



Volunteer Handbook

Latah County Historical Society

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*Latah County
Historical Society*



Table of Contents

Acknowledgement of LCHS Volunteer Handbook	3
Volunteer Application and Emergency Contact.....	4
Welcome, Volunteer!	5
Introduction to LCHS	6
Mission Statement.....	6
Vision Statement	6
Background of LCHS	6
Quick LCHS Facts.....	6
Volunteer Opportunities	7
Volunteer and LCHS Expectations.....	8
LCHS Policies and Procedures.....	9
How To: Logging Volunteer Hours.....	12
How To: Card Purchases using the Tablet/Square	14
Additional Resources.....	20

Acknowledgement of LCHS Volunteer Handbook

This Volunteer Handbook is an important document aimed to help you have a basic understanding of the Latah County Historical Society. **Please read the following statements and sign in the box at the bottom of the page. Please return to an LCHS staff member.**

As a new or returning volunteer to the Latah County Historical Society, or as a parent/guardian of a volunteer under the age of 18 years old, I (We) understand and agree to the following:

- ❖ I have read and understand the information in the LCHS Volunteer Handbook and agree to abide by the policies and procedures outlined in it. I understand that the policies and procedures may be subject to change.
- ❖ I certify that I can perform the duties and responsibilities described in my volunteer position.
- ❖ I will demonstrate professional behavior and treat all staff, board members, volunteers, and community members with respect.
- ❖ I understand that my volunteering is terminable at will by LCHS Staff or myself regardless of the length of my volunteering.
- ❖ I am aware that confidential material may be shared with me throughout my volunteering. I understand that any confidential information is not allowed to be shared outside of LCHS.
- ❖ I accept and assume responsibility for all the risks associated with these volunteer activities.
- ❖ I give LCHS permission to use, re-use, publish, and re-publish any pictures taken of me while volunteering or in attendance at events for promotional materials without any restrictions and to use my name.

Yes No

I have read, understand, and agree to the above release, authorization, and agreement.

Volunteer Signature _____ Date _____

Printed Name _____

For volunteers under the age of 18 years old:

Parent Signature _____ Date _____

Volunteer Application and Emergency Contact



Volunteer Application Form

Personal Information

Full Name _____
 Address _____
 City _____ State _____ Zip _____
 Phone Number _____ E-mail _____
 Birthday _____ / _____ / _____ Gender Male Female Non-binary Prefer not to disclose

Emergency Contact Details

Contact Name _____ Relationship _____
 Mobile Number _____ E-mail _____

How Would You Like to Volunteer?

 Events

Assist with planning, food preparation, set-up, during event tasks, and/or clean up

 Docent

Serve as a tour guide at the McConnell Mansion during drop-in hours, school tours, and events

 Collections

Assist with various collections projects, including inventorying, cataloging, digitizing, and researching objects within the collection

 Other Interests:

When Are You Available to Volunteer?

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Time	-----	-----					

I prefer to volunteer for annual events: Yes No

By signing this application, I acknowledge that I am offering my services as a volunteer to the Latah County Historical Society without promise, expectation, or receipt of compensation or benefits. I also agree to abide by all organization policies. I understand that if I do not abide by the Latah County Historical Society's policies, rules, and regulations I may be dismissed from my role as a volunteer.

Signature _____ Date _____

Welcome, Volunteer!

We are very glad you have decided to volunteer and donate your time to the Latah County Historical Society!

Every volunteer brings their own set of knowledge, skills, and background. Therefore, each volunteer is an exciting addition to our organization and volunteer team. LCHS would not be able to operate and complete as many projects without your hard work and dedication.

The LCHS volunteer program offers a structure and foundation for volunteers to contribute to our mission. By being a volunteer, you complement, assist, and collaborate with the staff in various operation aspects within the organization. We acknowledge the unique talents and knowledge that volunteers can provide to LCHS. Through this contribution, LCHS strives to offer a mutually beneficial volunteer experience to each party.

LCHS is very appreciative that you have decided to donate your time, energy, and talents to our organization. We look forward to working with you and seeing what can be achieved together.

Sincerely,



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Latah County Historical Society

Introduction to LCHS

Mission Statement

For ours and future generations, we collect, preserve, share, and celebrate the history of Latah County in order to promote a deeper understanding of the many experiences that make up our shared past.

Vision Statement

We build good citizens, strong communities, and satisfying lives.

Background of LCHS

LCHS is a 501 (c)(3) non-profit organization that has origins to the Latah County Pioneer Association, which was formed in the 1880s. LCHS is a combination of the Pioneer Association, the Moscow Historical Club, and other local organizations.

Quick LCHS Facts

Buildings

- ❖ McConnell Mansion Historic House Museum
 - Open Tuesday - Friday, most Saturdays from 1 pm-4 pm
 - Free admission, but recommended donation of \$2/person and \$5/family
 - Willed to Latah County by Dr. Frederic Church in 1964 (a county-owned building)
- ❖ Centennial Annex – LCHS Main Office and Archives
 - Open Tuesday - Friday from 9 am-4 pm
 - Research Library
 - Collections Housed: Archives, Photographs, Textiles, Objects

Funding

- ❖ Earned Income
 - Memberships
 - Programs, such as Suds with a Scholar, special program events
 - Gift shop sales
 - McConnell Mansion rentals
 - Endowment
- ❖ Donations
 - Business sponsorships
 - Individuals and organizations
 - Grants

Volunteer Opportunities

At LCHS, we strive to offer various volunteer opportunities that would interest a wide variety of community members. With that, there are three primary types of volunteer opportunities that we offer:

Collections

- ❖ Assist the LCHS staff with projects related to the collection. These projects could range from but are not limited to digitizing and transcribing oral history interviews, digitizing photographs, conducting research for potential donations, and filing paperwork and photographs.
- ❖ Time Commitment: 2 to 4 hours per week
- ❖ Training: Training will be provided on a project-by-project basis and depending on the volunteer's previous experience.

Docent (aka Tour Guide)

- ❖ Provide tours to McConnell Mansion visitors during drop-in hours and answer any questions that may arise. Also, conduct gift shop sales for visitors using a tablet and point-of-sale system.
- ❖ Time Commitment: 3 to 6 hours per month on Tuesdays – Saturdays
- ❖ Training: Training will consist of reviewing McConnell Mansion materials and shadowing another docent during their shift. Gift shop training will be provided as you might handle money and be responsible for financial duties.

Special Events

- ❖ Assist with a variety of events including but not limited to the Ice Cream Social, Victorian Christmas, and Suds with a Scholar. Tasks can range from event set up and take down, baking, McConnell Mansion cleaning, and gift shop cashier.
- ❖ Time Commitment: 1 to 8 hours per month (this is the most flexible volunteer opportunity)
- ❖ Training: If applicable, gift shop training will be provided as you might handle money and be responsible for financial duties.

Volunteer and LCHS Expectations

Volunteers can expect:

- ❖ To receive training and proper supervision for the volunteer opportunity you accept
- ❖ To be treated as a co-worker; to make suggestions and have respect shown for your opinions
- ❖ To be recognized, formally and informally, for your contributions to LCHS

Volunteers are responsible for:

- ❖ Completing the necessary training requirements and performing the duties of your volunteer job in a positive and professional manner
- ❖ Honoring your time commitment and submitting your volunteer hours
- ❖ Being considerate and cooperative with LCHS staff, other volunteers, and visitors
- ❖ Present a positive image of LCHS
- ❖ Contacting LCHS staff in cases of emergency or illness if you are unable to volunteer for your time commitment
- ❖ Adhering to LCHS policies and procedures

LCHS is responsible for:

- ❖ Utilizing volunteers on projects that will be mutually beneficial to both parties
- ❖ Providing proper training and regular updates to volunteers depending on the assigned task
- ❖ Respecting volunteers
- ❖ Aiding volunteers if any questions arise during their assigned project

LCHS has the right to:

- ❖ Decline a prospective volunteer if they seem unsuitable for a position and refer them to another institution for alternative volunteer opportunities that fit their needs
- ❖ Release a volunteer who is unacceptable or whose skills do not fill a need
- ❖ Be notified if a volunteer is unable to complete their assigned task in a timely manner

LCHS Policies and Procedures

Confidentiality and Privacy

Communications between staff or volunteers and visitors are confidential. Volunteers are expected to uphold this policy. This includes information about materials visitors have requested or reviewed, as well as any personal information related to donors and visitors.

Volunteers under the age of 18

LCHS encourages younger community members to volunteer and participate in organizational events. Volunteers who are under the age of 15 are expected to be accompanied by a parent or guardian during their volunteer service. All volunteers under the age of 18 are required to have their parent or guardian sign the Acknowledge of LCHS Volunteer Handbook form.

Equal Opportunity

The LCHS Volunteer Program does not discriminate based on race, religion, gender, age, national origin, sexual orientation, gender identity, political affiliation, ethnicity, physical or mental ability, or other non-merit factors. Volunteers have equal access to available volunteer opportunities and are limited only based on their ability to complete the task.

Anti-Discrimination

As the McConnell Mansion is owned by Latah County and is county property, all volunteers are required to abide by the workplace discrimination policy set forth by Latah County. The policy is as follows: Workplace discrimination is when one or more persons in a legally protected class are treated adversely with respect to their participation in the workplace. Adverse employment [and volunteer selection] usually involve decisions by supervisors that affect the workplace status and benefits of employees [and volunteers]. Illegal adverse employment [and volunteer selection] actions may include but are not limited to, not hiring a qualified applicant [or volunteer] due to his/her age, not promoting an employee [or volunteer] due to his/her religious beliefs, disciplining an employee [or volunteer] more harshly than others due to his/her sex, and terminating an employee [or volunteer] due to his/her national origin.

Sexual Harassment

Sexual harassment of any kind is not allowed. This includes, but is not limited to, unwelcome sexual advances, requests for sexual favors, slurs, jokes, and other verbal, visual, or physical conduct of a sexual or demeaning nature. This policy is enforceable for both volunteers and LCHS staff members. Sexual harassment is not allowed between volunteers and other volunteers, volunteers and visitors, LCHS staff and other LCHS staff, LCHS staff and volunteers, and LCHS staff and visitors. If sexual harassment has taken place, please report it to your supervisor so it can be handled appropriately and promptly.

Drug-Free Workplace

Use of any illegal drugs or alcohol that will impair the volunteer's ability to complete their tasks will not be prohibited. Volunteers are not allowed to report for their volunteer shift if they are under the influence of illegal drugs or alcohol. Engaging in these prohibited actions will result in dismissal as a volunteer.

Health and Safety

Due to safety being a responsibility for both LCHS staff and volunteers, volunteers are expected to be alert at all times to safety hazards. Unsafe acts or conditions should be reported to an LCHS staff member rather than being handled by volunteers. Please notify an LCHS staff member of any volunteer project that causes any physical discomfort, or which could lead to a personal injury, so that the situation can be resolved, and the volunteer can be assigned to a different project.

Volunteer Shifts

All volunteers, unless you are a docent, are required to check in at the Centennial Annex at the beginning of their volunteer shift. This helps to ensure we know that you have arrived and need to be located if an emergency arises. Additionally, volunteers are required to submit their volunteer hours via the Volunteer Portal located on our website. See the later section for how to log volunteer hours.

Volunteers are expected to arrive on time for their volunteer time and complete their entire shift unless prevented from doing so by an unexpected illness or family emergency. We encourage you to keep your time commitments. If you are sick or unable to volunteer due to a planned vacation, appointment, etc., please notify an LCHS staff member as soon as possible. If you are sick, we suggest that you stay home to prevent the spread of germs.

LCHS Docents

Docents are expected to treat all visitors, regardless of race, gender, sex, religious affiliation, physical or mental ability, or other non-merit factors with respect and kindness. For docent scheduling, an LCHS staff member will request your availability for the following month to create a docent schedule. The schedule will be sent at least one week before the beginning of the month. Docents are expected to sign up for at least one 3-hour shift (one docent shift) per month. If docents are unable to fulfill their monthly commitment due to a change in availability or an emergency, notify an LCHS staff member. Docents should communicate with each other to see if trading docent shifts is a possibility before having an LCHS staff member coordinate for the shift to be filled.

Emergency Procedures

In case of an emergency that requires evacuation of the Centennial Annex or the McConnell Mansion, you will be notified by an LCHS staff member to exit the building. LCHS will utilize a log sheet to take roll in the event of an emergency that requires immediate evacuation of either building. In the event of a medical emergency where a volunteer has serious personal injuries or needs hospitalization, please make sure the LCHS Volunteer Application Form is completed with updated emergency contact information so that the individual can be contacted.

Disciplinary Procedures

Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism as LCHS staff. Those who fail to meet the requirements of their job description or follow the policies outlined in this handbook are subject to dismissal. Efforts to correct the issues will be discussed by an LCHS staff member and the volunteer. Unresolved situations are referred to the Executive Director for review and final decision.

Resignation

If and when you decide to end your volunteer experience with LCHS, we ask that you notify an LCHS staff member one week in advance in order for the vacancy to be filled. If you have been absent from your volunteer task for more than three months, unless you have notified LCHS of your absence, you will be considered an inactive volunteer.

Letters of Recommendation

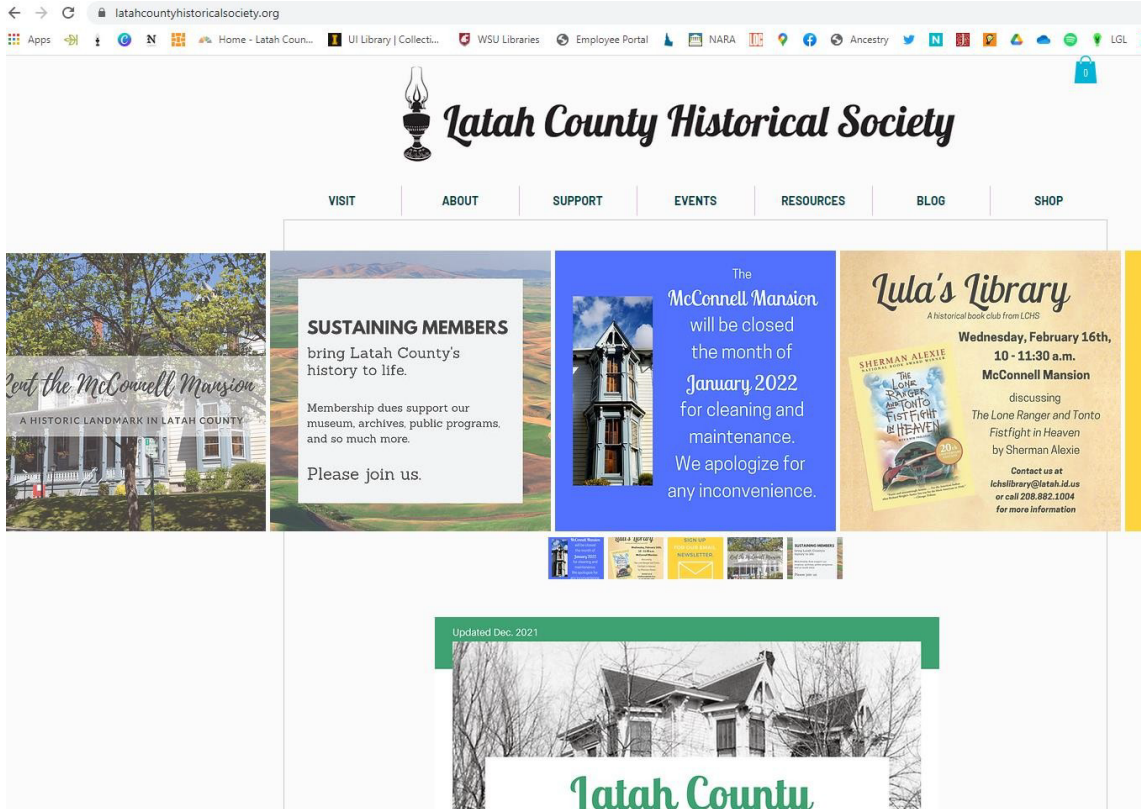
LCHS is happy to provide a letter of recommendation to volunteers who have satisfactorily fulfilled their volunteer tasks and responsibilities. After two months of volunteer service, you may request a letter of recommendation. We ask for two weeks notice of when the letter of recommendation is needed.

Have Fun!

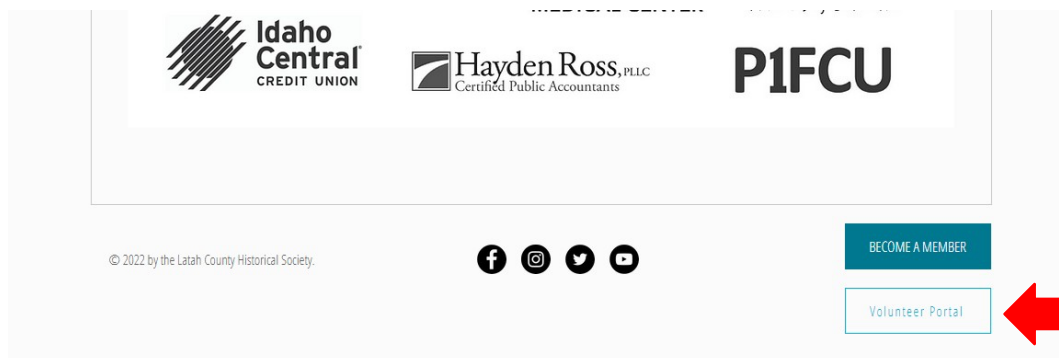
Perhaps one of the most important policies, we would like to remind volunteers to have fun while completing their tasks. LCHS aims to have volunteers who are happy and enjoy their time their time with us. Your time and energy are very valuable and LCHS is grateful to have individuals who are willing to donate those precious items to us. Volunteers are encouraged to contact LCHS staff members if they have any questions, comments, or concerns.

How To: Logging Volunteer Hours

- 1) Go to the LCHS website – latahcountyhistoricalsociety.org



- 2) Scroll to the bottom of the homepage and on the right, you'll see a button labeled "Volunteer Portal"



3) When you hover and click the mouse over the button, it will turn blue



4) Fill out the form and click “submit”

Volunteer Resources

Thank you for your time and commitment to LCHS!

- Our most recent Volunteer Bulletin can be downloaded [here](#).
- Please use the form below to log your volunteer hours:

Volunteer Hours

Log Volunteer Hours

Name

First Name Last Name

Email

Date

Date Volunteered

Number of Hours

Brief Description of Volunteer Service

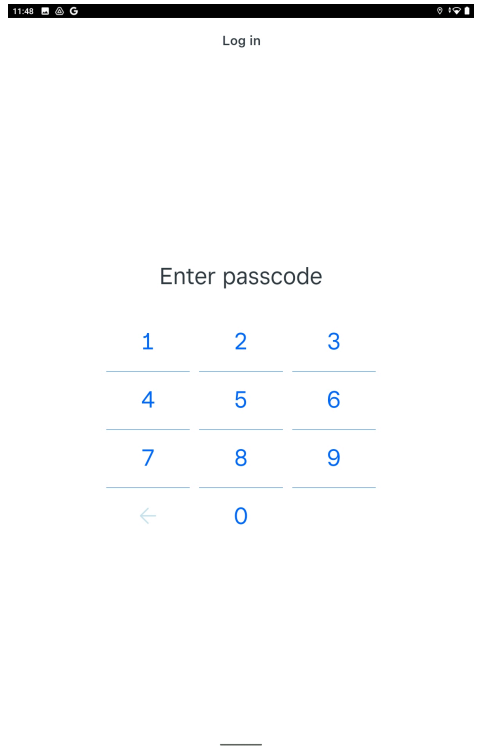
Submit

How To: Card Purchases using the Tablet/Square

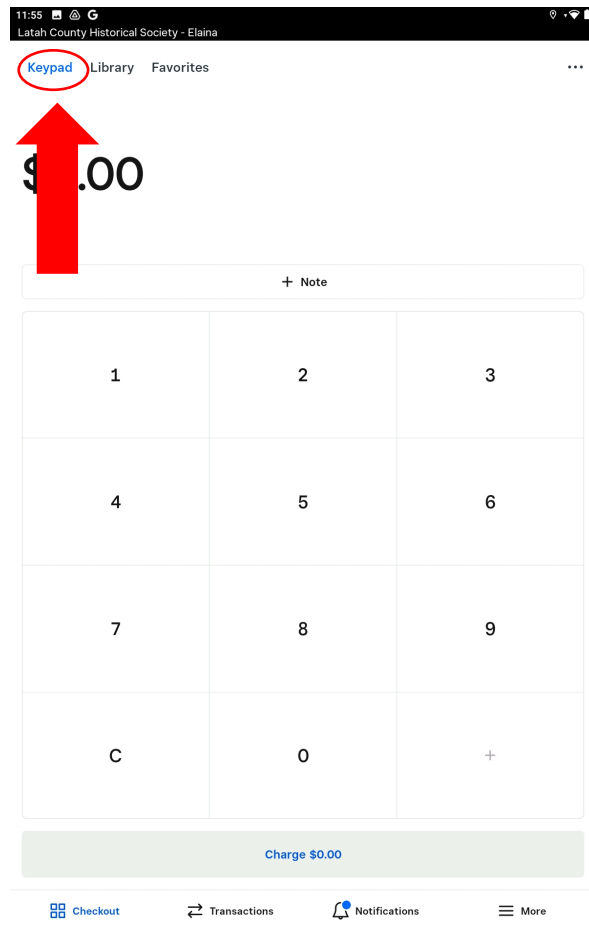
- 1) Make sure the tablet is turned on and the white Square card reader is plugged into the top of the tablet in the headphone jack. If it's not turned on, press and hold the small button on the right side of the tablet. It is located under one longer button.
- 2) Enter the PIN number to unlock the tablet. The PIN number is located on the docent desk in the McConnell Mansion.
- 3) Once the tablet has turned on and you are on the home screen, select the Square app icon.



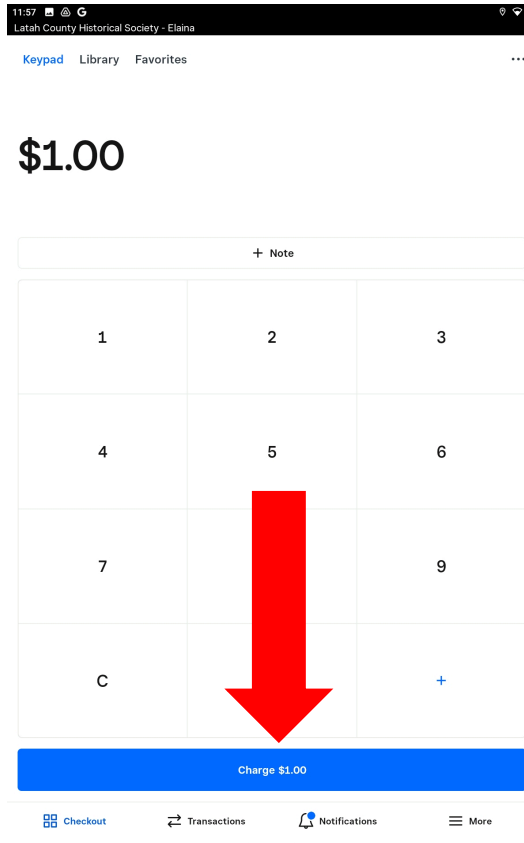
4) To log in to the Square app, enter the passcode that is located on the docent desk in the McConnell Mansion.



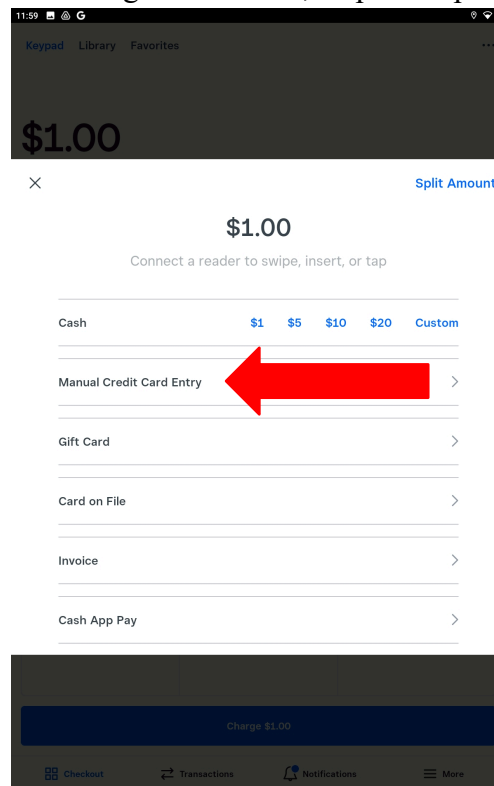
5) Tap on the Keypad tab to enter in the price of the gift shop item. Tax is already included in the item's price.



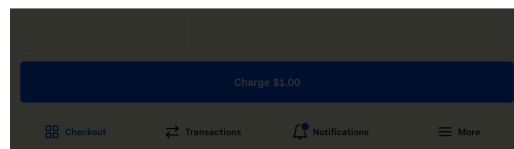
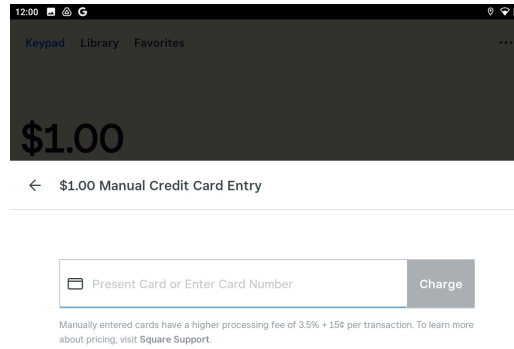
6) After entering in the price, tap the Charge button at the bottom of the screen.



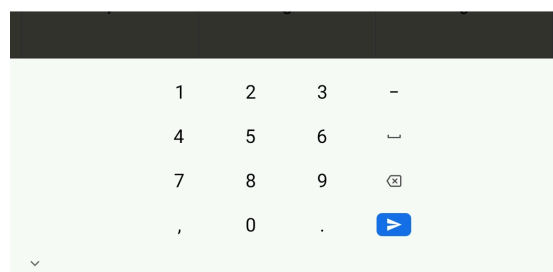
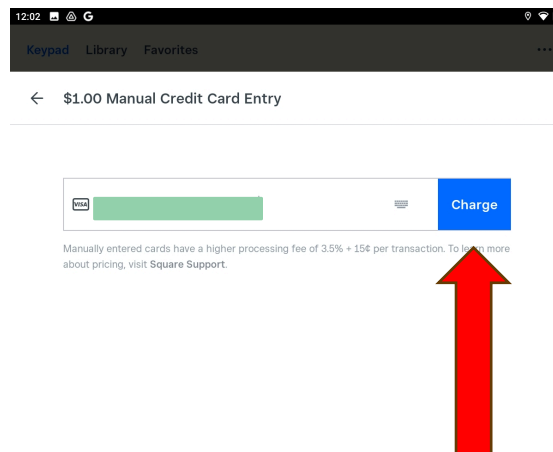
7) Swipe the card in the white Square card reader. If the card reader isn't connected and doesn't recognize the card, select Manual Credit Card Entry and continue to the next step. If the card reader is connected and does recognize the card, skip to Step 10.



8) Enter in the card number.



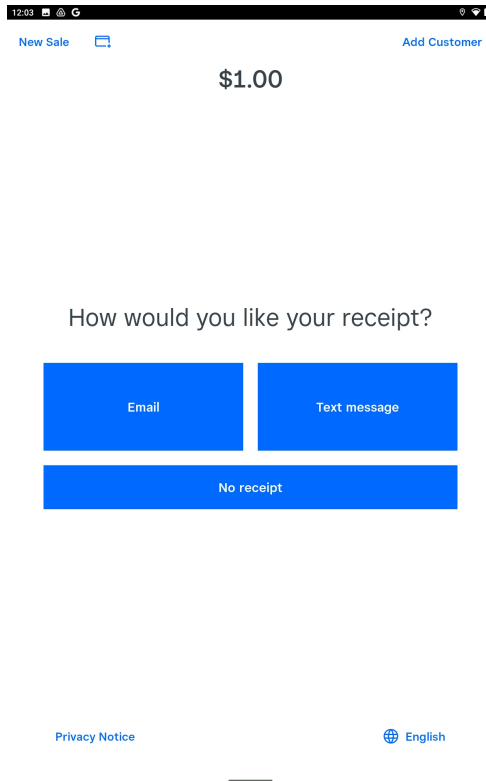
9) Enter in the rest of the required card information and tap Charge.



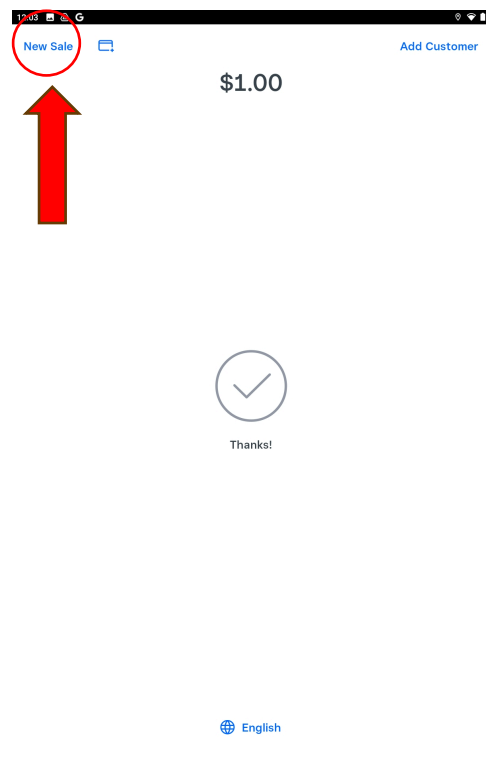
10) Have the customer sign for their purchase using their finger and tap Done.



- 11) Have the customer select if they would like a receipt and how they would like to receive it. If the customer would like a receipt and their contact information isn't in the point of sale system, they will have to enter in their email address or phone number depending on how they would like to receive their receipt.



- 12) The purchase is complete! Tap on the New Sale tab if you get another customer and repeat the steps again.



Additional Resources

LCHS Staff

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LCHS Website

Latahcountyhistoricalsociety.org

Centennial Annex Address

327 E Second Street
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McConnell Mansion Address

110 S Adams Street
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