



Volunteer Handbook

Laurel Historical Society
817 Main Street
Laurel, MD 20707

Updated by
Ann Bennett, Executive Director
July 2018

Prepared by Lindsey Baker & Monica Sturdivant, December 2015



817 Main Street, Laurel, MD 20707

301.725.7975

www.laurelhistoricalsociety.org

Dear Museum Volunteer:

Thank you for volunteering with the Laurel Historical Society! We are excited to have you join the Museum family and look forward to working with you in the future. We hope that you will gain new experiences and insights during your time here. You are a valuable asset to the Museum and we thank you for your commitment to our institution.

This handbook will help you gain a better understanding of the function and duties of a community museum and historic building. It details the history of the Laurel Historical Society, its policies and operating procedures, and information on exhibits and events.

Please do not hesitate to contact any of the staff members or other volunteers if you need help or have questions. Help us to spread the word about our Museum and its programs, special events, and volunteer opportunities.

Thank you for all that you do for the Museum! We know that time is a precious commodity and this non-profit organization simply cannot exist without our members and volunteers.

Yours respectfully,

Ann Bennett
Executive Director

Basic Information

- We are located at 817 Main Street in historic Laurel, Prince George's County. The mailing address is: 817 Main Street, Laurel, MD 20707. We also have PO Box 774.
- The Museum is located at the end of Main Street near the community pool. Parking is free and available on the street in front of the Museum. Handicapped parking is located directly in front of the right entry door.
- Our phone number is 301-725-7975.
- Directions to the museum: From I-95 North or South, take the Route 216/Laurel exit. At the third traffic light (Main Street) turn right. The Laurel Museum is at the end of the street.
- Our hours of operation are Wednesday and Friday 10:00 am – 2:00 pm, and Sunday 1:00 pm – 4:00 pm. We are closed in January. Admission is FREE.
- The John Calder Brennan Research Library is open by appointment only. Requests should be emailed to research@laurelhistoricalsociety.org.
- Our website is: www.laurelhistoricalsociety.org. General information requests should be emailed to info@laurelhistoricalsociety.org. We have social media accounts on:

Facebook - <https://www.facebook.com/LaurelHistoricalSociety/>

Twitter - @Laurel History or online at <https://twitter.com/LaurelHistory>

Instagram - <https://www.instagram.com/laurelhistory/>

Our Mission

The mission of the Laurel Historical Society, Inc. is to encourage the understanding and preservation of the history and cultural heritage of Laurel.

Contact Information

Laurel Historical Society

Executive Director

Ann Bennett

director@laurelhistoricalsociety.org

410-937-7939 – *cell number for LHS use*

240-630-0705 – *cell number to give to the public if necessary*

Assistant Director

Monica Sturdivant

assist@laurelhistoricalsociety.org

301-906-5923 - *cell number for LHS use*

Board President

Jhanna Levin

Jhanna4laurel@gmail.com

240-472-0453

Fire/Police/Utilities

Fire/Ambulance Emergency: 911

Police Emergency: 301-725-3000

Police Non-Emergency: 301-498-0092

Water/Sewer Emergency: 301-206-4002

Baltimore Gas and Electric (BGE): 800-685-0123

Animal Control (PG County): 301-780-7201

City of Laurel - 8103 Sandy Spring Road

General: 301-725-5300

Bill Bailey: 240-832-5785

Background of the Laurel Historical Society

Early Years:

The Laurel Historical Society was organized in 1976 as the Laurel Horizon Society. Since then it has worked to preserve the cultural and historical heritage of greater Laurel.

Early projects included renovating and landscaping the B&O railroad station, placing the Avondale Mill, and the old Laurel High School (now the Edward Phelps Community Center) on the National Register of Historic Places, and developing the first walking tour of Old Town Laurel. Preservation efforts have continued to the present. The Society was instrumental in preserving the Fairall Foundry on First Street.

The Society's May 1976 house tour began a tradition continues to this day. A slide presentation about Laurel's history evolved into the video, "Laurel: Historic Crossroads." Funded by a generous grant from the Citizens National Bank, (now PNC) the video won a national award from the American Association of Museums, and is available in the museum shop on DVD.

The 1980s-1996: In Pursuit of a Museum:

From its founding the Society welcomed donations of material related to the history of Laurel. By the 1980s artifacts were accumulating with no place to store them. During this period the Society continued its efforts with oral histories, and preservation projects.

In 1989, the City of Laurel began exterior restoration of a mill workers' house it owned just east of the former site of the Laurel Cotton Mill and adjacent to Riverfront Park.

On February 25, 1991, then-Mayor Joseph Robison and the Laurel City Council adopted a resolution authorizing the Laurel Historical Society to use the mill workers' house as the Laurel Museum. As plans were developed, funds raised and construction begun, traveling exhibits presented throughout the community kept citizens informed about the Museum's progress.

1996-Present: The Laurel Museum and a Growing Society:

The Laurel Museum opened its doors to the public in May 1996. Its first exhibit, from **Mill House to Museum** documented the history of the house and its renovation. Since then The Laurel Museum has mounted more than fifteen major exhibitions and numerous tour groups. LHS membership grew from 31 paid members in the early nineties to the current membership of more than 200. The

previously all-volunteer staff now includes a paid full-time Executive Director and part-time assistant.

Throughout its history the Society has worked to ensure that the Laurel Museum and the Society's collection are maintained to the highest professional standards. An interpretive plan and collections policies and procedures ensure that the artifacts entrusted to our care are preserved, recorded and remain accessible through exhibits and to researchers. In 2007 the LHS undertook a strategic planning process to guide its development for the next five years.

Recent Society highlights include development of an extensive new Walking Tour of Laurel, which complements a new marker program implemented by the City. New children's programs are reaching out into the community while the membership continues to grow. Since 2001 the Society has held an annual gala that raises critical funds to support the Society's operations and the Laurel Museum.

Opening and Closing Procedures for the Laurel Museum

When you arrive at the museum, please make sure you do the following:

- ❑ Arrive in a timely fashion dressed appropriately for your duties.
- ❑ Unlock the front door (marked “Exit”) and enter the security code immediately once inside the building (if staff members are not present). Unlock the deadbolt on the west door.
- ❑ Wear your name badge. Sign the volunteer log with hours and tasks for the day.
- ❑ Put out the USA flag in the holder on the porch and put out the Open flag in the holder on the railing.
- ❑ Turn on all the lights on the 1st floor, including in display cases. Turn on the lights in the basement.
- ❑ Check the bathroom and exhibit rooms to make sure it is clear of trash and obstacles. Report anything missing or damaged to the Director.
- ❑ Be sure the door to the upstairs in the east exhibit gallery is closed.

When you leave the museum, please make sure you do the following:

- ❑ Leave your name badge at the front desk.
- ❑ Record the visitor count in the attendance spreadsheet.
- ❑ Bring in both flags and lock the deadbolt on the west door.
- ❑ Turn off all the lights in the basement and 1st floor.
- ❑ Discard any food waste or bad-smelling trash in the black trashcan outside (around the east side of the building). Be sure to use the blue recycling can only for items that can be recycled – not trash.
- ❑ Set the alarm – door must be closed. Make sure the east door is locked. (If staff members are present, do not set the alarm but let the staff know that you are leaving.)

Volunteer Duties – General Operations

What to wear:

- Clothing should be clean and neat in appearance. Please make sure you wear your name badge.
- Always wear a smile! ☺

Safety procedures:

- Remind guests to watch where they step, and pay attention to uneven historic steps and walkways. Encourage the use of handrails.
- Inform guests that they are not to touch anything in the exhibit areas, but that there is an interactive area in the east gallery and downstairs in Diven's Den.
- If an emergency arises, remain calm. First Aid kits and fire extinguishers are located on each floor of the building. If medical attention is necessary, immediately alert a staff member or call 911.

Welcoming and working with visitors:

- Speak in a clear, loud voice, but do not shout.
- Avoid the use of slang and colloquial language, especially with international visitors.
- Be friendly and welcoming. Encourage questions.
- Ask visitors if they need help or need anything repeated.
- Do not participate in arguments or debates. If you do not know the answer to a question, inform the visitor that you do not know, but you are happy to find out the answer. Visitors can also email research@laurelhistoricalsociety.org.
- Let the visitors know that they are free to take the brochures and maps in the plastic holders. Additional maps and research references (house research, genealogy, historical societies) are located in the hanging folders in the filing drawer. Extra copies of brochures and maps are in the cabinet below the display shelves to the left of the fireplace.
- We offer a brief history of Laurel and the Mill in French, Spanish, Arabic, Mandarin, Lithuanian, and Korean. Visitors may use or keep these handouts as requested.

Volunteer Duties – Museum Docent/Front Desk

Orienting visitors:

- Greet visitors and welcome them to the museum. Ask them politely to sign our guest book. We like to keep track of this information for our grants. It is okay if they do not fill out all of the contact information.
- Be sure to introduce yourself to the group. Ask them where they are from, if they have been to the museum before, and if they have any special interests (archaeology, mill history, etc.).
- Provide a brief overview of the history of the house and the current exhibit. Show them where the exhibit starts and tell them that the display continues downstairs in the basement kitchen area. Diven's Den, the interactive children's area, and the museum shop are located there as well.
- Ask them if they have any questions about the museum, exhibit, or the general area. Be sure to give them time to explore on their own and ask questions. You may guide them through the exhibit if they request it.
- Photography for personal use only (not publication) is permitted inside the museum unless there are specific signs in the exhibit stating otherwise.
- The second floor is closed to the public, so please make sure that visitors only explore the first floor and the basement. Unlock the basement door when a volunteer is staffed down there or open when a guest is coming down.
- Visitors may use the inside stairs to the basement at the discretion of the volunteers on duty. Guests may decide to use the outside door along 9th Street, especially if mobility is an issue or if they have strollers, etc.

Giving Tours:

- If you are giving a group tour (eight or more people), you will guide them throughout the exhibit. Group tours are usually scheduled in advance and we try to schedule volunteers who are comfortable with speaking to groups about the exhibit. However, we do occasionally have groups that show up without advance notice. If you are uncomfortable with giving an unexpected group tour, let a staff member know and we will come downstairs to give the tour. If a staff member is not available, politely tell the group leader that a group tour volunteer is not scheduled for the day (let them know that group tours are scheduled in advance) and encourage them to leave a message for a staff member at 301-725-7975 or info@laurelhistoricalsociety.org. Let them know that they are welcome to conduct a self-guided tour of the museum.
- Always be alert to safety issues. Remind visitors when necessary of policies and procedures to keep them and our property and exhibit safe. Ask the Director for help if needed and report any maintenance issues.

- Visitors need to conduct themselves in a manner which does not disturb other visitors. A gentle reminder usually works. On the rare occasion it does not, see [Disruptive Visitor Procedures](#) or get help from the Director.
- Enjoy your visitors, but take your cue from their reaction. *Don't tell them more than they want to hear.*
- Engage visitors at the end of their visit by asking them what they enjoyed most or thought of the exhibit.

Answering phones:

- The staff will answer phones during staffed hours, but there may be times that the front desk or basement volunteer may need to answer the phone.
- Volunteers during Sunday open hours are requested to answer the phone and take messages if they are not interacting with visitors.
- Answer the phone "Laurel Museum".
- There is a voicemail on the phone that will record messages if volunteers are unable to answer the phone.
- If you are unable to answer questions, please take a message or have the caller email info@laurelhistoricalsociety.org.
- There are message pads available at the volunteer desk and gift shop desk for taking messages for staff. Please leave the message on the bulletin board at the bottom of the second floor stairs.

Children Groups:

- Review the museum rules with all children's group tours before beginning. *Suggested discussion points to use:*
- Raise your hand if you have been to museum before. If you have been here before, you know museums must have rules to protect their exhibit
- Many items in the exhibit do not belong to the museum. People let us borrow them.
- Some things are very old and can be damaged if people touch them. Therefore, we ask you not to touch anything unless we tell you it is okay. Some things are okay to touch as we want you to feel them or use them.
- Our display cases can slide or break if you lean on them, so please try not lean on any of the cases or touch them because it leaves fingerprints.
- As you can see, some of our cases and furniture have sharp edges on them. We don't want anyone to get hurt by running or pushing. We'll have people in the front move after they see an exhibit, so everyone will get a chance to see.

Volunteer Duties – Diven’s Den/Museum Shop

- Always welcome visitors to the kitchen area of the house and tell them about the history of the basement kitchen.
- Children are free to play in the area with all of the toys and objects. Make sure that they do not take any items home other than the craft activities.
- Encourage them to visit the gift shop. If they have never visited, show them the different items that we offer. Remember to highlight best sellers (ornaments, throws) and any newly acquired merchandise.
- Always enter the items purchased into the iPad Square and write a sales ticket. Give the customer the yellow copy and keep the white copy in the sales envelope for the day.
- For detailed instructions on how to use the iPad and Square for gift shop transactions, please see [Museum Shop Sales Instructions](#).

Volunteer Duties – Special Events

Committee Volunteer

- Committee volunteer duties vary. A lot of the work is done behind the scenes. Let us know if you are interested in helping with the Gala or Holiday House Tour, coordinating events, maintaining the collection, and/or participating in offsite events such as the Main Street Festival or summer camps. We will put you in touch with the contact person for the appropriate committee.

Disruptive Visitors Procedures

First, try tactfully asking visitor to change their behavior.

If the visitor is behaving in a manner that prevents other visitors from enjoying the exhibit or hearing the guide, politely ask them to lower their voice so other visitors can enjoy the exhibit.

Contact the director or assistant to the director or another volunteer for assistance if necessary.

If the visitor becomes unruly:

Tell them specifically what is unacceptable about the behavior (loud, hostile, rude to volunteers or others, or acting in a manner that is not safe for exhibits, staff, or self).

Tell them you will need to ask them to leave if they do not modify their behavior to be acceptable.

Contact the director or assistant to the director or another volunteer for assistance if necessary.

If they do not modify their behavior, ask them to leave.

If they refuse to leave, tell them “You must leave the museum now or I will contact the police.” *Be sure this time to tell them to leave. Do not say “ask” or anything to indicate it is a request and not a director order.*

Call the police if they do not leave. **Laurel Police: 301-498-0092**
Many unruly people have been ordered to leave other places, so they often know how long it can take for police to respond. There is a strong possibility that they will not leave until just before the police arrive.

If they do not leave when you tell them to leave, say the following:

“Because you have been disruptive to the operation of the museum and have not left after I told you to leave, you are forever banned from the Laurel Museum. Do not return or I will call the police again.”

Tips for Encouraging Engagement – From Conner Prairie

- 1) Make the most of your first 30 seconds. Make contact without overwhelming the guest.
- 2) Put your guest at ease by starting the conversation and framing the situation. Guests want to know:
 - a. Who you are;
 - b. You to know who they are
 - c. Why you are interacting with them
 - d. What you can offer them
 - e. What they can do
- 3) With families, engage the children first. Adults will follow.
- 4) Ask questions and listen to the answers. Follow the guest's lead.
- 5) Help guests build on what they know and make connections to their own lives.
- 6) Adjust your approach for age and type of group. Create individualized experiences.
- 7) Provide enough information to enable visitors to ask a question. Provoke rather than instruct.
- 8) Engineer your environment beforehand. Prepare spaces ahead of time for hands-on or other forms of engagement.
- 9) Watch for non-verbal cues. Allow an easy end to your encounter and thank them for your time.
- 10) Prioritize guest comfort and needs.

Working with Visitors with Intellectual or Developmental Disabilities *Adapted from the Maryland Coalition for Inclusive Education*

- Individuals with intellectual and developmental disabilities are welcome at the Laurel Museum. We have created a basket of Sensory Resources located near the sign-in table for visitors to use when they are at the Museum.
- Do not ask visitors if they have a disability, but allow the visitor to disclose this information to you.
- Assume competency. Don't assume that the visitor is not listening or that something is wrong.
- Individuals may react differently based on their sensory, movement, communication, and behavioral needs. This may include the need for a lower light level, quieter environment or listening to headphones, a fragrance-free environment, or spaces to sit, stand, or walk around.
- We cannot always know what the right thing to do is, but we can make positive visitor experiences by focusing on what we can do, including:
 - Adapting the sensory environment
 - Adapting your behavior
- Some needs to keep in mind for cognitive disabilities:
 - **Sensory differences** – individuals may experience pain, anxiety, or 'shut down' if they are over- or under-stimulated
 - **Movement differences** – individuals may have a need to increase or decrease stimulation, and may have difficulties with transitions in the tour or from room to room
 - **Communication differences** – verbal and non-verbal communication can vary. It may be difficult for the individuals to know when is the appropriate time to speak so may interrupt, repeat phrases, or cut in at different times in the tour.
 - **Behavior differences** – related to hyperactivity and impulsivity. Individuals may appear disorganized or inattentive.

Frequently Asked Questions

Q: Are there other ways to volunteer with the Laurel Historical Society besides being a docent?

A: Absolutely! Volunteers maintain our collection, assist with research, help with mailings, coordinate public programs, plan special events, and so much more. If you have any questions and you would like to become involved with other areas of the Laurel Historical Society, please contact us at 301-725-7975 or assist@laurelhistoricalsociety.org.

Q: If it snows, how will I know if the museum is closed or if a Laurel Historical Society event is cancelled?

A: The Laurel Historical Society follows Prince George's County Public Schools' inclement weather announcements. More details are in the Inclement Weather Policy section of the handbook.

Q: What should I do if a visitor comes into the museum and makes a request for research?

A: Research is by appointment only. The visitor can submit a research request at research@laurelhistoricalsociety.org or they may leave a written request (with contact information) for the assistant to the director.

Q: Is the second floor open to the public?

A: No, the second floor is for staff and volunteers only. There is no exhibit space on the second floor. The research library is available by appointment only.

Q: What if a visitor shows up with an object to donate?

A: Thank the visitor for the donation and have him/her complete a Temporary Custody form; they are in a folder in a drawer of the volunteer desk. Let the visitor know that the collections committee makes decisions about what objects become a part of the collection. Put the object and completed form on the collections table on the second floor on the left side of the kitchen entrance.

Q: If the phone rings when staff is not available, should I answer it?

A: Yes; we would greatly appreciate it! You can answer the phone by saying, "Laurel Museum." Let the caller know that staff is not available, but they may contact us via email (info@laurelhistoricalsociety.org). If the caller specifically asks for the director, email director@laurelhistoricalsociety.org. If the caller would prefer to leave a message with you, please write the message and leave it on the bulletin board at the bottom of the second floor stairs.

Q: What if a visitor wants me to keep the museum open after closing time?

A: Politely tell them that the museum is now closed and remind them of our next opening time. (If possible, begin the closing procedure about five minutes before closing time.) It also helps to remind visitors of the approaching closing time. ("The museum will be closing in fifteen minutes.")

Inclement Weather Policy - Laurel Museum

Museum Closed or Delayed Opening Due to Weather (Mon – Fri)

When Prince George's County Public Schools are closed due to inclement weather, the Laurel Museum will be closed. When the schools have a delayed opening due to inclement weather, the Laurel Museum will open at noon.

Staff and volunteers should check radio, television, or internet news to learn whether schools are closed or delayed.

The Assistant to the Director will contact the leader of any group tours scheduled unless the group follows the Prince George's County Public School schedule. Messages should be left at schools even though schools usually cancel all field trips when opening is delayed.

When the schools are delayed, volunteers scheduled from 10 AM – 12 PM should not report. Staff should report by 10 AM if possible. Volunteers scheduled for the PM shift should contact the Assistant to the Director as soon as possible if they are unable to report at noon.

Museum Closed Due to Weather (Sundays)

When Prince George's County events are closed due to weather or when it is unlikely that the city will be able to clear the walks at the museum, the museum will be closed.

An announcement will be recorded at the museum's phone number by 11 AM to state that the museum will be closed that day.

Volunteers should check to see if the museum will be open before traveling to the museum. Announcements to social media will be posted.

Volunteers should contact the Assistant to the Director as soon as possible if they are unable to report.

When group leaders schedule a Sunday, they should call before coming during inclement weather.

Evening Tours

The volunteer assigned to be in charge of an evening tour will be given contact information for the group tour leader.

The volunteer will coordinate with the group tour leader and other scheduled volunteers to decide whether the tour will be rescheduled.

Museum Shop Sales Instructions

Making a sale in the Museum Shop

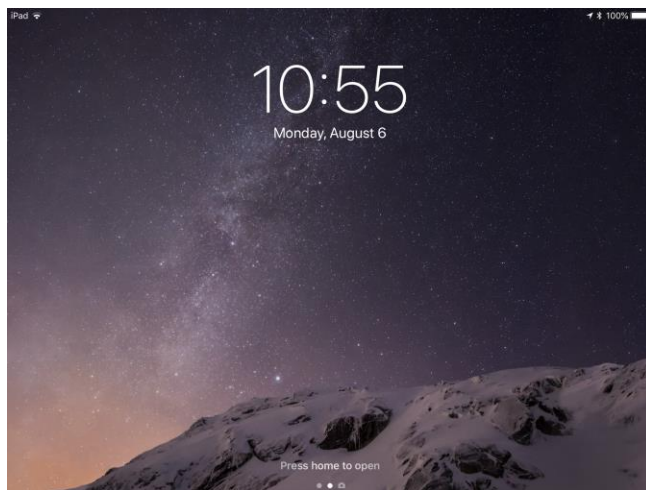
- A sale in the Museum Shop must always include two parts:
 1. A written receipt – white copy for the customer, yellow copy for us
 2. A transaction recorded in SQUARE on the iPad

Writing out a paper receipt

- Write out each item on the receipt with the price. It is fine to group like items together, such as “3 postcards - \$1.50” since each postcard is \$0.50 each.
 - Total the items together and write the sales tax at the bottom.
 - Write the final price at the bottom of the receipt and write if the customer is paying with cash/check/charge.
 - If the customer is paying with cash, please write in the amount of change given back to the customer and if any amount was a donation.
- Give the white copy to the customer and put the yellow receipt, along with the cash or check, in the plastic envelope for the daily sales. If the transaction was by credit card, the receipt is recorded in Square and you do not need to add anything to the envelope.

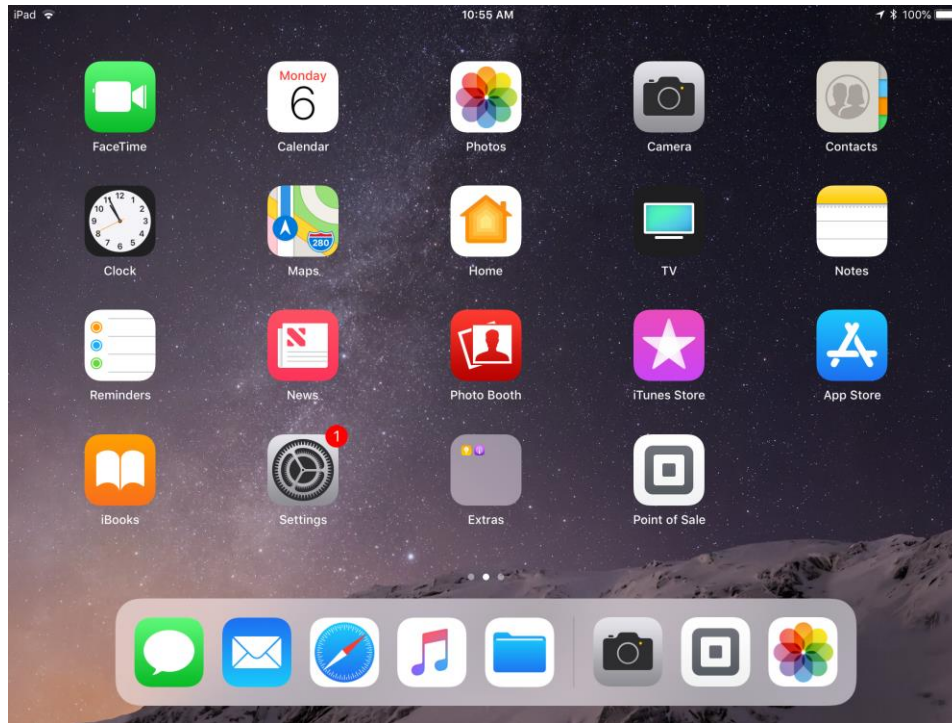
Recording a transaction in Square using the iPad

- The iPad is the tablet device we use to record sales transactions, and the white attachment plugged into the top of the iPad is called Square, which is what enables us to capture credit card information.
- The iPad often goes into Sleep Mode when not in use for long periods of time. You will see a black screen. To “wake up” the iPad, hold the table horizontally so that the round button is on the left or the right side. Press the round button one time. The screen should light up and will take you to this page:



At the bottom of the page, you should see a message that says "Press home to open." Press the home key. If the desktop screen does not appear, press the home key again.

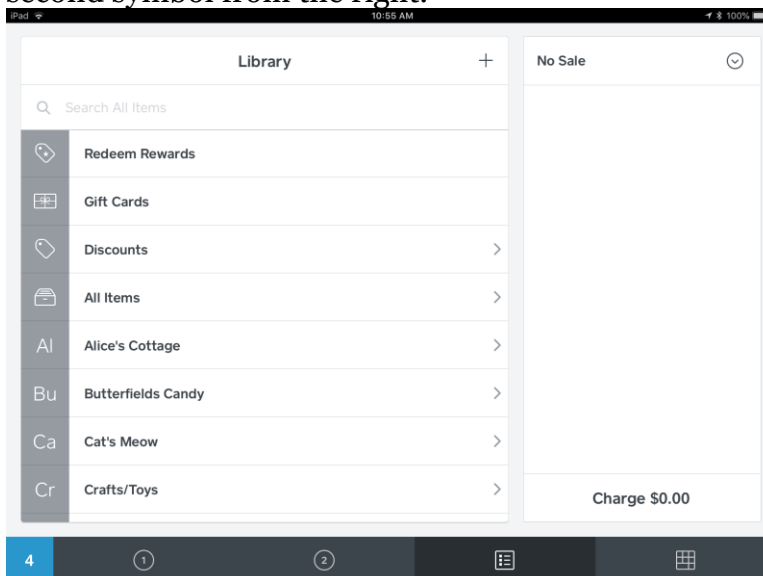
- If you see a message on the iPad about logging in to your iTunes account, please press Cancel. This has no effect on the use of Square.



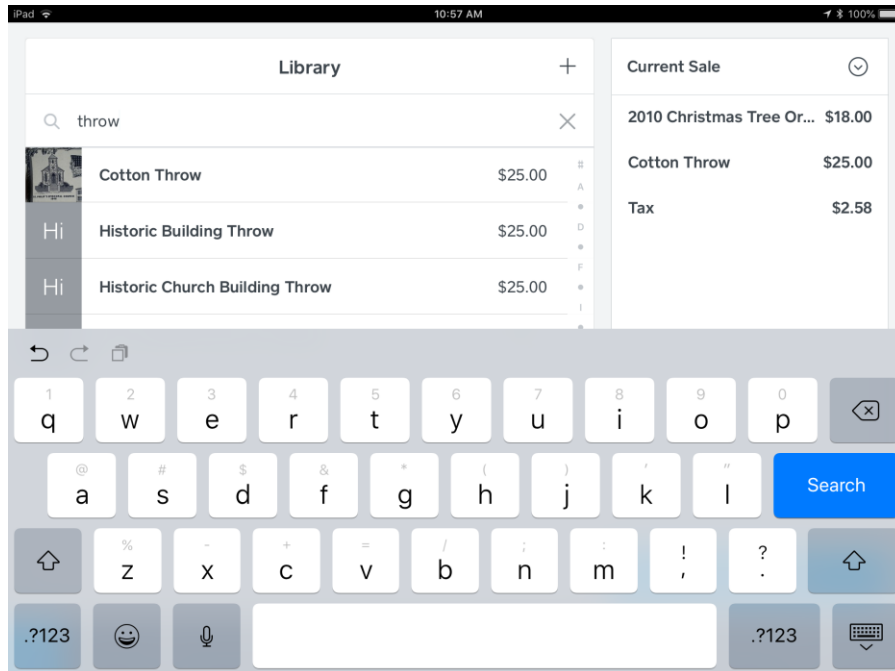
- There will be symbol on the desktop that is a white square labeled “Point of Sale.” Press this symbol and the Square application will open up.

Navigating through the Square app

- Once the app appears on the screen, it should open up to the **Library** section. If it does not appear, click the symbol on the bottom of the screen that looks like a rectangle with three squares in the left and three dashes in the right. It is the second symbol from the right.



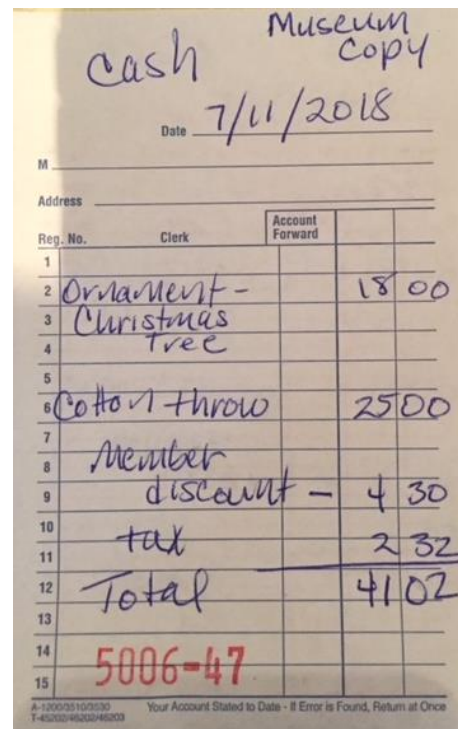
- To add an item to the sales register, look for the item within the appropriate category. If you are unable to find the item in the category, you can type in the name of the item by tapping into the Search bar. This will bring up a digital keyboard at the bottom of the screen.



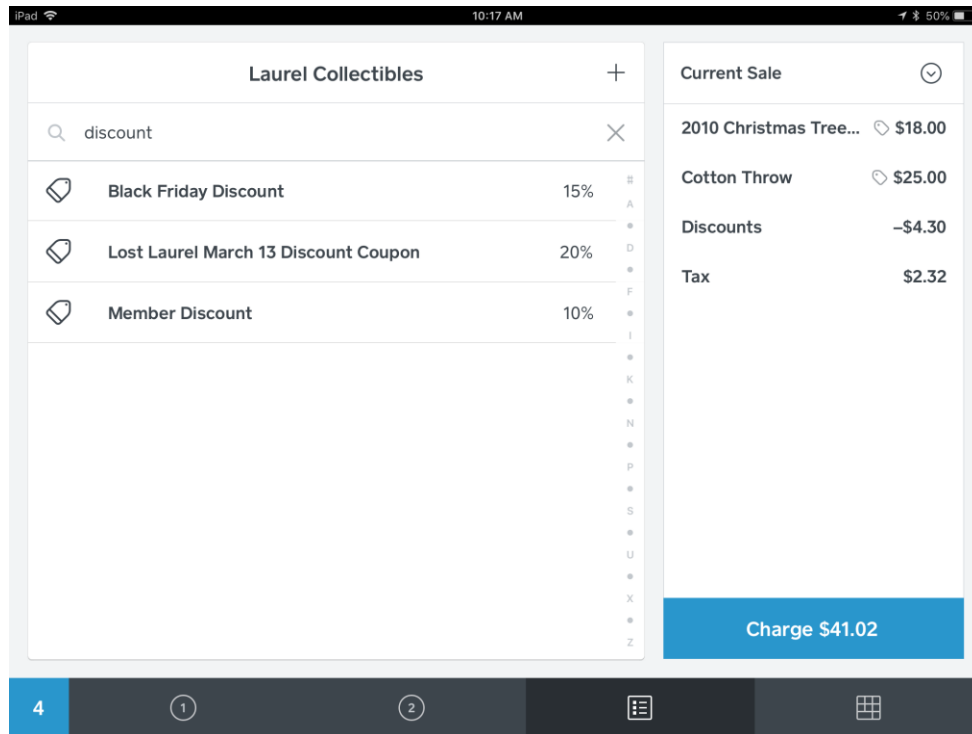
- As you add items to the sales register, you will see them appear along with the appropriate sales tax. To clear items, click the circled arrow symbol that is to the right of "Current Sale". Select "Clear Items". To clear only one item or add more to one item, click the item in the cart, click "+" or "-" for the desired amount, and click "Save".
- You may add items to Square first, or write them on the paper receipt first, or record them together – whatever is easiest for you! Example shown here:

Adding discounts or coupons to the sales register

- If the customer is a member of LHS, you will need to add in the membership discount, which is 10%. Members should have a card to show you, but it is okay if they say they are a member and don't present the card to you.

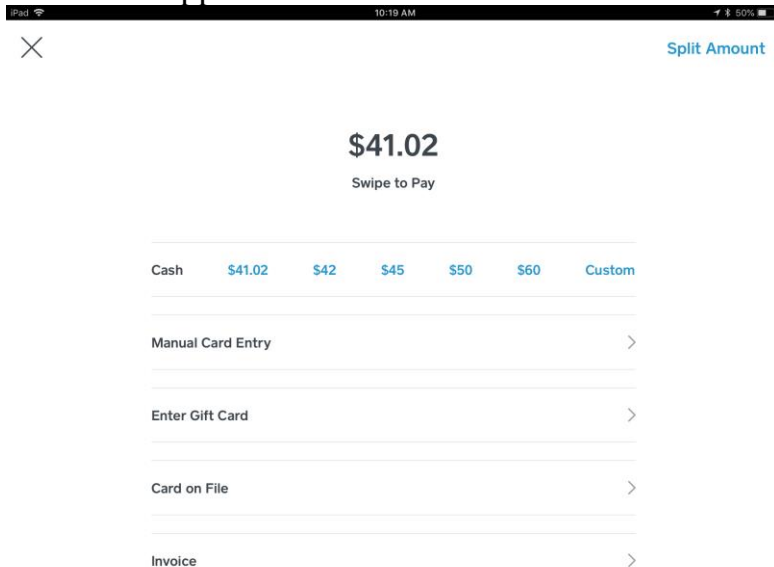


- Select the **Discounts** category and add the member discount to the sales register.
 - If a customer wants to add more items to their purchase after you have added the discount, this is no problem. Square will automatically continue to calculate the discount.
 - If the customer has a coupon or Museum Moolah, select the appropriate discount for the list to apply to the sale.

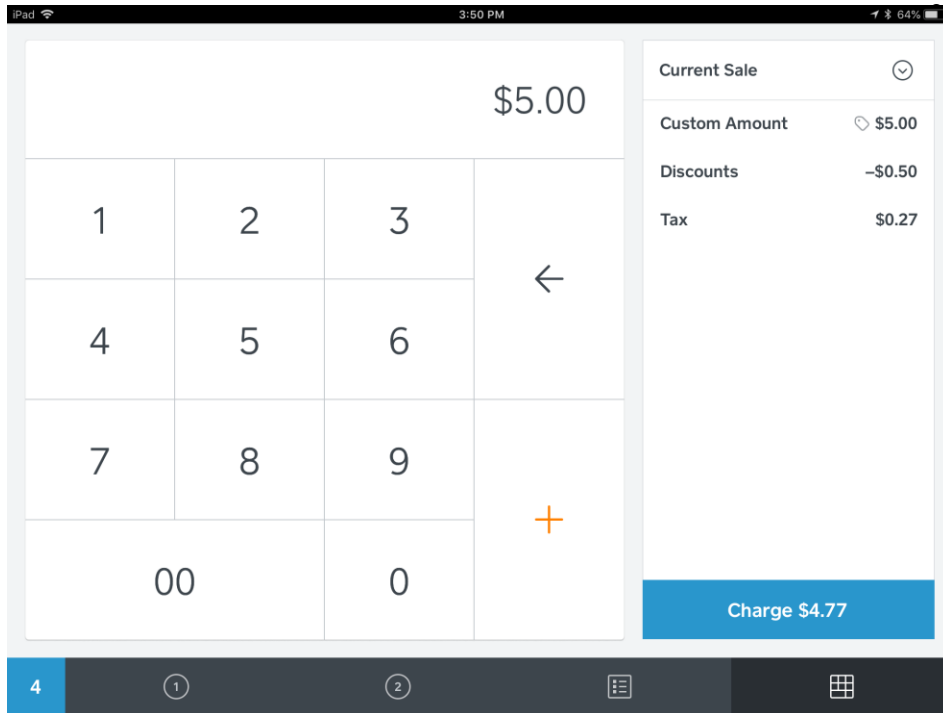


Completing the sale and Custom Amounts

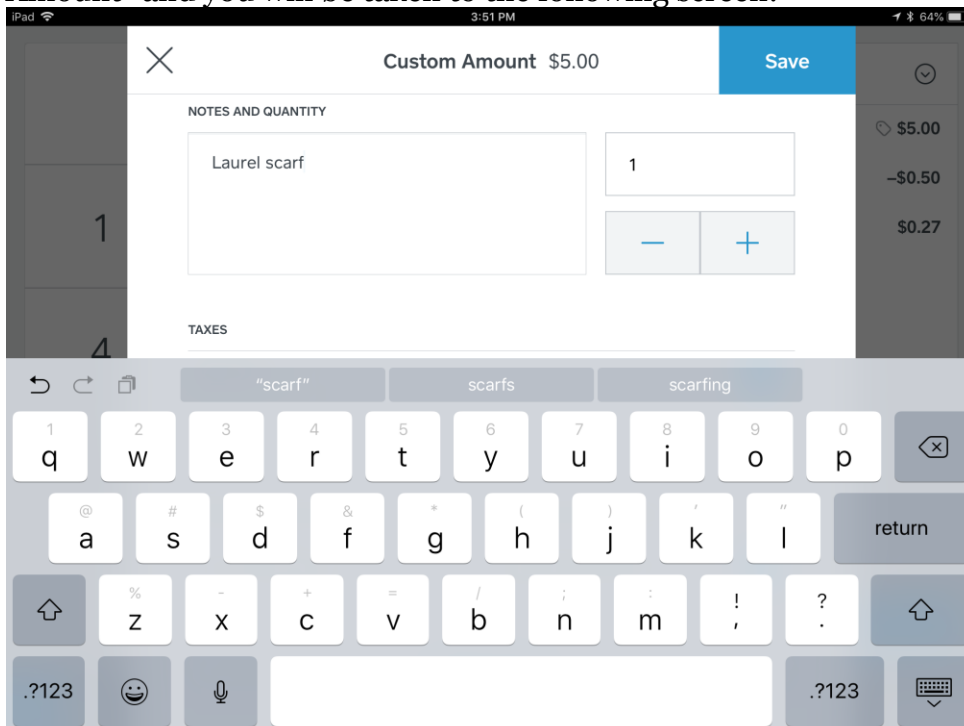
- After all items and discounts have been added, tap **Charge** and the final sales screen will appear.



- If the customer pays with credit, slide the credit card horizontally (toward you) in the groove of the Square attachment with the magnetic strip facing down.
- If you do not see the item listed in the Library, click the symbol at the bottom right of the screen. That will take you to a screen with a keyboard of numbers.



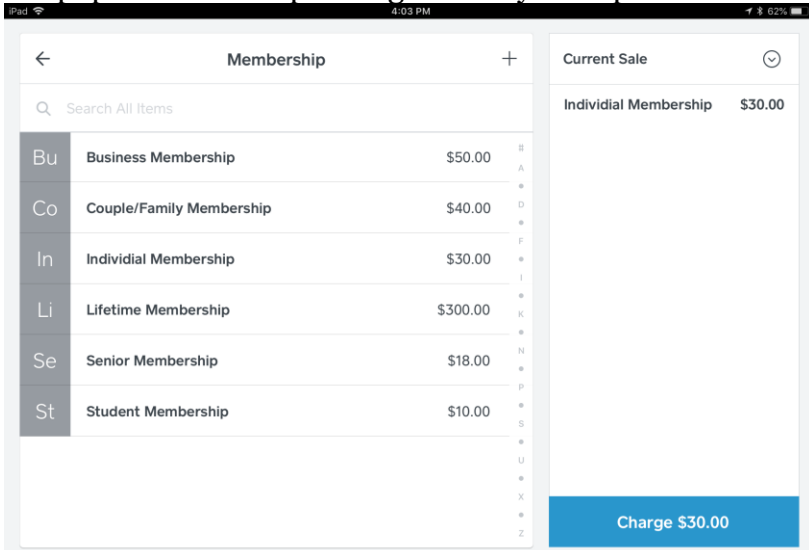
- After typing in the custom amount, hit the Library symbol at the bottom (second from the right) of the screen. In the register (on the right), click "Custom Amount" and you will be taken to the following screen:



- Type the amount for the item. Make sure that Sales Tax is switched to ON if the item is taxable. Be sure to type the item in the **Notes** field.

Purchasing memberships

- If a customer would like to join or renew their membership in LHS, they must complete a membership card for processing, seen here:
- You can add their membership to the sales register in Square by selecting the **Membership** category and tapping the appropriate level. Memberships are not taxed, but you must also write the membership level on the paper sales receipt along with any item purchases.



LHS Membership Categories

Individual \$30

Couple/Family \$40

Business \$50

Student \$10

Senior \$18

Lifetime \$500

Name(s) _____

Address _____

Phone: _____

Email: _____

Join Online at:
www.laurelhistoricalsociety.org/pages/join.html

Or

Payment

Check

Cash

Visa / Mastercard

Credit Card # _____

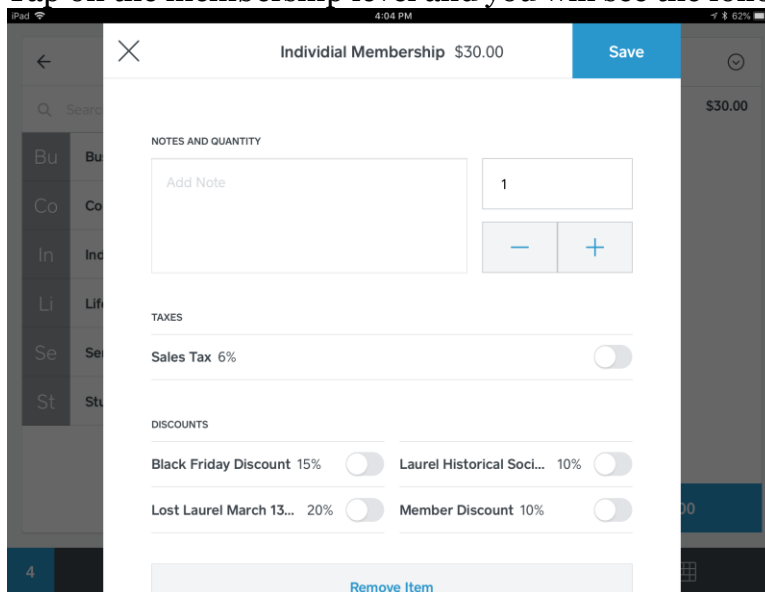
Expiration date: _____

Please return this form and payment to:
 Laurel Historical Society
 817 Main Street
 Laurel, MD 20707
 301-725-7975

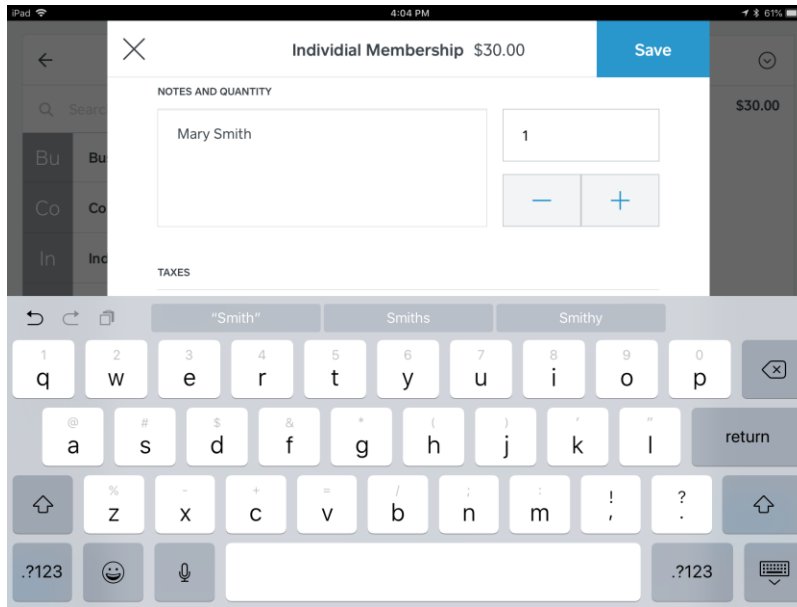
Hours of Operation
 Sunday 1-4, Wednesday and Friday 10-2

John Calder Brennan Research Library
 Monday 10-12 and by appointment

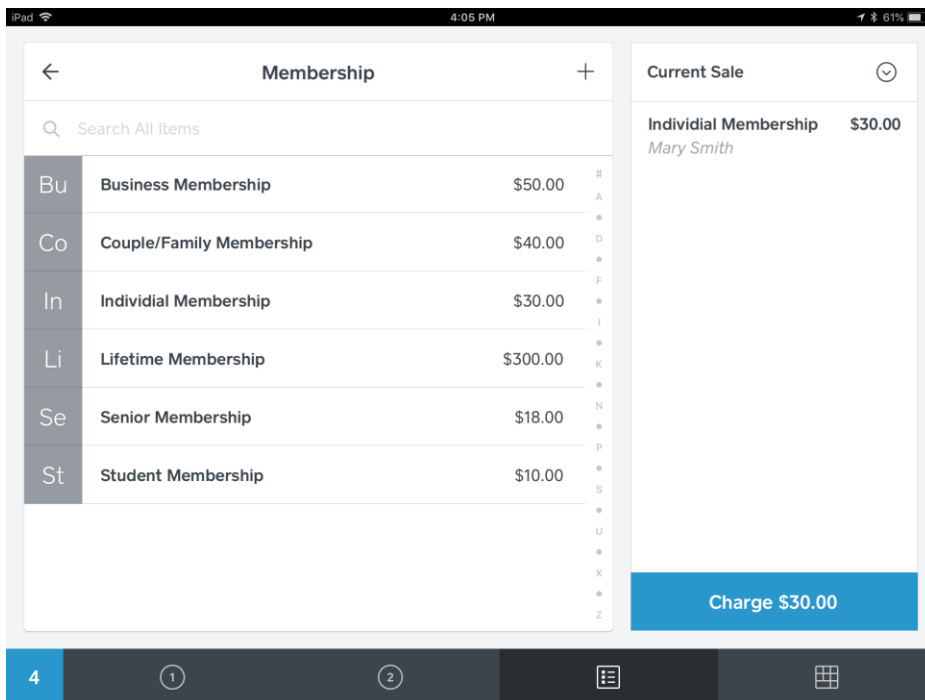
- Tap on the membership level and you will see the following screen:



- In the Add Note section, be sure to type in the customer's name as it appears on the membership form.



Tap the Save button. Continue the transaction as instructed above. Include the membership card in the plastic envelope for the daily sales.



Closing the Museum Shop at the end of the day

- Take a paper sales slip and write your name and date on the top.
- Make sure that all cash, checks, membership forms, and/or coupons are placed inside the plastic envelope.
- Turn off the iPad and close the cover. Place the envelope, cash box, and iPad inside the cabinet.

To Cancel a False Fire or Burglar Alarm

Alarm Security Group: 301-937-8880

To cancel the burglar alarm:

- Call 1-800-466-8855 (Central Communications)
- Identify yourself as calling from the Laurel Museum
- Tell the operator that the alarm is a false alarm
- Give the operator the following information:
 - Password = MILL
 - Burglar account number = 23000107
 - Be sure that they pull up the burglar account, not the fire alarm account
 - Ask them to notify the Police Department that the alarm is false.

To cancel the fire alarm:

- Call 1-800-466-8855 (Central Communications)
- Identify yourself as calling from the Laurel Museum
- Tell the operator that the alarm is a false alarm
- Give the operator the following information:
 - Password = MILL
 - Burglar account number = 29002107
 - Be sure that they pull up the fire alarm account, not the burglar account
 - Ask them to notify the Fire Department that the alarm is false.

List of Resources available to the Public

Located in the Desk Drawer at the Volunteer Station

1. Laurel History in foreign languages
 - a. French, Spanish, Arabic, Mandarin, Lithuanian, and Korean
2. Researching the history of your home
3. Research references for local and regional historical organizations
4. Laurel maps
5. List of area restaurants and attractions
6. Volunteer application
7. Temporary Custody receipts

Located in the brochure racks (extra brochures located in the cabinet to the left of the fireplace in the west gallery)

1. Area attractions
2. State and regional maps and scenic tours
3. Newsletters from local organizations