Intern Handbook

for the

HIGH POINT MUSEUM

Prepared by
Edith W. Brady, Curator of Education
August 2001
(last update May 2005)
Welcome!

We are pleased to have you as an intern at the High Point Museum. We hope you will find the experience both rewarding and enjoyable. An internship is a wonderful opportunity to apply practical knowledge you have learned in the classroom, explore career options, and generally get a sense of life in the working world.

In this manual you will find some basic museum vocabulary, our mission statement and organizational chart, information about professional museum associations, and a general museum bibliography. These materials will introduce you to the world of museum work and help you understand how your project fits into the overall operation of our museum.

As a museum visitor you have probably enjoyed viewing exhibits and participating in programs. During your internship you will find that working in a museum is very different from visiting one. There is a great deal of activity that goes on behind the scenes. Museums rely on people with a variety of backgrounds and skills to accomplish their projects and goals. While your individual project may focus on one particular aspect of museum work, in the course of your internship you will meet and observe people who work in every area of the museum. You will have a scheduled visit to each department at some point during your internship. On these visits you will be introduced to the major goals and concerns for each area of the museum's operations.

Welcome aboard!
Staff & Contact Information

High Point Museum
1859 E. Lexington Ave.
High Point, NC  27262
(336) 885-1859
(336) 883-3284  fax
http://www.highpointmuseum.org

Executive Director  Barbara E. Taylor
Curator of Collections  Jennifer Burns
  Collections Assistant  Terrilyn Wendling
Curator of Education  Edith W. Brady
Weekend Park Interpreters  Jim Campbell
  Megan McKenzie
  Teri Teague
  Elizabeth Lyles
Director of Community Affairs  Lechelle Vernon-Yates
Office Manager  Joanna Cox
Museum Store Manager  Mary Barnett
Visitor Services/Store Assistants  Glenn Hedgebeth
  Andrea Franklin
Maintenance  Oscar Manning
Brief History of the High Point Museum

In 1964 High Point’s first museum was established in the Little Red Schoolhouse, then located on Ray Street. A few years later in 1966, a group of local citizens interested in preserving High Point’s history formed the High Point Historical Society, Inc. The organization purchased the eighteenth century Haley House and property and deeded it over to the City of High Point. Two years later, the Historical Society purchased the property adjacent to the Haley House and deeded it to the City as well. The High Point Historical Society and the City of High Point formed a partnership whereby the City would own/maintain the property and provide some operational funding while the Historical Society would oversee the administration and policy and raise any additionally needed funding. This arrangement continues today.

By 1969 the Historical Society had raised enough money to begin constructing a museum building on the Lexington Avenue property next to the Haley House. The museum was completed in 1970. At this time, the Blacksmith Shop (1750) was moved to the Haley House property and restored as a living history exhibit building. The following year, the High Point Museum opened its doors to the public. In 1973 the Historical Park was completed with the arrival of the Hoggatt House, which was restored as a living history exhibit building. For years the museum and historical park collected local artifacts and produced a wide offering of exhibits and programs to High Point residents.

By 1994, however, the museum was facing critical space shortages for artifact storage, exhibitions, and public programming. A capital campaign was launched the next year to raise the money needed to expand the current museum facility. After a successful campaign, the museum closed to the public as the renovations began in the spring of 1998. While the museum was closed, staff continued to offer programs to the public in the historical park on weekends and at other off site locations, including Oak Hollow Mall. After some unexpected delays, construction was finally completed in 2000. The High Point Museum reopened to the general public on May 5, 2001.
The High Point Museum collects, preserves, and interprets the history of greater High Point to develop, encourage and foster a shared understanding and appreciation of our community through a knowledge of its past.

(Adopted November 15, 2004)
Museum Vocabulary

Below are some definitions for general terms used in museum work. Space is provided at the end for you to record additional terms and definitions that you encounter while working on your internship project.

**Accessioning:** a process by which the registrar or curator of a museum adds an artifact to the permanent collection. Papers that document the artifact are filed, and a numbering system is used to record the artifact.

**Archives:** a collection of written and visual materials that are one-of-a-kind or of limited distribution (letters, photographs, etc.). An archivist stores and maintains these unpublished materials to preserve them for future generations and makes them available to researchers.

**Artifact:** a three-dimensional object that has been made and used by human beings. Museums collect and exhibit artifacts related to their missions. History museums use artifacts to explain and study history.

**Cataloguing:** the process of assigning an object to one or more categories of an organized classification system.

**Collection:** the group of artifacts that a museum holds and preserves on behalf of the public. The artifacts in a museum collection must relate to the museum's mission.

**Conservation:** the process of maximizing the endurance or minimizing the deterioration of an object through time, with as little change to the object as possible.

**Curator:** a person who holds specialized knowledge related to the care and understanding of museum collections. There are different types of curators, some are experts in specific historical subject areas, and others are experts in how to most effectively interpret collections.

**Exhibit:** An exhibit is the presentation of artifacts and ideas with the intent of educating the visitor. Labels are used to identify and explain the artifacts on display.

**Guide/Interpreter/Docent:** A person who offers verbal information about an exhibit or historic structure through formal or informal tours and activities.

**Interpretation:** the communication of information after careful research and preparation. It is the communication of the opinion of the researcher or group of
researchers. Museum interpretation occurs in exhibitions, programming and education activities by writers, curators, educators, exhibit designers, and visitors to the museum.

**Library:** a collection of published materials maintained for readers and researchers of contemporary and future generations.

**Living History:** based in research, living history is the attempt to recreate the sights, sounds, and smells of the past by using historic reproductions. It is the attempt to learn about and understand the past experientially.

**Museum:** The American Association of Museums (AAM) defines a museum as "an organization and permanent non-profit institution, essentially educational or aesthetic in purpose, with professional staff, which owns and utilizes tangible objects, cares for them, and exhibits them to the public on some regular schedule."

**Museum Education:** Museum education is largely object-based. It is concerned with broadening and challenging the public's understanding of the museum's collection and its significance to their own lives.

**Preservation:** the saving of artifacts in their present form to protect them from destruction. Museums preserve artifacts in their collections.

**Provenance:** an artifact's background and history of ownership. Museums generally require strong provenance to accession an artifact into their permanent collections.

**Reproduction:** an object made in the same form, materials and ideally, method as an "original" object. "Repros" are intended for hands-on learning and consumption. Museum educators frequently use reproductions for teaching about the past.

**Restoration:** the act of returning an artifact or historic structure to its original state or condition. Museums rarely restore artifacts because their missions are usually focused on artifact preservation.
Additional Vocabulary
Professional Museum Organizations

American Association of Museums (AAM)
1575 1 Street NW, Suite 400
Washington, DC 20005
(202) 289-1818
(202) 289-6578 FAX
http://www.aam-us.org
Regular Publications: Museum News (Journal); Aviso (Newsletter)

American Association of State and Local History (AASLH)
1717 Church Street
Nashville, TN 37203-2991
(615) 320-3203
(615) 327-9013 FAX
Email: history@aaslh.org
http://www.aaslh.org
Regular Publication: Dispatch (Newsletter), History News (Journal)

Association of Living History, Farm, & Agricultural Museums (ALHFAM)
http://www.alhfam.org
Regular Publications: Bulletin (Newsletter); ALHFAM Proceedings (Annual Conference Summaries)

Carolina Area Registrars (CAR)

National Trust for Historic Places
1785 Massachusetts Ave. NW
Washington, DC 20036
(202) 588-6296
http://www.nationaltrust.org
Regular Publications: Preservation Magazine

North Carolina Museums Council (NCMC)
P. O. Box 2603
Raleigh, NC 27602
http://www.ncmuseums.org
Regular Publications: Newsletter; Directory of NC Museums (biennially)

Southeastern Museums Conference (SEMC)
P. O. Box 9003
Atlanta, Georgia 31106-1003
(404) 378-3153
(404) 370-1612 FAX
Email: EmailDirect@SEMCDirect.net
http://www.SEMCDirect.net
Regular Publications: Inside SEMC (Newsletter)
General Museum Bibliography


Many more titles are available through:

AAM Bookstore: [http://www.aam-us.org/bookstore/index.cfm](http://www.aam-us.org/bookstore/index.cfm)

AltaMira Press: [http://www.altamirapress.com](http://www.altamirapress.com)
Museum ListSers

MUSEUM-L (General Museum Topics)
http://home.ease.lsoft.com/archives/museum-l.html

MUSEUM-ED (Museum Education)
http://www.museum-ed.org

Historic House Museum ListServ
http://www.aaslh.org/hhlistserve.htm

PRAM Discussion Group (Museum PR & Marketing)
Must be a member of AAM’s PRAM committee. The website gives more information.
http://prandmarketing.org/

RCAAM ListServ (Registrars)
Must be a member of RCAAM (Registrars Committee of the American Association of Museums). See website for more details
http://www.rcaam.org/

ALHFAM ListServ (Living History)
Contact ALHFAM for more information.
http://alhfam.org
Project Description

Title:

Department: Museum Supervisor:

Major Responsibilities:

Learning Goals:

Time Requirements & Location:

Qualifications:
# Time Log

**Name:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Task Description</th>
<th>Total Hours</th>
<th>Cumulative Hours</th>
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Student Evaluation of Internship

Name: ________________________________  Dates of Internship: _______________________

Please rate the following on a scale of 1 to 5  (1=strongly disagree; 5=strongly agree)

1. I received adequate orientation and training
   1  2  3  4  5

2. My supervisor's instructions were adequate for day-to-day activities
   1  2  3  4  5

3. I had a positive relationship with my supervisor
   1  2  3  4  5

4. My job description complied with my duties
   1  2  3  4  5

5. I gained significant practical experience from this internship
   1  2  3  4  5

6. My internship met my expectations
   1  2  3  4  5

7. What aspect of your internship experience do you feel was the most beneficial?

8. What aspect of your internship experience do you feel was the least beneficial?

9. Please list any suggestions you have for improving the volunteer program.

10. Additional comments:
Department Visit Notes

Department:
Department Representative:
Date & Time of Scheduled Visit:
Name _____________________________________________________

Work Period _______________________________________________

Instructions: The immediate supervisor will evaluate the student objectively comparing him/her to other students of comparable academic level, with other personnel assigned the same similarly classified jobs, or with individual standards. Circle the phrase under each category that best describes the student.

<table>
<thead>
<tr>
<th>Relations with others</th>
<th>Attitude-Application to Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceptionally well-accepted</td>
<td>Outstanding in enthusiasm</td>
</tr>
<tr>
<td>Works well with others</td>
<td>Very interested and industrious</td>
</tr>
<tr>
<td>Gets along well with others</td>
<td>Average in diligence and interest</td>
</tr>
<tr>
<td>Has some difficulty working with others</td>
<td>Definitely not interested</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Judgment</th>
<th>Dependability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceptionally mature</td>
<td>Completely dependable</td>
</tr>
<tr>
<td>Above average in making decisions</td>
<td>Above average in dependability</td>
</tr>
<tr>
<td>Usually makes the right decision</td>
<td>Usually dependable</td>
</tr>
<tr>
<td>Often uses poor judgment</td>
<td>Sometimes neglectful or careless</td>
</tr>
<tr>
<td>Consistently uses bad judgment</td>
<td>Unreliable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ability to Learn</th>
<th>Quality of Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learns very quickly</td>
<td>Excellent</td>
</tr>
<tr>
<td>Learns readily</td>
<td>Very good</td>
</tr>
<tr>
<td>Average in learning</td>
<td>Average</td>
</tr>
<tr>
<td>Rather slow to learn</td>
<td>Very poor</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>Attendance: ___ Regular ___ Irregular</th>
<th>Punctuality: ___ Regular ___ Irregular</th>
</tr>
</thead>
</table>

Overall Performance: ___ Outstanding ___ Very Good ___ Average ___ Marginal ___ Unsatisfactory

What are the student’s strongest assets?

What qualities and characteristics should the student especially try to improve?

Immediate Supervisor __________________________ Title __________________________ Date __________________________
Organizational Chart for the High Point Museum

High Point Historical Society
Board of Trustees

Executive Director

Curator of Collections
Curatorial Assistant (PT)

Curator of Education
Historical Park Interpreters (PT)

Director of Community Affairs

Office Manager
Museum Store Manager