

# Docent Handbook

Division of Education

National Gallery of Art

Revised September 2007

# Contents

---

## **Letter from the Director 4**

## **Letter from the Head of Division of Education 5**

## **National Gallery of Art 6**

- History 6
- Mission 7

## **Division of Education 8**

- Mission 8
- Vision 8
- Division of Education Department Descriptions 8

## **Docent Program History 11**

- Tours for School Groups and Adults 11
- Art Information Volunteers 12

## **General Information 13**

- Location 13
- Mailing Address 13
- Telephone 13
- Fax 13
- Internet URL 13
- Hours 13
- Closed 13
- Admission 13
- West Building Entrances 13
- East Building Entrance 13
- Wheelchairs and Strollers 14

## **Policies and Guidelines 15**

- Bylaws of the Docents of the National Gallery of Art 15
- Communication 21
- Conduct: National Gallery of Art Standards 21
- Door Checks and Property Passes 22
- Dress Code 22
- Emergency Procedures 22

- Heath Unit/Medical Assistance 23
- Identification Badges 23
- Inclement Weather Policy 23
- Lost and Found 24
- Parking Regulations 24
- Press and Public Information 24
- Remuneration 24
- Visitors 25

### **Benefits 26**

- Credit Union 26
- Dining Options 26
- Discounts 27
- Enrichment Trips 27
- Evaluation 27
- Fitness Classes 28
- Lockers/Checkrooms 28
- Money Machine (ATM) 28
- Volunteer Awards Ceremony 28
- Tax Benefit 28
- Vending Machines 28

### **Resources 29**

- Curatorial Records and Files 29
- Library Research 29
- Photocopier (Fifth Level Lobby) 29
- Slide Library 30
- Volunteer Lounge 30
- Web site 30

## Letter from the Director

---

Dear National Gallery Docents,

The National Gallery of Art is one of the premier art museums in the world, with a renowned collection of American and European masterworks and a diverse schedule of exhibitions. The exceptional efforts and contributions of all Gallery staff and volunteers enable us to sustain the high standards of quality and service to the nation that were established at the Gallery's founding.

Your contribution to our public mission is critical. You help our visitors find meaning in the works of art on view. We are very grateful.

Sincerely,

A handwritten signature in black ink that reads "Earl A. Powell III". The signature is written in a cursive style with a prominent initial "E" and a long, sweeping underline.

Earl A. Powell III  
Director  
National Gallery of Art

## Letter from the Head of Division of Education

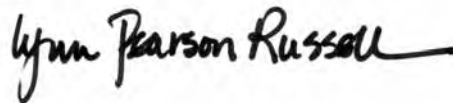
---

Dear National Gallery Docents,

Thank you for your dedicated service to the National Gallery of Art and its visitors. You are part of a distinguished tradition that was initiated in the fall of 1950 and continues to introduce students and adults to the Gallery's collections. As the program moves into its seventh decade, docents like you contribute countless hours enriching the experiences of visitors to the museum.

We hope that you continue to share your enthusiasm and knowledge about the Gallery, its collections, and exhibitions for years to come. Our public could not have a better introduction to art and to our collections than the one you provide.

Sincerely,

A handwritten signature in black ink that reads "Lynn Pearson Russell". The signature is written in a cursive style with a long horizontal flourish at the end.

Lynn Pearson Russell  
Head of Division of Education  
National Gallery of Art

# National Gallery of Art

---

## History

In 1937, when noted statesman and philanthropist Andrew W. Mellon donated his private art collection to the nation, President Franklin D. Roosevelt accepted the gift for the United States. Mr. Mellon also provided funds for a building to house the collection as well as a generous endowment to support certain key activities. Since then, the National Gallery of Art has grown to include around 100,000 objects and now attracts some 6 million visitors a year.

The original museum designed by John Russell Pope and known as the West Building, opened in 1941. The East Building, housing the Gallery's contemporary art and many special exhibitions, was designed by I. M. Pei and opened in 1978. The Sculpture Garden, which opened in 1999, is located in the 6.1-acre block adjacent to the West Building. The elegant yet informal garden includes native American species of canopy trees, flowering trees, shrubs, ground covers, and perennials. A fountain, which serves as an ice rink in winter, is at its center, and walking and seating areas offer visitors a chance to rest and reflect on the works on view.

The Gallery does not use public funds for the acquisition of art. All works in its collection have been given by private donors or purchased with privately donated funds. However, in accepting Mr. Mellon's original gift, Congress pledged to maintain the building and pay staff for its operations. Today, the federal government and private benefactors continue to make it possible for the Gallery to operate without charging admission fees to the public.

Although established as a bureau of the Smithsonian Institution, the National Gallery is an autonomous and separately administered organization governed by its own board of trustees. The board of trustees comprises a chairman, a president, and three other trustees who appoint the executive officers of the Gallery: the director, deputy director, dean of the Center for Advanced Studies in the Visual Arts (CASVA), administrator, treasurer, secretary-general counsel, and external affairs officer.

## **Mission**

The mission of the National Gallery of Art is to serve the United States of America by preserving, collecting, exhibiting, and fostering the understanding of works of art, at the highest possible museum and scholarly standards.

The following general definitions are intended to explicate the goals of the Gallery:

*Preserving.* The Gallery's principal duty is to keep its collections intact and in optimum condition for future generations. To carry out this responsibility, the Gallery strives to maintain effective programs of security, environmental control, building maintenance, and conservation.

*Collecting.* The Gallery limits its active art collecting to paintings, sculpture, and works of art on paper from the late Middle Ages to the present, from Europe and the United States. Trustee policy allows the Gallery to accept, in addition, other significant works of art in conjunction with major donations in the primary areas of the Gallery's collections.

*Exhibiting.* The Gallery is dedicated to putting its collections on view in Washington and by loan elsewhere, as well as borrowing works of art for exhibition in Washington. As its collecting field is narrow in comparison to the world's art, the Gallery strives to supplement its holdings with exhibitions that illuminate the Gallery's own collection.

*Fostering Understanding.* The Gallery is dedicated to fostering an understanding of works of art on multiple levels. Advanced art historical research is conducted both by Gallery curators and at the Center for Advanced Study in the Visual Arts. The Gallery also strives to disseminate knowledge in the arts to the widest possible audience through its many educational programs. The Gallery recognizes the value of enhancing the aesthetic experience of the collection and thus regularly pursues ancillary projects, such as concerts and changing horticulture displays, which have been part of the Gallery's strategy to fulfill its mission since its inception.

## Division of Education

---

### **Mission**

The Division of Education is dedicated to cultivating and inspiring audiences of all ages, in the museum and off site, through a variety of educational programs and publications that emphasize careful looking, realize connections between art and life, explore art as historical and cultural expression, and encourage reflection on the creative spirit. As a skilled team devoted to education and learning, we are committed to using diverse methods and multiple perspectives to help nurture a lifelong engagement with art and museums.

### **Vision**

We will achieve our mission by adhering to our core values of responsibility, respect, and recognition. By putting these ideals into practice, we will become a committed and loyal educational team that builds trust with every interaction. We recognize and value all our staff, contractors, and docents, serving in various roles, for the important contributions they make to advancing the high standards and reputation of the National Gallery of Art. Working together as reflective and engaged practitioners, we will continuously strive to enhance the educational experience of our multiple audiences. Our professional satisfaction stems from our love of museums, education, our team culture, and the opportunity to help the public understand and find meaning in works of art.

### **Division of Education Department Descriptions**

As members of the Division of Education, you are part of a team of museum professionals committed to outstanding service to the public and to upholding the high standards of the National Gallery of Art. Each department serves different segments of the museum audience; however, collaboration between departments is constant, and cross-division work teams are common.

The Department of Academic Programs (DEAC) organizes and oversees two broad categories of programs at the Gallery: auditorium-based public lecture programs by specialists, and the museum's internship and fellowship programs. Lecture programs include conversations with



artists, collectors, and critics; lectures on the permanent collection and on Gallery exhibitions by curators, conservators, and academics; joint film and lecture programs; and symposia and conferences. The internship and fellowship program is a competitive, international professional training program for graduate-level students and includes academic year and summer programs. For more information about the internship programs, check out the Gallery's Web site.

The Department of Adult Programs (DEA) offers a welcoming and informed reception to museum visitors. DEA strives to provide visitors with an enjoyable and intellectually rewarding learning experience whether they are first time or frequent Gallery attendees. Programs and services are designed and presented by a knowledgeable staff of art historians, museum educators, docents, and information volunteers and include auditorium lectures, gallery talks, visitor services and orientation, and specialized programs devoted to the National Gallery's permanent collections and temporary exhibitions.

The Department of Education Publications (DEP) supports the content development and production of the division's publications—in print, online, and in multimedia formats. Its staff continually expands the division's loan resources, also distributing them throughout the United States and abroad. The department originates and sustains:

- Print publications including teaching packets, collection guides, selected exhibition materials, and *One-Hour* guides to the East and West Buildings.
- *NGAClassroom*, the National Gallery of Art's portal for web-based lessons, learning interactives, and online ordering of loan resources—a trove of more than 150 learning options organized by curriculum, topic, and artist.
- *NGAKids*, the Gallery's online destination for electronic art making and exploration inspired by our collections, exhibitions, and educational projects. Play with the site's *Dutch Dollhouse* (adjunct to our new teaching packet on seventeenth-century Dutch art), or make art inspired by abstraction with *BRUSHster*—two of the site's twenty-five creative tools.
- Collection, Online Tours, and In-Depth Studies: DEP and sister Division of Education departments also contribute content to these three sections of the Gallery's Web site.

The Department of Teacher, School, and Family Programs (DET) serves children, and the adults who support them, through visitor-centered arts learning experiences. Our audience is composed of diverse groups with different needs, developmental levels, and motivations for their museum visits, and our programs strive to address this diversity through a variety of programs tailored to meet the needs of each group. At the same time, there are common experiences we hope all participants will have, and they include:

- Exploring art through a variety of interpretive methods that effectively respond to the needs and interests of diverse learners.
- Learning about art and its personal and interdisciplinary connections.
- Enjoying an affective, aesthetic, and sensory response to art and to being in the museum.
- Sharing ideas, experiences, knowledge, and creativity with others, deepening knowledge, enhancing self-esteem, and broadening awareness.

By these measures, DET strives to build a foundation for future art and museum experiences and to foster a greater understanding and appreciation for the visual arts and museums.

## Docent Program History

---

### **Tours for School Groups and Adults**

In 1950 the National Gallery of Art formed a partnership with the Junior League of Washington to create a docent program. Initial interpretations of the Gallery's status as a government agency suggested that it was not officially permitted to accept docents. The establishment of a docent program would be possible, however, through affiliation with outside organizations. Sixteen Junior League members were in the first class trained by the Gallery to offer three different tours to art students in the District of Columbia public high schools.

The next year, the supervisor of art for Arlington County schools worked with the chairman of the American Association of University Women (AAUW) in Arlington to establish tours for Arlington County school children. The program generated much interest, and in 1955, the Montgomery County AAUW began promoting similar tours for children in their area. Two years later, Prince George's County AAUW joined the docent program and began tours for Prince George's students. Eventually the program in Arlington, Virginia expanded to include other AAUW county branches and the committee was renamed Northern Virginia.

Legal interpretations of how the Gallery's federal status affects docents changed over time. The various docent groups gradually came under the direct aegis of the National Gallery of Art. In 1990, affiliation with the Junior League and the AAUW was no longer required. Currently National Gallery of Art school docents give tours to thousands of pre-kindergarten to twelfth-grade students each year on more than a dozen different topics.

In 1974, The Hospitality and Information Service (THIS), a group of docents dedicated to Washington's diplomatic community, undertook sponsorship of the Foreign Language Docent Committee. The new endeavor marked the first time docents served an adult audience at the National Gallery of Art. This group of active docents offers tours in eight different languages.

Another cadre of docents was recruited in 1989 to serve a different constituency—adult visitors interested in general tours of the East and West Buildings. The Adult Docent Program has

expanded its tours to focus on the Renaissance, French, American, and sculpture sections of the permanent collection.

### **Art Information Volunteers**

The Art Information Volunteer Program in the Division of Education was established in 1984. Art Information Docents staff the desks at Gallery entrances and inform visitors about the Gallery's collections and special exhibitions. Docents also provide directions in the Gallery and advise on Gallery policies; they distribute a variety of printed material about programs, exhibitions, and collections; and they conduct regular surveys, gathering visitors' questions and other data about audiences.

## General Information

---

Location: Between 3rd and 9th Streets on Constitution Avenue NW,  
Washington, DC

Mailing Address: National Gallery of Art  
2000B South Club Drive  
Landover, MD 20785

Telephone: (202) 737-4215

Fax: (202) 789-2681

Internet URL: [www.nga.gov](http://www.nga.gov)

Hours: Monday–Saturday, 10:00 a.m. to 5:00 p.m.  
Sunday, 11:00 a.m. to 6:00 p.m.

Closed: December 25 and January 1

Admission: Free at all times

### West Building Entrances:

- 6th Street and Constitution Avenue NW (wheelchair accessible)
- Madison Drive between 4th and 7th Streets NW (off the National Mall)
- 7th Street between Constitution Avenue and Madison Drive NW
- 4th Street between Constitution Avenue and Madison Drive NW

### East Building Entrance:

- 4th Street between Constitution Avenue and Madison Drive NW (wheelchair accessible)

#### Wheelchairs and Strollers:

- Wheelchairs and strollers are available on a first-come, first-served basis at all entrances. Exhibition spaces and public facilities are accessible by elevator. Elevator use by visitors with disabilities may require assistance. The Gallery's free *Brief Guide and Plan*, which lists all accommodations including accessible restrooms, can be obtained at any Information Desk in the East or West Buildings. Floor plans of the East and West Buildings showing these accommodations can be found online.
- The National Gallery of Art Sculpture Garden, located between 7th and 9th Streets NW, on the National Mall, is wheelchair accessible. Accessible restrooms are available at the Pavilion Café.

# Policies and Guidelines

---

## Bylaws of the Docents of the National Gallery of Art

### Article I      Name

This organization is known as the Docents of the National Gallery of Art. It consists of six committees: District of Columbia, Maryland, Virginia, Foreign Language, Weekday Adult Program, and Weekend Adult Program. Activities of the docent committees are coordinated by a Docent Council made up of the committee chair and vice-chair from each docent committee as well as appropriate Division of Education staff.

### Article II      Purpose

The purpose of this organization shall be to enable docents to give tours for students and the general public and to provide organization and communication for the docents.

### Article III      Membership

There shall be four types of members: candidates, active certified docents, reserve certified docents, and emeritus docents. All members shall belong to a docent committee led by a chair, vice-chair, and treasurer/secretary.

#### Section A.      Docent candidates shall fulfill the following requirements:

1.      Hold a Baccalaureate degree or have equivalent experience through work or study or possess other unusual qualifying attributes as defined by the docent committee on recruitment.
  
2.      Attend all lectures, demonstrations, and discussions as required by the National Gallery of Art (the Gallery) Division of Education and committee meetings as required by the docent committee chair. Attend scheduled docent meetings and fulfill all requirements as stated in the yearly Docent

Education Calendar and the Docent and Staff Responsibilities section (currently being revised) of the Handbook.

3. For approval of any necessary absence, notify the chair for committee meetings and the adult program docent coordinator or school program department head for education sessions and make up missed education sessions in conformance with Division of Education requirements.
4. Conduct tours as assigned during candidacy period.
5. Achieve certification by the National Gallery of Art at completion of candidacy period with the agreement of the adult program docent coordinator or school program department head, and the committee vice-chair or foreign-language advisor.

Section B. Active certified docents shall fulfill the following requirements to be members in good standing:

1. Attend the lectures, in-gallery programs, and workshops provided by the Division of Education for active certified docents and the committee meetings as stated in the yearly Docent Education Calendar, and fulfill all requirements as stated in the Docent and Staff Responsibilities section (currently being revised) of the Handbook.
2. For approval of any necessary absence, notify the chair for committee meetings and the adult program docent coordinator or school program department head for education sessions and make up missed education sessions in conformance with Division of Education requirements.
3. Be available to fulfill all education and tour requirements, and to give an appropriate number of tours as determined by docent education staff and chairs.
4. Meet the established evaluation requirements.



5. May apply for reserve status after two years of active certified service.
6. Shall elect docent committee officers.

Any docent who does not fulfill the requirements may be subject to loss of certification after review by the Division of Education.

Section C. Reserve Status is for absences of two months up to two years and requires the approval of the adult program docent coordinator or school program department head, who appraises the respective committee chair.

Reserve docents shall:

1. Have been docents with a minimum of two years of active certified service.
2. Be reinstated with the approval of the Division of Education and their committee chair after attending education sessions or fulfilling any other requirements as specified by the Division of Education.

Section D. Emeritus Docents shall:

1. Have served as docents in good standing for a minimum of ten years of active service including the candidacy year(s).
2. Apply in writing to the adult program docent coordinator or school program department head for emeritus status. The request will be reviewed by staff and the appropriate committee chair and a written response will be sent by staff.
3. Be invited to social events, appropriate docent education sessions, and receive appropriate mailings. Also receive privileges for special exhibitions in accordance with Gallery policy at the time of the exhibition. Must present the Gallery's emeritus docent badge to receive available privileges. Emeritus docent's participation is limited to the above.

4. Be entitled to request a change in status through the Division of Education.

Article IV Officers of Docent Committees

Officers consist of a committee chair, vice-chair, treasurer/secretary, and other officers appointed at the discretion of the chairs. The term of the officers shall be for one year; an officer may be elected for one additional term. No officer may serve more than two consecutive terms.

Section A. Selection

1. A nominating committee of at least three members will be appointed by the chair of each docent committee.
2. A nominating committee will propose a slate followed by any additional nominations from the floor, using the methods outlined in *Robert's Rules of Order*. Officers will then be elected by a simple majority of certified members present at the final spring committee meeting.
3. Only active certified docents shall be eligible as officers.

Section B. Responsibilities

1. The Chair shall:
  - a. Plan and conduct the committee meetings.
  - b. Select subcommittees and additional officers as deemed necessary.
  - c. Represent the membership on the Docent Council.
  - d. Suggest delegates to committees as requested by Docent Council or Division of Education staff.
  - e. Advise the adult program docent coordinator or school program department head of active certified docent absences from docent committee meetings.

2. The Vice-Chair shall:
  - a. Serve as chair of docent candidates
  - b. Assist the chair in her/his duties and attend Docent Council Meetings, as a nonvoting participant.
  - c. Fulfill the duties of the chair in the absence or incapacitation of the officer.
  - d. Advise the adult program docent coordinator or school program department head of docent candidate absences from docent committee meetings.
  
3. The Treasurer/Secretary shall:
  - a. Keep minutes from docent committee meetings and distribute them.
  - b. Attend to committee correspondence.
  - c. Collect voluntary contributions and handle those funds.
  - d. Present a financial statement to committee members in the spring.

Article V      Meetings

Section A.      The committee shall hold no fewer than four regular committee meetings per year.

Section B.      The schedule of committee meetings shall be published in the docent education calendar and distributed.

Section C.      The Docent Council shall hold regular meetings planned with the Division of Education.

Section D.      Special meetings may be called by the committee chair, by the request of a majority of certified docents, by the Docent Council, or by the Division of Education.

Section E.      If a member must be absent, notice of the absence must be given to the chair before the meeting.

Section F. All active certified docents shall be eligible to vote.

Article VI Docent Council Shall:

Section A. Be composed of the chair of each docent committee as voting members, the appropriate Division of Education staff as voting members, the vice-chairs of each committee as nonvoting participants, and the chair of any other committee as reporting and nonvoting participants.

Section B. Hold regular meetings, no fewer than four per year.

Article VII Docent Council Committees:

Section A. The Docent Council shall establish any Docent Council Committee deemed necessary by the Division of Education.

Article VIII Amendments

Section A. These bylaws may be amended annually at the final spring meeting by a two-thirds vote of the active certified docents present and voting, provided notice of the amendment has been mailed at least 30 days prior to the date of the meeting.

The above bylaws were passed by unanimous vote of National Gallery of Art docents on May 16, 1991 and amended on May 19, 1993; May 19, 1999; May 16, 2001; and May 30, 2007.

## **Communication**

It is essential that docents and staff maintain a professional and collegial relationship and that communication be respectful, inclusive, abundant, and clear. Primary modes of communication are via e-mail correspondence, meetings, and education sessions.

Each Friday afternoon the Weekly Schedule of tours for the upcoming week is e-mailed to all docents to facilitate communication among docents giving tours on the same day.

School docents should contact adult docents giving tours at the same time to share tour routes and other relevant tour information.

## **Conduct: National Gallery of Art Standards**

As a representative of the Division of Education and of the National Gallery of Art, docents are obliged to adhere to the standards of professional conduct established for all National Gallery of Art officers, employees, and docents in Circular 36 of September 1994. As defined in the directive, the term “employee” specifically includes docents. The relevant articles of the circular state:

- A. To assure that the business of the National Gallery of Art is conducted effectively, objectively, and without improper influence or the appearance of improper influence, employees must not only deal in a courteous and effective manner with each other and with the public, but they must also maintain high standards of honesty, integrity, and impartiality in the performance of their duties.
- B. No employee shall engage in commercial soliciting, vending, or advertising or in unauthorized charitable solicitation while on Gallery premises or on duty.
- C. Employees have a duty to conduct themselves honestly and responsibly on the job and actively to protect and conserve Gallery property, including equipment, supplies, and other property issued, entrusted, or made available to them. No employee shall use or allow others to use for non-Gallery purposes or for private gain Gallery funds, facilities, or property of any kind, including property leased to the Gallery and including official mail and travel privileges.

## **Door Checks and Property Passes**

As a security precaution, National Gallery guards inspect all briefcases, portfolios, and bags as staff and docents leave the building. To expedite the procedure, have your bags ready to open for the guards. Property passes are necessary for any Gallery property taken from the building. Marta Horgan, Heidi Hinish, Diane Arkin, Carol Bridges, Wil Scott, and Lynn Russell are authorized to write property passes.

You will also need a pass for any property that belongs to you but could be mistaken for Gallery property, such as a laptop computer, an arrangement of flowers, videotapes, or books. If you purchase a book in the Gallery shops, you may be asked to show your receipt. Wrapped presents and packages must be opened for inspection, even if accompanied by a pass. If you have a gift-wrapped box, a suitcase, or similar item that you do not want to have opened for inspection, you may leave it in the checkroom at the East Building entrance, which closes at 5:00 p.m. You may also leave it in a locked cabinet at the West Building service entrance.

## **Dress Code**

While there is no official dress code, it is suggested that docents giving tours should dress in appropriate business attire, keeping in mind that they are representing the National Gallery of Art. Jeans and sporting attire are not considered appropriate. Low-heeled shoes with textured soles are recommended. Men should wear a coat and tie.

## **Emergency Procedures**

In the event of an emergency, notify the nearest guard or contact ext. 6911 from any Gallery phone. The Office of Protection Services will notify and direct the appropriate emergency services personnel to the incident.

In the event of a Gallery-wide emergency or an emergency in downtown Washington, DC, notification messages will be broadcast via the Gallery's Emergency Notification System. An alarm will sound, followed by information and instructions accompanied by strobe lights and beacons. Please follow the instructions in the announcement.

For more information, see the *Employee Guide to Emergencies* published by the Gallery in February 2006.

### **Heath Unit/Medical Assistance**

A nurse is on duty from 10:00 a.m. to 5:00 p.m., Monday–Saturday, and from 11:00 a.m. to 6:00 p.m. on Sunday. The health unit is located in the Connecting Link in room CLA-60. The nurse can be reached at ext. 6375 or (202) 842-6375 if calling from outside the Gallery. In case of emergency, call ext. 6911 and notify the nearest guard.

### **Identification Badges**

Identification badges must be worn whenever you are in the building. Be sure to log in and out upon entering and leaving the building for the day at the East Building entrance or the West Building service entrance. Many doors to the nonpublic areas require you to swipe your badge across a computer panel for entrance. These panels are typically marked by the Gallery's logo—a circular image of an eagle.

Identification badges are good for four years and usually expire on the docent's birth date. To renew a badge, please call to make an appointment with the Gallery's ID Office at (202) 842-6788. The ID Office is located at 601 (South Building) Pennsylvania Avenue NW, Second Floor.

If you are away from the Gallery for more than four weeks, your badge may become deactivated. Please call the ID Office to reactivate your badge.

### **Inclement Weather Policy**

Listen to local news or radio stations WMAL or WTOP for a list of school closings or delayed openings. The Gallery will make every effort to call affected docents with the latest information. In most cases if the Gallery is open, docent education will be given. In the event that an education session is cancelled, we will send an e-mail to all active docents and update the message on the Docent Education Phone Line (202-789-3164) as soon as possible.

**Lost and Found**

For information on lost and found articles, please call (202) 789-4626.

**Parking Regulations**

The Gallery provides a limited number of parking spaces for docents on the Fourth Street Plaza of the West Building and in the garage. Parking is not guaranteed and is only available when assigned by staff. Please review the detailed parking policies for your program for more information on parking eligibility, assignment priorities, restrictions, etc.

**Press and Public Information**

Press and other outside persons requesting information not routinely provided should be referred to the Press and Public Information Office at (202) 842-6353. If you have any doubt about whether or not to reveal any Gallery information to the public at large or to anyone not involved in your work at the Gallery, you must check first with your supervisor or, in his or her absence, with the Press and Public Information Office. Maximum discretion in disclosing information about the Gallery and Gallery business is expected of all staff and docents.

**Remuneration**

No monetary remuneration may be accepted by docents at the Gallery. However, if visitors wish to make unsolicited donations, they should send a check to the Treasurer's Office, National Gallery of Art, 2000B South Club Drive, Landover, MD 20785, and note that the contribution be designated for the Division of Education.

No docent may engage in commercial soliciting, vending, or advertising or in any unauthorized charitable soliciting while at the Gallery. No matter how worthwhile the cause, such as offering tours of Gallery collections or exhibitions for school, church, or club auctions, fundraising while using the Gallery's name is strictly forbidden.



**Visitors**

Visitors must sign in and get a visitor's pass at the Study Center guard desk if they will be accompanying you to nonpublic areas of the museum. You are responsible for your visitors, and you should always accompany them while in nonpublic areas. Be sure that they sign out and return the visitor's pass when they leave.

## Benefits

---

### Credit Union

As a docent of the National Gallery of Art, you are eligible to join the Agriculture Federal Credit Union. For more information, please visit [www.agriculturefcu.org](http://www.agriculturefcu.org).

### Dining Options

The *Refectory* is located on the Seventh Level of the East Building, to the left as you exit the elevators, and is open to all Gallery staff, including interns. Its hours are Monday–Friday, 10:30 a.m. to 11:15 a.m. for coffee, and 12:00 p.m. to 2:00 p.m. for lunch. Reservations are not required, but if you are planning to bring a guest and want a private table, you may reserve one by calling ext. 6554. Unless you have reserved a private table, you should sit at the long table or out on the terrace, which has a lovely view of the National Mall. The tables on the terrace are first come, first served. You may not bring your own food into the Refectory.

The *Cascade Café*, located in the Connecting Link, offers the widest menu selection in the Gallery. It is open from Monday–Friday, 8:00 a.m. to 9:30 a.m. for breakfast (staff/interns only) and 11:00 a.m. to 3:00 p.m. for lunch, and on Sunday from 11:00 a.m. to 4:00 p.m. for lunch. The cafeteria is self-service at all times.

The *Espresso & Gelato Bar* is located next to the Cascade Café, in the Connecting Link. It is open from Monday–Saturday, 10:00 a.m. to 4:30 p.m., and on Sunday from 11:00 a.m. to 5:30 p.m.

The *Garden Café*, open Monday–Saturday, 11:30 a.m. to 3:00 p.m. and Sunday, 12:00 p.m. to 4:00 p.m., is located on the Ground Floor near the West Building Shop. Throughout the concert season, the Garden Café serves food on Sundays from 4:00 p.m. to 6:00 p.m.

The *Terrace Café* is located on the Upper Level of the East Building, and is open seasonally.

The *Pavilion Café*, open Monday–Saturday, 10:00 a.m. to 4:00 p.m. and Sunday, 11:00 a.m. to 5:00 p.m., is located in the Sculpture Garden.

**Discounts**

Upon presentation of your identification badge, you will receive a 20% discount on purchases in the Gallery Shops and the Smithsonian Institution shops and a 30% discount at the National Gallery public dining facilities. As the Refectory is a private dining facility, there is no discount.

Docents may use Acoustiguide audio tours of the Gallery's permanent collection and special exhibitions free of charge. This offer extends to a docent's immediate family when they are accompanied by the docent.

Your badge also allows you access to the Smithsonian staff/associates' dining rooms at the Castle and National Museum of Natural History.

Many museums that charge admission will waive their fee as a courtesy to staff of other museums. Show your badge and inquire whether you may have courtesy admission, as well as a discount in their gift shop. The Walters Art Museum, the Baltimore Museum of Art, Metropolitan Museum of Art, The Frick Collection, the Museum of Modern Art, the Solomon R. Guggenheim Museum, and the Whitney Museum of American Art generally offer courtesy admission.

**Enrichment Trips**

Docent groups often organize visits to other local museums, special exhibitions, artists' studios, private collections, and a number of tours and special travel programs outside the Washington area. These trips are not officially sponsored Gallery activities; however, docents should consult with Division of Education staff before making trip arrangements.

**Evaluation**

Evaluation of docents by members of staff provides a climate that encourages learning and growth. Its premise is that staff offer support to docents by providing constructive and meaningful feedback, based on careful observation, presented in a professionally supportive and stimulating way.

**Fitness Classes**

Lunchtime fitness classes are available to staff and docents for a fee. Occasional announcements are e-mailed when new classes are forming.

**Lockers/Checkrooms**

Checkrooms are located near the entrances in both East and West Buildings. Docents should hang their own coats in the back of the checkroom. Purses and bags may be locked in lockers in the Docent Lounge in the West Building. In the East Building, they should be left in the lockers in the checkroom.

**Money Machine (ATM)**

A public automated teller machine is installed in the Connecting Link on the concourse level between the Concourse Bookstore and restrooms.

**Volunteer Awards Ceremony**

Each spring the Gallery honors the contributions and achievements of its volunteers with a special ceremony and celebration.

**Tax Benefit**

The National Gallery of Art is a charitable organization (501c3) as defined in the Internal Revenue Code. While the value of docent service as such is not deductible, certain out of pocket expenses, as spelled out in IRS publication 561, incurred by docents in connection with such services are deductible as contributions to the National Gallery of Art.

**Vending Machines**

Soda, juice, coffee, candy, popcorn, sandwiches, and other snacks are sold in the vending machines located on the Concourse of the Connecting Link. A vending machine with a smaller selection of drinks and snacks is also available on the Concourse of the East Building. A microwave is available for your use in the Cascade Café.

## Resources

---

### **Curatorial Records and Files**

The Department of Curatorial Records and Files maintains object folders for all paintings, sculptures, and decorative arts in the Gallery's collection. Each folder is the most complete record possible of information about that particular work of art. The files are updated as new information becomes available. The department also maintains information files on prior owners of Gallery objects, including biographical information on major collections. This resource is located on the Fifth Level of the East Building, Room 517.

### **Library Research**

Docents do not need an appointment to use the National Gallery of Art Library or the reading room. Books and other materials in the closed stacks may be requested by filling out a form at the Circulation Desk, and materials will be brought to the docent usually within a few minutes. Docents are welcome to use the photocopier to duplicate library materials. Briefcases, bags, computer cases, purses, coats, hats, umbrellas, and books are not allowed in the library. For further information call the reference librarian at (202) 842-6588. The entrance to the library is located on the Ground Level of the East Building in the Study Center. Library hours are Monday, 12:00 p.m. to 4:30 p.m. and Tuesday–Friday 10:00 a.m. to 4:30 p.m., except federal holidays.

### **Photocopier (Fifth Level Lobby)**

A photocopier is available in the Fifth Floor lobby of the East Building. This copier is for Gallery-related work only and can make color as well as black-and-white copies. Please be mindful that Division of Education staff have offices in the lobby and that they should not be disturbed. If you have questions about the photocopier or need supplies, please talk with docent program staff. To maintain an environment conducive to work, conversations or meetings in the lobby area are discouraged.

**Slide Library**

Docents may borrow up to fifty slides at a time from the lending collection of the Gallery. Please call (202) 842-6099 to schedule an orientation to the slide collection.

**Volunteer Lounge**

Docents may use the Volunteer Lounge, which is located behind the Main Floor checkroom of the West Building. The lounge has lockers with keys, telephone, coatrack, reference books (which may not be removed from the room), files of docent texts, audio cassettes of lectures, a current Weekly Schedule of tours, tour forms, and a photocopier. Docents should never take the last copy of a text and should return audio cassettes promptly.

Just outside the lounge is a unisex restroom. Lockers with keys are also available in the rear of the East Building checkroom.

**Web site**

The National Gallery of Art's Web site ([www.nga.gov](http://www.nga.gov)) makes available to the world the Gallery's extensive collection of paintings, sculpture, decorative arts, and works on paper, spanning over 600 years of history from the Middle Ages to the present day. The site is an excellent source of information about the Gallery's permanent collection, special exhibitions, programs, and events.

A section of the Web site specifically for Gallery docents can be found at [www.nga.gov/docent](http://www.nga.gov/docent).