "bing" and display "ARMED." You will have a full two (2) minutes to exit the building and close the front door.

Answering the phone The telephone should always be answered in a clear, distinct, concise and courteous manner, never "hurried" or unintelligible to anyone. The wording to be used is: "Hello, APPALACHIAN TRAIL MUSEUM. THIS IS (*your first name*). MAY I HELP YOU?" In most cases this is the first contact the caller will have with the Museum and we must make a good impression; we want to be very polite, patient and helpful in any way we can.

Hiker Box Hikers know what to do with a Hiker Box, so there is no need to open the lid; **to discourage pests, be sure to close the lid tightly when you leave at the end of your shift.** If you see something that might be rotting, causing fumes (shoe goo comes to mind) or otherwise shouldn't be in a Hiker Box, please discard any offending items.

Restroom

The restroom requires light cleaning daily.

- Use the spray bottle to spritz the sink, toilet seat, and bowl.
- Use the toilet brush to scrub the bowl and flush.
- Wipe seat and sink with sponge or paper towels.
- If you need them, rubber gloves, a mop, and bucket are stored in the stairwell.

Spare time tasks

- Use feather duster on computers, mantle, sculptures, and display cases.
- The Earl Shaffer shelter should be dusted with a broom, not the feather duster used on the display cases.
- Straighten paperback books. Restock from back room or second floor as needed.
- Straighten pamphlets and materials in display rack. Restock as needed.
- Clean glass on docent desk with microfiber cloth (in stairwell cupboard). Wet with warm water, wring, and wipe.
- Straighten/sort Hikers' Boxes. Discard damaged items or opened food packages.
- Restock shampoos and soaps if necessary. Extra hygiene items can be found on the second floor near the bookcase by the stairs.

Acrylic display cases and graphic wall display panels. **VERY IMPORTANT:** The surface of these items is extremely sensitive and requires special and separate cleaning instructions and procedures. If either of these items (the acrylic display cases or graphic wall display panels) are in need of cleaning, use the can of acrylic cleaner found in the cupboard in the back room and a micro fiber cloth. Under no circumstances can Windex be used on these.

Housekeeping

Cleaning and bathroom supplies are currently kept in the stairwell cupboard. Keys to the toilet paper, towel, and soap dispensers are on a hook inside the stairwell cupboard door.

Parking: Parking for museum staff is at the Furnace Stack Pavilion.

Computers: One of the computers contains a photo of thru hikers at the ATC office in Harpers Ferry, WV. The other has video clips of various aspects of the Appalachian Trail. Detailed instructions on how to turn-on and turn-off the computers are located in the blue binder.

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