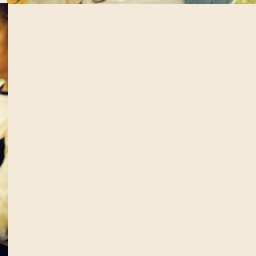




# Volunteer Handbook



*Volunteer  
at Hagley*



*Stay Young*

*Make Friends*

*Keep Active*

*Enjoy History*

*Meet People*

# Volunteer Application

Please fill out Hagley's online volunteer application at [www.hagley.org](http://www.hagley.org). If you do not have access to Hagley's website, fill out the contact information below and the volunteer coordinator will follow up with you.

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City/State/Zip:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_

**Work Phone:** \_\_\_\_\_

**Cell Phone:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

Mail to:           Coordinator of Volunteers  
                      Hagley Museum and Library  
                      P.O. Box 3630  
                      Wilmington, DE 19807-0630

# Volunteer Agreement Signature Form

To be read, signed, and returned to the volunteer coordinator before beginning any volunteer activities.

I, \_\_\_\_\_,

(Please print your name)

have received a copy of the Hagley Volunteer Handbook and agree to follow the policies and procedures as listed in the handbook.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Return to:

Angela Williamson  
Coordinator of Volunteers  
Hagley Museum and Library  
P.O. Box 3630  
Wilmington, DE 19807

# *Policies and Procedures Summary*

Hagley Museum and Library recognizes that a work environment free from harassment and hazardous conditions encourages its staff/volunteers toward greater productivity, creativity, and professional satisfaction. Conduct or any work condition that substantially interferes with your own or another employee/volunteer's work performance or employment status or creates an intimidating, hostile, or offensive work environment will not be tolerated. For more information on these or any other personnel policies or procedures, please refer to the Hagley Policies and Procedures Manual maintained by each department or contact the Human Resources Department. You should report incidents that violate the following policies to your supervisor or division head or to the human resources manager for discussion and resolution. Any information you provide in good faith regarding harassment or a violation of these or other Hagley policies will not affect your employment/volunteer status in any way.

**EQUAL EMPLOYMENT OPPORTUNITY POLICY:** Hagley Museum and Library will recruit, employ, train, promote, transfer, discipline, discharge, compensate, determine other terms and conditions of employment, and provide fringe benefits without regard to race, color, religion, gender, age, marital status, national origin, or disability.

**DRUG-FREE WORKPLACE ACT OF 1988:** The Hagley Museum and Library recognizes that the use and distribution of controlled substances not only violates the law but poses serious health and safety risks to Hagley's staff/volunteers, visitors, and property. Hagley's utmost concern must be for the well-being of its entire staff/volunteers and visiting public, as well as for the effectiveness of its operations and safety of its property.

Consequently, Hagley will take all appropriate actions to maintain a drug-free workplace. The possession, use, distribution, or manufacture of a controlled substance, or being under the influence of such substances, by any member of Hagley's staff/volunteer on the premises or while on Hagley business is unlawful. Being under the influence of alcohol while on Hagley's premises or while on Hagley business also is prohibited. If such action is confirmed by a thorough investigation, appropriate personnel actions will be taken, including possible suspension or immediate dismissal.

**HARASSMENT:** It is the policy of Hagley Museum and Library that each staff/volunteer member has the right to work in an environment free of sexual harassment and offensive actions or remarks of a racial, ethnic, religious, disability, age-related, or sexual nature. Sexual harassment includes, but is not limited to, unwelcome sexual advances or physical contact, requests for sexual favors, and creating an intimidating, hostile, or offensive working environment by such conduct. Harassment also may include remarks, epithets, or jokes that are related to race, ethnic background, age, marital status, sex, disability, or religious affiliation. Any employee/volunteer who engages in this prohibited manner of conduct will be subject to appropriate disciplinary action up to and including immediate dismissal. If you believe you have been the subject of harassment, you should report the act immediately to your department head or the human resources manager. Because a key part of Hagley's policy is its commitment to effective enforcement, employees/volunteers are encouraged to tell the offending person that his or her conduct is unwelcome and request that the conduct cease. Persons so told are expected to comply immediately and graciously with such a request. All

# *Policies and Procedures Summary*

complaints of harassment will be investigated promptly and discreetly; thereby giving everyone concerned the opportunity to explain the matter fully. If the investigation leads to a determination that the charges of harassment are true, appropriate corrective actions will be taken, including, but not limited to, informal counseling, written warning, suspension without pay, and/or dismissal of the offending party. Regardless of the outcome of the investigation of a complaint of harassment, Hagley will not take or knowingly permit any other employee/volunteer to take any retaliatory action of any kind against you for reporting acts of harassment. Retaliation in any form is a serious violation of this policy and should be reported immediately. Hagley recognizes that the question of whether a particular action or incident is of a purely personal or social nature and without an injurious employment effect requires a factual determination. Given the nature of this type of discrimination, Hagley also recognizes that false accusations of sexual harassment can have serious effects on innocent men and women. We trust that all employees/volunteers will continue to act responsibly to establish a pleasant working environment free from harassment.

**SMOKING:** In compliance with Delaware law, in order to preserve the collections and exhibits, and to recognize health and safety concerns, Hagley Museum and Library has adopted a "Smoke-free Workplace" policy. Therefore, smoking is prohibited within buildings owned or leased by Hagley, vehicles, and exhibit areas. Smoking is permitted only in appropriate outdoor areas such as parking areas, walkways, and lawns not directly related to the garden collection or display areas. Cigarette butts should be disposed of properly.

**BUSINESS COMMUNICATIONS:** A variety of systems are made available to employees/volunteers to facilitate conduct of Hagley business. These include both inter-office and U.S. mail, telephone, fax, computer e-mail, bulletin boards, and others. Hagley reserves the right to access, for legitimate business purposes, messages created, received, or sent over these systems. Therefore, the ultimate privacy of messages cannot be assured to anyone and confidentiality is not guaranteed. Users of Hagley's systems must exercise customary ethical business communications standards and practices as well as restraint and caution in the use of the systems and are prohibited from certain specific activities, such as, but not limited to, copyright infringement, downloading of malicious software or pornography, using disparaging, abusive, derogatory, or inflammatory remarks about gender, race, age, disability, religion, national origin, physical attributes, or sexual preference. Violations of this policy may result in disciplinary action, including, but not limited to, termination of the offending employee/volunteer or other remedial action deemed appropriate.

**FOOD AND BEVERAGES:** In order to preserve and safeguard the library and museum collections by reducing or minimizing the risks of spills and potential pest infestation, the storage and consumption of food and beverages is restricted to appropriate areas.

# *Policies and Procedures Summary*

**ETHICS:** A Code of Ethics has been established to provide guidelines for staff/volunteer members in carrying out the duties of their affiliation with Hagley Museum and Library. This code supplements the relevant ethical principles articulated in the numerous statements of related professional standards such as those of the American Association of Museums, the Society of American Archivists, the American Library Association, and the Association of Fundraising Professionals. In general, employees/volunteers covered by this code must: fully and conscientiously fulfill the duties of their positions; avoid conflicts of interest; not misuse Hagley's name, reputation, property, or services, nor shall they compromise its good will in the community. You may review the complete Code of Ethics in Hagley's Policy Manual.

**WORKERS' COMPENSATION:** Although every effort is made to anticipate and prevent harmful occurrences, occasional accidents may occur. Work-related injuries or illnesses, no matter how minor, must be reported to the Human Resources Department, whose staff will complete a report to be filed with the appropriate agencies. Should you sustain an occupational injury or illness, you will be compensated in accordance with the state's Workers' Compensation Act. Failure to report illnesses or injuries or to provide the necessary documentation may result in a delay or denial of workers' compensation benefits.

**MEDIA CONTACT:** All media contact should be arranged through Hagley's Public Relations Coordinator. Please refer reporters to the Public Relations Coordinator before engaging in conversation.

## **CODE OF CONDUCT**

**VOLUNTEER RESPONSIBILITIES:** I agree to be courteous and respectful of all staff, visitors, and other volunteers. I agree to show respect for Hagley property and personal property of others.

### **VOLUNTEER BEHAVIOR:**

- If a you become aware of any potentially dangerous and/or illegal situations regarding weapons, drugs, alcohol, fights, property damage, theft, etc., or have information regarding such, you are requested to report it to the Coordinator of Volunteers or other staff person you are working with.
- You are to maintain professional behaviors including refraining from profanity or vulgar language.
- Damaging any Hagley property will not be tolerated. Depending upon circumstances, a police report may be made. Parent or guardians will be liable to pay for damages for youth under age 18.
- You are subject to immediate dismissal for possession of any firearm, knife, explosive or other dangerous object while on Hagley property.
- You are to treat everyone you encounter fairly and with respect, regardless of gender, size, race, age, religion, political beliefs, sexual orientation, national origin, marital status, and disability, or economic status.

# Administrative Information

**Performance** – Volunteers are monitored by their supervisors. If volunteers are not able to complete the duties as listed in the job description, they will be asked to move to a job that better fits their abilities, skills, and interests.

**Recording Hours Worked** – Please remember to record the hours you worked. Every year volunteers are recognized for their contributions to Hagley. As a nonprofit organization, we use volunteer hours as a sign of community support.

**Parking** – Parking is provided near the work area, or transportation to and from the parking area is provided.

**Nametag/Identification** – As a volunteer you will receive a nametag with your name and the Hagley logo. If you are an ongoing volunteer interpreter, you will receive a photo identification. Please wear your identification any time you are volunteering at Hagley.

	<b>One-Time Events</b>	<b>Ongoing Assignments</b>	<b>Volunteer Interpreter</b>
<b>Scheduling</b>	Volunteer opportunities will be sent via e-mail or printed newsletter. Call or e-mail the volunteer office to sign up.	Schedules are arranged with the supervisor.	Assignments are made monthly based on availability.
<b>Illness/Unavailable for Scheduled Time</b>	Call the volunteer coordinator as soon as possible.	Call your staff contact and reschedule your assignment with staff.	Find a replacement and call the volunteer office with the change.
<b>Recording Hours Worked</b>	Taken from check in sheet from each event	Hour books located in different areas at Hagley.	Hour books located in each building.
<b>Dress Code</b>	Varies with event – dress for the weather; something clean, neat, and comfortable. Wear nametag at all times.	Depends on location, business casual in offices typically. Wear nametag at all times.	Period 1800s skirts (fabric provided) and white blouses for women and dress pants and white button shirt for men on the Hill. Jeans and chambray light blue button shirt for Machine Shop. Wear nametag at all times.



# About Hagley Museum and Library

## Museum Hours

Open daily 9:30 a.m. to 4:30 p.m.

Residence tours January through Mid-March  
10:30 a.m. and 1:30 p.m.

Residence tours Mid-March through December  
Every half hour, last tour at 3:30 p.m.

Closed Thanksgiving Day and Christmas Day

## Library and Administrative Hours

Monday through Friday, 8:30 a.m. to 4:30 p.m.

Closed on major holidays

The library is also open on the second Saturday of every month from 9 a.m. to 4:30 p.m.

## Mission Statement

Hagley Museum and Library collects, preserves, and interprets the unfolding history of American enterprise.

## Condensed Description

Located on 235 acres along the banks of the Brandywine River, Hagley is the site of the gunpowder works founded by E. I. du Pont in 1802. This example of early American industry includes restored mills, a workers' community, and the ancestral home and gardens of the du Pont family.

Hagley's library furthers the study of business and technology. The collections include individuals' papers and companies' records ranging from eighteenth-century merchants to modern telecommunication and illustrate the impact of the business system on society. The museum and library were founded in 1957.

The Library's Center for the History of Business, Technology, and Society organizes and administers the Hagley Museum and Library's interaction with the world of scholarship. It brings attention to Hagley's research collections and generates intellectual dialogue at Hagley.

## The Name Hagley

*A Place Called Hagley* by Glenn Porter

Friends and visitors often ask, why do they call it Hagley? All we know for certain is that the name was already in use well before E. I. du Pont expanded downstream from Eleutherian Mills in 1813 by purchasing the land that became the Hagley Yards. It was described in an 1813 document as "Hagley an Est[ate]," and it had been called Hagley at least as early as 1797, when its owner (Philadelphia Quaker merchant Rumford Dawes) applied for insurance on buildings at "a place called Hagley situated on Brandywine Creek."

Dawes had acquired the property in 1783. Since the name Hagley did not appear on the documents transferring ownership at that time, it seems likely that it was Dawes who gave the name to the Brandywine location. In 1783 the site included (near the bottom of what we call Workers' Hill today) a water-powered slitting mill to produce cut nails. The next year Rumford Dawes constructed an eight-room, two-story dwelling, along with an adjoining kitchen and a flour mill, all of stone. He used the estate as a rural retreat, as well as a milling site. The principal house, Dawes wrote Stephen Girard in 1808 from Hagley, had "a Piazza fronting on the Brandywine, that has . . . a fine flow of water affording an agreeable murmur."

Researchers have never discovered a "smoking gun" to prove it, but it seems likely that the Delaware Hagley was named for an English estate that was well known in the second half of the eighteenth century. No other place of that name is known to have existed in eighteenth-century Europe or America.

The English Hagley is a village, a parish, and an estate located in the West Midlands countryside approximately ten miles southeast of Birmingham. It is, in English parlance, "the seat" of Viscount Cobham, whose forebear, George 1st Lord Lyttleton, completed the sandstone house called Hagley Hall in 1760.

# About Hagley Museum and Library

Perhaps the simplest explanation for the appearance of the name in America would have been through an immigrant from the West Midlands. (We do not know the origins of Rumford Dawes or his family before he appeared in the Philadelphia directory in 1785.) But it could also have come through other means.

Hagley Park, which surrounds the Hall, was already famous in the mid-eighteenth century as a leading example of the English style of landscape architecture created by William Kent, Capability Brown, and Humphry Repton. (Such arranged “natural” landscapes, often adorned with classical temples and columns, became the rage throughout Europe and replaced countless earlier, more formal gardens.) The Lyttleton property was described in many English guidebooks and books on gardens, including two published in 1777 by J. Heely, entitled *Description of Hagley Park* and *Letters on the beauties of Hagley, Envil and the Leasowes* (Jefferson bought a copy of *Letters* on his garden tour of England in 1786).

Hagley Park’s praises had also been sung even earlier in British poet and dramatist James Thomson’s *The Seasons*, which first appeared in an American edition in Philadelphia, also in 1777. Thomson (1700-1748) was enormously popular in the eighteenth and the nineteenth centuries. His work was issued in hundreds of editions and translations throughout Europe and America. (Our library holds several volumes of Thomson, including a 1779 Paris translation once owned by Eleuthera Bradford du Pont and an edition published in Georgetown, D.C., in 1814 and acquired in 1818 by Margaretta E. Lamot, who in 1824 married E. I.’s son Alfred Victor du Pont.)

A wealthy merchant such as Rumford Dawes could have known of the rural beauties of the famed English estate and might have named his Brandywine property accordingly. (Dawes was a bookish enough gentleman; he held a membership in the Library Company of Philadelphia from 1789 to 1815.) So, it is all conjecture, but we think that’s probably why they call it Hagley. These lines from Thomson’s *The Seasons* certainly seem to fit our stretch of the Brandywine:

“ . . . thro’ Hagley Park  
thou strayest;  
. . . There along the dale,  
With woods o’er hung, and shagg’d with mossy rocks,  
Whence on each hand the  
gushing waters play,  
And down the rough cascade white-dashing fall,  
Or gleam in lengthened  
vista thro’ the trees,  
You silent steal; or sit  
beneath the shade  
Of solemn oaks, that tuft  
the swelling mounts,  
Thrown graceful round  
by Nature’s careless hand”

# About Hagley Museum and Library

## Facilities

**Visitor Center** – The first floor is used for ticket sales and exhibits, the second floor houses changing exhibits, and the third floor has exhibits and administrative offices.

**Museum Store** – Located next to the Visitor Center. The Museum Store sells gifts and Hagley memorabilia.

**Frizzells' Store** - Open by appointment only for school tours, located near bus parking at the Visitor Center.

**Power Plant** – This space is used for educational programs.

**Easy Does It!** – This exhibit shows how machines make life easier for us. Open on weekends and holidays from 1 to 4:30 p.m.

**Wheelwright Shop** – This space is used for educational programs.

**Millwright Shop** – This area showcases working models of the gunpowder-making process. Demonstrations of a functioning early-nineteenth-century Machine Shop are given on the half hour by volunteer interpreters. Gunpowder demonstrations begin here on the hour.

**Gibbons House** – Volunteers tell the social and family life of workers in the nineteenth century. The house is named for John Gibbons, a foreman for the DuPont Company. This area is also used for educational programs.

**Carriage Shed** – Built by the Belin family. Currently houses a carriage exhibit.

**Belin House Organic Cafe** – The former home of the Belin family, three generations of bookkeepers for the DuPont Company. The restaurant is open from 11 a.m. to 3 p.m. The second floor has a meeting room for the volunteer handwork group.

**Brandywine Manufacturers' Sunday School** – Volunteers interpret the educational philosophies of a nineteenth-century school for workers' children. This space is also used for educational programs.

**Steam Engine** – Demonstrations of an 1870s steam engine, showing alternative forms of power used at Hagley.

**Soda House** – Houses archives of non-published manuscripts, business papers, and other related materials.

**Library** – Houses pictorial and imprints collections, and library and administrative offices.

**Eleutherian Mills, the du Pont Family Residence** – Former home of five generations of the du Pont family. Tours of the residence are given by guides.

**E. I. du Pont Garden** – This restored garden is planted with flowers, herbs, and vegetables in the traditional French style.

**First Office** – This is the first office of the DuPont Company outside their home.

**The Barn** - Features a collection of nineteenth-century domestic, farm, and powder yard vehicles; a collection of weather vanes, agricultural tools and implements; and a Conestoga wagon.

# Hagley Volunteer Program Information

## Statement of Purpose for Volunteers at Hagley

Volunteers of all ages play an integral part in fulfilling the mission of Hagley. They provide support, expertise, time, experience, ideas, and energy enabling projects and tasks to be accomplished that would not have been possible without the volunteers. Volunteers work side-by-side with staff and learn from them, the collections, and the experiences they have with visitors at Hagley. They learn about Hagley, the regional area, and life in the 1800s and have opportunities to share this with the public.

## How to Become a Volunteer

Fill out and return an application. Applications are available in this packet, online at [www.hagley.org](http://www.hagley.org), via phone at (302) 658-2400, or mail at Hagley Volunteer Office, P.O. Box 3630, Wilmington, DE 19807.

The coordinator will set up an interview to discuss the volunteer opportunities in person, tour areas of interest, and determine if your interests match an available position.

The coordinator will make a placement based on available jobs as well as the interests and skills of the applicant. The coordinator will also introduce volunteers to their supervisor or schedule the volunteer for any upcoming special events.

## What to Expect from Hagley

- Hagley provides volunteers with the training needed to complete the task.
- Hagley treats volunteers in a professional, friendly manner.
- Hagley provides an annual appreciation event, visits from the volunteer coordinator, and a safe working environment.

## Expectations of Volunteers

A volunteer is someone who chooses to perform services for Hagley without compensation or expectation of compensation, and who performs a task at the direction of, and on behalf of, Hagley. A volunteer must be officially accepted and enrolled by Hagley prior to performance of the task.

## Volunteers are expected to:

- Complete tasks as agreed upon and as listed in job description.
- Come in as scheduled, on time, and stay until the end of time committed.
- Be pleasant, helpful, welcoming, and understanding when interacting with visitors. They are our guests and we want them to come back to Hagley.
- Follow Hagley policies and procedures as listed in this manual and report any safety concerns or maintenance issues.
- Record the hours they have worked.

## Training

Training varies depending on the volunteer job.

One-time special events training will be on-the-job on the day of the event, with instructions and descriptions mailed to you before the event.

Ongoing positions will have thorough on-the-job training before volunteers are asked to do anything on their own.

Interpreters will have a more in-depth, multi-day training.

## Benefits

Benefits of a Hagley volunteer position include:

- Camaraderie with fellow volunteers.
- Free admission to the museum for volunteers, their friends, and their families.
- Discounts at the Hagley Store.
- Opportunity to join established activity groups such as quilting and needle working.
- Opportunity to become a Hagley member at the reduced staff rate.
- Opportunity to purchase up to four adult fireworks show tickets; a discount at the Belin House Restaurant; possible qualification for income tax deductions.
- Free admission to Hagley's special events when you volunteer at them.



# Hagley MUSEUM AND LIBRARY

Dear Volunteer,

Welcome!

Hagley's volunteer program consists of a very active group of men, women, and teens working in every area of the museum, library, and grounds. Our volunteers come from all walks of life ... retirees, husband and wife teams, students, and people currently employed with full-time or part-time jobs.

You may join them in one-time special events or for ongoing projects and interpretation. You will find a camaraderie within the volunteers and the staff; have opportunities to interact with interesting people; be able to explore the amazing collections of artifacts, manuscripts, and photographs; learn more about the history of the local area; and enjoy the beauty of the river, woods, and planted landscape of the grounds.

Join the fun! I look forward to working with you.

A handwritten signature in blue ink that reads "Angela Williamson". The signature is fluid and cursive.

Angela Williamson  
Coordinator of Volunteers



# Hagley MUSEUM AND LIBRARY

Dear Volunteer,

As Director of Hagley Museum and Library it gives me great pleasure to welcome you as a key member of our team. I know how many worthy causes are competing for your time, so I am sincerely grateful for your interest in, and commitment to, Hagley.

By volunteering you are investing in the lives of our visitors, preserving history, and assisting this prestigious museum and library in better serving our community.

You are vital to our successful operation, and I want you to know that I really appreciate all that you do. Looking forward to getting to know you - welcome to the Hagley family!

Best wishes,

A handwritten signature in blue ink that reads "Geoff Halfpenny". The signature is fluid and cursive, with a long horizontal stroke at the end.

Geoff Halfpenny  
Director