

## **Docent Council Executive Board**

*Presidents:* Jill Clapes/Claire Shimabukuro  
*Vice Presidents:* Sabra Rae Feldstein/Jim Marsh  
*Secretaries:* Dorothy Bicks/Nina Mullally  
*Treasurers:* Judie Malmgren/Lily Tashima

*Immediate Past Presidents:* Dietra Cordea/Marilyn Smith

*Nominating Committee:* Anne Miller and Deborah Nehmad – Co-Chairs  
Cookie Stephan, Kit Kowalke, Anna Hoover, Laura Friedman

## **Committee Chairs**

*Arrangements/Hospitality:* Cathy Levinson, Judie Malmgren  
*Docent Room/ Adopt-a-Gallery/ Research:* Gayle Sanders, Mary Rhine,  
Mif Flaharty, Quala-Lynn Young  
*Tour and Tea:* Hannelore Herbig, Tensi Lee  
*Peer Evaluation:* Myra Kent  
*Book Club:* Debbie Bocken

## **Education - Tour and Docent Program Staff**

Betsy Forrest Robb, Director of Tour and Docent Programs  
[brobb@honoluluacademy.org](mailto:brobb@honoluluacademy.org) 532-3666

Jan Tucker, Tour and Docent Scheduler  
[jtucker@honoluluacademy.org](mailto:jtucker@honoluluacademy.org) 532-3621

**Emergency Number 532-3660** – This number rings both phones in Education. If no one answers, please leave a message and we will respond immediately.

To request a tour - email: [docents@honoluluacademy.org](mailto:docents@honoluluacademy.org)

Docent Room: 532-8729  
HAA Beretania Front desk: 532-8788  
HAA TCM Front Desk: 237-5226

**The names, mailing addresses, email addresses, and phone numbers in this directory are provided for Docent and Honolulu Academy of Arts use only. Please do not use for other reasons.**

**Legend** **A** = Affiliate **I** = Inactive \* = **DOT** (Docent of Tomorrow)

## COMMUNICATION WITH HAA STAFF

Have a suggestion, a brilliant idea, complaint, or just need information from Academy staff? Please fill out this form (found in the Docent Room or use an online version) and the appropriate person will respond as soon as they can. The answer will also be shared with all docents in the Docent Room or via email.

This procedure will help everyone respond to you when they can, rather than a short, hurried response in the hall. And all docents can hear the answer so that the same questions or requests are not repeated. Thank you!

### Docent Request for Information from HAA Staff

Date: \_\_\_\_\_

From: \_\_\_\_\_

Email: \_\_\_\_\_

To: \_\_\_\_\_

Comment/Question/Suggestion:

Response:

Please note:

- A response will be sent to you as well as placed in a binder in the Docent Room.
- Responses from the curators will be dealt with as quickly as possible. Two to four week delays are possible due to work demands and business travel.
- Response needed by \_\_\_\_\_
- Curatorial information will be shared with all docents.

## **GUIDELINES FOR THE DOCENT ROOM @ HAAB CAMPUS**

The only materials that may be borrowed for one week are: DVDs from the CIRCULATION binder and videos. All other materials should remain in the Docent Room.

The CIRCULATION DVD binder is placed next to the sign-out clipboard.

All DVDs created for trainings at both the HAAB and HAATCM campus will be stored in the Docent Room at HAAB.

When returning DVDs or videos, please acknowledge their return by writing in the RETURN DATE after the borrowed date. This saves the Committee having to call the borrower to locate the items.

The REFERENCE DVD binder is placed on the desk with the audio-visual equipment. The REFERENCE DVD copies are for use in the Docent Room.

Materials you are welcomed to take are placed on the HANDOUTS bookshelves.

The empty lower shelves and file drawers marked "CHECK-INS" are for holding your bags and items for the day.

We appreciate your placing items in their designated places. BOOKMARKERS are available to assist you with this.

Please turn the lights off when you leave and no one is in the room.

From,  
**The Docent Room Committee**

## **MUSEUM LIBRARIES**

We encourage you to use the ALLERTON LIBRARY at the HAAB campus for reference work. You may borrow books for 2 weeks or longer. It is open Tuesday, Thursday, and Saturday, 1 - 4 pm. Call 532-8755 for more information.

You may also use the CADES LIBRARY at the HAATCM campus on Tuesday from 10 AM - 1 PM and Thursday from 12 PM – 3 PM. Call 237-5222 for more information.

## **DOCENT WEBSITE - [www.haaedu.org](http://www.haaedu.org)**

The docent website is your one stop shop for all things docent-related. Visit [www.haaedu.org](http://www.haaedu.org) to find:

- Tour calendar
- Labels for gallery rotations and special exhibitions
- Schedule of upcoming docent events and continuing education
- Announcements
- Docent Training Materials
- Reading pertaining to art museum education
- Docent Council information and meeting minutes
- Enhanced tour information, including docent and teacher guides

If you would like to add something to the docent site or have questions or comments, please let Betsy know.

## **GENERAL MUSEUM RULES**

Please assist our security officers in enforcing these rules.

### **PHOTOGRAPHY**

There is no photography allowed in the main galleries! Photographs may be taken in the Colonial American basement galleries, in the courtyards, and gardens.

### **FOOD, DRINKS, SMOKING and CELLPHONES**

Food and drinks are never allowed in the galleries. Cell phones may only be used in the courtyards. Smoking is permitted OUTSIDE the building at least 20 feet from the entrances.

### **TOUCHING**

All works of art, pedestals, walls, and cases should never be touched. Please set a good example by standing and pointing from a safe distance of one foot from the work of art.

In the past, the guardian lions at the entrance to the Chinese Courtyard at the HAAB campus were used to explain the "No touch rule" to children. Our Asian curator has asked that we discontinue this practice and discuss the no touching rule using the horses in the front of the museum before beginning your tour.

### **BAGS**

All bags larger than 11' x 15" must be left in a locker or in the school bins.

# TOUR GUIDELINES

## Educational Resources for Preparing Your Students

- Ensure your students and chaperones are familiar with these guidelines.
- Find comprehensive lesson plans for some of our tours at [www.honoluluacademy.org/teacher](http://www.honoluluacademy.org/teacher).
- Watch our introductory video A Trip to the Art Museum at [www.honoluluacademy.org/schooltours](http://www.honoluluacademy.org/schooltours).

## Fees

- Thanks to recent donations from anonymous donors, effective January 1, 2010, most Guided Tours and Self-Guided Tours for schools, colleges, and adult education classes are free.
- The cost of general Adult tours remains \$25 in addition to normal museum admission prices. **The adult group fee may be waived for a docent touring a group of less than 8 friends.** Docents must schedule any tours of over 4 friends with Jan. Non member admission fees apply.
- Payment for general Adult tours is due when you arrive for your tour. Make checks payable to: Honolulu Academy of Arts.
- Students on Guided School tours receive free family passes to encourage a return trip with their families.

## Chaperones

- At least one chaperone is required for every five students in grades Pre-K and K.
- At least one chaperone is required for every ten students in grades 1-12
- Chaperones must remain with students at all times.
- Chaperones receive free admission and are expected to manage student discipline.

## Arriving at the Museum

- It is important that you arrive on time for your assigned tour. Call 532-8700 (HAAB) or 237-5226 (HAATCM) if you are delayed.
- Use the main entrance HAAB or HAATCM. At the HAAB campus, the locked side gates should not be used - unless a security guard is there by chance. Do not call for security to let you in.
- At the HAAB campus, the handicapped entrance is located off the parking lot on Victoria Street or Ward Gate.

## Museum Rules

- Pens and markers are not allowed in the galleries.
- Do not touch or lean on artwork, cases, pedestals, and walls.
- Stay three feet away from all objects.
- No food, drinks, or chewing gum are allowed in the museum.
- Turn off cell phones during the tour.
- Photography is not allowed in the galleries.
- Groups may be asked to leave if they do not follow these rules.

## **Storage Space and Lunch**

- Purses and bags over 11 x 15 inches belonging to adults must be checked in a free locker. Handle student bags as directed below.
- At the HAAB campus, a group storage bin on wheels is available for school backpacks and lunches. At the HAATCM campus, school bags are piled beside the front door.
- For tours at the HAAB campus, you can eat a picnic lunch at Thomas Square Park or on the lanai at the Academy Art Center at Linekona. If you want to picnic there, you must call **532-8742** to make a reservation.
- For tours at the HAATCM campus, schools may have lunch at the nearest public park – the Makiki Pumping Station.
- Bring trash bags and dispose of your waste in the dumpsters or back at your school.

## **Restrooms**

- Students should use the restrooms at the school before visiting the Academy. Our facilities are limited.
- If necessary, restrooms may be available before or after your tour, for small groups accompanied by a teacher.

## **Evaluations**

- After a tour, visitors and teachers are asked to help improve our programs by completing our online evaluation, which can be found at [www.honoluluacademy.org/evaluations](http://www.honoluluacademy.org/evaluations).

## LEAD DOCENT POSITION – MEETING A TOUR

Every **group** tour with more than one docent will have a lead docent who takes on the responsibility of meeting the tour. This docent gets an extra half credit and is designated as the lead docent by signing up in **Docent #1** field on the sign-up calendar.

Lead docent duties:

1. Arrive at the front entrance of the Academy 30 minutes before the tour to wait for the docents and group or school. Pick up any required school activity bags from the Docent Room at HAAB or the Education Department at HAATCM. All docents need to check-in with the lead docent at least 15 minutes prior to the tour time. It is important that you not schedule a "back-to-back" tour prior to your lead docent assignment, so that you will be at the front entrance to organize your tour.
2. Pick up routes and free family passes (for school groups) from the Docent locker at HAAB or from the front desk at HAATCM. Docents can choose routes and together determine who begins first, second and third. Docents need to confirm that the necessary galleries and activity bags are ready.
3. Meet your group as they arrive **on the lanai**. Welcome them and direct them to an area on the lanai for them to wait for the tour. For adult groups, direct them to store bags in the lockers. For school groups, direct them to store the bags and lunches in one of the two bins on wheels at the HAAB campus and on the floor by the door at the HAATCM campus. *Please do not place bags into the bins when they are stacked on top of each other!*
4. For school groups, hand the envelope containing the free passes to the lead teacher. Confirm that the teacher has divided the total number of students into the appropriate number of groups with an adult chaperone/teacher in each group and ask them to line up.
5. All docents should go to the lanai to get their group. At the HAAB campus, docents may use the horses to demonstrate the no touch rule before they lead the students up the stairs into the museum.
6. If two tours are starting at the same time, whichever tour is ready first should enter before the hour to avoid a traffic jam at the front door. If it is a 10:00 am tour, have the students enter the museum before the doors open for the public if possible.
7. After the tour, all docents escort their groups to the lanai where they gather with their teacher.
8. See that donations are left at the front desk in an envelope for Education.

# TROUBLESHOOTING

## ***What if a docent doesn't show up right before the tour?***

At the HAAB campus, check the Docent Room by phone (**532-8729**) to see if someone is there that can substitute for the missing docent. Then call the Education Department to see if they can find a docent. When no other docents are available, inform the teacher and support him/her in re-grouping the students to accommodate one less docent.

At HAATCM, call Aaron at 237-5217.

## ***What if YOU can't make a scheduled tour?***

If you need to cancel a tour less than a week out, please try and find a substitute docent and let Jan know. Jan has most the slots filled several weeks out and really can't accommodate many last minute changes.

If it is less than 24 hours out and it is impossible to find a substitute, please talk to Jan, or if she doesn't answer, call our emergency number (3660) and leave a message.

If at the last minute you can't make a tour (car breaks down, you are suddenly very sick) at the Beretania campus, please call the front desk 532-8788 or the Education Department numbers 532-3660 (emergency number), 532-3621 (Jan) or 532-3666 (Betsy) to report very last minute inability to conduct a scheduled tour.

## ***What if the school bus is late?***

Call the teacher contact number on the tour list to determine if they are on their way and when they might arrive. When the group arrives, shorten all tour routes as necessary so that each stop is of equal time.

## ***What if the school kids need a drink or want to use the bathroom?***

They may do so in small groups before or after the tour with the teacher and when no other group is entering or exiting. We do not want to fill the restrooms with students so that the other visitors cannot enter.

## ***What if there is an emergency during the tour? (A visitor is sick, there is a fire, you have a troublesome person, etc.)***

At HAA Beretania, wave your arms at the video cameras so the guards will see you. You can also call the front desk security phone on your cell – **532-8788**.

You can also call Education at **532-3660** if you need help. If no one answers, leave a message on this number and someone will call you back right away.

At TCM, use your phone and call the front desk at 237-5226. Or send someone or you yourself run to the front desk for help.



# FREQUENTLY ASKED QUESTIONS

## ***Where do I start?***

Help with AAD or BOH Sunday. Sign up for tours. Check the tour schedule on the docent website ([www.haaedu.org](http://www.haaedu.org)). Also look for emails from the Education Department and reply by email. If you do not have a computer, inquire with Jan for available tours. Tours are available on a first come first serve basis.

Please do not expect staff to call you each week. There are over one hundred ninety docents to call and often seventy slots to fill each week. That is just too many phone calls! If you do receive a desperate call or email – respond ASAP with a yes if you can help. No reason to send a no.

## ***What tours should I sign up for?***

The main rule of thumb is to do tours for which you have training. If you attend training sessions for a new exhibition, you can do those tours if you feel ready. If you haven't had any training in Asian art, please let those that have do those tours. If you love contemporary art, please sign up for those tours. Sign up for whatever appeals to you – your visitors will appreciate your enthusiasm. Start with the theme and age group where you are comfortable and then expand. If you do not know the answer to a visitor's question, it is perfectly alright to say you don't know.

Tours are available to docents on a first come first serve basis, so sign up early if you want your favorite theme and favorite age group.

## ***How many tours should I sign up for?***

The Education Department plans on each ACTIVE docent to lead at least **one tour per week**, or an average of 50 tour hours every year. (We do understand that active HAATCM docents plan on 24-36 tours per year). Some weeks there are an incredible number of tours and docents are needed for more than one tour...this balances out with those weeks when you cannot do tours (when you are traveling, sick or entertaining visitors.) Do more than one tour a day only if you have the energy. Do several a week when we are busy so you can enjoy time off later. Pair up with your fellow docents for a collaborative tour.

The Academy is grateful for all of your help. Education Department activities could not be implemented without you. Whatever you can do will be accepted, but remember you were accepted in the training program because we need you to give tours. Activities are planned based on each docent doing an average of fifty tour hours per year.

## ***How do I know I have a tour to do?***

After you request to do a tour in person or by email, you will receive an email (or verbal) confirmation from Jan. Be sure to check the tour schedule online to confirm your name is on the calendar for that tour; we do not call to remind you.

## ***What if I see a tour listed that I don't recognize?***

There are binders in the Docent Room with many of the tours outlined and another with some Ambassador tour material. If it is a new tour there will be a Continuing Education session to plan out the tour. Sometimes there are requests for special

tours that the Department feels are easily accommodated without special training. Please ask Jan or Betsy to clarify those tours if you are not certain what to do.

Following another docent is another way to learn about a tour. Please contact that docent *before the day of the tour* to make arrangements.

***What if I wish to bring a group of friends on a tour?***

Scheduled tours are for groups of four or more and must be arranged at least two weeks in advance with the Education Department by completing the Adult Tour Form. This includes docent friends and family. (You will get credit toward the 50 tour per year expectation.) Non-members will need to pay admission fee of \$10. If a docent is touring over eight (8) friends, the adult tour group of \$25 applies; under 8 there is no fee, but you need to give way in the galleries to scheduled groups.

***What do I do when I have company or travel?***

Let the Education Department (Jan) know the dates you are unavailable so we know.

***How do I know that I am doing a good job?***

Evaluations are conducted every other year by the staff and docent committee. We will work towards starting evaluations again in the Spring of 2012.

***Can I do something other than tours to help and for credit toward my 50-hour commitment?***

Although the Education Department counts on you for doing tours there are some additional ways to help. BOH Free Sundays, or other special events time equal tour credit, but only half of the time worked if it is something that any volunteer can do. Lead docents also earn an extra half credit.

***How will I know if I reach fifty tours?***

It is a good idea to keep a record of all tours you do as a cross check with the Education Department where records are kept of your participation. You will receive a spreadsheet of your tour records at the end of the calendar year.

***Must I be a member of the Academy of Arts to be a docent?***

While membership is not required to be a volunteer in the Academy, docents should consider maintaining current membership in the Honolulu Academy of Arts. All docents are expected to pay the docent council dues of \$20 annually.

***What does it mean when I wear my docent nametag and my volunteer badge?***

The docent nametag (black and white), easily read by visitors, designates you as a fully trained docent. The volunteer badge (issued by security with your photo) indicates you are "officially" a volunteer. When wearing the two badges, docents should be helpful to any visitors, including gently explaining the "no photo" and no touching" when there are violations. The volunteer badge entitles us to enter the museum and galleries at any time when the building is open even when the museum is not open to the public.

## USE OF LASER POINTERS IN THE GALLERIES

Educators, instructors and docents may use laser pointers in the galleries with the following restrictions:

Only red laser pointers inscribed with the rating IIIa may be used.

Caution must be exercised so that laser beams are not aimed towards persons, or at surfaces from which the beam may be reflected upon persons.

Laser beams may not be aimed at works on paper, or cloth including silk, cotton, wool or synthetic fibers. Attention may be drawn to features of the work by directing the beam at the wall beside or above the work's surface.

Laser beams may not be directed at the surface of paintings in any medium. Again, attention may be drawn to features of the work by directing the beam at the wall beside or above the work's surface.

Laser beams may be aimed directly at surfaces on metal, unpainted wood, stone, shell, plastics or ceramics.

Under all circumstances, the time the beam rests on any surface should be the shortest necessary to call attention to the detail indicated.

### Agreement

I have read and understand the foregoing Guidelines for Laser Use in the Galleries and will abide by the restrictions listed. I will be using a laser pointer provided by me and will take full responsibility for its use.

Signature \_\_\_\_\_

Date \_\_\_\_\_

Approved \_\_\_\_\_

Signature for the Honolulu Academy of Arts

Date \_\_\_\_\_

# **ADOPT-A-GALLERY PROGRAM**

## **What the project can do for you!**

Can't remember if that bowl was stoneware or porcelain? When was Nandi's head made? Which Pissarro image is in Gallery 10? Don't have time to rush back to the gallery before your tour starts? Or, just want to get straight the differences between "baroque" and "rococo"? Perhaps you have a few minutes in the Docent Room and would like to know more about 18th century Britain...**Consult a GALLERY BINDER!**

Want a quick review of the images selected for a "Highlights" tour? **Consult the MASTER TOURS BINDER!**

Haven't done a Colonial Tour in years and need a refresher? Would like copies of the wonderful wall descriptions of Ancient Egypt that were in Gallery 30? **Consult the COLONIAL AMERICA or the ANCIENT MEDITERRANEAN BINDER!**

Getting ready to do a tour related to a "blockbuster" exhibit in Gallery 27 & 28? **Consult the SPECIAL EXHIBITS BINDER!**

And, while you are browsing, notice that there are other binders of interest devoted to:

- \* TCM Current exhibitions
- \* TCM Past exhibitions
- \* TCM First Hawaiian Bank exhibitions
- \* TCM Gardens and Grounds
- \* TCM School tours
- \* Honolulu Academy of Arts and Outdoor Sculpture
- \* Africa, Pre-Hispanic, Native American art
- \* Theory and Practice, articles from The Docent Educator
- \* Other museums---in the US and abroad

## **How to Use this resource**

When you select a binder, look at the Table of Contents to find the section you need. Probably most useful will be Section 1 (current gallery wall text and labels), Section 3 (biographies of artists) and Section 4 (background articles). Once an artwork is removed from a gallery, the label is put in Section 2. In Section 5, you will find a list of other resources in the Docent Room such as videos on related topics. If an exhibit came from another venue, useful materials are retained in Section 6. When available, Ambassador Box materials are placed in Section 8.

Docents who volunteered to collect and keep these resources current for you are listed on the Docent Room bulletin board. We'd love to add your name to that list! If you are personally drawn to a specific collection or gallery, or you have studied the art of a particular era or region, or if you would just like to get involved, your help in keeping these binders relevant would be very much appreciated! **(See the gallery "parent" or let Mif Flaharty know.)**

## **SECURITY**

On April 13, 2010, the Honolulu Academy of Arts received certification from TSA following extensive training of many staff members. It is important that we comply with requests from our security department at all times in order to keep this valuable certification. Without notice, TSA will continue to check compliance. You may read the memo from our Chief of Security Chris Atherall that is posted in the Docent Room.

As docents, there are two security rules that you should follow carefully:

1] **Wear Academy IDs at all times** please, even when approaching the gates coming to work.

2] **At all gate entries**, do not allow unknown persons to follow you in when you enter. Let Security deal with persons wishing to enter.

## **ISLAND WIDE EMERGENCIES**

In case of an island wide emergency when there is no power and/or businesses and schools are closed, (such as the recent tsunami warning), please assume that you do not need to report for your tours.

## **FIRE ALARMS**

HAAB campus is now equipped with an alarm and voice speaker system in every gallery. Should an alarm sound during your tour, please follow the announced directions. If you are instructed to leave the building, go immediately (using the crosswalks) to Thomas Square and report to your immediate supervisor: Betsy Robb. If you have a group of visitors, escort them to Thomas Square. Do not leave for your car until you have reported your safe exit from the building; we do not want to send firemen back into the building to look for you and your group!

At HAATCM, please proceed immediately to the upper gravel parking lot and bring your tour group along if you have one. Check in with the head of security.

## **FIRST AID**

At the HAAB campus, all Security officers are trained in CPR and have access to first aid kits. Please wave your arms towards the video cameras and call for help if you need assistance. There is a first aid kit at the Front Desk and in the former Education office.

At HAATCM, call security or go to the front desk to ask for help.