



MARSHALL STEAM MUSEUM AT AUBURN HEIGHTS

NEW VOLUNTEER INFORMATION & EXPECTATIONS

We are grateful that you have expressed interest in volunteering with the Marshall Steam Museum & the Friends of Auburn Heights and are looking forward to welcoming you onto our team! Volunteers are a vital resource for museums and we appreciate your commitment to ensuring the long term viability of our collection.

SITE INFORMATION

The Marshall Steam Museum and the Friends of Auburn Heights is a nonprofit organization dedicated to educating the public about Delaware's industrial history and the impact of steam technology. The Friends own and maintain the Marshall family's extraordinary collection of antique automobiles along with the Auburn Valley Railroad. The organization works in cooperation with Auburn Valley State Park.

Website and Social Media

Website: <https://auburnheights.org>

Facebook: www.Facebook.com/MarshallSteamMuseum

Instagram: www.Instagram.com/MarshallSteamMuseum

Office Hours

Monday – Friday, 9 am – 5 pm

Museum Open Hours

Thursdays and Fridays, 1 – 4 pm

Regular Events

Egg Hunts: Friday and Saturday before Easter

Train Day: First Sunday in May

Auburn Heights After Hours: Evening event, Third Thursdays May - September

Steamin' Days: First Sundays June – November

Auburn Heights Invitational: Usually last Sunday in September

Alli Schell, Director of Public Programs

Office phone: 302-239-2385

Email: education@auburnheights.org

Please note this email is not checked regularly on the weekends

Susan Randolph, Executive Director

Office phone: 302-239-2385

Email: Srandolph@auburnheights.org

Please note this email is not checked regularly on the weekends

Bob Koury, Friends of Auburn Heights Board President and head of the AVRR

Cell phone: 856-630-1163

Email: rkoury103@comcast.net



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VOLUNTEER PORTAL

We have an area on our website where volunteers can access sign-up sheets, information and forms, an internal site calendar and more. It can be found on our main webpage (top upper right corner) or below:

Direct link: <https://auburnheights.org/volunteer-portal/>

Password: Steam (remember the upper case 'S')

ATTENDANCE AND HOURS

- Volunteers are responsible for logging their own hours in the Volunteer Binder (inside the Carriage House). We keep these time logs for grants and other reporting, so accurate counts are appreciated!
- Volunteers are expected to show up in a timely manner for the event or project they signed up for. If you are unable to attend something previously agreed upon, it is your responsibility to reach out and let us know.

BACKGROUND CHECKS

- We require all volunteers to complete a background check. It is done through the State Park system, so it is at no expense to you!
- When going to submit your application, please give us a heads up so we can follow up with our State Park contact (they receive so many applications, they won't know you're with our organization).
- Please make sure to enter your **full Legal name** as it appears on your Birth Certificate and/or Driver's License: <https://delawarestateparks.quickapp.pro/>. You may also choose to provide a copy of a current background check obtainable from the State Bureau of Identification or the Federal Bureau of Investigation (FBI) conducted within the last 12 months. **We do NOT keep a copy of the investigation; we only record the date it was performed and the outcome.**
- If you have any further questions about this process, do not hesitate to reach out to Alli.

COMMUNICATION & UPDATES

- Volunteer emails are sent out mid-month in addition to follow-up emails for certain roles or projects. Yearly site-wide training typically occurs in the spring.
- Additional information, site internal calendar, sign-up sheets and forms can be found by accessing our Volunteer Portal on our website (see above).

DRESS CODE

- When volunteering for events, please remember to dress comfortably but professionally. The goal is to set an example and our volunteers are distinguishable from the general public when visiting. We ask that if you have a Marshall Steam Museum logoed shirt (available for an additional fee) that you wear it. If not, a plain (non-logoed) shirt is acceptable, especially if in red or dark blue.



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- If volunteering with the AVRR, you should follow their dress code, as outlined in the AVRR Handbook.
- If you'd like your own Marshall Steam Museum swag, we usually put in orders at the beginning, middle and end of the event season. Let us know if you're interested!

MEMBERSHIP

- All volunteers who work with our collection (antique autos and the AVRR) must be a museum member at any level.
- Volunteers who log 25 hours in a calendar year qualify for a Family Membership at the discounted rate of \$30 the following year.
- Volunteers who log 100 or more hours in a calendar year will receive a complimentary State Parks pass for the next year.

VOLUNTEER ROLES

- We encourage all volunteers to get involved in a variety of roles and projects on-site! Please reach out or look for additional opportunities on our website and emails.
- Types of volunteer roles can include (but are not limited to): Antique autos, AVRR, YVRR (Gauge 1 model trains), event support, archives and collections, museum guide, youth programming,
- We do accept youth volunteers for certain roles. Reach out if you have someone interested!

WORK SESSIONS (AVRR AND ANTIQUE AUTOS)

- Antique Auto work sessions occur on Tuesday evenings from 7 – 9 pm and Wednesday afternoons from 1 – 4 pm. If attending for the first time, please let Alli or Susan know to connect you with a work session supervisor.
- The AVRR has regularly scheduled work sessions on Mondays, Wednesdays and Fridays from 9 am to noon. At certain times during the year, weekend work sessions also occur.
- The AVRR and select antique autos operate during special events (Egg Hunts, Train Day, Steamin' Day and the Auburn Heights Invitational).



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VOLUNTEER EMERGENCY INFORMATION

This form can also be filled out online here: <https://forms.gle/kbdQWU3zYrwLgQM28>

Name: _____

Address: _____

City, State, Zip: _____

Cell Phone: _____ Date of Birth: _____

Email Address: _____

Emergency Contact 1 Name: _____

Relationship: _____ Phone Number: _____

Emergency Contact 2 Name: _____

Relationship: _____ Phone Number: _____

Please let us know allergies or medical conditions first responders should be made aware of:

Do you give us permission to transport you to the nearest medical facility should you incur serious illness or injury during your time here?

Preferred hospital in case an ambulance is called?

Anything else we should know?
