



Team Sign-up for Visitor Tours
September 1, 2021-June 30, 2022
Logistics

Introduction

This document describes how team sign-ups will work for Visitor Tours of the five special exhibitions presented during September 1, 2021 – June 30, 2022. Teams are integral to our Visitor Tours for this coming season. Additional tips for docents on how to offer team tours for visitors can be found [here](#).

Key Concepts

There are new key concepts for Visitor Tours.

1. All Visitor Tours will be offered by a team of two docents.
2. A team consists of a Primary Docent and a Partner Docent.
3. All docents who sign-up for tours through the lottery process are Primary Docents.
4. Primary Docents own their tours and are responsible for selecting their partners. For each special exhibition Primary Docents can sign-up for a maximum number of tours. This maximum number may vary for each special exhibition.
5. To assure adequate team coverage, Primary Docents are expected to serve as Partner Docents for the same exhibition.
6. Partner Docents can sign-up for an unlimited number of tours with multiple Primary Docents.

Timeline for Tour Sign-Ups and Tiers

1. There will be an estimated timeline of Tour Sign-Up Scheduling for each of the five special exhibitions.
2. A tier system for lottery selection which controls the order of sign-ups will be employed for each special exhibition.
3. All docents entering the first special exhibition, Judy Chicago, are in the same tier, starting with an equal chance of winning the lottery. HOWEVER, there is a significant exception to the tier system for the Judy Chicago exhibition. If you sign up to tour this show you will be placed in the highest (most advantageous) tier for a single future exhibition of your choice. This is to incentivize docents to tour the show, i.e., to assure that we have an adequate number of docents.
4. This [document](#) will show you the tiers for all exhibitions. This will help with your selection process for the shows you want to tour.
5. Let's say you win the lottery for Judy Chicago Visitor Tours. You have selected a partner, and you each select your maximum number of tours. What happens next? Check-out this helpful [document](#) containing an example of how this works.

Recommended Strategies

1. Look at all five special exhibitions and their timelines. Plan for at least one special exhibition, set aside days and times, and reach out to potential partners to plan.
2. When you win the lottery and become primary docents, you may find it useful to organize small groups who can potentially partner with one another.

Get Ready

1. Choose your highest priority for touring amongst the five special exhibitions. Remember that there is incentive to tour Judy Chicago because you are elevated to Tier One for one future exhibition. This does not assure you will get tours because that depends on docent interest and number of docents needed.
2. Reach out to your peers to discuss common priorities and possible partnerships.
3. Each special exhibition covers a continuous and specific period of time, so try to select the combination of special exhibition and time that works.
4. Make a plan for your choice of a special exhibition and partnerships.

Notice

1. Interest Letter is published ~ 10 weeks prior to a special exhibition opening.
2. To be put into the lottery to sign-up for the special exhibition, submit your Interest Letter Form immediately.
3. Preliminary list of respondents is published ~ 1.5 weeks after the Interest Letter. Be sure your name is on this list if you want to tour the special exhibition. If it isn't, be sure to submit your name prior to the deadline.
4. Lottery results are published 3 days after the response deadline. You now have your lottery number indicating the order you will sign-up for your tours.

Sign-Up Day

1. Sign-ups will be held the Tuesday after the Friday of the response deadline. They will be conducted via zoom. Prior to that Tuesday time you will receive explicit instructions from the docents managing the sign-ups about your time and the processes to be employed.
2. You participate in the sign-ups in lottery order. If we reach your number and you obtain tours you are now a Primary Docent.
3. After completion of sign-ups, an alphabetical list of touring docents, including their emails, will be distributed to the exhibition touring group. You can use this to seek partners or trade dates. This is the list the Private Tour Schedulers will use to offer private touring opportunities.

One Week after Sign-Up Day

1. The Primary Docent tour assignments will be published on the website within 24 hours of completion of the sign-up process.
2. It is likely that you will not have Partner Docents for all of your Primary Docent tours. Now is the time to find them and get those details finalized. You can use the

email list and you can also look at the calendar on the website with all Primary Docent assignments.

3. A week after sign-up day you will be required to complete a survey in which you provide your Partner Docent for each of your tours. There will be a short turnaround on this. Within 24 hours the Partner Docents will be posted on the website.

Resources

1. The [docent website](#) has a new feature, a grey bar under the top black bar. This is dedicated to the next season of five special exhibition tours. All relevant information will be found here.
2. Explore each category in the grey bar and their dropdown pages for more detailed information.
3. Look for announcements and reminders in Monday's newsletters and in periodic special edition newsletters.

Tour Trades

1. As a Primary Docent you own the tour. It is yours to cover with a partner or to assure that you have arranged coverage if you need to trade. It's up to you and your partner to determine how the coverage will be arranged, i.e., which of you finds a compatible replacement. **As the Primary Docent you report your trade or your partner's trade.**
2. Format for reporting your trades to your Daily Scheduler.
Day – Museum – Date – Time – Name of tour – Docent 2 replaces Docent 1
Example: Wednesday – deYoung – October 5 – 11:30am – Judy Chicago –
M. Smith replaces T. Jones
Use first initial and last name as there are several docents with identical first names and identical last names.
3. If you can't find a replacement, contact Joe at famsfdocentvisitortour@gmail.com as soon as possible. Make sure he knows who your partner is.

Emergency Tour Replacement

If, due to an unforeseen emergency, you will be late or cannot give your tour, **call** the museum at all of the following:

1. Contact Joe at (650) 867-4668
2. Docent/Volunteer Hotline: (415) 750-2611 and leave a message. Messages are checked every hour.
3. De Young Volunteers' Desk: (415) 750-3675 *or* Legion Visitor Experience Desk (415) 750-3596.
4. Docent Council Administrative Assistant, Cynthia Inaba, Office (415) 750-3638.
5. A docent who misses a tour must submit a written explanation (email) to the MEC Chair and Scheduling Chair. The consequences for missed tours can be found in the DC Standing Rules and DC Guidelines.