

ART | CRAFT | DESIGN
BELLEVUE ARTS MUSEUM

INTERN HANDBOOK

Always different, always new, always exciting.

Last updated: 9/4/2018

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WELCOME

Welcome to your internship at the Bellevue Arts Museum! Your time, talents, and efforts are much appreciated, and we look forward to working with you. We make every effort to provide a valuable and rewarding internship experience, and hope that you enjoy your time with us.

Interns at Bellevue Arts Museum come from all walks of life; each bringing diverse skills to their work at the Museum. Internships at the Bellevue Arts Museum are meant to not only give you a sense of job opportunities within a museum, but provide you with training for your future endeavors. Without the support of interns, we would not be able to provide many of the programs, activities, and services that are valued by our members and the community.

In an effort to ensure both Museum staff members and interns have a positive experience, we ask that you read and agree to the information in this handbook. Please do not hesitate to speak with the Intern Manager or your supervisor regarding any questions or concerns you may have.

CONTACT INFORMATION

BAM Phone Number:
425.519.0770.

BAM Address:
Bellevue Arts Museum
510 Bellevue Way NE
Bellevue, WA 98004

BAM Website:
www.bellevuearts.org

PARKING

Interns may park for **FREE** in the Museum's parking garage, located underneath the museum. The garage closes 30 minutes after museum closure. To retrieve your vehicle after hours at your own expense, please contact Ibsen Towing at 425.644.2575.

PUBLIC TRANSIT

Routes 234/235, 240, 271, 271, 550, 555/556 all stop at the Bellevue Transit Center, within walking distance of the Museum.

INTERN & INTERN DEPARTMENT STAFF

Julia Sepulveda, Director of Special Events & Interns
julias@bellevuearts.org

Colleen Shelton, Intern Coordinator
colleens@bellevuearts.org

ABOUT THE BELLEVUE ARTS MUSEUM

BAM HOURS

Monday & Tuesday	Closed
Wednesday - Sunday	11:00 a.m. – 5:00 p.m.
Free First Fridays	11:00 a.m. – 8:00 p.m.

MISSION

Bellevue Arts Museum provides a public forum for the community to contemplate, appreciate, and discuss visual culture. We work with audiences, artists, makers, and designers to understand our shared experience of the world.

VISION

Bellevue Arts Museum is a space where artists and audiences directly participate in the exchange of ideas, illuminating and enriching their joint experience of art, craft, and design.

HISTORY

Bellevue Arts Museum is the Pacific Northwest's center for the exploration of art, craft, and design. The Museum's mission is guided by the belief that craft and design are essential to the conversation on art and are equally transformative. From objects made for everyday use to cutting-edge sculpture, furniture, and jewelry, Bellevue Arts Museum celebrates the creative process, skill, and vision of today's most talented makers. International exhibitions are placed side-by-side with some of the region's most promising artists, fostering global exchange and providing a platform for thought provoking ideas.

Bellevue Arts Museum is one of few museums that grew out of an art fair. Started by a handful of dedicated interns, the first fair was held in 1947 and eventually led to the founding of the Museum in 1975. After undergoing a series of transformations, Bellevue Arts Museum opened the doors to its first permanent home, designed by renowned architect and Washingtonian Steven Holl, in 2001. Exclusively dedicated to art, craft, and design since 2005, the Museum has grown to be an important contributor to the region's cultural vibrancy and a leading institution in its field. The Bellevue Arts Museum ARTSfair continues to be a core community program.

BECOMING A BAM INTERN

APPLICATION

The internship application process is a bit different for every internship, depending upon the scope and requirements that is part of the internship, but as a general rule, potential applicant can submit their resume and cover letter to Colleen Shelton, Intern Coordinator (colleens@bellevuearts.org). This will then be reviewed, and you will be contacted for an interview upon passing the initial screening. The Bellevue Arts Museum generally looks for interns that are age 18 or older, but there may be cases where a high school student is hired.

BACKGROUND CHECKS

To ensure the security and safety of its employees, interns, guests, and visitors, the Museum reserves the right to conduct background checks on all prospective interns, pursuant to applicable law. All prospective interns will also be run through the national Sex Offender Registry.

EQUAL OPPORTUNITY

BAM believes that all persons are entitled to equal intern opportunities, and does not discriminate against its interns because of race, color, religion, sex, gender identity, pregnancy, national origin, ancestry, age, marital status, veteran status, physical disability, medical condition, or any other basis prohibited by local, state, or federal law.

BAM is proud to be a "Safe Place" through the Bellevue Police Department. What this means is that we display a logo in our windows on the 1st floor to promote our location as a safe haven for anyone who feels they have been the victim of a hate crime or harassment.

As provided by those laws, the organization will make reasonable accommodations if you have a disability, including pregnancy, that substantially limits your ability to perform the essential functions of your job or if working without accommodation would aggravate a disability such that it would create a substantially limiting effect in the future unless doing so would create an undue hardship for the organization. What constitutes a reasonable accommodation is decided on a case-by-case basis.

INTERN POSITIONS

Internship opportunities will be listed on the BAM website and posted on related hiring websites. Opportunities are available throughout a variety of departments, including but not limited to Curation, Education, Development, Marketing, and Special Events.

INTERN RESPONSIBILITIES

EXPECTATIONS

Intern can expect to be:

- Provided with an orientation to the purpose and goals of the Museum
- Introduced to Museum staff
- Given instructions for recording their hours worked
- Provided school credit towards their education, if needed
- Given feedback on their work, and given training to further their education
- Provided with adequate work space, training, and ongoing supervision
- Reviewed in regard to their progress on assignments, as applicable
- Accepted as important Museum affiliates

Museum staff expects interns to:

- Understand and support the Museum's mission, vision, history, and policies
- Be respectful and professional when interacting with the public, vendors, visitors, and other interns/interns.
- Have a positive attitude and model appropriate professional behavior
- Be prompt and reliable in attendance
- Notify supervisor promptly of absences or planned vacations
- Record hours for every shift using VicTouch on the iPad at Guest Services
- Perform assigned duties
- Respect the confidentiality of sensitive or proprietary information
- Understand that interns are not in a position to speak for the Museum or to sign official correspondence
- Notify their supervisor in the event of an on-the-job injury
- Understand the commitment level required for the position you have

ABSENCES

Interns should call or email their staff supervisor as soon as they know they are going to be absent or late.

Three Strike Policy. Strikes include, but are not limited to, complaints received from guests, members, docents and/or staff; not notifying staff of absences on days that you are required to be present. Strikes will be recorded in the intern database and after three strikes, interns will be removed.

INTERN RECORDS

PERSONNEL RECORDS

An official intern record shall be kept by the Museum. Interns can request and receive copies of any information in the file, and have the right to provide written comment regarding any item present in their files with which they may disagree, or feel requires clarification.

CHANGE OF ADDRESS, EMAIL, OR PHONE

It is each intern's responsibility to immediately update his/her VicNet profile whenever name, home address, telephone number, email, emergency contact, or other information has changed.

INTERN POLICIES

DRESS CODE

Interns should use discretion and good judgment in order to dress in an appropriate manner suitable for their work area and job responsibility. If in doubt of what is appropriate, ask the staff supervisor or the Intern Coordinator. BAM does not allow clothing of transparent or semi-transparent fabrics, clothing with rips, revealing clothing, spandex, sweat pants, athletic clothing, cutoffs, or beachwear. Skirts and shorts must be three inches above the knee or longer. Logoed apparel should be kept to a minimum.

IDENTIFICATION

Interns should obtain a Intern Badge from Guest Services upon signing in and must wear them while on duty. Badges should only be worn during an intern's shift; at all other times, please enter the Museum as a visitor.

RECORDING HOURS

Intern hours are invaluable to BAM as to all non-profit organizations. Recorded hours are used for grants, financial sponsorship applications, used to confirm hours for school requirements, and financial reporting. **All interns are required to sign in upon arrival at BAM and to sign out before leaving.** Interns will sign in and sign out using the VicTouch iPad at Guest Services (near the coat closet). This is not only important for the reasons listed above, but also for the safety of our interns on duty as a record of who is currently in the building in case of an emergency.

Interns who do not sign out can only be credited for **one hour** of service regardless of actual hours worked. For those seeking college credit or community service verification, this should be a priority. If a intern needs a community service or college credit verification signed, they should submit their request to the Intern Coordinator and expect it to be completed within 2 weeks of receipt.

COMMUNICATION

Intern information prior to your start date and when not on site will be communicated via email. Please make sure that BAM has a valid email for you. Interns will be held accountable for knowing and adhering to all notices sent via department email messages. If you are not receiving emails, please check your junk mail folders

PERFORMANCE REVIEW AND EVALUATION

BAM will provide an opportunity for interns to give written feedback on their interning experience based on their expectations, and will strive to foster an environment where their viewpoint is valued.

TERMINATION OF SERVICES

It is requested that intern provide notice, in writing, to the Intern Coordinator two weeks prior to terminating intern duties/service. No Museum property may be removed upon termination unless expressly approved, including files, artwork, reports, etc.

DISMISSAL PROCEDURES

Interns may be dismissed for failing to comply with the Museum's policies and procedures, or for other inappropriate behavior or conduct. Reasons for an intern's dismissal from their position may include, but are not limited to:

- Numerous unexcused absences, especially for days when required to be present
- Repeated and/or excessive tardiness
- Being under the influence of drugs or alcohol while interning
- Harassment or unprofessional conduct towards a fellow intern, intern, staff member, board member, visitor, donor, or other Museum guest. This can include, but is not limited to: unprofessional or inappropriate verbal comments, unwanted or improper physical contact, physical or verbal altercations, social media or online harassment, and/or bullying.

Bellevue Arts Museum reserves the right to terminate an intern from their position for any valid reason with no prior verbal or written warning. Types of corrective action the museum may take include but are not limited to an oral warning, a written warning, temporary suspension, and dismissal.

PERSONAL PROPERTY

Interns are discouraged from bringing personal property to the Museum due to the possibility of loss or damage. While the Museum will try to make arrangements for the safe storage of purses and similar items, it does not assume responsibility for their security. Interns are welcome to use the lockers in the Coat Check near Guest Services for 25 cents, which is returned upon removal of items.

MUSEUM PROPERTY

Interns should be aware that Museum equipment, desks, file cabinets, and other property they may use in their work belong to the Museum, and are subject to access by the Museum staff from time to time as the need may arise, with or without prior notice.

DISABILITY POLICY.

Bellevue Arts Museum will reasonably accommodate interns with disabilities that may affect their ability to work. Although all interns must be able to properly perform the essential functions of their tasks, the Museum may be able to make scheduled changes or other modifications, upon request to the Intern Coordinator, to accommodate differently-abled interns. Such information will be treated as confidential, except to the extent staff members need to know to accommodate the intern concerned.

HARASSMENT & DISCRIMINATION

Bellevue Arts Museum believes that all interns must be allowed to work in an environment free from harassment and discrimination. BAM strives for an open, friendly, uncoercive environment for all interns. If you feel that the conduct or statements of any intern, staff member, or other person you may contact in your work may constitute sexual harassment, or may undermine our commitment to equal opportunity, it is your obligation, as a intern, to immediately notify a staff supervisor or the Intern Coordinator. If you are not satisfied with the response, it is your responsibility to make your complaint, in writing, to the Executive Director. Your report will be taken seriously, investigated, and kept confidential to the extent consistent with our need to investigate.

ETHICS POLICY

In all activities our interns must act with integrity and in accordance with the most stringent ethical principles as well as the highest standards of objectivity. The Museum enjoys high public visibility, and our interns and staff members hold a generous measure of public esteem. To the public, a Museum intern is not seen as representing the best interests of the museum.

Interns can never consider themselves or their activities totally independent of the Museum despite disclaimers that they might offer. Any Museum-related action by the individual may reflect on the institution or be attributed to it.

SOCIAL MEDIA POLICY

Interns are important ambassadors for the Museum's mission, reputation, and brand. These guidelines are not meant to restrict personal presence on the Internet, hinder academic or personal speech, or prohibit discussion of Bellevue Arts Museum, provided that such activities do not result in disclosure of the Museum's confidential or proprietary information, or otherwise violate Museum policies. It is important to keep in mind that social media activity is part of a permanent public record, and individuals are responsible for the content they post on the Internet, including but not limited to blogs, photo and video sharing sites, and social media platforms such as Instagram, Facebook, Twitter, Pinterest or Snapchat. In all online communications, we expect you to be respectful of the Museum, its employees, fellow interns, visitors, members, and affiliates. Honor the privacy rights of others and seek permission before publishing their photos or writing about them.

When publishing content to a personal account, interns must avoid stating, implying, or creating the impression that they are speaking in an official capacity on behalf of the Museum or that their activity is endorsed by the Museum.

Do not use the Museum's brand, logos, or other official identities to promote or identify your personal accounts.

TECHNOLOGY USE POLICY

To better serve our patrons and provide our network users with the best tools to do their jobs, Bellevue Arts Museum makes available to our users access to one or more forms of electronic media and services, including computers, AV equipment, local area network (LAN) services, email, telephones, voicemail, fax machines, online services, intranet, and Internet access.

Bellevue Arts Museum encourages the use of these media and associated services because they can make communication and work-performance more efficient and effective. Intern users should remember that electronic media and services provided by BAM are Museum property and their purpose is to facilitate and support Museum business. All users have the responsibility to use these resources in a professional, ethical, and lawful manner.

The following guidelines have been established to ensure an acceptable use.

PROHIBITED COMMUNICATIONS

Conducting personal or side business using Museum technology is prohibited. Furthermore, interns must not use the Internet for purposes that are illegal, unethical, harmful to the Museum, or unproductive. Examples of unacceptable uses are:

- Sending unsolicited commercial email to recipients within or outside the organization.
- Downloading streaming media such as music from the Internet.
- Sending or forwarding chain email, i.e., messages containing instructions to forward the message to others.
- Broadcasting email, i.e., sending the same message to more than ten external recipients or more than one distribution list.

- Sending email unrelated to Museum business.
- Transmitting any content that is offensive, harassing, or fraudulent.
- Engaging in online commerce unrelated to Museum business using Museum resources.
- Transmitting material in violation of any license governing the use of software.
- Any purpose that is illegal or contrary to Museum policy or business interests,

PHOTOGRAPHY

Still photography for personal, non-commercial use is allowed in most areas of the Museum, depending on the exhibition. Visitors are welcome to take pictures in the Museum Forum (1st floor) year-round. No tripods, no flash, and no video cameras please. Galleries where photography is not permitted are clearly marked.

SMOKING, DRUGS, AND ALCOHOL

Smoking (including, but not limited to tobacco and e-cigarettes) is not permitted in the Museum or in public areas adjacent to the museum. Washington State's Clean Indoor Air Act of 2005 prohibits smoking indoors and requires smokers to be at least 25 feet away from all entrances, exits, windows and ventilation intakes.

Interns must never report for a shift under the influence of drugs and/or alcohol, or conduct a shift under the influence of drugs and/or alcohol. Interns and interns of legal age may consume alcohol while on museum property for museum functions such as preview parties and exhibition openings. However, moderation is expected and interns exhibiting signs of intoxication may also be subject to corrective action.

INTERN BENEFITS

BAM honors the contributions of interns by providing the following benefits in gratitude:

- 10% off in BAM Museum store.
- Invitations to members-only events and exhibition opening receptions.
- A year-long Museum Membership beginning at the start date of your internship.
- Free admission to reciprocal museums and cultural attractions in the Puget Sound area during National Volunteer Appreciation Week every April.
- 20% off one item in the BAM store during National Volunteer Appreciation Week every April.

SAFETY AND SECURITY

Bellevue Arts Museum will make reasonable efforts to provide and maintain safe working conditions. Interns are expected to cooperate by working in a safe manner to prevent accidents. Interns are required to report any accident, injury, or unsafe conditions immediately to their staff supervisor.

Interns are covered by workers compensation insurance for injuries sustained in the discharge of official duties. This does not cover normal travel to and from the Museum.

If in case of an emergency, the Evacuation Meet-Up Location for BAM staff, interns, and interns is located across Bellevue Way and in front of the Cheese Cake Factory.

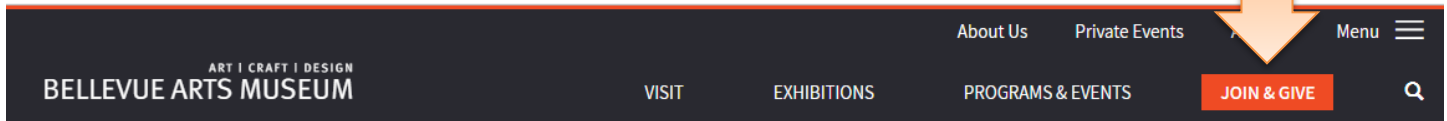
If you have any questions regarding the safety procedures of the Museum, please ask any of the members of the security team or contact BAM's Operation Manager, Jeremiah Meno, Operations Manager at 425.519.0730 or jeremiahm@bellevuearts.org

VICNET

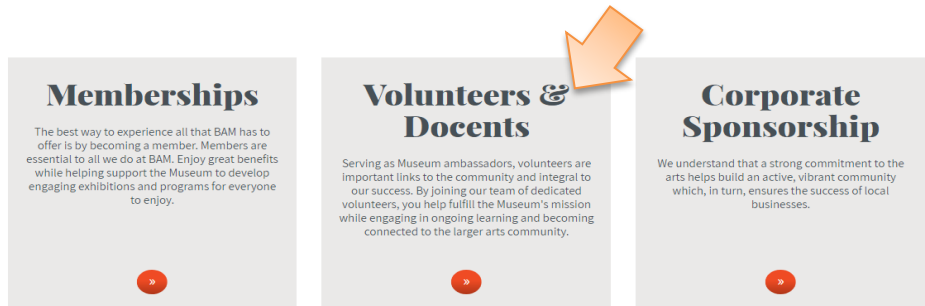
VicNet is Bellevue Arts Museum's intern management system. Once logged in, you can update your profile, check your schedule, sign up for opportunities, review your total hours, and so much more!

LOGGING INTO VICNET

- You may visit <https://www.volgistics.com/ex2/vicnet.dll?from=192801> or open any web browser, and navigate to BAM's web site at www.bellevuearts.org.
- Click the orange JOIN & GIVE button.



- Click the middle grey box labeled 'Intern & Docents'



- Use either VicNet link

Current Volunteers

Volgistics

Volgistics is our volunteer management system. VicNet is its web-based module where you can update your contact information, check your schedule, sign up for shifts, and view your service record.

Volunteer Links

- [VicNet »](#)
- [Volunteer Handbook »](#)

- Use your email address as your Login Name, and enter your Password.

A screenshot of the login form for VicNet. The form is white with a red header that says 'ART | CRAFT | DESIGN' and 'BELLEVUE ARTS MUSEUM'. Below the header, there is a text prompt: 'Enter your email address and your password, and then click the "Go" button.' There are two input fields: 'Login name:' and 'Password:'. Below the 'Password:' field is a green 'Go' button. At the bottom of the form, there are two links: 'Forgot your password?' and 'Help'.

UPDATING YOUR VICNET PROFILE

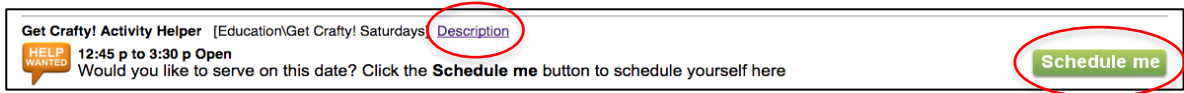
- Click on the My Profile tab.
- Review the information. Update as necessary.
- Click Save after each section you updated.

SIGNING UP FOR MISCELLANEOUS OPPORTUNITIES

- Click Sign-Up.
- You will see a monthly calendar. If there are opportunities available, you will see Help Wanted signs. Click a **Help Wanted** sign to view the opportunity.

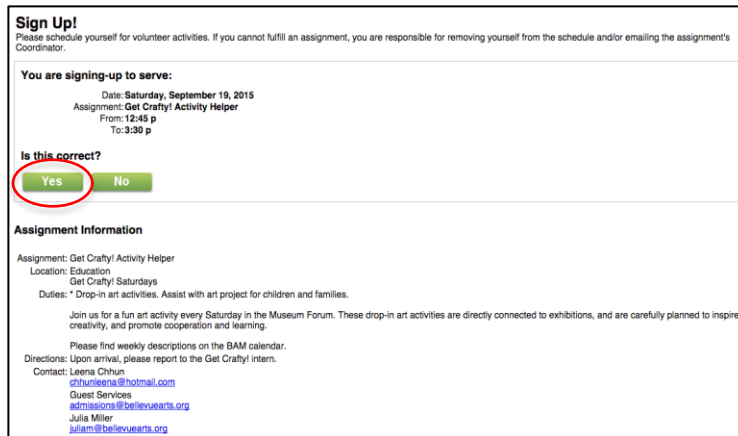
Prev month		Next month		September 2015		
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Review the date, timeframe, and job requirements (Click Description for details, if applicable). If you are able to commit to the date, the time, and the intern opportunity requirements, you are ready to sign up.



Get Crafty! Activity Helper [Education\Get Crafty! Saturdays] [Description](#)
HELP WANTED 12:45 p to 3:30 p Open
Would you like to serve on this date? Click the **Schedule me** button to schedule yourself here

- To sign up, click Schedule Me.
- Review the information. If you can commit to the assignment, click Yes.



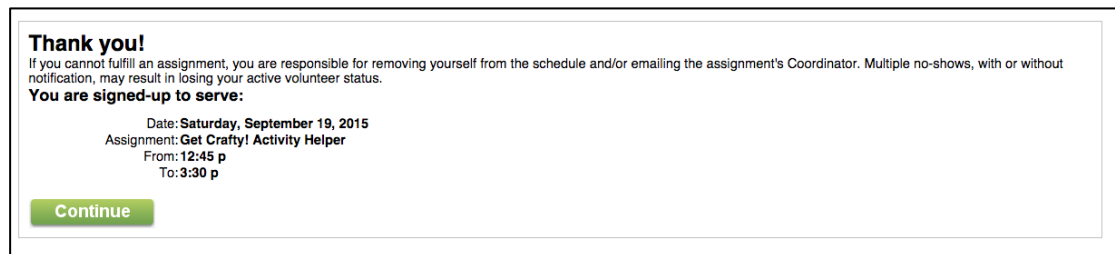
Sign Up!
Please schedule yourself for volunteer activities. If you cannot fulfill an assignment, you are responsible for removing yourself from the schedule and/or emailing the assignment's Coordinator.

You are signing-up to serve:
Date: Saturday, September 19, 2015
Assignment: Get Crafty! Activity Helper
From: 12:45 p
To: 3:30 p

Is this correct?

Assignment Information
Assignment: Get Crafty! Activity Helper
Location: Education
Get Crafty! Saturdays
Duties: * Drop-in art activities. Assist with art project for children and families.
Join us for a fun art activity every Saturday in the Museum Forum. These drop-in art activities are directly connected to exhibitions, and are carefully planned to inspire creativity, and promote cooperation and learning.
Please find weekly descriptions on the BAM calendar.
Directions: Upon arrival, please report to the Get Crafty! intern.
Contact: Leena Chhun
lchhun@bellevearts.org
Guest Services
admissions@bellevearts.org
Julia Miller
juliam@bellevearts.org

- You will see a Thank You page confirming the details of the opportunity. Be certain to put these details on your personal calendar!



Thank you!
If you cannot fulfill an assignment, you are responsible for removing yourself from the schedule and/or emailing the assignment's Coordinator. Multiple no-shows, with or without notification, may result in losing your active volunteer status.

You are signed-up to serve:
Date: Saturday, September 19, 2015
Assignment: Get Crafty! Activity Helper
From: 12:45 p
To: 3:30 p

REMOVING ONESELF FROM AN OPPORTUNITY

- Click **Check your schedule**.

ART | CRAFT | DESIGN
BELLEVUE ARTS MUSEUM

Volunteer Information

Volunteer information for **YOUR NAME WILL BE HERE**

[Home](#) [My Profile](#) [My Schedule](#) [My Service History](#) [Time Sheet](#)

Check your schedule

Post your hours

Sign-up

Text message opt-in

Statistics
Overall
Volunteers: 72
Cumulative hours of service: 0:00
(as of yesterday)

Exit

Thank you for volunteering!
Welcome to the BAM Volunteer Information Center. This new online feature gives you an easy way to keep in touch with the volunteer program. You can check your schedule, post your volunteer service, receive messages, and much more: anytime, and from any Internet connected computer.

Your Assignments
If you have signed up for a intern opportunity, it will be listed here.

- Find the assignment on the calendar and click that day.

Prev month Next month **September 2015**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19 12:45 p - 3:30 p Get Crafty! Activity Helper [Education] Get Crafty! Saturdays]
20	21	22	23	24	25	26
27	28	29	30			

- Click **Remove Me**.

Schedule for
Saturday, September 19, 2015

You are scheduled

12:45 p to 3:30 p
Get Crafty! Activity Helper [Education] Get Crafty! Saturdays] [Description](#)

Can't serve on this date? Click the **Remove me** button to remove yourself from these times

Remove me

VICTOUCH

VicTouch is Bellevue Arts Museum's intern sign-in/out system.

Please note: You will need your BAM VicNet PIN number to sign-in/out each day you intern at the Museum. Your PIN number was emailed to you when your intern application was accepted.

Guest Services should have a copy of all the intern pins, updated at the beginning of each month.

If you have forgotten your VicNet PIN number, you will need to email the Intern Coordinator. Your PIN number will be emailed to the address in your VicNet profile.

SIGNING INTO VICTOUCH FOR A INTERN SHIFT

Each time you intern at BAM you will sign in on the VicTouch iPad

- The VicTouch iPad is located on the far side of the Guest Services Desk by the Coat Check.
- Enter your BAM VicNet PIN number, then click Continue.

Volunteer Information Center

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BELLEVUE ARTS MUSEUM

Enter your volunteer PIN number
Enter your volunteer ID number using the keypad buttons, and then touch the Continue button.

1 2 3
4 5 6 Cancel
7 8 9 < Backspace
* 0 # Continue

- Confirm by clicking **Yes**.

Not you? Click **No** to try again. Be certain you are using the correct BAM VicNet PIN number!

Are you YOUR NAME WILL BE HERE

Yes

No

- Click **Sign-in**.

YOUR NAME WILL BE HERE

What would you like to do?

If you are arriving now, touch the "Sign-in" button to check-in. Touch the "Sign-out" button if you are leaving now.

Sign-in

Exit

- Click the appropriate activity. Options will vary depending on your intern profile.

For example, in this screen shot, the intern has signed up to participate in a Get Crafty event and would click the title, "Glass Gem Window Display."

Which assignment are you here to complete?

Touch the button for the assignment you have come to complete today.

Glass Gem Window Display

Other Curatorial

Other Development

Other Education

Other Marketing & PR

Other Operations

Other Retail

▼ **More**

Not sure **Cancel**

Still can't find an appropriate option? Click on the "Not Sure" button

Your hours will be recorded and later categorized appropriately by the Intern Coordinator.

Not sure

- Click **Yes** to confirm.

Is this information correct?
If the information shown is correct, touch the Yes button. Touch the No button if you want to start over.

Name: Name
Date: Today's date will be here
Time in: The current time will be here
Assignment: **Other Special Events**

Yes THE ACTIVITY/EVENT YOU CHOSE WILL BE HERE

No

- Click **OK** and let Guest Services know that you have successfully signed in and would like a name badge to wear during your intern shift, and will return it when you sign out

SIGNING OUT AFTER YOUR SHIFT

Please remember to stop at the iPad at Guest Services before you leave to sign out. All interns who do not sign out will be credited one hour of service, regardless of how many hours were spent interning on that day.

POSTING YOUR OWN HOURS

As an intern, you will have the ability to manually post your own hours to VicNet. To do this, log in to VicNet through the portal located at <https://www.volgistics.com/ex2/vicnet.dll?from=192801>, and choose the "Post Your Hours" button. You will be able to manually log your time spent at BAM or working as an intern for BAM.