

ArtsQuest Volunteer Handbook

Contents

Welcome	2
Year- Round Opportunities.....	3
“Big 3” Festival Opportunities	4
Musikfest	4
Oktoberfest	6
Christkindlmarkt.....	7
ArtsQuest Volunteer Portal Training Manual	8
Logging On	8
Your Dashboard	8
Home Page	9
How To Edit Your Profile	10
Adding Your Photo	11
Changing Your Password.....	11
Opportunities.....	11
How to View Your Schedule.....	14
General Rules / ArtsQuest Volunteer Waiver	14
Age Restrictions	15
Dress Code.....	15
Inside the ArtsQuest Center (Cinema Attendant, BFR/MFC Volunteers)	15
Levitt Pavilion.....	15
Musikfest.....	15
Christkindlmarkt.....	16
Year-Round	16
Prohibited Items	16
Check-In	17
AQC Box Office Counter	17
AQC 3 rd Floor Lobby (Musikfest Café)	18
Levitt Pavilion Tent.....	18
.....	18
Visitor’s Center.....	19

Levitt Entry/Mack Truck Stop	19
Musikfest—Platz Check-ins.....	20
Oktoberfest—Entrance	20
Christkindlmarkt—Information Booth	20
Parking	21
Cancellation/No Show Policy.....	21
Cancelling a Shift.....	21
No Show Policy.....	22
Community Service Hours Paperwork.....	22
Volunteer Reward Program	22
Volunteer Leaders.....	23
Ambassadors.....	23
House Managers	24
Site Supervisors.....	24
Volunteer Committee	24
Join Our Facebook Group	25
Frequently Asked Questions.....	26
Appendix A: IT Use and Volunteers.....	28

Welcome

Welcome to the ArtsQuest Volunteer Program! Thank you so much for your interest in helping at ArtsQuest events. All our volunteers have a special opportunity to work on internationally recognized programming, see the greatest art and entertainment in the Lehigh Valley, and make life-long friends.

ArtsQuest’s mission is to make the arts as accessible to the community as possible. Our best example of how we accomplish that mission is **Musikfest**, which began in 1984 and has grown to be the nation’s largest free music festival. The soon-to-be built **Creative Factory** will house resident artists who teach after school programming and public classes, host a state-of-the-art glass studio, and much more. The **ArtsQuest Center** showcases films, concerts, and comedy shows year-round. The **Levitt Pavilion** provides nearly fifty free concerts each summer. **Oktoberfest** brings Bethlehem back to traditional German roots, and **Christkindlmarkt** is the crown jewel in our town’s holiday magic. **PeepsFest** celebrates one of the most famous Lehigh Valley exports, Peeps, and provides a family-friendly way of celebrating New Year’s Eve. No

matter what interests you have, ArtsQuest has volunteer opportunities that will put you into the middle of the action.

This handbook will teach you everything you need to know about our general policies and procedures. It will show you how to use your Volunteer Portal account, provide information about our most common opportunities, and point out how you can become a leader within the Volunteer Program. While putting this handbook together, our goal was to try and answer many of the most frequently asked questions we get. Whether you're a brand-new volunteer or have been with us since the beginning, we hope that this document will be useful to you.

ArtsQuest and Bethlehem are lucky to have such a robust and dedicated volunteer program. You have joined that legacy, and we look forward to working with you as we put on the Lehigh Valley's most exciting programming.

Thank you for all that you will do,



Cory Stevens
Volunteer Program Manager
cstevens@artsquest.org
610-332-1370



Parker Ryan
Vol Program Assistant
Manager
pryan@artsquest.org
610-332-1343



Michael Koehler
Volunteer Program Coordinator
mkoehler@artsquest.org
610-332-1315

Year- Round Opportunities

Throughout the year, ArtsQuest hosts a variety of different programs in Southside Bethlehem. No matter the month, there's always a show of some sort being put on—and most of them need volunteer help!

Cinema Attendant

The main function of this position is to check and take tickets. Cinema Attendants are also responsible for checking the theatres periodically to ensure the audio and video are working properly, and that no one is being disruptive to other guests. Cinema Attendants check in at the ArtsQuest Center Box Office, where you will receive a name badge and instructions for the day.

Musikfest Café Usher

Ushers greet guests, scan tickets, and escort guests to their seats. You will also be responsible for answering questions such as: where restrooms are, smoking locations, whether there is an opener, etc. There will always be staff around as well to help you if you are unsure how to answer a question.

First Friday Gallery Attendant

On the first Friday of every month, we host a First Friday event in the 1st and 2nd floor of the ArtsQuest Center. This event was formerly held at the Banana Factory prior to its closing at the end of 2024. Gallery Attendants greet guests and help the Visual Arts staff ensure guests are following any event guidelines (such as not touching any of the art). Volunteers for First Friday will check in at the box office located on the 1st floor right next to the entrance.

Levitt Pavilion Volunteer

This position is available from May-September. In this position you will greet guests, hand out schedules and promotional materials, collect donations, and sell merchandise. During a gated Levitt show, responsibilities will also include scanning tickets and/or wristbanding.

“Big 3” Festival Opportunities

There are three huge festivals that ArtsQuest plans and runs each year, which our staff have nicknamed “the Big 3.” These festivals are listed here along with their common volunteer opportunities to give you an idea of how you can get involved in each of these huge endeavors.

Musikfest

Musikfest is the nation’s largest free music festival, and it’s the event that started it all! Thanks to volunteers, Musikfest has been running since 1984 and won’t slow down anytime soon. Each August, ArtsQuest takes over the town of Bethlehem to provide over 500 free performances, up to 11 nights of world-class entertainment at the Wind Creek Steel Stage, regional food staples, hand-crafted artwork and much, much more! Musikfest is not possible without the help of volunteers. If we had every position fully staffed, we’d have nearly 500 people a day! Below are the ways you can get involved with this unique event each summer:

Alcohol Servers

This position will involve serving beer at official Musikfest trucks, checking the IDs of patrons, and keeping the area clean. Must be 21 or older to volunteer as an Alcoholic Beverage Server. Standing for long periods may be required.

Base Communications

Base Communication volunteers work with the ArtsQuest IT department in the communications trailer, helping to run every aspect of communication at Musikfest. May require extensive walking throughout the festival.

Cash Conversion/Info

Cash conversion assistants load money onto cash cards for guests to use for food and beverages throughout the festival. They will also answer any questions guests have such as nearby bathrooms, food vendors, and giving directions to different parts of the festival.

Central Supply Team

Central Supply is a crucial part of Musikfest because they supply sites with water, merchandise, disposable materials, and other resources. Heavy lifting is required as well as extensive walking throughout the festival.

Children's Craft Assistant

As a Children's Craft Assistant, you will be preparing crafts for children as well as helping them complete their one-of-a-kind project.

EcoSquad

The Eco Squad helps keep festivals and events clean by wiping tables, sweeping up trash, and emptying garbage cans.

Handwerkplatz Booth Attendant

Handwerkplatz Booth Attendants interact and assist vendors whether they need information, or for you to watch their booth while they take a short break.

Hospitality Assistants

The Hospitality Assistant helps guests that are enjoying concerts or having an event during Musikfest. They will also be serving beverages and providing information during the event as well as helping to clean up after. Must be 21 or older to volunteer as a Hospitality Assistant.

Luckenbach Mill Monitor

The Luckenbach Mill Monitors oversee the entrance to the Luckenbach Mill, only allowing vendors and volunteers to enter.

Musikfest Café Greeter

Musikfest Café Greeters greet and provide information to guests as they enter the Musikfest Café venue which is located indoors at the ArtsQuest Center. Must be 18 or older to volunteer as a Musikfest Café Greeter.

Retail Assistant

In this position, volunteers sell Musikfest merchandise such as mugs, t-shirts, postcards, hats, etc.

Roving Daily Set-up

Volunteering for Roving Daily Set-up includes general clean-up and straightening-up of the festival before it opens.

Soda Booth Attendant

These volunteers sell soda, water, juice, and other non-alcoholic beverages to the public.

Shuttle Driver

Shuttle Drivers transport volunteers back and forth between Musikfest and the parking lots. You must fill out a special form and have a valid driver's license to volunteer as a Shuttle Driver. Must be 21 or older to volunteer as a Shuttle Driver.

Staging Crew

Staging Crew volunteers help bands unload, set-up, and take down their equipment and props.

Wind Creek Steel Stage Ticket Scanner

Ticket scanners will welcome guests and scan their ticket for entry to the Wind Creek Steel Stage.

Wind Creek Steel Stage Usher

Ushers will assist guests to their seats and provide information about the musical act and Musikfest

Oktoberfest

During the first two weekends of October, we bring a little bit of Germany to SteelStacks and provide a Bethlehem twist. Alongside traditional events like stein hoisting competitions and Dachshund races, you'll find unique events like Dragtoberfest. Amidst it all there is more beer than you can shake a stick at and great, traditional food to be had. Here are the ways you can get involved with this fall festivity:

Alcohol Servers

This position will involve serving beer at official Oktoberfest trucks, checking IDs of patrons, and keeping the area clean. Must be 21 or older to volunteer as an Alcoholic Beverage Server. Standing for long periods may be required.

Dachshund Race Assistant

Assist with the check-in of our furry friends for the Dachshund Races.

EcoSquad

The Eco Squad helps keep festivals and events clean by wiping tables, sweeping up trash, and emptying garbage cans.

Hot Glass Assistant

Hot Glass Assistants will lead glass experience classes during the festival and will help customers create one-of-a-kind pieces or artwork. **Volunteers must be a qualified glass assistant.**

Hot Glass Retail Assistant

The Hot Glass department creates one-of-a-kind pieces of glass that are exhibited and sold during Oktoberfest. Retail assistants will help customers find and select the right item for them. Prior retail experience is preferred.

Members Seating Attendant

The Member Seating Attendant will check member cards for entry to the reserved seating at the Dachshund Races. Volunteers should be prepared to stand for long periods of time.

Set Up

Set Up volunteers will assist the ArtsQuest Operations Department with building Oktoberfest. Duties may vary from light cleaning of the grounds to putting up signage and other festival items. Set Up volunteers will report to the PNC Plaza parking lot located adjacent to the Visitors Center at SteelStacks.

Tear Down

Tear Down volunteers will assist the ArtsQuest Operations Department with breaking down the festival once the festivities have finished. Duties may vary from light cleaning of the grounds to putting up signage and other festival items. Tear Down volunteers will report to the PNC Plaza parking lot located adjacent to the Visitors Center at SteelStacks.

Retail Assistant

Retail Assistants support our Retail team in the sales of our signature t-shirts, mugs, knick-knacks and more! Volunteers who are looking to gain retail experience or enjoy selling are a great fit for this position. Merchandise Assistants will be located at the main merchandise tent towards the entrance to the festival. **Volunteers must be 15 years or older!**

Christkindlmarkt

Between Thanksgiving and Christmas each year we transform the SteelStacks area into a holiday wonderland. Sometimes it's easy to forget that you're outdoors when you step into our four tents filled corner-to-corner with artisans, crafters, and retailers all offering unique gifts for your loved ones during the holiday season. There are shows, a food court, ice carving, and of course a chance to meet with St. Nick himself. Listed here are the best ways to participate in this holiday tradition:

Admissions Assistant

These volunteers sell Christkindlmarkt tickets to the public and answer FAQs as they enter the Market. Must be 18 or older.

Front of House

Front of House volunteers run the Christkindlmarkt entrance reserved for ArtsQuest Members and those who purchased tickets in advance. These volunteers will scan tickets, check Member cards and tally them, guide patrons to proper lines, and stamp hands for re-entry as guests come and go.

Booth Attendant

Booth Attendants interact and assist vendors whether they need information, or observers to watch their booth.

EcoSquad

The Eco Squad helps keep festivals and events clean by wiping tables, sweeping up trash, and emptying garbage cans.

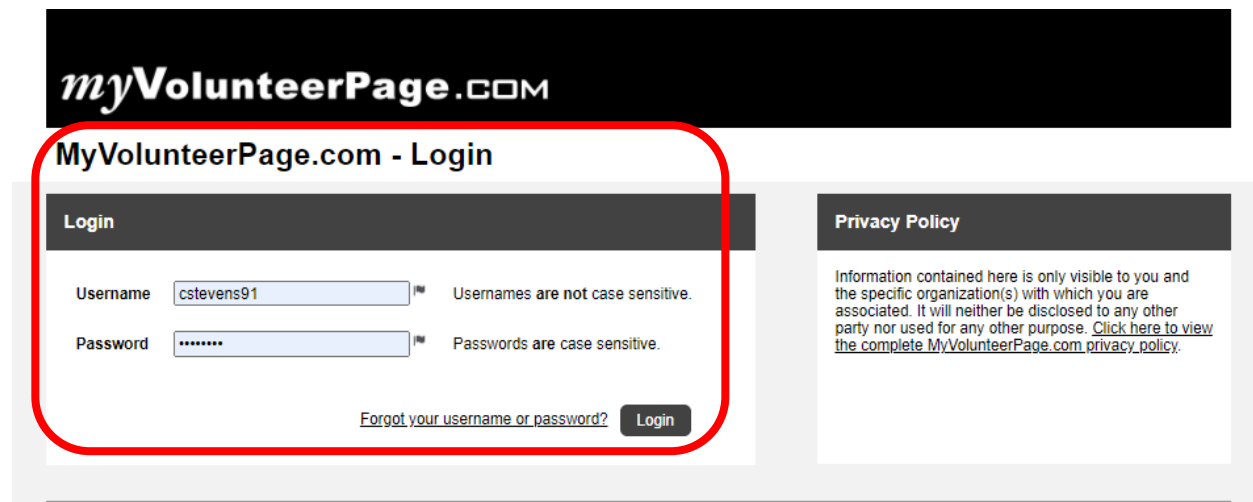
St. Nick's Assistant

When volunteering to help St. Nick you will be asked to assist guests as they wait and get their picture taken with Santa.

ArtsQuest Volunteer Portal Training Manual

Logging On

There are several ways to get to the ArtsQuest Volunteer Portal. The easiest way for an existing Volunteer is to type "<http://MyVolunteerPage.com>" into your web browser's address bar. We recommend that you also bookmark this page so you can easily find it again. You will see the login page as shown below.



The screenshot shows the MyVolunteerPage.com login interface. At the top is the site logo. Below it is the title 'MyVolunteerPage.com - Login'. The main content area is divided into two sections. The left section, titled 'Login', contains two input fields: 'Username' with the text 'cstevens91' and 'Password' with six dots. To the right of these fields are the instructions 'Usernames are not case sensitive.' and 'Passwords are case sensitive.'. Below the password field is a link 'Forgot your username or password?' and a 'Login' button. The right section, titled 'Privacy Policy', contains a paragraph of text and a link 'Click here to view the complete MyVolunteerPage.com privacy policy.'.

Enter your username and password in the area provided on the **left hand** side of the page, this area is encircled in **red**. You'll see in the example above that an e-mail is being used as the Username for this volunteer but you can create anything as a username as long as it's 6 characters and is not in use by another volunteer. This will be explained further in section 3.

Your Dashboard

Below you will find a screenshot of what your Dashboard will look like when you sign in. This is the main navigation bar, which will help you to get to each area of the website.

The tabs on your dashboard are:

- Home = Displays your hours, announcements and the Mission Statement
- Opportunities = Where you sign up for volunteer shifts
- Schedule = View/Confirm Shifts
- Hours = Track Hours
- Reports = Run reports on your activities
- Contact = Email Coordinators
- My Profile = Change Password & Edit Profile (far right)

Home Page

In the next Section, we will break down what your Home Screen looks like. Please turn to the next page to see the full descriptions of each numbered item.

The screenshot shows the ArtsQuest Volunteer Portal Home page. At the top is a blue header with the text "Welcome to the ArtsQuest Volunteer Portal!" and the ArtsQuest logo "ARTSQUEST imagine that". Below the header is a navigation bar with orange buttons for HOME, OPPORTUNITIES, SCHEDULE, HOURS, REPORTS, CONTACT, and MY PROFILE. The main content area is divided into several sections. On the left, a "Welcome" section for Cory Stevens shows volunteer hours: 0 This Week, 4 This Year, and 4 Lifetime. Below this is a "News" section with a banner for "Oktoberfest" and text about live shifts for Alcohol Servers, Retail Assistants, and more. Further down is the "ArtsQuest Mission Statement" section, which includes the ArtsQuest logo and a paragraph about the organization's mission. On the right side, there is a "Get Social" section with a "Share this" button and social media links. Below this is a "Tweets" section showing a tweet from @SteelStacks about a concert preview. At the bottom right, there is a "PHOTO WALK" event announcement for Sunday, September 26, 10-4 pm, with a registration link. Numbered callouts 1 through 5 are placed over the page: 1 points to the Welcome section, 2 points to the Oktoberfest banner, 3 points to the Get Social section, 4 points to the ArtsQuest Mission Statement section, and 5 points to the PHOTO WALK event announcement.

1 Welcome Cory Stevens
Edit My Profile

2 Oktoberfest
Oktoberfest shifts are live now! There are spots for Alcohol Servers, Retail Assistants, and much more.

3 Get Social
Share this [Facebook] [Twitter] [Plus]

4 ArtsQuest Mission Statement
ArtsQuest is a Bethlehem-based nonprofit dedicated to presenting music, arts, festivals, cultural experiences and educational and outreach programs that aid in economic development, urban revitalization and community enrichment. Through festivals such as its flagship event, Musikfest; the Banana Factory Arts Center; and the ArtsQuest Center and SteelStacks arts and cultural campus, ArtsQuest's programming reaches more than 1.5 million people annually. The organization's programs and events, approximately 65 percent of which are free to attend, have a combined economic impact of more than \$100 million annually in the region.

5 PHOTO WALK
Workshop On The Hoover Mason Trestle
with Teaching Artist Scott Piccolini
ArtsQuest Center at SteelStacks
September 26, 10-4 pm
FREE Photo Walk
Workshop on the Hoover Mason Trestle at SteelStacks this SUNDAY! Register: <https://bit.ly/2XuAWIV>

1 = Volunteer Image and Hours

This area is reserved for your image (should you choose to upload one) and tracking your hours. The volunteer in this image has no hours this week but does have 4 hours total on the year. This area will also show you a quick view of any shifts you've signed up for.

2 = News Updates

ArtsQuest will regularly post News and Updates for the volunteer base in this section. In the example, we talk about some quick tips on navigating the new Portal. This example shows that Oktoberfest opportunities are now live!

3 = Get Social

This area is where we have linked several ArtsQuest social media accounts. You can also log in to your personal account and interact with us without ever leaving the Volunteer Portal.

4 = Mission Statement

Because ArtsQuest is a nonprofit, we want to put our Mission Statement right on the Home Page. Now you can see our official statement and share it if you'd like. Volunteer Rewards are also listed in this space.

5 = Document Library/Files

This area is home to any documents we have available to volunteers. Eventually this Library will be full of useful documents for you to look through and read up on. We could not fit that section of the page in the example, but it will always be at the bottom right of the page.

How To Edit Your Profile

To edit your profile, go to the "My Profile" tab. Please follow the instructions below to ensure that your information is up to date and that your Profile is complete.

Sections:

Contact Information - Please ensure that your contact information (address, phone, and email) is current.

Additional Information - Please fill out the sections that are relevant to you.

Qualifications - Tell us what skills, abilities, training, and certifications you possess so that you can be contacted about new and exciting volunteer opportunities as they come up.

Change Password - Feel free to change your password whenever you want to.

Goals - Feel free to set an hours goal for yourself. For example, reaching 100 hours in 6 months. Interests - Check off all the areas that you would be interested in being contacted to volunteer.

Availability - Check off your "general" availability and adjust as your school and work schedules change over time. This information may be used to contact you about special

volunteer opportunities. Guideline: Mornings = 6am to noon Afternoons = noon to 5pm
Evenings = 5pm to 11pm Nights = 11pm to 6am
[Log Out](#) - When you want to exit Volunteer Impact.

Adding Your Photo

If you wish to do so, please add a photo of yourself. This helps us remember your face and name. It also will allow other volunteers to see who is volunteering with them and creates a more social environment on the Portal. Remember, showing your name and picture are optional, you can upload a photo of yourself and make it private if you only want the Volunteer Department to see it.

Steps for adding a photo:

1. Click "Update Photo" button beside the designated photo area.
2. Select a photo in the .jpg, .gif, or .png format, then click "Open".
3. Click the "Upload Selected Photo" button beside the designated photo area.

If you do not have a photo to upload, Volunteer Resources will take your photo and upload it for you. You can either e-mail us the photo or schedule a time to stop by so we can take one of you!

Changing Your Password

Steps for changing your password:

1. Click "Change Password" from the drop-down menu
2. Enter your new password; confirm it by entering it again, and then click "Change Password"

Opportunities

[HOME](#) [OPPORTUNITIES](#) [SCHEDULE](#) [HOURS](#) [REPORTS](#) [CONTACT](#) [MY PROFILE](#)

Opportunities [? Help](#) [Log Out](#)

Filter Activities

Looking to volunteer on a specific day? Try the new [Opportunity Calendar](#)! This new page lets you find opportunities on a calendar to easily find activities on the days you are available to help!

FILTERS

☐ Only include activities that I am qualified for
☐ Only include activities that have openings available

Include activities for which I am currently
☐ Generally Available ☐ Signed Up ☐ Scheduled ☐ On the backup list

SORT

Activity Name

DISPLAY

☒ Group by category
☐ Collapse categories by default

Make these my default filters ☒ [Filter Activities](#)

How to Sign Up for Opportunities (See image on previous page for example)

In the Volunteer Portal database, the term “Opportunity” means your volunteer position (e.g. Cinema Attendant). To sign up for shifts of a particular activity click the “Opportunities” tab.


Key Terms:

- **Qualified** = Roles you are qualified for based on the information in your profile (if you aren’t qualified it may be because you haven’t fully filled out your profile).
- **Generally Available** = Means you are looking for roles with shifts that match your general availability (if you entered this information).
- **Signed Up** = Roles & shifts you already expressed interest in signing up for.
- **Scheduled** = Roles & shifts you have been assigned by your coordinator or approved

Steps for Signing up for Activities:

1. Select filtering Options
2. Click the “Filter Activity” button
3. When you find the position you are looking for click on the name of it. On the next screen you should see the position description and times available for that activity.
4. Filter the List of Shifts. If there are more than 20 shifts listed, you can filter the list of shifts by checking the appropriate options and clicking on the “Filter Shifts” button:
 - Shifts I’m already signed up for: Show only shifts to which you have already requested to be assigned
 - Shifts I can sign up for: Show only shifts which you are available to sign up for
 - Days: Show only shifts occurring on the selected days
 - Start Times: Show only shifts starting at the selected times
5. Once you have filtered the shifts, you will see a list of shifts with the date and start time and end time listed and from here you are able to sign up for them.
 - The “openings” column (optional) indicates how many positions are currently open and the total number of volunteers needed for the shift. (For example: 1/1 = 1 position open/available & 1 volunteer needed that shift)
 - If you click on the icon under the “who?” column, you will see the names of the other volunteers on that shift (if they have allowed that option when the determined their privacy settings).
 - For each shift you would like, click the “Sign Up” button beside the desired date.
 - Once you have clicked the “Sign Up” button, a “Confirm” button will appear; click it to confirm your shift. **Note:** If the activity has no space available and you’re interested in still volunteering for that shift, please email one of the volunteer staff to be placed on the Wait List.

Below is an image of what a list of opportunities should look like to you if your filters and qualifications are correctly applied. You can see the titles of the events, along with a logo as well as the start and end dates.



Steel Stacks - Year Round Opportunities

The Steel Stacks Campus is home to the ArtsQuest Center which is where many of our year-round volunteer opportunities take place. We've put all of these events in one category so it's easy for you to locate some of the most popular volunteer activities!

Volunteer positions for this event include:



Cinema Attendant for our two Alehouse Cinemas, or be an **Usher** for the many **Comedy shows** we host every week!

You must be 15+ for Cinema, and 21+ for Comedy shows.

Dress Attire for Cinema and Comedy Attendants is required: White shirt (no logos), Black Pants-please no holes or rips, Black shoes (no sneakers unless they are Black)

To assign yourself to a position, please click the activity below. Once you see the date and time you'd like to volunteer for, simply click on the +Sign Up button and it will be added to your schedule.

Don't forget to add the event to your calendar!

ACTIVITY		SHIFTS	START DATE	END DATE
Cinema Attendant		16	9/23/2021	9/30/2021
Comedy Show Attendant		1	9/23/2021	9/23/2021

Example of Single Opportunity Expanded - Cinema Attendant

Activity Details

If you enjoy movies and working with the public then volunteering as a Cinema Attendant is perfect for you. The Cinema Attendant is responsible for taking tickets, lightly cleaning the theaters, and assisting guests with questions or concerns. During times of high volunteers, volunteers may be asked to check the temperatures of guests entering the cinema; training will be provided on site and process is done in away that keeps you distanced from guests. Volunteers of all ages are welcome.

Check out what's playing now at Frank Banko Alehouse: <http://www.steelstacks.org/events/films/films-now-playing/>

Dress Code Policy: Facemasks must be worn at all times! ArtsQuest volunteers at Musikfest Café and the Cinemas are asked to wear black pants and a white button down shirt, sweater, or polo shirt (no t-shirts or shirts with logos). Please do not wear sneakers for your shift, unless they are black. This is the standard dress code for all volunteer shifts in the ArtsQuest Center, unless otherwise noted in your email reminder.

Headphones are not permitted during your volunteer shift. Smart devices (phones and tablets only) are permitted for light use, when both Films are in session. Volunteers may not be on their devices while taking tickets.




Please note: We ask that any students signing up for community service only register for two shifts per week. This will allow other volunteers the opportunity to sign up as well. If you are looking to gain extra hours for school, please call one of the volunteer coordinators for assistance.

Qualifications





- How Old Are You? Must be at least 15-17

This activity generally occurs on

- Monday - Evening, Through the night
- Tuesday - Evening, Through the night
- Wednesday - Evening, Through the night
- Thursday - Evening, Through the night
- Friday - Evening, Through the night
- Saturday - Afternoon, Evening, Through the night
- Sunday - Afternoon, Evening, Through the night

Share this   

Filters

DATE	START	END	OVERLAP	OPENINGS	WHO?	ACTIONS	
Thursday, September 23, 2021	3:45 PM	6:45 PM		1 / 1		+ Sign Up	<input type="checkbox"/>
Thursday, September 23, 2021	6:45 PM	9:45 PM		1 / 1		+ Sign Up	<input type="checkbox"/>
Friday, September 24, 2021	11:45 AM	2:45 PM		1 / 1		+ Sign Up	<input type="checkbox"/>
Friday, September 24, 2021	2:45 PM	5:45 PM		1 / 1		+ Sign Up	<input type="checkbox"/>

How to View Your Schedule

To view your scheduled activities, click on the “Schedule” tab. Opportunities you have signed up for will be listed by date. You can add these items to your Gmail, iCal, or Outlook calendars. There are no longer reminder e-mails, so we highly encourage you add these to your calendar! You can even download and print a schedule if you would like.

The screenshot shows the ArtsQuest Volunteer Portal interface. At the top, a blue banner reads "Welcome to the ArtsQuest Volunteer Portal!" with the ArtsQuest logo and tagline "imagine that". Below the banner is a navigation bar with orange buttons for HOME, OPPORTUNITIES, SCHEDULE (highlighted), HOURS, REPORTS, CONTACT, and MY PROFILE. The main content area is titled "Schedule" and includes a link to "your contact information page". A filter section allows users to select a date range from 03/06/2017 to 03/07/2017 and a "Filter Shifts" button. Below this is a table of scheduled activities:

ACTIVITY	DATE	START	END	WHO?	ACTIONS
Steel Stacks - Year Round Opportunities - Cinema Attendant	Mon 3/6/2017	6:30 PM	9:30 PM	[User Icon]	[Add to Calendar]
Steel Stacks - Year Round Opportunities - Cinema Attendant	Tue 3/7/2017	6:30 PM	9:30 PM	[User Icon]	[Add to Calendar]

Below the table is a "Select All" checkbox. At the bottom, there is a "Monthly Calendar Schedule" section with a "Paper Size" dropdown set to "Letter Landscape (11\" x 8.5\")" and a "Start Date" field set to "03/01/2017". Two buttons, "Download Calendar" and "View Calendar", are located at the bottom right of this section.

General Rules / ArtsQuest Volunteer Waiver

All ArtsQuest Volunteers must abide by some basic rules and policies to maintain active status within the program. These policies are detailed in our ArtsQuest Volunteer Waiver, which all volunteers must sign before beginning their volunteering journey with us. After signing, you can always refer back to the waiver to remind yourself of the basic rules.

The waiver can be accessed [here](#), at www.artsquest.org/volunteer, and a paper copy can be requested by contacting the volunteer team.

Age Restrictions

Only volunteers who are 21 and older can volunteer at a position that involves serving alcohol. Similarly, Ushers at the Musikfest Café should be over 21 as this is a venue that can be considered a bar.

A volunteer should be 15 or older to volunteer on their own. Any individuals 14 or younger should volunteer with a parent or guardian or provide written consent from those parents or guardians indicating that they are permitted to volunteer on their own. Volunteer positions that deal with the handling of cash will require that a volunteer be 15 or older.

A volunteer younger than 21 can be a Site Supervisor only if none of the volunteers they are overseeing are serving alcohol.

Dress Code

Inside the ArtsQuest Center (Cinema Attendant, BFR/MFC Volunteers)

Volunteers working as a Cinema Attendant at the Banko Alehouse Cinema or Ushers/House Managers in the Blast Furnace Room and Musikfest Café should always wear the following:

- A white shirt (button-up, blouse, sweater)
- Black pants (slacks)
- Black shoes (either dress shoes or all-black sneakers)

Exceptions: some events are deemed more casual, in which case it will be clearly communicated if a different dress code is required. Primary examples include blue year-round shirts for Spring BeerFest or holiday accessories when Ushering at the holiday Musikfest Café show.

Levitt Pavilion

Volunteers working at the Levitt Pavilion should wear a green Levitt Volunteer shirt, which can be provided for you by the House Manager if you do not yet have one. Volunteers are encouraged to wear whatever pants would be weather appropriate (shorts, etc.) and closed-toed shoes.

Musikfest

All Musikfest volunteers will receive a tee shirt either at Volunteer training or check-in on their first shift. This shirt is to be worn by anyone acting as a Musikfest volunteer, unless they are part of a community or corporate group. Volunteers will also receive a pin and name badge to wear during their shifts.

If you are not actively on shift while at Musikfest, you should **NOT** be wearing your volunteer shirt. Please bring another shirt to wear or turn your volunteer shirt inside out. Whether it's security monitoring who enters the main stage or the Liquor Control Board observing who is

pouring/drinking beer, there is no visible difference between an on-duty or off-duty volunteer if both are wearing a Musikfest volunteer shirt. To avoid confusion and potential legal issues for Musikfest, if you are not actively volunteering, please do not wear your volunteer shirt.

Weather-appropriate clothing (shorts, hats) is encouraged. Drawstring bags, tote bags, and the like are allowed so that you can carry a change of clothes, sunscreen, water, and more with you during your shift. ArtsQuest is not responsible for lost or stolen personal items.

Christkindlmarkt

Volunteers who sign up for three or more shifts at Christkindlmarkt receive a CKM Volunteer sweatshirt. It's encouraged that you wear this so that all volunteers can be easily recognizable to staff, patrons, and fellow volunteers. Otherwise, any sort of weather appropriate clothing is acceptable. All volunteers will receive a name badge to wear over their sweatshirts or other articles of clothing.

Weather appropriate clothing (jackets, gloves, hats, sweaters) is encouraged. Though it is easy to forget that you're in a parking lot when you enter the tents, Christkindlmarkt is ultimately an **outdoor** event.

A coat rack will be provided near the Information Desk so that volunteers can hang their jackets and store bags. Again, ArtsQuest is not responsible for lost or stolen personal items.

Year-Round

For any events not listed above (Oktoberfest, PeepsFest, and many more) volunteers should wear a blue, year-round ArtsQuest volunteer tee shirt or sweatshirt and whatever is weather appropriate. While blue shirts will be made available at most event check-ins, you can always email or call the Volunteer Department ahead of time to request a blue shirt.

Prohibited Items

There are a few things that volunteers should never wear or bring along to any ArtsQuest shifts:

- **Open-toed shoes (sandals, flip-flops)** This is not a stylistic choice, but a safety concern. There are instances during ArtsQuest events when staff, volunteers, and patrons will have to spring into action quickly. Sneakers, boots, and other closed-toed shoes are best suited for these moments.
- **Clothes with Offensive Material** Common sense will always be your friend when considering what to wear to a volunteer shift. Do not wear clothing with swear words, political sentiments, nude figures, or gory/frightening images to your volunteer shift.
- **Revealing Clothing (crop tops, tank tops)** Volunteers should wear full-size shirts with sleeves, shorts or pants that go at least 12 inches past the waist, and appropriate (unseen) underwear.
- **Weapons** Just like all patrons attending our events, Volunteers will be asked to leave guns, knives, or any similar weaponry in their cars.

Check-In

Volunteers should always check-in for their shifts with ArtsQuest. This ensures that the Volunteer Department can verify that you were at your assigned shift and eligible for credit, that staff or Site Supervisors can train and assign you, and so that you can begin your fun afternoon or evening at ArtsQuest!

If checking in for a year-round position like Cinema Attendant, Comedy Attendant, Gallery Attendant on First Fridays, or other consistent and smaller-scale opportunities, it is simply a matter of knowing where the right sign-in sheet is and writing your name down. If checking in for a festival, concert, or other large-scale events, always be sure to speak with the Volunteer Site Supervisor/House Manager or the ArtsQuest staff member in charge.

If your name is not confirmed on the sign-in sheet, the Volunteer Department will have no way of knowing whether you were there! Typically, events without a Site Supervisor/House Manager will ask for your signature and time in/out, where larger events with Site Supervisors/House Managers will simply require a check next your name showing that you were present.

Below is a list of common Check-In locations:

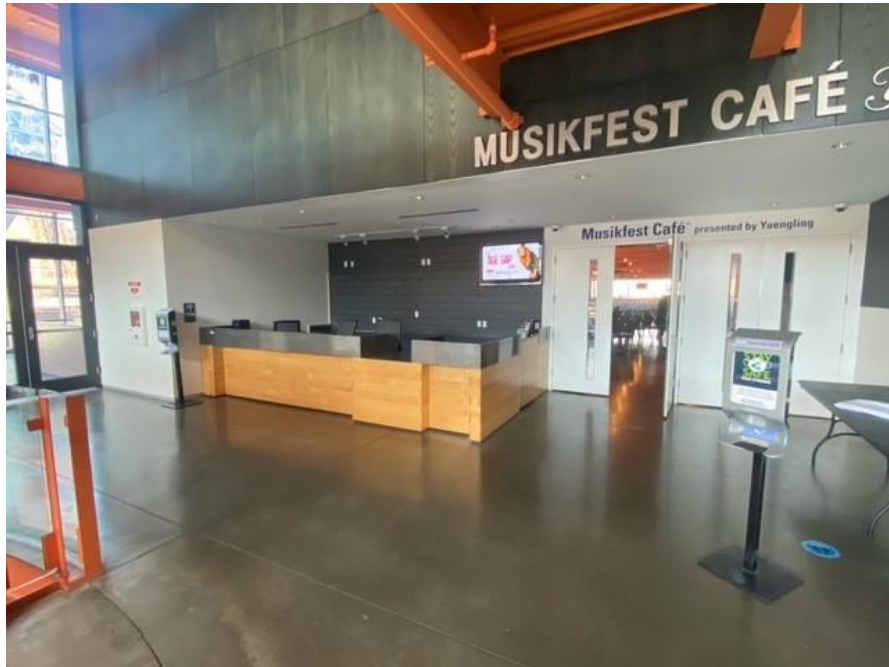
AQC Box Office Counter

This check-in location is utilized for Cinema Attendants, First Friday, Levitt Pavilion Movie Assistants, and any volunteers working an event on the 1st floor of the AQC will check in here. There will be clipboards or folders on the Box Office counter.



AQC 3rd Floor Lobby (Musikfest Café)

House Mangers and Ushers for shows in the Musikfest Café and Blast Furnace Room will check in here. There is a binder in the volunteer cabinet that will have sign-in sheets for both venues.



Levitt Pavilion Tent

Levitt Pavilion volunteers will check-in at the Levitt Pavilion tent. A Levitt House Manager will collect the Levitt binder from the AQC Box Office and bring it over to the Levitt tent at the beginning of their shift. Other volunteer supplies (tables, bins, buckets) will also need to be collected from the backstage shed and brought to the Levitt tent by any volunteers available.



Visitor's Center

If you're volunteering for a Comedy Attendant Shift or going to a training at the Visitor's Center (VC) the sign in sheet will be located on the front desk pictured here. To access this room, enter the main doors and enter the doors immediately to your right. Sometimes this door may be locked, but the lead from programming on that night should be there to let you in!



Levitt Entry/Mack Truck Stop

Occasionally, a tent might be placed at the west entry to the Levitt Lawn in front of the Mack Truck Stop. This often serves at the entrance to gated, ticketed Levitt concerts, outdoor events, and other singular events. For these shifts, this entry tent will be the best place for volunteers to get checked in.



Musikfest—Platz Check-ins

For Musikfest, volunteers should check-in at the **Cash Conversion Booth** of their assigned Platz on the North Side, the **AQC Box Office Counter** for Americaplatz, and the **Entry Gate** for the Wind Creek Steel Stage. More details on this can be found in the Musikfest Volunteer Handbook, which will be given to volunteers at training in July.

Oktoberfest—Entrance

Oktoberfest volunteers should check in at the volunteer tent to the right of the PNC parking lot entrance.



Christkindlmarkt—Information Booth

All volunteers reporting to their shift at Christkindlmarkt should check-in at the Information Booth, which is on the western side of Tent 1 and next to the entry for patrons who purchased tickets ahead of time and ArtsQuest Members.



Parking

Free parking is available for all events at the ArtsQuest Center. For ArtsQuest Center events, you can use the PNC Lot next to the Visitor's Center or the Ruins Lots on the other side of the street. Please DO NOT park in the Steel Ice Rink lot adjacent to the PNC lot.



Cancellation/No Show Policy

Sometimes life gets in the way of that awesome volunteer shift you had scheduled. No worries! All volunteers have the option to cancel shifts that they can no longer attend. It's important to communicate cancellations in a timely manner so that the Volunteer Department can fill those vacant spots.

Cancelling a Shift

If you are cancelling a shift **ahead of time (72 hours out from the shift or greater)**, you can remove yourself from the shift on the portal. You can go to your Schedule tab, find the shift in question, and click the "Remove" icon under Actions. This automatically removes you from the list!

Should you need to cancel a shift **within 72 hours or on the day of the event** please contact volunteer-dept@artsquest.org.

If the event is occurring on a weekend or after business hours, you may not receive a reply right away, but this will give the Volunteer Department a record of your cancellation rather than marking you as a no show. If it is for a BFR or Café show, you could call 610-332-1300 to reach the ArtsQuest Center front desk. Request that they inform the House Manager and they will pass the word along.

Cory Stevens
Volunteer Program Manager
cstevens@artsquest.org
610-332-1370

Parker Ryan
Volunteer Program Assistant
Manager
pyran@artsquest.org
610-332-1343

Michael Koehler
Volunteer Program Coordinator
mkoehler@artsquest.org
610-332-1315

No Show Policy

After 3 missed shifts without evidence of contacting the Volunteer Department to cancel, a hold will be placed on your Portal account. You will be unable to sign up for volunteer opportunities until meeting with the Volunteer Department.

Community Service Hours Paperwork

Many of our volunteers are high school and college students seeking community service hours. If you are among them, the Volunteer Department will happily approve the hours that you've volunteered with ArtsQuest. While each school will have paperwork that comes in different formats, the process always remains the same.

Using your portal account, you can track the number of hours you've volunteered after they have been entered into the system. Typically, hours will be logged into the portal within 1-2 weeks after an event has been completed, but with larger events like Musikfest and Christkindlmarkt it can take longer. For Musikfest, we ask that you wait until the end of August to inquire about those hours, and for Christkindlmarkt that you wait until January for us to finalize everything.

We can approve hours three ways, depending on whatever is easiest for you:

- Contact the Volunteer Department to set aside an appointment to meet with us and have a form signed.
- Scan an hour form into a PDF and email it to the Volunteer Department. We'll approve the hours and email it back to you. (If using this method, please ensure that your personal information is already filled out in the scan—basically, we won't accept a blank form).
- If a Bethlehem Area School District (BASD) student, you will utilize the "Helper Helper" website to have your hours approved. Please contact your guidance counselor for instructions on submitting those requests.

We **do not** sign hour forms onsite at an event during a shift. Hours can only be approved after a shift has concluded and the hours have been entered into the portal. Only members of the Volunteer Department can approve student hours; Site Supervisors, House Managers, and even other ArtsQuest staff members will not be able to sign your form.

Volunteer Reward Program

We have a robust reward program for volunteers who stick with us and keep stacking those hours! They accrue based on the below milestone levels:

30 Hours (November to October) – Invitation to Volunteer Breakfast *Additionally, Volunteers who have over 30 years will be invited regardless of hours.

100 Hours – 4 cinema passes (Eligible for regular screenings only)

250 Hours – 2 Musikfest Café Tickets or 2 Levitt Pavilion Summer Concert Series Tickets

500 Hours – 2 Hot Glass Experience Tickets* OR 2 Musikfest Café Tickets/2 Levitt Pavilion Summer Concert Series Tickets

750 Hours – 2 Musikfest Wind Creek Steel Stage Tickets (best available) OR \$150 credit for one Visual Arts Class

1,000 Hours – 2 Musikfest Wind Creek Steel Stage Terrace Tickets OR one 4-week Intro to Glassblowing class* AND recognition on the Volunteer Wall

*Due to the closure of the Banana Factory, Volunteer rewards involving Hot Glass/Glassblowing will be paused temporarily while this department reorganizes

**Note: Rewards reinstate every 1,000 hours, meaning that for 1,100 hours, you would once again be eligible for 4 cinema passes (and for 1,250 you would be eligible for 2 MFC tickets, and so on).

Milestone levels are calculated quarterly. You will receive an email once you reach a milestone level with instructions on how to redeem the reward. (Please note, we strive to fulfill all rewards, but there may be times when tickets will not be available due to artist contracts.)

Thank you for all you do!

If you have any questions regarding rewards, please reach out to a member of the team at volunteer-dept@artsquest.org.

Volunteer Leaders

The ArtsQuest volunteer program is robust because we have so many capable individuals from throughout the community who have either been running ArtsQuest events for decades or proven their passion through consistent involvement in recent years. Leaders within the volunteer program are trusted to help run events, organize and train their fellow volunteers, and work directly with staff to make every event we put on a success. There are three major examples of leadership within the volunteer program, and if you would like to move up, simply contact a member of the Volunteer Department to express your interest.

Ambassadors

Every other year, the goal is to have a new group of dedicated and consistent volunteers who can use their deep knowledge of ArtsQuest and the people who run it to better assist patrons and fellow volunteers with questions or concerns.

Every two years at the beginning of the year, we ask for applications to our Ambassador program. Ambassadors are volunteers who participate in ArtsQuest events consistently throughout the year, demonstrate a passion for our programming, and encourage positivity when working with other volunteers and patrons. If accepted, Ambassadors attend bi-weekly training program where they learn the ins-and-outs of ArtsQuest from the staff members who keep everything running. This includes Kassie Hilgert (President and CEO), Patrick Brogan (Chief Programming Officer and Manager of the ArtsQuest Center), Lisa Harms (Senior Director of Visual Arts and Education), and many more!

Ambassadors receive a metal name badge to keep and take home with them, will sometimes get first crack at opportunities that require veteran volunteer experience, and will be trusted to help fill in gaps where we're short-handed.

Ambassadors are expected to volunteer one shift a month. With few exceptions, becoming an Ambassador is a prerequisite to training to be a House Manager or Site Supervisor.

House Managers

House Managers (or “HMs”) are volunteers who are trusted to check-in, train, and organize their fellow volunteers during an ArtsQuest concert. House Managers will have experience with working shows in the Musikfest Café, Blast Furnace Room, Levitt Pavilion, and the Wind Creek Steel Stage.

HMs act as a liaison between staff and volunteers during these events. They will attend pre-show meetings to learn about talent run times, kitchen/bar close times, wrist banding procedures, and any other details pertinent to each individual show. HMs are also the first line of defense when considering patron complaints or concerns. They will determine if the patron issue can be solved by volunteers or if it requires escalation to an ArtsQuest staff member.

House Managers will be expected to troubleshoot surface-level ticket scanner issues, such as dropped Wi-Fi connections or mistaken button presses.

Site Supervisors

Much like House Managers for concerts, Site Supervisors are trusted to check-in, train, and organize their fellow volunteers at large-scale ArtsQuest events. These include but are not limited to Musikfest, Oktoberfest, and Christkindlmarkt.

Site Supervisors work with staff at all times by wearing a radio, so that any questions or concerns that arise can be addressed immediately. Site Supervisors will always cover a large area, as many of our festivals will encompass the entirety of the PNC parking lot or the separate Platzen of Musikfest. It is ideal for a Site Supervisor to be mobile, as it may be required to stand for long periods of time or to get from Point A to Point B quickly.

Site Supervisors are trusted to help staff make our biggest events a success, and their fellow volunteers look to them for guidance and instruction. It can be a tough job, but it is one of the most rewarding opportunities we offer in ArtsQuest’s volunteer program.

Volunteer Committee

ArtsQuest is lucky to have a volunteer group made up of experienced and excited individuals from around the region. Whether you’re a volunteer who has proven your leadership capability, have lots of new ideas on how the ArtsQuest volunteer experience can be improved, or are an expert on recruiting new folks—you could have a seat at the table!

Our Volunteer Committee is made up of volunteers who work tirelessly all throughout the year to ensure that ArtsQuest events are a success. They recognize the efforts of other volunteers who go above and beyond, work directly with staff to change and update programming as we move forward, and create avenues for newer folks to get involved.

The Volunteer Committee consists of up to 13 individuals from throughout the volunteer program, each on 3-year terms. One member serves as Committee Chair, who sets the agenda and leads meetings.

Our current committee is pictured below. If you see them at your next shift, be sure to say hi and pass along any thoughts you may have about our Volunteer Program! Our Committee Members will make sure that your voice is heard. Each committee member should be wearing a special pin signifying their status so you can easily identify them at any given event!



Top Row Left to Right:

Keith Simon, Cindy Workman, Miriam Pitkoff, Vern Clater, Ron Kocher, Robin Sherrerd, Paul Fistner, Alan King, Susan Stachowski

Bottom Row Left to Right:

Ronda Senior, Ray Neeb (Staff – Sr. VP of Operations) Jeanne Pratt, Mary Lou Straka, Marta Storm, Julianna Rodrigues

Not Pictured:

Kim Letourneau

Join Our Facebook Group

For those of you on Facebook, we do have a Facebook group set aside only for members of the ArtsQuest volunteer family! This is a great way to share photos and happy memories, ask questions, and receive the latest updates on our programming. If you have a Facebook profile, simply follow this link:

www.facebook.com/groups/AQVolunteers/

To join, you need to have an active ArtsQuest Volunteer Portal account.

Frequently Asked Questions

Below is a list of questions you may be asked by guests. Remember, if you don't know the answer feel free to ask the House Manager, Site Supervisor, or Staff!

1. Why are beers \$8-10, Why do I need to pay admission to Christkindlmarkt, etc.?
 - a. ArtsQuest is a 501(c)(3) nonprofit organization providing access to art, culture and educational programs for the diverse residents of the Lehigh Valley and others who seek access to our community. This is our mission.
Simply put, to be able to fund the vast array of programming that we offer (a majority of which is free to the public) we rely on our sponsors, grants, the generosity of the public, and food and beverage sales among many other things to offset these costs.
2. Who was the architect of the ArtsQuest Center building? When was it built?
 - a. Spillman Farmer
 - b. Construction began in 2010, and it opened to the public in May 2011
3. When were the Blast Furnaces built?
 - a. The first furnace (closest to the Visitor's Center) was built in 1915.
4. When did Bethlehem Steel close?
 - a. The plant closed in 1995, marking the first time in over 120 years that steel was not produced on the site.
5. Where is smoking allowed?
 - a. Outside the first floor of the ArtsQuest Center. No smoking is allowed on the 3rd floor balcony or on the Levitt Lawn.
6. Are pets allowed inside?
 - a. No pets are permitted inside, except for service animals.
7. Where can I park?
 - a. There are free patron parking lots on either side of 1st Street.
8. Where is the nearest restroom?
 - a. There are restrooms on each floor of the ArtsQuest Center. For most events, the 1st floor restrooms (Located past the Palette & Pour bar) will be the most convenient for patrons. Fun fact: in the ArtsQuest Center, all bathrooms are located at the same spot on each floor—to the back and turn right. Additionally,

there are restrooms on the 1st floor of the Visitor's Center (please make sure the Visitor's Center is open for the event first). All public restrooms are fully accessible, and both buildings feature family restrooms.

9. Is there accessible parking available?
 - a. There are accessible parking spaces in the parking lots on either side of 1st Street. Drop-off is permitted in front of the main AQC entrance.
10. Does membership run on an anniversary basis or calendar year?
 - a. Anniversary basis – 1 year from the end of the month in which you signed up in.
11. Can I purchase tickets at home?
 - a. You can purchase tickets online (steelstacks.org) or over the phone (610)-332-1300).
12. Where do I pick up will- call tickets?
 - a. Will call tickets can typically be picked up at the box office but be sure to double check with the House Manager, as sometimes they are kept at the ticket gate for shows on the Levitt Lawn or behind the counter for Musikfest Café shows.
13. Are Gift Certificates/Cards available?
 - a. Gift Cards are available and can be used for concerts, food, classes, and retail. They can be purchased at the AQC Box Office, Visitor Center, and online.
14. How can I find out about upcoming events?
 - a. Visit steelstacks.org or sign up for the ArtsQuest newsletter at artsquest.org under the “Connect” tab.
15. How can I get involved?
 - a. We are always looking for volunteers! Visit artsquest.org/volunteer to register for a Portal account. There you will be able to see available volunteering opportunities. At most ArtsQuest events, there should be “Join the Fun” business cards that can be shared with guests expressing interest in becoming a volunteer. These cards feature the below QR code that take guests right to the volunteer webpage.



Appendix A: IT Use and Volunteers

There are times when volunteers may be engaging with ArtsQuest from an IT standpoint, whether online or by using ArtsQuest devices during their shift. This appendix goes through the details of ArtsQuest's IT policy, which all staff and volunteers must adhere to.

7.0 Information Technology ("IT") and Data Management

7.01 Acceptable Use Policy

7.01(a) Overview and Purpose

ArtsQuest's intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to ArtsQuest's established culture of openness, trust and integrity. We are committed to protecting ArtsQuest's employees, partners and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing and FTP, are the property of ArtsQuest. These systems are to be used for business purposes in serving the interests of the company, and of our clients and customers in the course of normal operations. Please review Human Resources policies for further details.

Effective security is a team effort involving the participation and support of every ArtsQuest employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

The purpose of this policy is to outline the acceptable use of computer equipment, including but not limited to hardware, software, applications, data, and devices with network connectivity, at ArtsQuest. These rules are in place to protect the employees and ArtsQuest. Inappropriate use exposes ArtsQuest to risks including but not limited to virus/malware attack, compromise of network systems and services, and potential legal issues.

7.01(b) Scope

This policy applies to the use of information, electronic, telephonic and computing devices, e-mail, and network resources to conduct ArtsQuest business or interact with internal networks and business systems, whether owned or leased by ArtsQuest, the employee, or a third party. All employees, contractors, consultants, temporary workers, interns and other workers and volunteers at ArtsQuest and its affiliated companies are responsible for exercising good judgment regarding appropriate use of information, electronic devices, software, and network resources in accordance with ArtsQuest

policies and standards, and local laws and regulations. Exceptions to this policy are documented in section 5.2.

This policy applies to employees, temporary workers, interns and other workers and volunteers at ArtsQuest. This policy applies to all equipment that is owned or leased by ArtsQuest, and all information that resides on, or passes through, ArtsQuest systems, whether leased or owned, hosted or on premise.

7.01(c) Definitions

User: The term “user” refers to all ArtsQuest employees, temporary workers, interns, members of the ArtsQuest Board of Trustees, members of the Visual Arts Board, members of Performing Arts Board, members of ArtsQuest Foundation board, members of Friends of the Levitt Pavilion SteelStacks Board, and other volunteers, along with any other person authorized to access ArtsQuest systems, whether from ArtsQuest owned or leased electronic or computer equipment.

7.02 General Use and Ownership

- ArtsQuest proprietary information stored on electronic, telephonic and computing devices, whether owned or leased by ArtsQuest, remains the sole property of ArtsQuest.
- Users have a responsibility to immediately report the theft, loss or unauthorized disclosure of ArtsQuest proprietary information.
- Users are prohibited from connecting any personal devices, including but not limited to cell phones, laptops, computers, or pads to the ArtsQuest network or computing systems. No exceptions to this policy are permitted unless authorized in writing by ArtsQuest senior management.
- Users may access, use or share ArtsQuest proprietary information only to the extent it is authorized and necessary to fulfill assigned job duties.
- For security and network maintenance purposes, authorized individuals within ArtsQuest may monitor equipment, systems and network traffic at any time. Users have no expectation of privacy as it pertains to web browsing history, current use, voice-mail, or e-mail transmissions, past or current.
- ArtsQuest reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

7.03 Security and Proprietary Information

- Providing computing device access to another individual, either deliberately or through failure to secure its access, is prohibited. Usernames and passwords are specific to each user. It is strictly prohibited to share this information with anyone

with the exception of ArtsQuest IT staff members when this information is specifically asked for in the course or execution of IT staff responsibilities.

- All computing devices must be secured by locking the screen or logging off when the devices are unattended.
- Postings by users from an ArtsQuest e-mail address to newsgroups or forums should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of ArtsQuest, unless posting is in the course of business duties.
- Users must use extreme caution when opening e-mail attachments received from unknown senders, which may contain malware. Clicking on links in an e-mail could be extremely hazardous to the ArtsQuest computer systems. If any user is not completely certain of the nature of such links, that user should ask an ArtsQuest IT staff member for help in identifying such links.

7.04 Unacceptable Use

The following activities, in general, are prohibited. Employees may be exempted from certain of these restrictions during the course of their legitimate job responsibilities (e.g.: systems administration staff may have a need to disable the network access of a host if that host is disrupting production services), but only with the approval of the employee's supervisor.

Under no circumstances is any user authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing resources owned or leased by ArtsQuest.

7.04(a) System and Network Activities

The following activities are strictly prohibited, with no exceptions:

- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations including but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by ArtsQuest.
- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which ArtsQuest or the end user does not have an active license is strictly prohibited.
- Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. ArtsQuest senior management should be consulted prior to export of any material that is in question. Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.) is strictly prohibited.

- Using an ArtsQuest computing device to actively engage in procuring or transmitting materials, whether written, photographic or video, that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
- Making fraudulent offers of products, items, or services originating from any ArtsQuest system, device or account.
- Making statements about warranties, expressly or implied, unless it is a part of normal job duties.
- Effecting security breaches or disruptions of network communications. Security breaches include, but are not limited to, accessing data of which the user is not an intended recipient or logging into a server or account that the user is not expressly authorized to access, unless these duties are within the scope of regular duties.
- Port, Wi-Fi or network scanning of any kind is expressly prohibited unless prior authorization is given by ArtsQuest senior management.
- Executing any form of network monitoring unless this activity is part of an ArtsQuest employee's normal job duty.
- Circumventing user authentication or security of any host, network, system or account.
- Introducing honeypots, honeynets or similar technology on the ArtsQuest network.
- Interfering with or denying service to any system (for example, denial of service attack).
- Using any program / script / command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet / Intranet or Extranet.
- Providing any confidential or proprietary data, including but not limited to intellectual property, financial data, information about, or lists of, ArtsQuest employees, to parties outside ArtsQuest.

7.04(b) E-mail and Communication Activities

When using company resources to access and use the Internet, users must realize they represent ArtsQuest. Whenever users state an affiliation to ArtsQuest, they must also clearly indicate that "the opinions expressed are my own and not necessarily those of ArtsQuest." Any questions concerning this issue may be addressed to the ArtsQuest IT Department or senior management.

The following communication activities are strictly prohibited:

- Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).

- Any form of harassment via email, telephone or paging, whether through language, frequency or size of messages, or through photographic or video depictions.
- Unauthorized use or forging of email header information.
- Solicitation of email for any other email address, other than that of the posting account, with the intent to harass or to collect replies.
- Creating or forwarding "chain letters," "Ponzi" or other "pyramid" schemes of any type.
- Use of unsolicited email originating from within ArtsQuest's networks of other Internet/Intranet/Extranet service providers on behalf of or to advertise any service hosted by ArtsQuest or connected via ArtsQuest's network.
- Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

7.04(c) Blogging and Social Media

- Blogging by ArtsQuest employees, whether using ArtsQuest's property and systems or personal computer systems, is also subject to the terms and restrictions set forth in this Policy. Limited and occasional use of ArtsQuest's systems to engage in blogging is acceptable, provided that it is done with the prior approval of the employee's supervisor, is done in a professional and responsible manner, does not otherwise violate ArtsQuest's policy, is not detrimental to ArtsQuest's best interests, and does not interfere with an employee's regular work duties. Blogging from ArtsQuest's systems is also subject to monitoring.
- Users are prohibited from revealing any ArtsQuest confidential or proprietary information, trade secrets or any other material when engaged in blogging.
- Users shall not engage in any blogging that may harm or tarnish the image, reputation and/or goodwill of ArtsQuest and/or any of its employees, and are prohibited from making any discriminatory, disparaging, defamatory or harassing comments when blogging.
- Users may also not attribute personal statements, opinions or beliefs to ArtsQuest when engaged in blogging. If an employee is expressing his or her beliefs and/or opinions in blogs, the employee may not, expressly or implicitly, represent themselves as an employee or representative of ArtsQuest. See Section 7.04(b) above.
- Users assume any and all risk associated with blogging.
- Apart from following all laws pertaining to the handling and disclosure of copyrighted or export-controlled materials, ArtsQuest's trademarks, logos and any other ArtsQuest intellectual property may also not be used in connection with any blogging activity.

7.05 Internet Usage Policy

7.05(a) Overview and Purpose

The purpose of this policy is to define the appropriate uses of the Internet by users. Internet connectivity presents the company with new risks that must be addressed to safeguard the facility's vital information assets.

Access to the Internet by personnel that is inconsistent with business needs results in the misuse of resources. These activities may adversely affect productivity due to time spent using or "surfing" the Internet. Additionally, the company may face loss of reputation and possible legal action through other types of misuse.

All information found on the Internet should be considered suspect until confirmed by another reliable source. There is no quality control process on the Internet, and a considerable amount of its information is outdated or inaccurate. Access to the Internet will be provided to users to support business activities and only on an as-needed basis to perform their jobs and professional roles.

7.05(b) Scope

The Internet usage policy applies to all users (including but not limited to individuals working for the company, including permanent full-time and part-time employees, contract workers, and temporary agency workers, as well as board or committee members and other volunteers) who may access the Internet through the ArtsQuest computing or networking resources. ArtsQuest's Internet users are expected to be familiar with and to comply with this policy and are also required to use their common sense and exercise their good judgment while using Internet services.

7.05(c) Access and Policy for Use

Internet access will be provided to all users to support business activities in the performance of their duties. Internet bandwidth both within the company and in connecting to the Internet is a shared, finite resource. Users must make reasonable efforts to use this resource in ways that do not negatively affect other employees. Specific departments may set guidelines on bandwidth use and resource allocation and may ban the downloading of particular file types.

7.05(c)(1) Acknowledgement of Policy

As part of Internet access usage, ArtsQuest employees are required to read this Internet Usage Policy. Such users must sign the statement which appears as Appendix ___ to this Manual to indicate that he/she/they understand and agree to comply with said Policy. Users not complying with this Policy could be subject to disciplinary action up to and including termination. Policy awareness and acknowledgment, by signing the afore-mentioned acknowledgment form, is required before network access will be granted.

7.05(c)(2) Resource Usage

User Internet access history will be reviewed periodically by company departments to ensure that continuing needs exist, and that this policy is being adhered to.

7.05(c)(3) Allowed Usage

Internet usage is granted for the sole purpose of supporting business activities necessary to carry out job functions. All users must follow the principles regarding resource usage and exercise good judgment in using the Internet. Any questions concerning allowed usage can be addressed to the ArtsQuest IT Department.

- Acceptable use of the Internet for ArtsQuest employees performing job functions might include:
 - Communication between employees and non-employees for business purposes.
 - IT staff members downloading software upgrades and patches (at the request of ArtsQuest IT Department only).
 - Review of possible vendor web sites for product information, support, and training documentation.
 - Review of regulatory or technical information.
 - Job-related research.

7.05(c)(4) Personal Usage

Using ArtsQuest computer resources to access the Internet for personal purposes, without approval from the user's supervisor, may be considered cause for disciplinary action up to and including termination. All users of the Internet should be aware that the ArtsQuest network creates an audit log reflecting request for service, both in-bound and out-bound addresses, and is periodically reviewed. Users who choose to store or transmit personal information such as private keys, credit card numbers or certificates, or make use of Internet "wallets" do so at their own risk. ArtsQuest is not responsible for any loss of information, such as information stored in a "wallet", or any consequential loss of personal property.

7.05(c)(5) Prohibited Usage

Activities that are strictly prohibited include, but are not limited to:

- Acquisition, storage, and dissemination of any information or data which is illegal, pornographic, or which negatively depicts race, national origin, sex, sexual orientation, age, disability, religion or political beliefs is specifically prohibited. ArtsQuest also prohibits the conduct of a business enterprise, political activity, engaging in any form of intelligence collection from our facilities, engaging in fraudulent activities, or knowingly disseminating false or otherwise libelous materials.
- Accessing company information that is not within the scope of one's work. This includes unauthorized reading of customer account information,

unauthorized access of personnel file information, and accessing information that is not intended for reader or needed for the proper execution of job functions.

- Misusing, disclosing without proper authorization or altering customer or personnel information. This includes making unauthorized changes to a personnel file or sharing electronic customer or personnel data with unauthorized personnel.
- Deliberate pointing or hyper-linking of company websites to other Internet/WWW sites whose content may be inconsistent with or in violation of the aims or policies of the company.
- Any conduct that would constitute or encourage a criminal offense, lead to civil liability, or otherwise violate any regulations, local, state, national or international law,
- Use, transmission, duplication, or voluntary receipt of material that infringes on the copyrights, trademarks, trade secrets, or patent rights of any person or organization. Users should assume that all materials on the Internet are copyrighted and/or patented unless specific notices state otherwise.
- Transmission of any proprietary, confidential or otherwise sensitive information without the proper controls or express written consent.
- Creation, posting, transmission or voluntary receipt of any unlawful, offensive, libelous, threatening, harassing material, including but not limited to comments based on race, national origin, sex, sexual orientation, age, disability, religion or political beliefs.
- Any form of gambling, playing of games or forwarding of chain letters.

Unless specifically authorized under the provisions of section 7.05(c)(3) above, downloading of any shareware programs or files for use without prior authorization in advance from ArtsQuest IT Department and the user's supervisor is prohibited.

7.05(d) Software License

ArtsQuest strongly supports strict adherence to software vendors' license agreements. When at work or when company computing or networking resources are employed, copying of software in a manner not consistent with the vendor's license is strictly forbidden. Questions regarding lawful versus unlawful copying should be referred to the ArtsQuest IT Department for review, whereupon a request for legal advice may be sought before any copying is done.

Similarly, reproduction of materials available over the Internet must be done only with the written permission of the author or owner of the document or site. Unless permission from the copyright owner(s) is first obtained, making copies of material from magazines, journals, newsletters, other publications and online documents is forbidden unless this is both reasonable and customary. This notion of "fair use" is in keeping with international copyright laws.

7.05(e) Review of Public Information

All ArtsQuest employee accessible storage directories on Internet-connected computers will be reviewed and cleared each evening. This process is necessary to prevent the anonymous exchange of information inconsistent with company business. Examples of unauthorized information include pirated information, passwords, credit card numbers and pornography.

7.05(f) Expectation of Privacy / Monitoring

Users should consider their Internet activities monitored and limit their activities accordingly. Management reserves the right to examine e-mail, personal file directories, web access and other information stored on company computers, devices and systems, at any time and without notice. This examination ensures compliance with internal policies and assists with the management of company information systems.

7.05(g) E-mail Confidentiality

Users should be aware that clear text e-mail is not a confidential means of communication. The company cannot guarantee that electronic communications will be private. Employees should be aware that electronic communications can, depending on the technology, be forwarded, intercepted, printed and stored by others. Users should also be aware that once an e-mail is transmitted it may be altered. Deleting an e-mail from an individual workstation will not eliminate it from the various systems across which it has been transmitted.

7.05(h) Company Materials

Users must not place company material (examples: internal memos, press releases, product or usage information, documentation, etc.) on any mailing list, public news group, or such service. Any posting of materials must be executed by the ArtsQuest Communications or Marketing Departments. Any posting or other form of documented transmission outside those departments could result in disciplinary action. This is to ensure consistency in messages and to protect the image and brand of the company.

7.05(i) Removal of Privileges

Internet access will be discontinued upon termination of an ArtsQuest employee, completion of a user's contract, end of service of any user, or disciplinary action arising from violation of this policy. All user IDs that have been inactive for 30 days will be revoked. In response to feedback from management, systems administrators must promptly revoke all privileges no longer needed by users.

7.06 IT Accountability

7.06(a) IT Committee.

ArtsQuest staff are assisted by an IT Committee, formed under the auspices of the Board of Trustees. This Committee is comprised of volunteers and an ArtsQuest staff

liaison who possess in depth knowledge of IT systems and products. The formulation, role and responsibilities of the IT Committee are set forth in a set of guidelines available for review upon request.

7.06(b) Long Term Investment in IT.

In pursuit of a long-term IT strategy, the above IT Committee will discuss, review and make recommendations to ArtsQuest senior management on the creation of an IT Strategic Plan every two years. The IT Strategic Plan shall then be shared with the ArtsQuest Board of Trustees' Strategic Planning Committee for the purpose of assuring coordination with ArtsQuest's overall strategic plan. The IT Strategic Plan shall be presented next to the Board of Trustees for approval. Any suggested changes or amendments to any approved IT Strategic Plan shall be recommended first by the IT Committee to ArtsQuest senior management, and ultimately, shall be presented to the Board of Trustees for approval. The IT Strategic Plan shall include a suggested "roadmap" or prioritization of investments in IT assets and services, which should be revisited by the IT Committee and ArtsQuest senior management annually for possible amendments to the overall IT Strategic Plan.

7.06(c) Approval and Review of IT Projects and Initiatives.

Initiating or undertaking any project or initiative related to information technology requires the approval of ArtsQuest senior management personnel designated with the responsibility for IT issues. Such projects may include but are not limited to implementation of new hardware, software, or applications including SaaS (software as a service) applications; use of external parties to perform IT-related consulting services; evaluation of any existing ArtsQuest system; and any equipment requiring network connectivity. Approval of ArtsQuest senior management in charge of IT issues must be requested in sufficient time prior to project initiation.

Significant IT projects and initiatives (those with a proposed length of thirty (30) days or more) must have a clearly defined project plan, with key milestones, reviewed and approved by ArtsQuest senior management. Such milestones and stage gates will be reviewed by senior management before the start of subsequent project phases, or further investment is made.

7.06(d) Purchasing of IT Assets and Services.

Recommendations as to appropriate planned purchases of IT assets and services consistent with the IT Strategic Plan will be made by the IT Committee, and the Committee's staff liaison will present such recommendations to ArtsQuest senior management who ultimately will make all such purchasing decisions. Other ad hoc purchases of IT assets or services shall be decided upon by ArtsQuest senior

management, following consultation with the IT Committee if consultation is deemed necessary, or if urgent, following consultation with the Chair and/or the Vice Chair of the IT Committee.

7.06(e) IT Audits.

A formal, comprehensive IT audit will be performed on an annual basis. Such audit can be performed as an internal audit, with or without the assistance of external parties, or as an external audit. The IT audit may be done in conjunction with and on the same timing as ArtsQuest's financial audit; however, the IT audit must be a distinct and separate audit process.

The scope of the IT Audit shall include, but not be limited to:

- Assets, information, and data inventory, including asset management
- Data governance
- Network architecture, standards, security
- Applications – software license compliance, accessibility, revision control
- Long term storage and archiving; data and information retention and deletion policies
- User access and authorization
- Backup and recovery
- Cyber security, vulnerability, anti-virus,
- Change and lifecycle management of systems, network, applications, processes
- Disaster recovery and business continuity
- Physical security
- Cloud security and governance of cloud applications and services
- User devices / computers, and end user computing
- Vendor management
- IT accountability, policies and procedures

7.07 Compliance

7.07(a) Compliance Measurement

The ArtsQuest IT Department will verify compliance with these IT policies through various methods including, but not limited to, business tool reports, internal and external audits and feedback to the policy owner.

7.07(b) Exceptions

Any requested exception to the prohibitions within these policies must be approved by the ArtsQuest IT Department and senior management in advance of any user taking the action proposed in the requested exception.

7.07(c) Non-Compliance

Any ArtsQuest employee found to have violated any of these policies may be subject to mandatory security training by the ArtsQuest IT Department, or disciplinary action up to and including termination of employment.