



McQuarrie Memorial
Pioneer Museum

2024-2025

Docent Information

WASHINGTON COUNTY
Daughters of Utah Pioneers
McQuarrie Memorial Museum

Street Address: 145 N. 100 E., St. George, UT 84770

Telephone: 435-628-7274

Mailing Address: P.O. Box 2619, St. George, Utah 84771

Email Address: director@dupstgeorge.org

Effective 8/1/2024

MUSEUM HOURS

10:00 AM to 5:00 PM - Closed Wednesday and Sunday - **December hours 11 AM to 3 PM**

Thanksgiving Day, Christmas, New Year's Day are only Holidays we are closed. Open for all others.

Docent Shifts:

Daily 10 AM to 5 PM

*Facebook Page: **DUP McQuarrie Memorial Museum***

McQuarrie Memorial Museum Website: <https://dupstgeorge.org>

*Instagram: **DUP McQuarrie Museum***

DUP International Website: <https://dupinternational.org>

Revised 8/1/2024

Thank you for serving as a Docent on your scheduled day!

The Daughters of Utah Pioneers (DUP) was organized as a service organization to share our Pioneer heritage. Our Museum is a large part of that responsibility. Your help is needed! You are more than a volunteer giving time and service. As a Museum Docent, you may be the only representative of the DUP, early Pioneers or Washington County communities that many of the hundreds of visitors from all over the world will ever have contact with. It is our generation that can explain, with love and appreciation, insights into Pioneer life. We offer a step back in time by exhibiting Pioneer treasures and necessities. A Docent is a hostess, guide and storyteller with interesting information who is courteous and friendly. **We hope you recognize that it is indeed an honor, privilege and responsibility to be a Docent.**

QUICK GUIDE

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FORMS LOCATION IN BOTTOM DRAWER OF 2 DRAWER FILE CABINET

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I. IMPORTANT POINTS TO REMEMBER:

- Your Museum key opens both outside doors on East side of building. The two handicap doors are locked but your key will unlock them (from the outside only). To open the front door, pull door towards you tightly and then twist the key to the right. To lock, be sure to pull door closed tightly and turn the key to the left.
- **Docent Sign In Log** – Docents sign in on the logbook in the 2-drawer file cabinet in Room 6 labeled **FORMS**. **This is a special notebook in the front drawer.** Do not sign in on the Guest Sign-In book.
- **ALL Forms** are in the 2-drawer file cabinet next to the cash register desk in Room 6 labeled **Docent Info**. Put completed **OPEN and CLOSE** Museum forms in folder marked COMPLETED OPEN/CLOSE forms in the bottom drawer.
- Photos are allowed, but no flashes.
- **Only water is allowed.** No food or drink in the museum (including baby bottles) except in the meeting room. Strollers and backpacks should stay in the lobby.
- **Do not leave patrons alone.** Keep an eye on each of them. Basement access with a Docent only. Watch the lobby and Gift Shoppe areas at all times.
- Answer the phone “**Pioneer Museum.**” Any questions you are unable to answer should be referred to one of the people listed on the Docent Information sheet on the BULLETIN BOARD in Room 6. Emergency numbers are posted next to the telephones. Special matters or concerns are referred to the Museum Staff. Take phone messages and put them in the **Message Center drawer** in desk in the lobby.
- Keep doors closed at all times.
- Do not rearrange furniture or artifacts. We have a trained staff to properly move items.
- Extra receipt books plus the First Aid Kit are in the drawers of the desk under cash drawer.
- Two Camp Docents are required at all times. No one serves alone. You can bring a friend or relative if another Camp member is not available. Just make sure they are trained. A trained Core Docent serves between 11 and 3 (most days).
- Our honey taffy is very popular but **VERY MESSY**. Do not open in the Museum, tiny bits fall out and make the carpet sticky which can attract pests that damage our collection. If Docents wish to buy and share candy with visitors, give it to visitors as they go out the door.

II. DOCENT TIPS

1. **Call your partner the night before. Review this Docent Packet.**
2. **Arrive 10 minutes prior to your shift. Bring a sweater/jacket because the Museum temperature is kept at 70 degrees to protect our collection.**
3. Unlock the front door with your key provided in Docent packet.
4. Turn security alarm off. Alarm pad is on wall by the Restroom. Press and hold the button with the unlock symbol until the red light comes on and the voice recording tells you the system is disarmed. You have approximately 45 seconds from the time you open the door to disarm the alarm. If alarm is **not** beeping upon entering **DO NOT** touch alarm pad. Someone on the Staff may already be in the building. Go downstairs and check.
 - a. The alarm system avoids direct Police response. It lets us know when something is wrong but **DO NOT** call the Police. If the alarm goes off, the Security Company **WILL CALL** to discover the problem. **YOU MUST ANSWER THE PHONE.** Give the password (**Sego Lily**). Security will call the Police if they don't get the password. Do not call 911 if alarm goes off.
5. Sign in on the Docent Sign-In Log in the front of the 2-drawer file cabinet in Room 6 (**FORMS**)
6. Get the "Open the Museum" form from the folder in the 2-drawer file cabinet in Room 6 marked **FORMS**. Follow all the steps outlined on that form. Do not skip any of the steps. (A copy of the form is included here for reference). Put completed form in the folder in the bottom drawer.
7. Unlock cabinet behind the cash register in Room 6 (key is in drawer under Cash Drawer). Put your purse in the cabinet for security purposes (do not leave purses on the floor). Wear the yellow Docent Badge around your neck during your shift. Make sure to hang it up when you leave for the day.
8. Greet Patrons at the door and have them sign in, offer to give them a tour or suggest a self-guided tour. Remember to ask them to fill out the Exit Survey before they leave.
9. Complete a transaction sale for any Patron who wants to purchase items from the Gift Shoppe. **Make sure to write hard** when filling out receipt so information goes through to all copies.
10. Complete the order for any Patron who wants to get a copy of pictures, photos of artifacts or histories we have available. (HAP Order)
11. Do some cleaning when time allows. There is a 'Cleaning Form' in the 2-drawer file cabinet in Room 6. Use same form until all items have been completed. Even though we have a cleaning service it helps to do some cleaning when necessary, or if it is slow.
12. Make sure that there are sufficient bags of honey taffy candy in the Gift Shoppe. If the supply is low, please bag candy. The bags, signs and candy are in Room 7 in the cabinet. Put 12 pieces of candy in the bag with a sign.
13. When getting ready to close the Museum at the end of the day, make sure no one is in the building, get the "Close the Museum" form from the 2-drawer file cabinet in Room 6 and follow all the steps. Put completed form in the folder in the 2-drawer filed cabinet in Room 6. Make sure to take all your belongings. Set the alarm if building is vacant and lock the door as you leave. Make sure door is tightly closed.

a. Greeting Guests:

Welcome visitors with a friendly smile and ask where they are from. Would they like a guided tour or would they like to just browse? Ask them to sign in on the Guest Sign In Book.

- A Museum Visitor Guide showing some of the artifacts in each room can be handed out, as well as Scavenger Hunts, Museum Trivia Game and a Pioneer history which are fun activities for guests. Keep contact with self-touring visitors; offer help/information if needed. Share one or two of your favorite stories with them. (Use the Flip cards for help with stories, or information in the Artifacts Guide binder).
- Ask guests if they have any ancestors who lived in Southern Utah. Point out the Reference Desk for researching the items in the museum, located in Room 5, and the index of the "Under Dixie Sun" book. This index is a list of names in the "Under Dixie Sun" book. Mention that the book is for sale in the Gift Shoppe.
- On a tour, talk briefly about items; keep moving unless visitor has special interest. You can use the laminated flip cards for reference. When the tour is finished, Patrons are welcome to look around longer if they wish. Ask if there are any questions. Offer a museum brochure or postcard as Patrons leave and invite them to come back. Mention our website where they can review our online collection. Ask them to fill out the Exit Survey before they leave. Put the completed forms in drawer under sign-in book.
- Visitors arriving the last half hour of the day should be reminded of when the museum closes. They can be given a shorter tour by just showing the upstairs rooms. Answer their questions and invite them to come back again another day.
- Become more familiar with museum items by visiting prior to your scheduled days and/or use the Flip cards. When there are no visitors, look around the museum; read museum labels; browse through Flipcharts; review Flip cards; study Docent Information binder and Artifact Information binder found in Room 5 or do a little cleaning.

b. Group Tour Reservations:

A Group Tour Reservation is arranged by filling out the Request for Tour form (located in 2-drawer cabinet in Room 6). If someone comes to the Museum, have them fill out the form and put it in the **MESSAGE CENTER** drawer in Lobby. If it is a phone call, then Docent fills out the form and leaves in the Message Center. If the request is for an immediate date, please call the Tour Director to let her know.

- If a group comes unannounced, do your best; let them look around and answer questions. Divide into two groups if possible. If time is short, skip the downstairs rooms. Try to make sure there are two adults with 8 to 10 children.

c. Miscellaneous Information:

- Patron and docent suggestions regarding the museum, artifacts, events, etc., are always welcome. Write down the suggestions/information and place it in the message center in the lobby. Put your name and phone number on the message in case there are questions.
- No artifact can be donated without a completed 'Request to Donate' form and Museum Board approval. However, if donor intends to throw the item away, please take it. Have donor complete the "Request to Donate" form in 2-drawer cabinet in Room 6. Put the form and the item downstairs on the desk.
- Please complete the Camp Donation form when a donation is being made for the Gift Shoppe to be sold.
- Paper products for the Restrooms are located in the storeroom at the bottom of the circular stairs or in the downstairs Restroom.
- We have two handicap ramps and doors for those Patrons who need assistance. There are signs posted on both entrances to call the main number to get someone to open the doors. The handicap doors CAN NOT BE OPENED FROM OUTSIDE WITHOUT A KEY. Access is for one level only but using the Chairlift gives access to both floors.. Be sure doors are pulled tightly shut when finished.
- The chairlift on the staircase between room 6 and 8 should be used with the supervision of the Docent. Children should not be allowed to play on or around it. A person who wants to use it must be seated properly with the footrest down and the seat belt securely fastened, or it will not operate. Make sure the ON button is lit up to begin operations. The rider must press and hold the lever on the right arm rest in the direction they want to go (either up or down). There is a walker available in Room 8 if they need it.

III. CASH REGISTER INSTRUCTION SHEET

Summary of Making a Gift Shoppe and History (HAP) Order Transaction

1. For **ALL** sales fill out the Receipt Book:
 - a. Fill in the date
 - b. Indicate type of transaction – cash, check, credit card**
 - c. List all items and their prices with a final total
 - d. Sign your name at the bottom
 - e. Following payment:
 - i. The YELLOW slip goes to the Patron
 - ii. The WHITE slip put in the Cash Drawer under the coin drawer
 - iii. The PINK copy remains in the Receipt Book.
2. Take payment for sales and process through the Cash Register:
 - a. Tap the SALE icon – upper left corner of pad.
 - b. Enter the amount of the sale.
 - c. Select type of Transaction – charge, cash or check – Provide required information for that transaction.
 - d. The Cash Drawer will open – put in cash or check, put WHITE copy of receipt under the coin tray. If drawer doesn't open, use key to unlock.
 - e. Close the Cash Drawer
 - f. We don't provide an additional receipt, select the DONE button

Transaction Tips

Relax! All mistakes can be corrected, but you need to leave notes of explanation in the Cash Drawer so they can be fixed.

1. The Cash Drawer can only be opened with the key if not conducting a transaction.
2. A transaction cannot be deleted; it must be **Refunded** (which will be done by Treasurer)
3. To return to the Home Screen, use the HOME button at the bottom of the screen.
4. To go back one step, use the Back button at the bottom of the screen.
5. A minimum purchase on a Credit Card is \$5.00
6. DO NOT ACCEPT \$100 OR \$50 BILLS.

a. Sales: Opportunities (This is the Primary support of income for our Museum)

- Handmade items, souvenirs, books, including "Under Dixie Sun" books are for sale in the Gift Shoppe. Encourage patrons to browse, letting them know most items are handmade and donated by the members of the DUP. Introduce the index to "Under Dixie Sun" so patrons can possibly find their ancestor and may be interested in buying a book. Also, orders for copies of histories, photos and artifacts should be offered. We have CDs of certain families available for sale, including a CD of the DUP Markers & Monuments in Washington County. This information can be emailed as well. Fill out the HAP Order form.
- Our Gift Shoppe items are unique. All proceeds go directly to the maintenance of the Museum.
- There are several written articles around the Museum and on the Flipcharts available for sale. The articles are filed in the plastic box on top of the display case next to the flipchart. The cost is \$.25 per single-sided page, unless marked otherwise. Many of the articles are also available on CDs and can be combined with other articles.

IV. EMERGENCY PROCEDURES

MCQUARRIE MEMORIAL MUSEUM

***Dial 911 for any emergency**

DO NOT CALL THE POLICE IF THE ALARM IS GOING OFF! ANSWER THE PHONE FOR THE SECURITY COMPANY. PASSWORD IS SEGO LILY.

Be prepared to respond to any of the following types of emergencies:

1. Fire/Explosion
 - A. Fire extinguishers (2) are located in the upstairs lobby on the wall going into Room 5 and in the downstairs lobby on the wall going into Meeting Room.
 - a. Use fire extinguisher to fight any fire
 - b. In smoky conditions the best air is near the floor
 - B. Evacuation Routes are posted in each room
 - a. Proceed to evacuation area outside the building to the west side to be counted and to wait for instructions
2. Medical Emergency
 - A. An emergency is any medical problem that could cause death or injury if not treated quickly. ***Dial 911 then give First Aid**
 - B. First Aid kit is located in the desk drawer under Cash Register.
3. Bomb Threat
 - A. Immediately report any bomb threat, suspicious activity, or suspicious object to local authorities immediately ***Dial 911**
 - B. If you receive a bomb threat by telephone, get as much of the following information from the caller as possible and write it down:
 - a. When will it go off?
 - b. Where is the bomb?
 - c. What is the type and size of the bomb?
 - d. Why is it placed in this building?
 - e. ***Dial 911 to report**
4. Intrusion (Armed or Unarmed) – an illegal act of entering, seizing or possession of another's property
 - A. Remain Calm
 - B. **Do Not** be confrontational
 - C. **Do Not** try to be a hero
 - D. **Do Not** do anything that will jeopardize your safety or the safety of others
 - E. ***Dial 911 as soon as possible**
5. Earthquake – the following are essential procedures to follow:
 - A. Seek safety where you are. **Do not** use inside stairways
 - B. Go to nearest exit to evacuation area outside building on west side
 - C. Remain calm and avoid shouting or running
 - D. Avoid areas where the building may be damaged.
 - E. Wait in a safe place for instructions; you might be there for several hours.
6. Personal Preparedness and Safety
 - A. When exiting the building after dark, be careful and have someone with you
 - B. Be aware of what is going on around you, especially out on the street. (Be STREET SMART!)
 - C. Do not work a Docent shift alone
 - D. If you are working alone in the building, ensure all doors are securely locked