

Aquarium Docent Responsibilities

- Create a welcoming and safe space
 - Treat everyone with respect
 - Be attentive and available to visitors
 - Keep visitors and animals safe
 - Inform the exhibit lead of issues with people, facilities, or marine life.
- Engage visitors in observing the habitats and animals.
 - Point out hidden creatures, interesting behavior, and intriguing details
 - Share things you find interesting, amazing, or inspiring
 - Personalize the experience
 - Mention ecology, habitat or interactions whenever possible
 - Encourage visitors to observe, think, and link.
- Respond to visitor questions
 - Compliment the question
 - When responding, add a prompt for further thought. “Did you notice....” “What do you think...?” “Look at how...”
 - When you don’t know the answer,
 - Invite them to look at the ID cards with you.
 - Be enthusiastic about learning and exploring
 - Focus on themes, steer away from trivia
 - Use resources provided by PTMSC or ask another docent or staff
- Inspire conservation
 - Be inclusive. A global solution needs people of all ideologies to participate
 - Focus on solutions
 - Meet people where they are

Additional Tasks

- Represent the PTMSC to visitors and the general public
- Wear your name badge, dress neatly and include the PTMSC logowear
- Log your hours in the Volunteer Database or via the [online Volunteer Hours form](#)
- If there is a line at the entry, you can assist the greeter by:
 - Welcome visitors and introduce the exhibit,
 - The Aquarium represents the Nearshore Habitats of the Salish Sea. i.e. sunlit local waters and exclusively native species.
 - Signage highlights the main characteristics of the habitat portrayed. Information on individual species can be found on the ring of cards hanging near the sign.
 - At this time, the tanks are ‘eyes only, no touch’.
 - Point out other personnel, or introduce yourself
 - If they are starting at the Aquarium, thank them for waiting to pay admission
 - If they have a cork from the Museum, after you have introduced the exhibit, they may enter without waiting for the greeter. Their cork should

be deposited.

- As visitors leave, thank them for visiting/ interest/ support/ etc and direct them to the museum as appropriate

Opening (1st shift only):

- Assist staff as directed in preparing the exhibit
- Set out admission sign and flip the open/closed sign
- Open front doors

Closing (2nd shift only):

- Bring in admission sign and flip the open/closed sign
- Assist exhibit lead in closing duties, if needed

When it's slow

- Do the ID cards match the tank?
- Expand your skills: Observe animals, look at a guide book, imagine being a visitor, focus on a tank or topic you find challenging
- Light cleaning of surfaces and floors. (specific methods and products are used in cleaning the tanks, signs, and animal contact surfaces, check with exhibit lead if you aren't familiar)
- Restock and fold brochures and maps