



BISHOP MUSEUM  
VOLUNTEER HANDBOOK



**MISSION**

*As "The Museum of Hawai'i," Bernice Pauahi Bishop Museum's mission is to be a gathering place and educational center that actively engages people in the presentation, exploration and preservation of Hawai'i's cultural heritage and natural history, as well as its ancestral cultures throughout the Pacific.*

## Table of Contents

VOLUNTEER POLICIES and PROCEDURES.....	2
Becoming a Volunteer .....	2
Volunteer Opportunities .....	3
Equal Opportunity .....	3
Volunteer Benefits .....	3
Minors (Volunteers under 18 years of age).....	3
Community Service .....	3
Limited History Criminal Background Check.....	3
Supervision.....	4
Job Orientation and Training.....	4
Attendance.....	4
Reporting for duty.....	4
Logging service hours .....	4
Appearance .....	5
Nametags .....	5
Customer Service .....	5
Service Animals on Campus.....	5
Smoking.....	6
Alcohol and Illicit Drugs.....	6
Health and Safety .....	7
Security and Emergency Procedures.....	7
Photography and Videography.....	7
Food and Beverages .....	7
Personal Property.....	8
Protecting Museum Assets, Proprietary Information and Confidentiality .....	8
Internal Communication .....	8
Computer, Email and Phone Use.....	8
Management’s Right to Access Information .....	9
Personal Use of Email.....	9
Cellular Phone and Other Electronic Hand Held Devices.....	9
Inappropriate Content in Email, Social Media and Other Electronic Communications .....	10
Social Media Policy & Procedures .....	10
Password Encryption Key Security and Integrity .....	11
Internet Access and Use.....	11
Access to Buildings .....	13
Harassment and Violence.....	13
Conflict Resolution .....	13
Performance.....	13
Resignation.....	14
Exit Interviews.....	14

Our Museum.....	14
Core Values.....	15
Mission.....	15
Vision.....	15
Laulima (Teamwork).....	15
Ihi Kaulike (Mutual Respect) .....	15
'Umeke Ka'eo (Integrity).....	16
Ho'okipa (Hospitality Focused).....	16
Waihona (Rooted in Hawai'i).....	16
A'a (Innovativeness) .....	16
Pono i ka waiwai (Fiscally Responsible).....	17
Museum Galleries & Buildings.....	17
Architecture and Buildings .....	17
Archives.....	17
Atherton Halau.....	17
Castle Building.....	17
Hall of Discovery.....	18
Hawaiian Hall.....	18
Kahili Room .....	18
Library & Archives .....	18
Long Gallery.....	18
Pacific Hall .....	18
Paki Hall.....	18
Planetarium.....	19
Science Adventure Center .....	19
Programs .....	19
Map of Campus.....	20
Location.....	20
Phone .....	20
Parking .....	21

## VOLUNTEER POLICIES and PROCEDURES

### Becoming a Volunteer

To become a volunteer you will need to complete the following steps:

- Submit completed volunteer application to Human Resources & Volunteer Department
- Complete a brief interview
- Request, be selected for, and then be placed into a particular job or jobs
- Receive general orientation, including review of the volunteer policy
- Receive additional training specific to your volunteer assignment(s)

## Volunteer Opportunities

For a full list of Current Volunteer Opportunities, visit the volunteer webpage <http://www.bishopmuseum.org/volunteer/>.

## Equal Opportunity

The Bishop Museum does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability or any other characteristics protected by law.

## Volunteer Benefits

As a Bishop Museum Volunteer you may earn the following Benefits. Benefits are based on hours logged in Volgistics, so it is important that you keep your service record up to date. Unless otherwise indicated, volunteer benefits are awarded after 40 hours of service.

- ☆ 20% discount with ID at Shop Pacifica, the Museum gift shop
- ☆ 20% discount with ID at the Bishop Museum Café
- ☆ Free Membership to Kamehameha Federal Credit Union
- ☆ 4 Guest Passes per month. Note: Guest Request form must be submitted in advance. Contact Volunteer Coordinator in Human Resources for more information.
- ☆ *(After 75 hours of service in a 12 month time period)* Free Bishop Museum Membership
  - To maintain complementary membership, volunteers must complete 75 hours of service within the past 12 months.

## Minors (Volunteers under 18 years of age)

All volunteers under the age of 18 must have written parental consent. For volunteers under the age of 14, you must be accompanied by a guardian at all times. All volunteers are expected to abide by all volunteer program policies and procedures.

## Community Service

The Museum does accept volunteer persons required to complete Community Service for school, scouts, honors and trustees programs as well as court appointed service hours. The museum does not accept any person completing community service hours for criminal offenses related to theft, shoplifting, larceny, sex crimes or crimes against children. Court appointed Community Service volunteers may only serve as volunteers under the direct supervision of the Volunteer Coordinator or his/her representative and they may only serve Monday-Friday, 9:00am-5:00pm.

## Limited History Criminal Background Check

To promote a safe work environment, and protect organization assets, such as people, property and/or information, criminal history and background checks are conducted on both paid and unpaid (volunteer) staff. This policy applies to people 18 years of age or older, who

wish to volunteer with the library or collections or will be working directly with the public, especially minors.

### Supervision

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. Your supervisor is responsible for the day-to-day management and guidance of your work and will be available for consultation and assistance. Please feel free to ask any questions of this person or report any problems or concerns you have about your assignment. If you are unable to contact your supervisor, the Volunteer Coordinator is available to discuss any changes or problems.

### Job Orientation and Training

Before beginning your regular volunteer assignment, you will:

- Receive a tour of the Museum
- Be introduced to staff in your area
- Review Volunteer Handbook
- Review job duties and expectations
- Confirm work dates, times and anticipated duration of your participation
- Receive museum ID badge
- Review Volgistics, scheduling and time logging procedures
- Train on any new skills needed to perform assigned tasks
- Discuss procedures for obtaining, using and caring for needed supplies
- Receive safety information, including but not limited to: location of first aid supplies, exit procedures, procedures to call Security or local emergency personnel (911)
- Review locations of parking, restrooms, water fountains, vending machines, storage of personal items such as purse, coat, etc.

### Attendance

Your supervisor and co-workers value your contributions and they depend on you to be present at the scheduled time. Volunteers who know they will be absent or late should notify their on-site supervisor unless discussed otherwise.

### Reporting for duty

Upon arrival and unless otherwise directed, you must report to your assigned Volunteer Manager or designated alternate contact. Volunteer Managers will provide instructions for storing personal items. Please do not bring valuables to work.

### Logging service hours

Service hours must be logged using the Volgistics system. Exceptions to this can only be granted through the Volunteer Coordinator in Human Resources. Keeping an accurate tally of service hours is solely the responsibility of the volunteer. Please note that if hours are not being logged correctly, it will delay your eligibility for volunteer benefits such as Guest Passes

or Membership. Service hour records also help the museum by providing data used in grant applications. Finally, logging service hours is a requirement of participation in the volunteer program at Bishop Museum.

### Appearance

The Museum does not have a formal, museum-wide dress code because we recognize that dress standards may vary according to the Department or location of your work site and the duties of your volunteer assignment. However, because volunteers represent the Museum, their attire should reflect the mission and attitudes of the institution. As a general rule, your attire and personal hygiene should reflect good taste and judgment.

Grooming preferences or dictates by religion, ethnicity, etc., are not restricted, but should always be well-presented. Please do not wear anything that other volunteers, staff, and visitors may find offensive, or that might make others uncomfortable. This includes clothing with profane language statements or clothing that promotes causes that include, but are not limited to: politics, religion, sexuality, race, age, gender, and ethnicity.

Volunteers' appearance and clothing should be neat, modest and clean at all times. No clothing with discernable rips, tears, or holes. Please inquire with your supervisor or the Volunteer Coordinator should you have any questions as to what may be appropriate.

### Nametags

Introduce yourself, and always wearing your official name badge in a conspicuous area (example – clipped to a shirt pocket or on lanyard around your neck). It is also important for Museum patrons to be able to identify individuals who are able to help them with directions and information. Volunteers must report lost or stolen nametags immediately to their supervisor for replacement.

### Customer Service

Regardless of your assignment, it is important that volunteers maintain a professional, friendly demeanor at all times. If a museum visitors looks to you for help, but you do not know the answer their question, help them to find the appropriate staff member. Even though you may not be assigned to work directly with the public, you may come into contact with visitors as you move around campus. For example, if you volunteer in a research area, you may pass visitors on your way to and from your department's office. You may also come into contact with service animals (see next section for more information).

### Service Animals on Campus

As you move around campus, you may also notice guests accompanied by a service animal. If you encounter a Service Animal/Dog that seems suspicious and is disruptive to our other visitors:

1. Please do not approach the owner and the animal.
2. Please do not discuss the situation with any other visitor.
3. Call security to contact the Director of Visitor Experience or Director of Buildings and Grounds to assess and approach the situation.
4. If neither Director is available a security guard on duty will be assigned to approach the situation.

Please note: when a person with a service animal enters a public facility or place of public accommodation, the person cannot be asked about the nature or extent of his disability.

#### Frequently Asked Questions about Service Animals and the ADA:

##### **What is a service animal?**

A: Under the ADA, a service animal is defined as a dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.

##### **Do service animals have to wear a vest or patch or special harness identifying them as service animals?**

A: No. The ADA does not require service animals to wear a vest, ID tag, or specific harness.

##### **Can a person bring a service animal with them as they go through a salad bar or other self-service food lines?**

A: Yes. Service animals must be allowed to accompany their handlers to and through self-service food lines. Similarly, service animals may not be prohibited from communal food preparation areas, such as are commonly found in shelters or dormitories.

#### **Service Animals and Volunteers**

In compliance with Museum Integrated Pest Management policies and procedures, volunteers with service animals cannot serve within areas of the Museum where artifacts/collections are stored. To accommodate volunteers with service animals, alternative volunteer areas are available.

#### **Smoking**

As required by Hawai'i State Law, Bishop Museum prohibits smoking in all enclosed areas and within 20 feet of any egress, window, or other ventilation. The Museum has created designated smoking areas marked with appropriate signage. Smoking is limited to these designated areas away from galleries, collections and other sensitive areas.

#### **Alcohol and Illicit Drugs**

The use, possession or distribution of alcohol or illicit drugs is prohibited while on campus or in the performance of volunteer duties.

## Health and Safety

Volunteers should not report for duty if they have a fever, cold/flu, or other signs of infection. Communicate to your supervisor in a timely manner if you cannot make it to your volunteer shift. A note from a personal physician will be required before returning to active volunteer status following an extended absence due to illness, hospitalization, accident or injury. Your supervisor will brief you on the Museum safety precautions and the location of safety equipment, including the first aid kit, fire extinguishers, evacuation plan, etc. If you require any personal protective equipment, please discuss it with your supervisor. All volunteers share in the responsibility for their own personal safety as well as that of their teammates. Volunteers are required to comply with all safety and health standards, rules, and regulations issued under OSHA, as applicable. If you have questions about our safety procedures, please discuss them with your supervisor.

If you discover a hazard or potential hazard, please report it to your supervisor and/or museum Security (ext. 232), or the Buildings and Grounds Manager (ext. 141) as soon as possible. **Regardless of extent or apparent lack of injuries, ALL ACCIDENTS MUST BE REPORTED to Human Resources and Volunteer Department and to your direct supervisor immediately.** Your health and safety are of the utmost importance to us.

## Security and Emergency Procedures

The security office is located between Pākī and Pauahi buildings, on the first floor.

If an emergency situation requires outside attention, call 911 to request assistance. Provide the emergency operator with location of the emergency within the museum: building, department, floor, etc. Then immediately call Security (ext. 232) to report the incident and inform them that 911 has been called, so that Security can direct emergency response teams to the appropriate location.

If you notice any suspicious people or activities, immediately call Security (ext. 232) or (808.847.8232). Security personnel will be dispatched to investigate and to take appropriate action. At no time should you take matters into your own hands. Volunteers should notify Security if they observe signs of violence or suspicious activity.

## Photography and Videography

Please note that in certain areas, videography and photography may be limited due to copyright and/or cultural sensitivities. Ask your staff supervisor and be aware of restrictions in your area. If you work in a public area where photography is not permitted, kindly remind guests of this policy.

## Food and Beverages

Help protect collections from rodent, insect or other damaging infestation. Keep food, beverages and their associated rubbish isolated to designated areas. Food and beverages are

not allowed inside the main exhibit galleries, in the library, collections' storage, conservation labs and research labs. Food and beverages are permitted in designated areas of the Museum, such as offices and work areas that are out of public view. Please store and/or discard any food and drink containers appropriately. Help keep Museum grounds beautiful and mitigate insect and rodent infestation.

### Personal Property

Be advised that Bishop Museum does not carry liability insurance on personal property and does not accept responsibility for damage or loss of personal articles or equipment brought to the Museum.

### Protecting Museum Assets, Proprietary Information and Confidentiality

Bishop Museum has a considerable variety of assets, many of them of great or even priceless value. Our assets include physical objects as well as intellectual property (archival documents, museum correspondence, research data, papers and confidential data). All volunteers are responsible for protecting Museum property while in their care. Museum property must not be given to another person unless for the specific performance of their volunteer duties. Volunteers must return all property prior to ending their volunteer services. Confidential data concerning Bishop Museum's business, its employees, volunteers, customers and suppliers, is considered private and may not be disclosed to unauthorized individuals.

### Internal Communication

E-mail, sent via Volgistics, is the primary means used to disseminate important information. Therefore, it is important that you check your email regularly. If you did not provide an email address, you can do so while logged into your Volgistics account: simply click on the "My Profile" tab, enter your email address under the Contact Information section, and click "Save." If at any point you chose to "opt-out," you must email the Volunteer Coordinator in order to (re)start receiving emails.

Other means of communications include the Home tab (when logged into Volgistics) as well as bulletin boards. Posted are items and articles, which may include, but are not limited to information that inform you of your rights, update you with the latest company information, and explain new operating procedures, which will be helpful to you. To be fully informed, you are encouraged to check your Volgistics Home tab and bulletin boards periodically. All posted items or articles must be approved by the Museum prior to being posted.

### Computer, Email and Phone Use

This policy describes the Museum's guidelines with regard to access to and disclosure of electronic mail messages sent or received by Museum volunteers with use of the email system. The Museum respects the individual privacy of its employees. However, employee privacy does not extend to work-related conduct or to the use of Museum-provided email,

voice mail, equipment, or supplies. You should be aware that the following guidelines may affect your privacy in the workplace.

### Management's Right to Access Information

The electronic mail system has been installed by the Museum to facilitate business communications. Although some volunteers have an individual password to access this system, it belongs to the Museum and the contents of email communications are accessible at all times by the Museum's designated representative for any purpose. These systems may be subject to periodic unannounced inspections and should be treated like other shared filing systems. All system passwords and encryption keys must be available to the Museum's designated representative, and employees may not use passwords that are unknown to the Museum or install encryption programs without turning over encryption keys to the Museum. All email messages are the Museum's records. The contents of email, properly obtained for legitimate business purposes, may be disclosed within the Museum or with authorized third parties at the sole discretion of management without the volunteer's permission. Therefore, volunteers should not assume that messages are confidential. Back-up copies of email may be maintained and referenced for business and legal reasons.

### Personal Use of Email

Because the Museum provides the electronic mail system to assist you in the performance of your job, you should use it for official business. Incidental and occasional personal use of email is permitted by the Museum, but these messages will be treated the same as other messages. The Museum reserves the right to access and disclose as necessary all messages sent or received over its email system, without regard to content. Since personal messages can be accessed by the Museum, you should not use email to transmit any messages you would not want read by a third party. For example, you should not use the Museum's email for gossip, including personal information about yourself or others, for forwarding messages under circumstances likely to embarrass the sender, or for emotional responses to business correspondence or work situations. In any event, you may not use these systems for such purposes as soliciting for commercial ventures, religious or personal causes or outside organizations, or other similar solicitations not related to your work at the museum.

### Cellular Phone and Other Electronic Hand Held Devices

Staff and volunteers, are NOT permitted to use cellular phones or other electronic hand held devices including, but not limited to pagers, digital assistants, and laptops while operating any moving vehicles for museum business. Volunteers may use cellular phones or other electronic devices only after their vehicle is completely off the road and parked in a safe location. If you receive a call while operating a moving vehicle, do not answer the call. Allow the caller to be forwarded to voicemail and check the message after arriving at your destination or coming to a complete stop.

Improper use of Museum equipment may result in disciplinary action, up to and including dismissal. Improper use includes the use of the equipment in any illegal, harassing, demeaning, intimidating, insulting, or other offensive manner.

### [Inappropriate Content in Email, Social Media and Other Electronic Communications](#)

You may not use the Museum's email system in any way that may be seen as harmful to morale, insulting, disruptive, or offensive by other persons. Examples of forbidden transmissions include sexually-explicit messages, cartoons, or jokes; unwelcome propositions or love letters; ethnic or racial slurs; or any other message that can be construed to be harassment or disparagement of others based on their sex or gender, race, sexual orientation, age, national origin, or religious or political beliefs. Use of the email system in violation of this guideline will result in disciplinary action, up to and including dismissal. Immediately report any offending "spam" email to the Systems Administrator or the Human Resources department.

### [Social Media Policy & Procedures](#)

This policy provides guidance for volunteer use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

The following principles apply to professional use of social media on behalf of Bishop Museum as well as personal use of social media when referencing Bishop Museum.

- Volunteers need to know and adhere to the Bishop Museum Code of Conduct, Volunteer Handbook, and other company policies when using social media in reference to Bishop Museum.
- Volunteers should be aware of the effect their actions may have on their image, as well as Bishop Museum image. The information that employees post or publish may be public information for a long time.
- Volunteers should be aware that Bishop Museum may observe content and information made available by volunteers through social media. Volunteers should use their best judgment in posting material that is neither inappropriate nor harmful to Bishop Museum, its employees, or clients
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
- Volunteers are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, volunteers should check with the Human Resources Department and/or supervisor.

- Social media networks, blogs and other types of online content sometimes generate press, media attention or legal questions. Volunteers must refer these inquiries to authorized Museum spokespersons in the Marketing Department.
- If, while using social media, volunteers encounter a situation that threatens to become antagonistic, volunteers should disengage from the dialogue in a polite manner and seek the advice of a supervisor.
- Volunteers should get appropriate permission before you refer to or post images of current or former employees, members, vendors or suppliers. Additionally, volunteers should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.
- Social media use shouldn't interfere with a volunteer's responsibilities at Bishop Museum. Bishop Museum's computer systems are to be used for business purposes only. When using Bishop Museum's computer systems, use of social media for business purposes is allowed (ex: Facebook, Twitter, Bishop Museum blogs and LinkedIn), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.
- Subject to applicable law, after-hours online activity that violates Bishop Museum's Code of Conduct or any other company policy may subject a volunteer to disciplinary action or dismissal.
- If volunteers publish content after-hours that involves work or subjects associated with Bishop Museum a disclaimer should be used, such as this:  
 "The postings on this site are my own and may not represent Bishop Museum's positions, strategies or opinions."
- It is highly recommended that employees keep Bishop Museum related social media accounts separate from personal accounts, if practical.

### Password Encryption Key Security and Integrity

Volunteers are prohibited from the unauthorized use of the passwords and encryption keys of other employees to gain access to another employee's e-mail messages unless given written prior authorization from an officer of the Museum.

### Internet Access and Use

If the Museum provides you with access to information resources of the internet, access is intended for business-related purposes only. To ensure compliance with this policy, internet access may be monitored by the Museum. The Museum has a right to access its computer and software systems at any time and at its sole discretion to verify proper usage of the internet.

The Museum's computer systems must not be used to violate the laws and regulations of the United States or any nation, state, city or province in any way. Use of Museum property for illegal activity is prohibited.

No volunteer may use any Museum equipment to knowingly download or distribute any software. Any software or files downloaded via the internet into the Museum's network become the property of the Museum. Such files or software may be used only in manners consistent with their licenses or copyrights. Employees are prohibited from installing any software on Museum computers and accessing or altering network specifications without prior authorization from the Museum's designated representative.

The display or transmission of any offensive images, messages and cartoons such as those that are sexually explicit or contain racial comments, ethnic slurs, off color jokes or anything that may be unwelcome by other staff (both employees and volunteers) are prohibited. In addition, offensive material may not be archived, stored, distributed, edited or recorded using our network or computing system.

When using the Museum's computer networks or accessing the internet, volunteers shall identify themselves honestly, accurately, and completely, and respect copyright, software licensing rules, property and privacy rights.

Any use of the Museum's computer systems or equipment which could be considered a misuse of Museum assets or resources, any type of harassment, unauthorized use, misappropriation or theft of intellectual property is prohibited

Volunteers with user IDs and passwords for applications on the Museum's computer systems should keep such IDs and passwords confidential. Museum policy prohibits the unauthorized sharing of user IDs or passwords obtained for access to the Museum's computer systems or internet sites unless approved by an officer of the Museum.

Volunteers should not transmit messages or other communications by means that either mask or hide their identity or indicate that they are sent by someone else. Volunteers should never access any email, electronic bulletin boards, or intranet using another staff member's password without the prior written authorization by an officer of the Museum.

The Museum's internet facilities and computer system may not be used for personal gain or dissemination of personal views. Solicitation of any non-Museum business or activities or any use of the Museum's internet facilities and computer system for personal gain is strictly prohibited.

ALL of the Museum's internet facilities and computer system and the messages, files, data, software and other information stored or transmitted on them are, and remain at all times, the property of the Museum. All information created, sent or retrieved through the Museum's internet facilities and computer system and all activities conducted using the Museum's internet facilities and computer system should not be considered private or

confidential staff communications. For this reason, the Museum reserves the right, at all times and without prior notice to volunteers and/or employees, to inspect and search all of the Museum's internet facilities and computer system and any and all information contained therein to determine whether this policy, or any other Museum policy, has been complied with or violated. These inspections may be conducted during or outside business hours and in the presence or absence of affected volunteers and employees.

The Museum may also at its discretion or as required by law, share this information with outside third parties.

### Access to Buildings

The front gates to the Museum are opened at 5:30am each day and locked at 10:00pm each evening. Access to the buildings and work areas begins at 7:00am. Access to museum buildings and other areas not specified as "restricted" may be entered by volunteers with a valid identification badge during regular business hours. Access for guests and other visitors to all collections areas are required to check in at the Security Control Desk.

### Harassment and Violence

The Museum is committed to providing a harassment-free and violence-free environment for its staff, volunteers and guests. It has established policies that prohibit harassment and violence (physical, oral, visual or other form) by staff, volunteers, or guests. Please report any harassment or violence to your Supervisor and Human Resources (ext. 107).

### Conflict Resolution

Good working relationships are the goal at the Museum. The Museum believes that it is in the best interest of the institution, staff, and volunteers to resolve any problems as soon as possible. To the extent possible, all problems and complaints will be held in the strictest confidence. The purpose of this policy is to ensure that volunteers are granted the fullest opportunity to bring ideas, suggestions, and problems to the Museum's attention and give absolute assurance of a fair determination and prompt appropriate action without fear of reprisal, discrimination, or penalty.

With that in mind, here is a suggested course of action:

1. Try to resolve the issue by discussing it positively with the other party
2. If the situation remains unresolved or you are uncomfortable speaking with the other party, discuss it with your supervisor
3. If after a reasonable length of time, satisfactory resolution has not been made, or if your complaint involves your supervisor – discuss it with Human Resources

### Performance

When a volunteer's performance is below the standards established by the Museum, the Supervisor discusses the issues to clarify expectations and answer questions. If the issues are

not resolved and performance continues to be below the standard expectations, the volunteer may be asked to leave the program. If performance issues are a result of inappropriate placement, every effort will be made to help the volunteer find a suitable position at the Museum. Prior to notifying a volunteer of termination, the Director of Human Resources will discuss the action to be taken. Examples of below standard performance may include:

- Safety violations
- Unauthorized use of equipment
- Unfriendly or uncooperative interactions with guests, staff or other volunteers
- Damage of property
- Harassment or Violent behavior
- Theft
- Volunteering while under the influence of illicit drugs or alcohol

### Resignation

Whenever possible, please notify your Supervisor and Human Resources at least 2 weeks prior to terminating your volunteer service at the museum. We appreciate your time, talents, and interests and know that changes will occur.

### Exit Interviews

An exit interview will be conducted with volunteers who leave the program. Included in the interview will be questions about reasons for leaving, suggestions for improvement in the area assigned, and possibilities for future involvement with the museum.

## Our Museum

Bishop Museum was founded in 1889 by Charles Reed Bishop as a memorial to his wife, Princess Bernice Pauahi Bishop, the last direct descendant of King Kamehameha I. The original collections were based largely on the royal family heirlooms. Today, the Museum is recognized as the principal museum of the Pacific, and houses the world's largest collection of Hawaiian and Pacific artifacts and natural history specimens.

Bishop Museum's anthropological and historical collections are rich and comprehensive. They feature ethnographic materials collected from the time of discovery to the present, in Hawai'i and throughout the Pacific and include personal and state memorabilia of Hawaiian royalty, 19<sup>th</sup> century household items, manuscripts, documents, works of art, photographic images and sound recordings of music and oral history.

Designated the State Museum on Natural and Cultural History in 1988, Bishop Museum tells the full story of Hawai'i in relationship to its place in the Pacific, and the world, It is a place where families learn about their island heritage and discover the wonders of science through fun hands-on exhibits and programs. It is also a visitor destination where people from around

the world learn about Hawai‘i’s multicultural and diverse communities. More than 400,000 people visit the Museum each year, including over 50,000 Hawai‘i school children.

## Core Values

### Mission

As “the Museum of Hawai‘i”, Bernice Pauahi Bishop Museum’s mission is to be a gathering place and educational center that actively engages people in the presentation, exploration, and preservation of Hawai‘i’s cultural heritage and natural history, as well as its ancestral cultures throughout the Pacific.

### Vision

We envision a future where all people understand and celebrate Hawai‘i’s cultural heritage and natural history, and use that knowledge to inspire the future.

### Laulima (Teamwork)

As an integral member of the Museum’s ‘ohana, we come together to achieve our collective goals and are willing to play a specific role in order to accomplish these goals. We demonstrate *laulima* by:

- Being supportive of each other
- Participating willingly in activities
- Celebrating the accomplishments of the group
- Working toward an atmosphere of mutual respect
- Understanding the goals of the group and our role in them
- Taking advantage of opportunities to build team spirit

### Ihi Kaulike (Mutual Respect)

Understanding each and every person is important to the success of the organization, we bring our talents together, through teamwork, for the betterment of the Museum. We earn mutual respect by giving each other our best effort and acting with integrity. We respect the values, beliefs and opinions of all. We demonstrate *ihi kaulike* for each other by:

- Showing appreciation and respect to each other, volunteers, and guests
- Greeting and working with others cheerfully
- Providing a reasonable amount of lead time when requesting the assistance of others
- Trusting in the judgment or expertise of individuals in charge of specific functions
- Responding to requests for assistance within a reasonable period of time
- Following through on agreed upon deadlines

### 'Umeke Ka'eo (Integrity)

As an organization that produces and shares knowledge, Bishop Museum's reputation for trust, honesty, and adherence to ethical principles must be beyond reproach. We strive to work with integrity in all we do and as an institution. We demonstrate *'umeke ka'eo* by:

- Doing what we have committed to others we would do
- Being up-front, honest, and trustworthy
- Understanding and abiding by all contract terms, grant regulations, policies, procedures, and laws that govern the work we do
- Respecting the Museum's need for confidentiality
- Understanding and embracing the applicable code of ethics
- Striving for excellence in all we do

### Ho'okipa (Hospitality Focused)

Bishop Museum relies on support from many sources to continue the legacy of Charles Reed and Bernice Pauahi Bishop. Each and every employee's paramount responsibility is to recognize and acknowledge the importance of those in our community and throughout the world that provide support. Our Supporters are both the external and internal users of our collections, programs, products and services. Being hospitality focused means placing our Supporters first. We demonstrate *ho'okipa* by:

- Being aware of who our internal and external supporters are
- Understanding and exceeding the expectations of our supporters
- Responding promptly and courteously to Supporter inquiries
- Placing the Supporter's needs before our personal preferences

### Waihona (Rooted in Hawai'i)

The rich ethnic diversity of Hawai'i's people together with the natural beauty of the Islands combine to create a sense of place that is most unique in the world. As the State Museum of Natural and Cultural History we demonstrate *waihona* by:

- Respecting the cultural diversity of the people of Hawai'i
- Exemplifying in our planning and style of operation, the values and traditions of Native Hawaiian culture and the culture of Hawai'i
- Maintaining an open, inviting campus that is reflective of the Hawaiian environment
- Striving for harmony and consensus in reaching decisions
- Maintaining an identity reflective of our heritage when advancing our mission.

### A'a (Innovativeness)

Through our innovativeness, we accomplish more of our goals while consuming fewer of our resources. We continually strive to rethink our systems to improve our performance. We seek creative solutions to problems and new approaches to achieve our goals. Our *a'a* will be evidenced by:

- A willingness to explore and challenge the statement “that’s the way it’s always been”
- Volunteering and being receptive to new ideas
- Supporting efforts to improve and modernize our systems and processes
- Staying informed about issues and new developments which may impact the Museum

### Pono i ka waiwai (Fiscally Responsible)

As a not-for-profit organization, we fulfill our mission efficiently and effectively. Being responsible means we prudently use the resources our community has entrusted us with. We show that we are *pono i ka waiwai* by:

- Understanding the goals of the Museum
- Being knowledgeable of budget parameters that affect us
- Abiding by financial policies and procedures
- Using our time efficiently and effectively
- Acting with the best interest of the Museum in mind
- Seeking sources in support of our mission and goals
- Devising creative opportunities for the Museum

## Museum Galleries & Buildings

### Architecture and Buildings

Four of the Museum’s buildings are listed in the National Register of Historic Places, and constructed between 1889 and 1900 from coarse lava rock, with interior surfaces of carved native koa wood. Hawaiian Hall stands as an excellent example of 19<sup>th</sup> century exhibition design.

Below, you will find Bishop Museum’s buildings and galleries listed according to their common name. Proper names are included in the description.

### Archives

See ‘Library & Archives’.

### Atherton Halau

Built in 1980 as an open-air Polynesian longhouse, this serves primarily as a venue for lectures, craft and cultural presentations and community events.

### Castle Building

Properly referred to as the ‘Harold K. L. Castle Memorial Building’. Dedicated in 1990, the building’s first and second floors are an exhibition area for traveling exhibits from around the world.

## Hall of Discovery

A changing exhibition space and multi-purpose room for staging various educational groups, this room is located next to the J. Watumull Planetarium.

## Hawaiian Hall

Built from 1899 to 1903, this Victorian masterpiece is still the premier gallery. It features three floors of artifacts that illuminates the fascinating history, culture and ethnic diversity of Hawai'i. The reign of the Hawaiian monarchy is displayed in full detail with royal treasures ranging from finely worked feather capes and drums to ornamental helmets. Also on display, a 50-foot sperm whale, the oldest known exhibit of its kind in the world; a Hawaiian grass hale (house); and more. The Hawaiian Hall gallery is part of the larger Hawaiian Hall Complex, which includes the Kahili Room, Long Gallery, Picture Gallery and Pacific Hall.

## Kahili Room

Properly referred to as the 'Abigail Kinoiki Kekaulike Kahili Room'. Honoring the cherished ali'i (monarchs), the room displays precious kahili (feather standards) associated with them.

## Library & Archives

The Library – One of the most extensive collections concerned with Hawai'i and the Pacific. Holdings include over 110,000 books (45,000 volumes considered rare), periodicals, newspapers and special collections.

The Archives – Featuring extensive studies done by Museum staff in the Pacific Basin. Included in the department's holdings are over 1 million archival materials including manuscripts, photographs, artwork, oral histories, commercial sound recordings and maps.

## Long Gallery

Properly referred to as 'Joseph M. Long Gallery' and named after founder of Longs Drugs, this gallery hosts ongoing presentations of contemporary art by Native Hawaiian artists and other indigenous peoples.

## Pacific Hall

Originally built in 1894, 5 years before construction on Hawaiian Hall began, and 9 years before it opened, this building houses Pacific Island artifacts. Previously referred to as Polynesian Hall, this exhibit space was renamed in 2013 upon completion of years' long renovations.

## Paki Hall

Housing the Hawai'i Sports Hall of Fame, and the Bishop Museum Library & Archives. The Library & Archives house unpublished materials including manuscripts, photographs, art,

moving images, maps, and audio recordings as well as books, periodicals, microforms, and special collections.

### Planetarium

Properly referred to as the 'Jhamandas Watumull Planetarium'. First opened in 1961, Bishop Museum's planetarium offers daily sky shows, including morning educational programs, evening Japanese language programs, and special star shows such as the popular "Sky Tonight". NOAA's Science on a Sphere (SOS) is centered in the Cooke Rotunda surrounded by the interactive exhibit "NASA's Earth Observing Mission".

### Science Adventure Center

Properly referred to as the 'Richard T. Mamiya Science Adventure Center'. Completed in 2005, Bishop Museum newest building allows visitors to explore Hawai'i's natural environment through hands-on, interactive exhibits found nowhere else on earth. The dramatic centerpiece of the building is the man-made, 26 foot walkthrough volcano that "erupts" periodically throughout the day. Other custom-made exhibits teach about the volcanology, oceanography and biodiversity of Hawai'i and the Pacific region.

### Programs

Check website and on-campus signage for the most current schedule of programs and events. Bishop Museum offers guided gallery tours, Planetarium shows, Native Hawaiian crafting and demonstrations, garden tours, and dramatic storytelling. For information regarding hours and admission, go to: [www.bishopmuseum.org](http://www.bishopmuseum.org)

## Map of Campus



### Location

1525 Bernice Street  
Honolulu, HI 96817

### Phone

(P) 808-847-3511  
(F) 808-841-8968

## Parking

Parking in Bishop Museum lots is provided to help promote access and convenience. All active, long-term volunteers will enjoy free parking, provided that vehicles adhere to the following rules:

- Must be parked in the rear of the upper parking lot (the areas labeled as “Staff Parking” on the map above). Those stalls are reserved for all staff and volunteers.
- Vehicle must have a valid parking sticker displayed on the driver’s side of windshield.

Handicap vehicles and electric vehicles are excused from this requirement, however, those utilizing our electric vehicle charging stations are asked to move their cars once charged to allow guests the same courtesy.

The Museum will issue a maximum of two parking stickers per active, long-term volunteer to accommodate multicar households. Any extra stickers must be returned to the Human Resources and Volunteer Office immediately. The sticker must be displayed prominently on the left side of your windshield so that it is visible to Diamond Parking staff during lot checks. Please adhere the sticker directly to your windshield. Motorcycles and mopeds are required to have stickers displayed somewhere protected from the weather while remaining visible. New stickers will be issued to volunteers twice each year in June and December. The Human Resources Office will be responsible for the issuance of parking stickers for volunteers.

Please do not park in the reserved, “no parking”, or red zones. Parking in these areas is prohibited for operational and safety reasons. Automobiles parked in these areas may be towed at the owner’s expense. Please drive safely while on Museum property and observe the speed limits. Remember to be careful in pedestrian-frequented areas.

Keep your valuables out of sight. Parking in the Museum lot is at your own risk. The Museum is not responsible for any loss or harm to your car that occurs while it is parked in the lot. If you believe your car has been vandalized, please contact security at ext. 232 immediately.

Please note that there are no overnight parking privileges. For more information regarding parking, please visit our website: <http://www.bishopmuseum.org/parking/>.