

Milwaukee Public Museum

Volunteer Placement Description for Bug Patrol

Placement location:	<i>Bugs Alive</i> Exhibit, 1 st floor
Primary Contact:	Volunteer Coordinator
Length of Placement:	Minimum: six 4-hour shifts over six months

PURPOSE: Help visitors overcome an aversion to bugs, appreciate these creatures' essential roles in nature, and share your enthusiasm for bugs in the exhibit. Educate and assist visitors to handle and examine bugs up close.

RESPONSIBILITIES

- Interpret the labels in the exhibit and gently handle live bugs.
- Ask questions to encourage interactive responses and encourage visitors to properly touch or hold a live bug, while maintaining your responsibility in the bugs' health.
- Know/follow MPM policies as outlined in Volunteer Handbook.
- Self-schedule only for a date you know you can commit-to; record service hours on the internet calendar.

QUALIFICATIONS

- Must be a registered MPM volunteer, age 18 or above, and attend training for this position.
- Have the physical, cognitive and emotional skills to interact with the public, learn about MPM exhibits and policies, and impart accurate information as taught in the bug training.
- Have good communication skills in the English language (additional languages a plus), a cheerful attitude, and a strong sense of accountability to MPM and its guests.
- Able to learn about arthropods to engage visitors and accurately respond to questions, learn about bug health, and properly handle insects—pick up, hold, gently pass to a visitor.
- Reliability, promptness, and honesty are strong expectations.

HOURS and AVAILABILITY/MINIMUM COMMITMENT REQUIRED

- *Bug Patrol* is a seven-day-per-week opportunity with the greatest need for volunteers Friday—Monday and on holidays. (MPM is open 9-5 daily, 9-8 Thur; closed Thanksgiving, Christmas Day and July 4th.)
- To maintain active status and an Individual Volunteer Membership with MPM, volunteer must complete and record at least 48 hours per MPM calendar year (Sept-Aug) in Volgistics.

TRAINING

- Trainings are held 4-5x per year. Handouts provided.
- Personal time is needed to study the script and to come prepared to engage the public at the diorama chosen.
- Shadow an experienced volunteer during until you feel confident to staff the position alone.

DRESS CODE:

- Business Casual, see Volunteer Handbook for specifics. A Bug Patrol T-shirt is provided.
- Volunteer ID badge to be worn visibly at all times. An *Ask Me!* button is provided.

BENEFITS

- All Volunteers (Event and Individual Membership) receive reduced parking fees in MacArthur Square and monthly emailed updates about MPM. (For reduced parking in MacArthur Square, purchase a pre-paid \$5 parking ticket at the admission windows before returning to your car.)
- An Individual Volunteer Membership (48+ hours per year) earns discounts in the café, coffee kiosk, and gift shop when wearing your Volunteer Badge. With 48 hours Sept-August, it is renewed for the next year.
- Event Memberships, for those completing less than 48 hours/year, earns reduced parking in MacArthur Square.

SUCCESS MEASURES

- Visitors have a better MPM visit because of you, learn more about the MPM Bug Exhibit, and want to return.
- Volunteers honor their commitment and become proficient in using Volgistics to schedule shifts and record hours.
- Volunteers maintain communication with the MPM Volunteer Coordinator.