

# Boston Public Library, Copley Square



## ***Position Overview***

### Volunteer Art & Architecture Tour Guide

#### **PURPOSE**

To inspire visitors and generate public interest in the history, art, and architecture of Boston Public Library, including its special collections and exhibitions at the Central Library in Copley Square.

#### **ROLE AND EXPECTATIONS**

- To provide a welcoming and professional presence for patrons as a representative of the library.
- To conduct public and private group tours of the Central Library's art, architecture, and exhibitions, answering questions from groups and recording attendance statistics after tours conclude.
- To exercise sound judgment and common sense while representing Boston Public Library and ensuring that the Appropriate Library Use Policy is followed on tours.
- To continue to inform oneself of the art, architecture, history, holdings, and exhibitions of Boston Public Library.

#### **QUALIFICATIONS**

- Interest in history, art, and architecture in general, and of Boston Public Library in particular.
- Desire to share knowledge of and enthusiasm for Boston Public Library with others.
- Confidence in addressing and presenting information to large groups; prior guiding or public speaking experience desirable.
- Ability to effectively interact with the public and willingness to vary delivery for specialized groups.
- Understanding of appropriate protocol when delivering public service.

#### **TRAINING**

Interviewed and accepted candidates will be asked to attend tour guide training meetings and to complete assigned reading and presentations as determined by the Exhibitions & Outreach Coordinator and Tour Guide Trainer. Training will involve shadowing experienced guides and coordinating with a mentor and fellow trainees to develop and provide practice tours before leading tours for the public. New guides are expected to complete training within four to six months. Progress evaluations will be ongoing throughout the training period, and through the first six months of full guide status as necessary.

#### **REQUIREMENTS**

- Minimum commitment of two tours per month (or 24 tours per year).
- Two-year minimum commitment to the program.
- Successful clearance of a CORI check prior to beginning the training program.
- Signing up for tours online in advance and securing a substitute for one's own shift if necessary.
- Commitment to attending tour guide meetings and enrichment programs for continuing education.
- Understanding that involvement in the tour guide program is an at-will agreement, which can be discontinued by the guide or Boston Public Library at any time.

#### **REVIEW**

Assessments, tour shadowing, and evaluations will be conducted periodically by the Exhibitions & Outreach Coordinator, the Tour Guide Trainer, and fellow guides as appropriate.

December 26, 2017