

# ART GALLERY ATTENDANT HANDBOOK

Current as of 8-11-2010

Art Gallery Attendants must read this handbook and sign the agreement on the last page.  
Keep this handbook for reference.

## JOB DESCRIPTION

The Art Gallery Attendant

- is physically present during scheduled hours.
- keeps track of the movement and activity of all visitors.
- enforces policies.
- provides information to visitors.
- records the number of visitors.
- performs assigned tasks.
- assists in the installation and striking of exhibitions.
- assists with exhibition openings and special events.

## RESPONSIBILITIES

The Gallery Attendant is responsible

- for the safety of artworks on display (not people)
- to have knowledge about current exhibitions
- to report missing or damaged artwork immediately
- to enforce gallery policies
- to follow emergency procedures
  
- DO NOT BE LATE!
- DO NOT take the Gallery keys home.
- DO NOT let art objects leave the gallery without proper paperwork.
- DO NOT wear headphones while on the job
  
- If you are unable to work your shift or if you are going to be late, call the numbers listed below and talk to someone IN PERSON -- to leave a voice message is NOT enough!

|                                  |                            |
|----------------------------------|----------------------------|
| Art Gallery office:              | 216-687-2103               |
| Art Department office:           | 216-687-2040               |
| Robert Thurmer, Director:        | 216-224-8964               |
| Tim Knapp, Assistant Director:   | 216-235-6778               |
| George Mauersberger, Dept. Chair | 216-687-2064, 216-228-8519 |

There is a PANIC BUTTON – a device that looks like a remote control – located in the attendant’s desk drawer. Use this if you feel threatened, or if an emergency (medical, fire, assault, etc. ...) occurs – the CSU Police will arrive in less than 5 minutes!

Keep personal phone calls short and few. Turn your audible ringers off and answer in the storeroom only.

## ART GALLERY POLICIES

- no touching (of artworks)
- no smoking
- no food or drink in the galleries (except for receptions)
- no open flames
- no pets
- photography for personal use is permitted.

## EMERGENCY PROCEDURES

- If in doubt – call 2020, 2111, or 911  
*Emergency phone is located in the outer gallery lobby.*

Call the POLICE 2020 or CAMPUS EMERGENCY 2111 – in case of:

- Fire, smoke: advise all to leave – get out! Leave all artwork and personal belongings behind.
- Visitors act suspicious, threatening, or belligerent.
- Medical emergency: DO NOT administer first aid! Contact Health Services 3649
- Power failure: emergency flashlights are kept in store room and in the Art Gallery office. Advise all to leave – get out! Leave all artwork and personal belongings behind.

## RULES OF CONDUCT

### DO'S

- Maintain a professional demeanor at all times – you represent the University!
- Greet visitors; make eye contact, answer questions. Ask visitors to complete the visitor survey.
- Be helpful and courteous.
- Walk around the Gallery space to keep track of visitors' movements and activities, enforce policies.
- Promote a contemplative atmosphere in the gallery.
- Dress casually but maintain a neat and clean appearance.
- Dress up for opening receptions.
- Wear work clothes for installation and striking – especially for painting.
- Always keep storeroom door closed.

### DON'TS

- Do not touch visitors!
- Do not leave storeroom door open.
- Do not study, read, or use the computer if there are visitors present in the Gallery!
- Do not watch TV on the computer, play your personal music, or open U-tube forwards!!!!
- Do not pile your stuff on the desk in the gallery. Keep your personal belongings in the storeroom.
- Do not store your personal belongings in the storeroom overnight or longer.
- Do not socialize excessively – you are working!

## ROUTINE OPERATIONS

### Opening:

- Obtain keys from the mailbox in the Art Department office, or other agreed-upon location.
- Sign in on line. Log into the 'time stamp' – log in and out every time you work.
- Confirm that entrances including street doors, are unlocked (Chester entrance remains locked on Saturdays)
- Confirm that track lights are turned ON – utility lights are tuned OFF
- Inspect all objects on display (count the objects for an easy reference). It is your responsibility to note if anything is missing or damaged. Report anything unusual immediately.
- Use feather duster to maintain the appearance of exhibits.
- Pick up minor trash and debris – report major cleaning needs to housekeeping.

### On duty:

- Greet Visitors! Be helpful and courteous to visitors.
- Report all unusual activity to Gallery Office, or Police.
- Remain in the Art Gallery – do not wander.
- Return promptly from errands.
- Do not leave until the next gallery attendant has arrived, you will be paid for the extra time. (If you are alone and you must leave, inform the Art Gallery office or Art Dept. office, then close the Art Gallery).
- Pass the keys on to the next attendant or deposit in the Gallery mailbox in the Art Department office.

### Closing:

- Ask all visitors to leave.
- Turn track lights OFF; turn utility lights ON.
- Lock all Art Gallery doors – confirm that the door to the sculpture area is closed and locked.
- Return the keys to the Gallery Mailbox in the Art Department office.
- Sign out – do not record false hours.

## INSTALLATION

Dress casually (wear work clothes); expect to encounter dust, paint, and household chemicals.

### Tasks will include:

- lifting heavy objects,
- climbing ladders,
- using tools and power equipment,
- loading and unloading trucks
- operating and riding in motor vehicles

### Standard installation procedures:

- Old show is inspected prior to packing – a condition report is written.
- Old show is packed exactly as it arrived – made ready for pick up or shipping.
- Nail holes are spackled and wall is spot painted.
- Wall labels and text panels are removed.
- New show is unpacked – carefully note how objects are packed – condition report.
- Objects are registered – exhibition checklist.

- All packing material is labeled and kept for return shipment and stored in downstairs storeroom.
- All two-dimensional works are installed with appropriate hardware at 58 inches centerline.
- Pedestals are painted – use drop cloth.
- Object labels are installed to the right of works at 48 inches – use label stick.

### BASIC ART HANDLING GUIDELINES

- *Always wear dermal gloves when handling art objects.*
- *Always know where an object will be set down before picking up the object.*
- *Always use both hands when lifting small objects.*
- *Never pick up objects by their handles – always support objects from below*
- *Always get a second person to help when handling large or heavy objects.*
- *Never allow any food or drink near objects.*
- *Always stack two-dimensional objects back to back and face to face.*
- *Never allow any object to rest against the face of another object*
- *Always set three-dimensional objects on quilts or cradle them with tissue paper.*

### OPENINGS AND RECEPTIONS

All attendants are required to work openings. Wear nice clothes if possible, and act in a welcoming manner, however, remember that you are working! Maintain a dignified demeanor. You are permitted to eat and drink but please do not over indulge. Help with the set up of the refreshments – replenish as needed. You may be asked to handle the sale of art objects – Tim or Robert will give you specific instructions.

### GENERAL INFORMATION

- All exhibitions and programs are free and open to the public.
- Viewing hours are Monday through Friday 10 AM to 5 PM, Saturday 12 PM to 4 PM, closed Sunday and University holidays. Summer hours vary.
- The Art Gallery is funded with support from University, the Ohio Arts Council, the Friends of the Art Gallery, and individual gifts.
- Cleveland State University does not discriminate on the basis of race, ethnic origin, gender, age, sexual orientation, or veteran status.

### ART GALLERY MISSION

The mission of the Art Gallery is to educate, edify, and involve Cleveland's diverse audiences by presenting exhibitions and other programs that promote the understanding of art and its relationship to society. It serves as an academic laboratory for the study, contemplation, and critical analysis of works of art.

## GALLERY ATTENDANT AGREEMENT

Please print your name:

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Student # \_\_\_\_\_

I have received a copy of the Gallery Handbook.  
I have read and understand the contents of the handbook.

I have received on-the-job instruction in art handling.

I will abide by the guidelines set forth in the handbook.

\_\_\_\_\_  
Gallery Attendant Signature

\_\_\_\_\_  
date

\_\_\_\_\_  
For the art gallery

\_\_\_\_\_  
date