

Volunteer Services Information

RIGHTS, RESPONSIBILITIES & BASIC INFORMATION

OUR MISSION

Our goal is to assist in providing a superior guest experience through a knowledgeable, well-trained volunteer work force.

OUR PURPOSE

The ALPLM Volunteer Office has been established to develop and maintain an efficient volunteer staff to enhance the guest experience and provide assistance and support to the ALPLM staff.

The ALPLM Volunteer Office is responsible for all volunteers within the complex. All volunteer placements are based on:

- meeting the needs of the ALPLM,
- meeting the needs of the volunteer, and
- sharing a mutually beneficial relationship.



As an ALPLM volunteer, you may have a number of exciting volunteer opportunities including the chance to work at educational events, assist the library and museum services staff, assist at special receptions, and provide tours and staff the visitor center.

REQUIREMENTS

As an ALPLM volunteer you agree to provide services without any right to compensation, pay, benefits or other privileges of employment of any kind. Participation in this volunteer program is not contingent upon membership in any organization nor are any dues required.



As an ALPLM you **must**

- be at least 16 years old,
- complete a mandatory orientation and attend an interview session,
- satisfactorily complete basic volunteer training and specific placement training,
- sign an agreement to continue your volunteer education,
- receive final approval of the volunteer coordinator for volunteer placement, and
- have a completed application form, completed health questionnaire, and a signed and dated *Confidentiality of Information Acknowledgement* on file.

RIGHTS & RESPONSIBILITIES

WHAT YOU CAN EXPECT FROM US

- You can feel that your efforts have real purpose and contribute to the successful operation of the ALPLM.
- You will have the opportunity to do meaningful and satisfying work.
- You will have an accurate job description and reasonable time to complete your assignment.
- You will receive appropriate orientation, training, and supervision necessary to complete your assignment.
- You can expect opportunities for continuing training and education.
- You may accept or refuse an assignment.
- You will *always* be treated with respect and consideration by all staff, guests, and fellow volunteers.



WHAT WE EXPECT FROM YOU

- You are an integral contributor to the ALPLM total guest experience and must always remember that you represent the ALPLM to the world.
- You are to assist staff members and not to replace them.
- You must complete a mandatory orientation, interview, and education program before your placement.
- You must agree to follow all guidelines and procedures as stated in the Volunteer Reference Book and those provided by your supervisor.
- You must be considerate and respectful of all staff, guests, and fellow volunteers at all times.

GUIDELINES

The success of the ALPLM depends upon every job being done well. No one job is more important than another. Whatever your volunteer assignment, you have assumed a responsibility to the ALPLM, the history of the State of Illinois, and the legacy of President Abraham Lincoln.

In the minds of the guests, staff, and fellow volunteers, you will be identified with the ALPLM; therefore, it is imperative that your actions always credit this institution.

As you begin your service with the ALPLM, you are probably eager to get involved and make a difference. We expect that you will view yourself as a representative of the ALPLM, and as such, we ask that you carefully read through and abide by the following guidelines to ensure you will have the most meaningful and worthwhile volunteer experience possible.

BE RESPECTFUL & PROFESSIONAL

- Be professional at all times. Never contribute to derogatory remarks you may hear. Diplomatically alert the proper staff person to concerns.
- Make sure your language and behavior bring honor and distinction to the ALPLM and to yourself. Your ALPLM volunteer status cannot be used as a forum for personal opinions or other



commentary unrelated to the ALPLM historical program. Any such expressions will result in immediate termination in the ALPLM volunteer program.

- Your volunteer experience will bring you in contact with many people of all backgrounds, ages, and experiences. Talk with them; listen to them; be pleasant, sincere, courteous, and professional at all times.
- Opinions about staff persons, volunteers, policies, or procedures should not be expressed by volunteers to the public.

BE FLEXIBLE

The level or intensity of activity at the ALPLM is not always predictable. Your flexibility to changing situations can assist the operation to run smoothly and produce positive outcomes for everyone involved.



BE PUNCTUAL & RESPONSIBLE

Call the Volunteer Office or the Gateway desk, on the weekend, if you are unable to come or if you anticipate being late.

HELP ENFORCE THE RULES & GUIDELINES

- Support and help enforce the no smoking policy at all times throughout the ALPLM complex.
- Solicitation or distribution of literature on ALPLM property is prohibited.
- Pictures can only be taken from the marble floor and play area. Guest may not stand at the entrances of the Journeys and take pictures nor may volunteers take pictures of guests in the cabin or blue room.
- Please instruct guests to silence or turn off their cell phones.

BE CURIOUS

- Agree to participate in six to ten education sessions per year to maintain active volunteer status.
- Read about and research areas of history that appeal to you. Share your findings with your fellow volunteers



CORRECTIVE ACTION & DISMISSAL

CORRECTIVE ACTION

Corrective action may be taken if the volunteer's work is unsatisfactory. Corrective action is totally within the discretion of the volunteer coordinator and may include:

1. Additional supervision
2. Reassignment
3. Referral to another volunteer position
4. Leave of absence
5. Termination from the ALPLM volunteer program

DISMISSAL

Volunteers who do not adhere to the policies and procedures of the program or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. Dismissal is within the discretion of the volunteer coordinator.

DRESS CODE

We expect our volunteers to project a professional image. Dress will be considered inappropriate if it does not follow the established dress code.

1. Good grooming and good personal hygiene are required at all times.
2. Hair must be clean and neat.
3. Shoes must be clean, comfortable and, if appropriate, worn with socks.
4. Your attire while on duty shall be as follows:
 - Male volunteers will wear khaki slacks; female volunteers may choose to wear khaki slacks or skirt. Your skirt may not be shorter than one inch above the knee.
 - A uniform shirt must be chosen from items available for purchase from the Volunteer Office. Uniform sweaters may be worn over the uniform shirt.

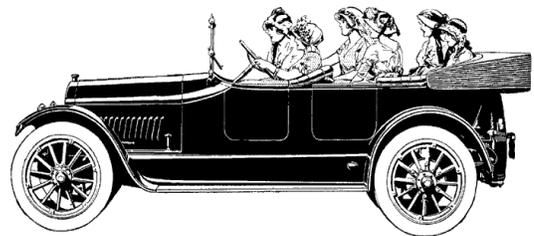


- Volunteer shirts must be tucked into the lower garment or have a tailored finish.
- Shirts must be buttoned within the two buttons from the collar and the logo must be visible. Garments worn under the shirt may only be visible at the neckline.
- Only solid-colored, dark garments with no writing or logos may be worn under the outer shirt.
- Sweaters and vests must be purchased from the Volunteer Office. No other types of sweaters or vests are allowed.
- No political logos of any kind are allowed.
- The cost of these items will be the responsibility of each volunteer.
- Your volunteer identification badge is to be worn throughout your shift time.
- No hats may be worn during volunteer shift for indoor assignments.

PARKING

Parking will be provided for you during your assigned work shifts in the ALPLM parking garage. You must park on the third level of the parking garage or higher. There is an elevator at the east end of the building toward Sixth Street. Security is always available to walk you to the garage in the evening. If you are still parked in the garage after it has closed, contact security and they can arrange for your exit.

The ALPLM parking garage is normally open from 7:00 AM to 7:00 PM. Please call the Volunteer Office to see if the garage is open if you are coming to the ALPLM before or after hours. If you park on the street, please be aware that you may park at meters for free after 5:00 PM on weekdays, on observed Springfield holidays, and all day on Saturday and Sunday.



To validate your parking ticket from the ALPLM garage, use the stamp provided in the Volunteer Office. It will be located near the Volunteer Information Center (the touch screen that you use when you sign-in).

Free parking IS NOT PROVIDED for continuing education events, bus trips, or other large volunteer activities.

SIGN-IN & SIGN-OUT



Please sign in and out. We track our monthly and annual volunteer hours so that we can calculate accurate program requests.

It is crucial that you sign out of every shift. If there is an emergency, the sign-in list is used to ensure that everyone has been evacuated. If you are still signed in but no longer at the ALPLM, valuable time and energy will be wasted looking for volunteers who are no longer on the property.

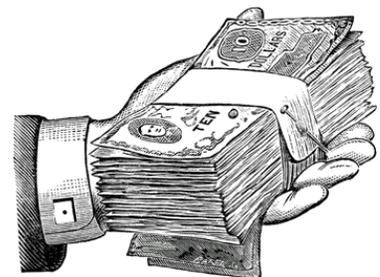
TAX BENEFITS

Your volunteer work is valuable to us. In some very specific cases it may also be valuable to you as a tax benefit. The information provided below is general and not meant to replace the advice of a qualified tax professional.

There are income tax benefits for volunteering but you must itemize your deductions to claim them. Because the ALPLM Foundation is qualified as a nonprofit organization, expenditures and contributions are tax deductible in the charitable contributions section of Schedule A.

A number of items may be deductible. Generally, any out of pocket expense directly related to your volunteer duties is deductible. Examples include

- mileage to/from your home to the ALPLM. The amount allowed for volunteer service is different than the amount allowed for business use. Check with your tax professional for the correct amount.
- the cost of a logo shirt or sweater because it is not “suitable for everyday use.” Your pants, shoes, and other garments are suitable for everyday use and not deductible.
- cookies and snacks purchased for the volunteers.



Expenses that are NOT DEDUCTIBLE include

- your time spent volunteering.
- the cost of a Lincoln book purchased to learn more about Lincoln, unless the book is *required* as a condition of volunteering. However, if you donate the book to the Volunteer Services library, it would then be deductible.
- the mileage for travel to other Lincoln sites on your vacation, because the travel is not required as part of your volunteer duties.

Because the burden of proof is on the taxpayer, you must keep receipts, trip logs and any other materials that document your deduction.