



# Volunteer Handbook

“The broadest and maybe the most meaningful definition of volunteering:  
Doing more than you have to because you want to, in a cause you consider good.”

*~Ivan Scheier*



## **VOLUNTEER HANDBOOK**

### **TABLE OF CONTENTS**

Contact and Hours Information	Page 3
Museum Mission Statement	Page 4
Letter of Welcome	Page 5
Volunteer Program Overview	Page 6
Volunteer Program Structure	Page 7
Professionalism in Volunteering	Page 8
Volunteer Benefits	Page 9
Volunteer Job Descriptions	Pages 10-17
Security and Emergency Procedures	Pages 18
Appendix A – Exhibit Orientation	
Appendix B – Artifact Donation Procedures	
Appendix C – CFD Front Desk Information	



**ADDRESS**

4610 North Carey Ave  
Cheyenne, WY 82001

PO Box 2720  
Cheyenne, WY 82003

**PHONE NUMBER**

Museum Mainline - 307-778-7290

**EMAIL** - [info@oldwestmuseum.org](mailto:info@oldwestmuseum.org)

**WEBSITE** - [www.oldwestmuseum.org](http://www.oldwestmuseum.org)

**STAFF PHONE NUMBERS**

Arts Education Coordinator	307-778-7289
Executive Director	307-778-7291
Volunteer Coordinator	307-632-0402
Curator of Collections	307-778-1410
Curator of Exhibits	307-778-1413
Facilities	307-778-1414
Marketing Director	307-778-1416
Office Manager	307-778-7290

**FIRE & EMERGENCIES – CALL 9-911**

**CLOSURES**

New Years Eve	December 31
New Years	Day January 1
Easter	Sunday
Thanksgiving	Fourth Thursday of November
Christmas	Day December 25

**MUSEUM HOURS**

**Memorial Day to Labor Day**

7 Days a Week.....9:00 A.M. - 5:00 P.M.

**March to Memorial Day and Labor Day to December**

Monday - Friday.....9:00 A.M. - 5:00 P.M.

Saturday - Sunday.....10:00 A.M. – 5:00 P.M.

**January – February**

7 Days a Week.....10:00 – 4:00



### **MISSION STATEMENT**

*The Cheyenne Frontier Days Old West Museum is dedicated to educating the community about the culture of Cheyenne Frontier Days from the event's earliest inspiration to its present celebration.*

### **VISION STATEMENT**

*The Cheyenne Frontier Days Old West Museum will become an accredited, premier, historical and cultural resource. We will provide educational opportunities that stimulate curiosity, give the thrill of discovery and create an appreciation of the American West.*

Dear Museum Volunteer:

You are about to become an important part of a longstanding tradition at the CFD Old West Museum – a volunteer! Volunteers were responsible for founding this Museum in 1978. Built and maintained by volunteers, the Museum follows in the footsteps of one of Cheyenne’s largest volunteer groups, those of Cheyenne Frontier Days.

We at the Museum know and are proved daily that volunteers are worth their weight in gold! Your services are highly valued by both our staff and our Museum patrons. You share your time and talents without any compensation and are integral to the Museum’s success.

We understand that as a Museum volunteer you are here because you believe in western values, you have established meaningful relationships with staff and other volunteers and you find satisfaction in the work you do. You are the Museum’s most valuable asset - saving us peace of mind and thousands of dollars each year.

Like a wagon-wheel, the Museum keeps turning because of your efforts - it takes people of all ages and walks of life to keep the wheel rolling. No matter how small or how big your volunteer efforts are, know that you are a very important part of our organization.

It is because of you, that the Museum continues to grow and improve. Today, we have a world-class Museum with thriving exhibits and collections that are mission based. A Museum where historic Carriages, fine Western Art, Cheyenne and Cheyenne Frontier Days history and the legacy of the volunteers who make it happen all come together under the banner of the World’s Largest Outdoor Rodeo and Western Celebration.

We appreciate the dedication, time and effort you put forth to assist us in presenting the best history possible. Volunteers ensure that the Museum will stand the test of time and continue to educate generations to come on how the “Daddy of ‘em All” preserves and presents the mythology and history of the American Frontier.

Sincerely,

The CFD Old West Museum Staff and Board

## VOLUNTEER PROGRAM OVERVIEW

Volunteerism is a unique aspect of our American way of life. Rewards for volunteers are measured in the intangible terms of self-satisfaction, knowledge, and rewarding experiences rather than in dollars and cents. The commitment of each volunteer to the Cheyenne Frontier Days Old West Museum makes it a special place in which to work.

Whatever the interests and skill level of a volunteer, there is a good chance that the volunteer can fill a role in the Museum operations. There is plenty of meaningful work to be done in a variety of departments and capacities throughout the Museum. Positions within the many areas of the Museum require skill levels which range from basic to specialized. Volunteers are assigned tasks to assist in a variety of duties depending on the volunteer's experience and abilities. The volunteer opportunities are as diverse as the working environment.

The volunteer program is supervised by a Volunteer Program Coordinator. The volunteer program is organized into several different sections including: Museum Administration; Front Desk Reception; Collections, Docents, Education, Exhibits, Public Relations, and Facility. Volunteer job descriptions within each section are detailed in this handbook.

Each section is supervised by a Museum Staff member. Needs for volunteer support within each section vary considerably, and may change frequently. Volunteers who express an interest in working in a given section may not be needed immediately in that section. In such cases, the volunteer applicant may choose to either work in another section, or to remain in an "on-call" status until an opportunity to work within the desired section arises.

Volunteer work is an absolutely vital part of the Museum's operations; we simply could not stay open without the support of volunteers. That support may involve duties that occasionally are slow-paced and seemingly unimportant. There is no such thing as an unimportant volunteer task; everything done by a volunteer directly supports the work of a paid staff member.

Museum staff will not create "busy work" just to keep a volunteer occupied. At the same time, individuals interested in working as volunteers must understand the reality that not every task offered to them will be dynamic and challenging. A volunteer accepts the responsibility of assisting with or carrying out tasks created by staff for the benefit of the entire Museum.

### **Non-Discrimination Policy**

The CFD Old West Museum does not practice any form of discrimination. **Paid staff and volunteers need to treat people with dignity and respect.** You will have an opportunity to meet people of different racial, ethnic and economic backgrounds. We hope you will see this as enriching your life and opportunity for learning. This agency is an equal opportunity employer. **As a volunteer you must give fair and impartial treatment to fellow volunteers, staff and Museum patrons.**

## **VOLUNTEER PROGRAM STRUCTURE**

---

### **I. Annual Programs**

**Summer Area Cultural Tourism Fieldtrip** – Carpool to a regional tourism destination  
Conducted by: Volunteer Coordinator

**Fall Historic Program** – Presented by the Dazee Bristol Society  
Conducted by: Arts Education Coordinator

**Volunteer Holiday Luncheon** – An end of year appreciation luncheon  
Conducted by: Volunteer Coordinator

### **II. Volunteer Newsletter**

**The Volunteer Newsletter is printed and distributed to volunteers three or four times a year. The Newsletter makes note of upcoming Museum events and annual volunteer programs.**

Conducted by: Marketing Director and Volunteer Coordinator

### **III. Volunteer Training Sessions**

**February - Front Desk and Docent Hospitality**  
Conducted by: Curator of Exhibits and the Arts Education Coordination

**March - Western Spirit Sales Training**  
Conducted by: Arts Education Coordinator and Curator of Collections

**April – Volunteer Summer Readiness Training**  
Conducted by: Volunteer Coordinator, Facility Manager, Curator of Exhibits and Arts and Education Coordinator

**July - Cheyenne Frontier Days Front Desk Orientation**  
Conducted by: Volunteer Coordinator and Facility Manager

**Fall – Annual Collections Training**  
Conducted by: Curator of Collections

**Fall – Annual Docent Meeting**  
Conducted by: Arts and Education Coordinator and Curator of Exhibits

## **PROFESSIONALISM IN VOLUNTEERING**

### **A volunteer adheres to the following Museum ethics:**

Access to the Museum and its operations is a privilege. The lack of material compensation for effort expended on behalf of the Museum does not free the volunteer from adherence to the standards that apply to Museum staff. The volunteer must not work for personal gain other than the natural gratification and enrichment inherent in Museum participation.

Volunteers should be prepared to accept as conditions of their relationship to the Museum any restrictions necessary to maintain public confidence in the Museum. Should the performance or behavior of a volunteer in any fashion be deemed unacceptable, it is the prerogative of the Museum to ask that individual to relinquish his/her volunteer status. Although the Museum may accord special privileges, volunteers should not accept gifts, favors, loans, other dispensation or things of value that accrue to them from other parties in connection with carrying out duties for the institution.

Conflict of interest restrictions placed upon the staff must be explained to volunteers and, where relevant, observed by them. Volunteers must hold matters of program function and administration confidential. Volunteers who have access to Museum collections, research, staff activities and associated privileged information must respect the confidentiality of their positions, as well as the significance and integrity of the collections.

### **A Volunteer Agrees To:**

1. Consider volunteer work a serious professional commitment and view the position as valid and important.
2. Represent the Museum, at all times, in an appropriate and responsible manner.
3. Work under supervision of staff.
4. Be aware of and abide by the policies and procedures of the Museum.
5. Report any conflicts with staff, visitors or other Museum volunteers directly to the Volunteer Coordinator and/or the Museum Director.
6. If conflicts are not resolved in a timely manner, volunteers can escalate their concerns to the Museum Board President.
7. Attend orientation and training sessions as scheduled.
8. Act as a member of the Museum team when working with other volunteers and the staff.
9. Follow the position description and accept supervision.
10. Be prompt and reliable in reporting for work and follow through on any commitments.
11. Provide advance notice to staff if any schedule change is needed.
12. Record hours worked daily, at front desk volunteer hour's binder.
13. Dress in an appropriate manner for the position assigned.
14. Provide Volunteer Coordinator with adequate notice before terminating position.



## **Volunteer Benefits**

1. Engaging and Fun Volunteer Climate
2. Use of the Museum's Breakroom – Free Coffee included
3. Free "The Volunteer," level membership; includes free admission to the Museum
4. Free Guest Admission Coupons as requested
5. Special Recognition during the Museum Volunteer Holiday Luncheon
6. A 10% Discount in the CFD Gift Shop
7. Opportunity to purchase up to two discounted Hall of Fame tickets
8. Opportunity to purchase up to two discounted Carriage Ball tickets
9. Opportunity to attend one Museum field trip per annum
10. Recognition for outstanding service, including a volunteer luncheon and other programs

## **Volunteer Rights**

As a member of CFD OLD WEST MUSEUM you do enjoy rights that should be recognized by the Executive Director and Staff of volunteer areas. You will:

- \* Be given assignments that use and develop your skills.
- \* Be given adequate information and training to carry out your assignments.
- \* Receive guidance and supervision by a staff member.
- \* Be able to freely discuss problems, ask questions, or make suggestions.
- \* Have a written job description and have a designated place to work.

## **Dazee Bristol Society**

All Volunteers are welcome to join and participate in the Dazee Bristol Society. The Dazee Bristol Society is the Museum's auxiliary club and was created in the spirit of ambassadorship, creativity, willingness to help out, love of a good party, and bringing people together for a good cause. In 2009, the Dazee Bristol Society was formed to support the Museum. The main objectives are to provide appetizers and assistance for Museum events, help with mailings, and a willingness to help out and promote the Museum in general by participation. The Dazee Bristol Society also presents up to three programs per year that Museum volunteers are invited to attend.

## Front Desk Volunteers

**Reports to:** Volunteer Coordinator

**Description:** Museum Front Desk volunteers work directly with the Volunteer Coordinator to ensure that each Museum guest has the best possible Museum experience that starts the minute they walk in the door. Front Desk volunteers provide a simple but vital service: making visitors feel welcome. Admissions volunteers help create pleasant and memorable experiences for visitors, by extending warm greetings and farewells, answering questions, and providing assistance.

**Duties Include:**

1. Entry fee collection
2. Recording of visitor information
3. Visitor services, including handing out printed materials, answering questions, and providing general assistance as needed
4. Occasional small projects or tasks, in cooperation with other Museum departments

**Skills and Aptitudes Needed:**

- Sincere and cheerful interest in meeting and greeting people
- Ability to manage money, including making correct change
- Willingness to assist a wide variety of visitors with questions or concerns

**Schedule:** One four hour shift, with optional twenty minute break, either morning or afternoon, from 9am-1pm or 1pm-5pm one day a week. Hours may be less on weekends and during winter hours. The Museum is open daily, seven days a week.

**Training:** Training is conducted by the Volunteer Coordinator

**Benefits to Volunteer:** Front desk volunteers have the opportunity to meet visitors from all over the world. During periods of low visitation, volunteers may pursue individual interests such as reading. The volunteer also has opportunities to become involved in other Museum activities, as desired.

## Docents

**Reports To:** Arts Education Coordinator, Curator of Exhibits & Volunteer Coordinator

**Description:** Docents are the front line spokespeople for the Museum. These individuals are responsible for self-motivation, research, tour development, style research and development, coordination with appropriate staff members, and tour delivery, engagement, and interaction. These individuals hold a great deal of responsibility to be self-motivated and committed to the Docent Program.

**Duties include, but are not limited to:**

1. Working closely with a large group of people to develop and practice a wide range of tours and styles.
2. Learning, adopting, and fostering the policies and the procedures of the Docent Program.
3. Delivering tours to a diverse range of audience participants.
4. Conducting research, designing, developing, and delivering new and standard tours.
5. Working with the Education Coordinator, Curator of Exhibits, and Volunteer Coordinator to ensure that the program becomes viable, well-received, and sustainable.

**Skills and Aptitudes Needed:** Volunteer docents should be outgoing, communicable, and friendly. They should be willing to learn about Museum goals, objectives, and procedures. Their commitment to learning about the history and heritage of Cheyenne Frontier Days should be paramount. They should be able to work with diverse audience groups, be comfortable speaking in both large and small group settings, and be natural problem solvers. These individuals should also be self-motivated, organized, and flexible. Finally, and perhaps most importantly, those who choose to become a docent should be committed to continual learning and rapid assimilation of new information and styles.

**Schedule:**

Based upon Docent availability and Program Request Load by Visitors (# of Tours requested, etc.)

**Training:**

3 Sessions:

1 Four Hour Fall Session

1 Four Hour Spring Session

1 Two Hour Summer Prep Session

Additional Time as is dictated by Individuals own commitment to training, delivering, and developing new and unique tour opportunities as to be reviewed by the Education Coordinator and the Curator of Exhibits.

**Benefits to Volunteer:** Volunteers will develop a strong sense of the Museum's Exhibits, Mission, storyline and receive professional orientation & training and continuing education.

## **Collections Volunteers**

**Reports to:** The Curator of Collections

**Description:** Collections Volunteers assist in the maintenance of file records on incoming artifact donations. Volunteers will implement catalogue records, condition reports, and inventories. On occasion, volunteers will be asked to aid in the housing and care of collections. Duties may also include assisting the Curator on intake and processing of loaned items.

**Duties Include:**

1. Data entry
2. Artifact assessment and cataloguing
3. Artifact numbering and identification
4. Artifact storage
5. Artifact photography

**Skills and Aptitudes Needed:**

1. Attention to detail and accuracy
2. Organizational ability
3. Good written communication
4. Typing and computer literacy
5. Ability to work independently, with minimal supervision, for extended periods of time
6. Ability to lift up to 25 lbs

**Schedule:**

Prefer ability to work for 2-4 hours at a time, one or more days per week, Monday-Friday. There may be opportunity for expanded hours upon request and need. Also, occasional on-call work opportunities with advance notice.

**Training:**

Orientation training is provided by the Curator of Collections on an annual basis. Additional Training will be provided as needed on a project to project basis.

**Benefits:**

Volunteers will have a first-hand connection with the material history of Cheyenne Frontier Days and the history of Cheyenne. Develop and understanding of processes necessary to establish long-term survival of historic items.

## Exhibits Volunteer

**Reports To:** Curator of Exhibits

**Description:** Exhibits Volunteers perform a variety of ever-changing duties. They assist in a multitude of Exhibit Division processes. These include, but are not limited to, concept design and development, mount/display fabrication, gallery readiness, intellectual control of the galleries, and other interpretive applications.

**Duties Include:**

1. Concept Design & Development –May work with a variety of Adobe Applications (Photoshop, Illustrator, Flash, Premiere Pro, and Encore), SketchUp, Microsoft Office
2. Mount/Display Fabrication –Proper painting, basic carpentry applications, and assembly/installation protocols for a variety of mounts.
3. Gallery Readiness – Assist in a variety of cleaning duties and gallery assessment.
4. Gallery Documentation - This includes the opportunity to create and digitally render object condition reports, photographic records of the galleries/objects, assist in the creation of gallery based tracking inventories, and environmental monitoring.
5. Other Interpretive Applications - This includes, but is not limited to, the opportunity to work with and develop social media applications, write/design interpretive gallery elements, and provide story contributions to the development of the Museums’ exhibitry.

**Skills and Aptitudes Needed:**

1. Organized, flexible and capable of quick response in a rapidly changing environment.
2. High attention to detail, accuracy, and organization.
3. Ability to respond well in terms of both written and oral communication.
4. Computer Aptitude: Should at least possess basic computer processing skills (Word, file management, etc.).
5. Ability to work independently, with minimal supervision, for extended periods of time.
6. Ability to lift up to 50 lbs.
7. Willingness and ability to adopt a vision for Museum Excellence in Exhibitry.

**Schedule:** Prefer ability to work for 2-4 hours at a time, one or more days per week, Monday-Friday. There may be opportunity for expanded hours upon request and need. Also, occasional on-call work opportunities with advance notice.

**Training:** Orientation & Training is provided by the Curator of Exhibits on an ongoing basis. Additional Training will be provided as needed on a project to project basis.

**Benefits to Volunteer:** Exhibits Volunteers will gain all the other benefits of other Museum Volunteers, but will also gain an in-depth look into the story design and construction of public history. They will also develop an understanding of processes necessary to offer engaging and interactive story concepts to visitors and discover how a community’s history and heritage can play a vital role in our lives today.

## Facility and Workshop Volunteers

**Reports to:** Facility Staff and Curator of Exhibits

**Description:** The Museum facility includes almost 30,000 square feet of display and storage space. The Museum is in great need of individuals with "handy-man" skills, who are capable of assisting with a wide variety of projects. These projects will benefit the Museum immediately by maintaining, and improving, the physical appearance of the facility, making it a more pleasant place for visitors.

**Duties Include:** Assisting Facility Staff with building and exhibit support including set up and take down for events. Light carpentry, painting, light cleaning and occasional building maintenance projects.

### **Skills and Aptitudes Needed:**

1. Carpentry, especially finishing (for exhibit and display cases)
2. Interior and exterior painting
4. Ability to lift heavy objects (30 lbs. or more)
5. Willingness to work at a variety of tasks
6. Ability to work with minimal supervision

### **Schedule:**

Prefer ability to work for 2-4 hours at a time, one or more days per week, Monday-Saturday. There may be opportunity for expanded hours upon request and need. Also, occasional on-call work opportunities with advance notice.

### **Training:**

Volunteers should have the basic skills listed above. Some training may be provided by Museum staff, as appropriate.

### **Benefits to Volunteer:**

Museum facility volunteers will see immediate results of hands on projects, which greatly add to the appearance of a much-admired, heavily visited building that represents the community of Cheyenne.

## **Administrative Support Volunteer**

**Reports to:** The Executive Director and Office Manager

**Description:** Museum Administrative support volunteers work with the Director and the Office Manager to ensure accurate and timely correspondence, list management and donor acknowledgements. Administrative support volunteer's help manage data for special events and membership and donor correspondence. At times additional Museum departments will have special projects. The work can be occasionally fast-paced, or routine.

### **Duties Include Assisting With:**

1. Data entry, bulk mailings, membership and donation correspondence, special event support including reservation and data lists, name badges and attendance counts.
2. Special events – Reservation lists, Nametag and Badge Printing, Silent Auction Spreadsheet,
3. Bulk mailings – label creation, stuffing, sealing mailings

### **Skills and Aptitudes Needed:**

1. Computer literacy – excel, access and Microsoft word,
2. Organizational ability
3. Attention to detail
4. Written and verbal communication
5. Willingness to work at a variety of tasks and with a variety of individuals

### **Schedule:**

- On-Call - with advance notice (two days minimum), ability to work 2-4 hours at a time, occasionally in the evenings for special events
- Scheduled - there is a need for one or two regularly scheduled volunteers, to work for 2-6 hours per week.

### **Benefits to Volunteer:**

The Museum Administration volunteer will have opportunities to practice, review, and/or refine a variety of standard office skills. If assisting with special events, volunteers will have opportunities to use creative skills, with the option of participating in social functions. Volunteer will also have opportunities to both observe and participate in key functional areas of professional Museum operations.

## Education Volunteers

**Reports to:** Arts Education Coordinator

**Description:** Education volunteers assist the Arts Education Coordinator in the development, implementation and evaluation of Museum education programs. As with many Museum areas, the arts and education department is fast paced, fun and creative.

**Duties Include:** Aiding in the management and presentation of summer Art and Cowboy Camps, outreach programs to LCSD1 including Educational Trunks and grade school and high school art classes at the Museum. Support in the development of interactive activities and hands on exhibits for the Children's Gallery. Organization and coordination of art supplies for scheduled classes and activities. Support for Western Spirit Art Show and Sale.

**Skills and Aptitudes Needed:** Volunteers should have an interest in learning and sharing knowledge with diverse age groups. A working knowledge of Microsoft word, excel and access a plus. Volunteers should have organizational and project coordination skills. Also, the enthusiasm and the ability to spark enthusiasm in others.

**Schedule:** Prefer ability to work for 2-4 hours at a time, one or more days per week, Monday-Friday. There may be opportunity for expanded hours upon request and need. Also, occasional on-call work opportunities with advance notice.

**Training:** Volunteers will be trained in local school curriculum, the use of a variety of art mediums, and the docent program for tour assistance.

**Benefits to Volunteer:** Volunteers will be a part of enriching and expanding the Museum's arts and education programs to reach young families, seniors and youth to establish a sense of place through the investigation of how Cheyenne Frontier Days has shaped the cultural heritage of the American West.



## Marketing Volunteers

**Reports to:** Marketing Director

**Description:** Marketing Volunteers aid in the distribution of information concerning Museum exhibits, special events, and programs through the Website, Facebook, Internet, Newspaper, Radio and Print media.

**Duties Include:** Stuff and seal invitations for museum events, other help with mailings, hang posters around town.

**Skills and Aptitudes Needed:** Experience with In-Design, Photoshop and Microsoft word and a working knowledge of the internet and social media including Facebook. Creativity is a plus.

**Schedule:** Prefer ability to work for 2-4 hours at a time, on a regular schedule on one or more days per week, Monday-Friday. There may be occasional on-call work opportunities with advance notice. Additional hours are requested during Cheyenne Frontier Days and for occasional special events.

**Training:** Volunteers will receive advanced training in Photoshop and computer design programs. Volunteers will be guided in their development of public relations skills.

**Benefits to Volunteer:** Marketing Volunteers will have the opportunity to interact with the public and grow graphic design skills. They will have pride in aiding in the development of professional marketing materials and promotion of the Museum.

## Security and Emergency Procedures

Emergency Response Procedures, General: call 9-911 and report

1. The Old West Museum’s response plan is simple and basic. The intent is to do what is necessary, and as soon as possible, to make the Museum Staff and visitors safe, until the proper authorities, such as the fire department or police assume control.
2. After the authorities are in place, the museum staff can concentrate on museum property and collections.
3. The museum staff is divided into two Response teams, with different jobs and responsibilities. With new staff members, I have updated the Response teams, and have assigned new areas of responsibilities, this will change again as new staff is added.

Authority		Contact	
1. Bob Moeller	Facilities/Oprns.	c-307-630-4057	h-307-632-1150
2. Willie Stackhouse	Facilities/Oprns.	c-307-287-2284	
3. Michael Kassel	Facilities/People	c-307-631-7554	h-307-443-8153
4. Brian Briggs	Facilities/People	c-806-317-3158	
5. Kristin Custis	Media/Phones	c-307-220-0766	
6. Amiee Reese	People/Provider	c-307-421-0264	
7. Janet Wampler	Radio Monitor	c-307-630-6372	h-307-632-0402

4. In the event of a natural disaster or emergency situation, occurring on weekends or after hours, any staff or emergency personnel that respond should use the emergency phone roster in the Emergency Procedure Hand Book. The Museum Director or Facility Manager should be notified after the 911 call. If either is unable to be reached, go down the list of numbers until contact is made.
5. If a situation has occurred that the building has to be evacuated, the rally point for all personnel, volunteers, and visitors is the Volunteer Statue (Bucking Bronc) between the parking lot and C lot.
6. First Aid Kits---Break Room, Shop, Conservation Lab, Front Desk.  
Flash Lights-- Facility Office, Break Room, Shop tool cabinet, Conservation Lab.  
It has been suggested that flash lights be added to fire extinguishers cabinets, this will be done in the near future.
7. Fire Extinguishers--Rotunda, South Double Doors, Vanderwark Gallery, Hallway by Fire Door, Break Room, Carriage Hall by both North Doors, Textile Room, and back Shop area.
8. Emergency Procedures Book Location Facility Office, Development and Public Programs Office, Front Desk, Shop, Collections Office, Curator, and the homes of the Director, Curator, and Facility Manager.

## APPENDIX A

### General Story Outline

**Overview** – Like the Mythical Phoenix (from Greek Mythology) that rises from fire/trouble to be born anew, so too has Cheyenne Frontier Days been born anew, generation after generation.

1. For over a century the event has sought to capture and reflect the spirit of frontier times. It is a story of sorrow, grief, and trial. But it is also one of joy, happiness, and the triumph of spirit.
2. Today, the story speaks to the very spirit of the American West, across all of its generations, and for those still to come.
3. The Cheyenne Frontier Days Old West Museum welcomes you to experience the legend, history, and culture of the Wild West through the very unique lens of CFD.

### CFD: A Frontier Phoenix (Rotunda)

- Topics the visitor explores
  - Significance of Frontier Days
  - Trials and Triumphs of Frontier Days.... Frontier Phoenix
  - Examination of Culture through the duality of human experience with iconography (Real vs. Mythology)

### Brief Rotunda Introduction

- **Fast Facts**
  - Note the figure riding on Midnight (a horse that couldn't be ridden)
  - Note the presence of Steamboat
  - Examine the personal significance of Irwin's note to his lost friend.
  - Introduce guests in the same fashion as they were off the trains in the old days. Welcome to Ol' Cheyenne. Offer them a carriage ride into the city and into its past!
- **Reflections of the West**
  - Three big ideas from the old west are the US Military, the Native Americans, and the settlers who came west. The US military played a special role in the formation of Cheyenne. Firearms displays help to contribute to the understanding that life is quickly changing in America and that the industrial revolution is driving society in new ways as does the expansion of borders.

### Brief Vandwark Gallery Introduction

- Continuing the theme of the Phoenix, the 20th century will bring many changes. Cheyenne Frontier Days will develop, generation by generation, to exhibit new characteristics. For over a hundred years the story will follow the event as it develops. As the 20th century continues, a new character will demonstrate a new significance; the character will be the Volunteer.
- As a new century dawns so too does a generation of exuberance. Both the city and the event are about to change in many ways. The parades will come to form, rodeos will attain all new levels of popularity and the Wild West culture will blossom through the Roarin' 20s of American History.
- Theodore Roosevelt Visits in 1910
- There is no other event that captures the Spirit of the West and brings culture and western celebration together than Cheyenne Frontier Days. The American West is a unique cultural

identifier; CFD by definition is an “American Treasure” as it embodies an American built environment, which possesses a high degree of integrity. Frontier Days has made significant contributions to the broad patterns of American history and Culture, and in turn has been impacted and changed by them too. It continues to encourage an appreciation for western culture that reaches the world over.

### **Story Contributions of the Front Desk**

1. Although the Cheyenne Frontier Days™ Old West Museum does not require Front Desk Volunteers to memorize and recite verbatim a script, it does request that Front Desk Volunteers actively participate as the spokesperson and liaison for the Museum’s guests.
2. Front Desk Volunteers are asked to follow the guidelines below in order to ensure that the transition to the story in the galleries is accomplished for the Guest.
  - a. Guest Introduction Message Options
    - i. *What’s Important?*
      1. Make the Guest feel welcome and let them know they’ve come to the right place.
      2. Know where they’re from and that they are important.
      3. Help guide them into the story. Not just start here... But become a character in the show. Tell them some things to expect, or some things not to miss. (More in Guest Orientation Message Below)
    - b. Guest Orientation Message
      - i. *What’s Important....*
        1. Let them know that our story is one of Cheyenne, the city, and its premiere event, Cheyenne Frontier Days.
        2. Let the Guest know how important the event is.
        3. Let the Guest know what to expect.
    - c. Guest Departure Message
      - i. *What’s Important....*
        1. Thank the visitor for coming.
        2. Ask them if they have any questions or comments.
        3. Wish them a fond farewell and make suggestions for other places in town to visit. If unsure refer them to Visit Cheyenne.

## APPENDIX B

### Front Desk Donation of Artifacts Procedure

In the most general of terms, Front Desk volunteers should not be put in a position to accept items on behalf of the Museum. Unfortunately, circumstances arise when the volunteer will have to make a decision as to how to handle someone who wishes to give something to the Museum.

**Below is the procedure to follow, step by step, from the best option to the worst:**

1. Contact the Curator of Collections immediately
  - a. Office: **1410** (usually during business hours)
  - b. Cell Phone: **631-7554** (in special circumstances)
2. If the Curator is not available:
  - a. Offer the potential donor the Curator's card to set up an appointment
3. If the Curator isn't available, and the person cannot make a future appointment
  - a. Take down their contact information
  - b. Put the information in the Curator's Box after your shift
4. If the person just wants to leave the item with you
  - a. Take down their contact information on the *Temporary Deposit Receipt Form*
    - i. This is in a packet located under the front desk
    - ii. Fill out the form **twice**, one for the Museum, one for the donor
  - b. Get as much history of the item as possible
  - c. Contact the Curator to retrieve the artifact from you: **1410** or **631-7554**
  - d. Contact a staff person to retrieve the artifact from you: **7290**
5. In the event that they want to leave the item and **do not** want to leave contact information
  - a. Inform the person/s that the item will be subject to the Abandoned Property Laws of the State of Wyoming
  - b. Inform the person that the item has absolutely no guarantee to be included in the Museum's collections and its future is in doubt.
  - c. If they decide to leave at that point, please give them the Curator of Collections' card
6. If they still insist on leaving the item with you, please do the following immediately:
  - a. Attempt to Contact the Curator to retrieve the artifact from you: **1410** or **631-7554**
  - b. Contact a staff person to retrieve the artifact from you: **7290**

This last option is the most troubling as we do not have any idea if the person is the legitimate owner of the item, we know nothing of its true history, we have no way of returning it if it is left behind. This is one of the most difficult situations to resolve for the Collections Department. The last option is usually the rarest of circumstances, but it happens more frequently than people think. Once the item has been taken off your hands, you do not have any obligation towards it.

## APPENDIX C

### CFD DESK VOLUNTEER INFORMATION

#### Free Admission

- Museum Members with Cards
- CFD Volunteers
- Contestants with Back Numbers or PRCA cards
- Chamber of Commerce free admission coupons
- Art Show Patrons
- People who just want to go back and buy a print or poster

#### Coupons

- Rodeo Tickets – always look at tickets
  - Some get hole punched this year
  - Some are \$1.00 off
  - Some are free admission
- Yellow \$1.00 off from the Howdy Wagon and Behind the Chutes Tours
- Orange – Free Family Admission
- Trolley Coupons – Purple Pay, Green Go (Weekends always Free for Trolley)
- Rack Cards \$1.00 off

#### Accepted Currency

- Cash
- Local Checks Only (ID not required)
- US Traveler's Checks
- All major credit cards

#### Other

- Check in anyone who passes the Admission Desk
- Art Show prints and posters can be purchased at the Art Show Desk in the Cheyenne Room
- Stamp Visitors only if they want to return to the Museum that day
- It's ok to let people use the restroom if they are old, sick, or moms with tiny kids.
  - Everyone else, refer to port a potty in parking lot
- Do not put any information on the side arm of desk. All visitor information will be in the rack at the entrance.
- Emergency phone numbers are located on clip board under desk
- Please arrive promptly and stay for your whole shift. Western dress preferred.
- A Museum Staff person will be at the desk for every shift.