

HIGHER EDUCATION INSTITUTION IN NEW YORK

Policies & Procedures Manual

PURPOSE

This Policy and Procedure Manual establishes the operational framework for the [ORGANIZATION]. It provides staff with:

[REDACTED]

This manual ensures all staff understand their responsibilities and have the tools to fulfill the Museum's mission safely, legally, and effectively.

DISCLOSURE

This Policy Manual is a living document and shall be distributed to all staff, as well as made available for public review upon request. The most current version will be maintained on the employee portal. Any substantive amendments or revisions will be communicated to staff in a timely manner.

This manual supersedes all previous versions. It is the responsibility of each staff member to familiarize themselves with the updated policies.

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I. INTRODUCTION & FOUNDATION

1.1 Mission Statement

The mission of the [ORGANIZATION] is derived from that of [ORGANIZATION] itself. The Museum's purpose is ... [redacted]

The Museum is responsible for the safe and professional care of ... [redacted]

1.2 Code of Ethics

PROFESSIONAL CONDUCT

Three fundamental obligations govern all individual and collective actions on behalf of the [ORGANIZATION]:

1. Supporting the Museum's mission and values

The [ORGANIZATION] upholds the highest standards of truth and accuracy in advancing the understanding of art and preserving works for future generations. Loyalty to the missions of the [ORGANIZATION] and [ORGANIZATION] is the obligation of all staff, volunteers, and counselors. All personnel must be mindful of how their conduct reflects upon the reputation and integrity of the [ORGANIZATION].

2. Ensuring equal opportunity and respect

Each staff member, volunteer, and Advisory Council member is expected to act with good judgment, personal integrity, and regard for the rights and dignity of others.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3. Maintaining confidentiality and public trust

Personnel shall maintain the confidentiality of financial statements, development materials, and information pertaining to staff, students, and benefactors.

[REDACTED]

[REDACTED]

- [REDACTED]

STANDARDS AND INTERPRETATION

The [ORGANIZATION] is a unit of ... [redacted]

As a nonprofit dedicated to stewarding resources and collections in perpetuity for the benefit of students, the greater ... [redacted]

While these guidelines cannot cover every scenario, they provide a framework for those overseeing the institution's reputation and well-being.

This Code of Ethics pertains to all who work on behalf of the [ORGANIZATION], including the governing authority, staff (both full-time and part-time), advisory committees, fellows, interns, docents, and volunteers.

COMPLIANCE AND REVISION

The [ORGANIZATION] adheres to ... [redacted]

The [ORGANIZATION] complies with all ... [redacted]

AUTHORITY AND GOVERNANCE

The [ORGANIZATION] is a unit of [ORGANIZATION] and reports to the ... [redacted]

[REDACTED]

Institutional Commitment

By resolution in May 1980, the University Board of Trustees confirmed the University's commitment to maintaining an art museum on campus in perpetuity for the benefit of students, the Cornell community, and the general public. The Director is delegated full responsibility and authority for the artistic direction and vision of the [ORGANIZATION], its operations, finances, policies, contracts, facilities, collections, programs, and staffing.

Advisory Council

The Museum Advisory Council is an advisory body that counsels the Director on policies for collection management, finances, planning, and development, and fosters relationships between the [ORGANIZATION], the University Board of Trustees, and other constituencies.

CONFLICTS OF INTEREST

1. Actual, potential, or perceived conflicts between the interests of the [ORGANIZATION] and those of any individual must be avoided.
2. [redacted]
3. Any potential conflict must be discussed immediately with the Director.
4. [redacted]
5. Employees may not participate in buying or selling works of art for profit in categories related to the [ORGANIZATION] collection. [redacted]
6. To avoid the perception of undue influence, ... [redacted]
7. Employees are prohibited from ... [redacted]
8. Staff may not provide appraisals ... [redacted]
9. Research and materials created ... [redacted]
10. Activities, such as teaching, consulting, or art-making, are permitted if ... [redacted]

FISCAL AND LEGAL STEWARDSHIP

Staff are obliged to make legal, fiscally prudent, and ethically sound decisions. All transactions are governed by University policies and, where necessary, guided by University legal counsel.

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

DISTRIBUTION AND IMPLEMENTATION

Access and Review

The Code of Ethics is maintained in the [ORGANIZATION] shared drive within the “Employee Resources” folder and is accessible to all staff. Museum leadership will review and redistribute the Code of Ethics at least every five years, or more frequently as necessitated by changes to University policy, applicable laws, or museum professional standards.

Acknowledgment and Disclosure

Employees, interns, and volunteers are required to sign this document during orientation and disclose any potential conflicts of interest. Signed acknowledgments are maintained in the Director's office.

[redacted].

Conflict Management

In many cases, a disclosed conflict of interest can be managed by recusing the individual from deliberations, decisions, or information pertinent to the conflict. In cases where the reputation or financial viability of the [ORGANIZATION] is at risk, the individual may be encouraged to submit a resignation by the Council Chair or the Director.

Reporting Ethical Concerns

Concerns regarding unethical behavior or conflicts of interest should be reported confidentially through the following channels:

[REDACTED]

Protections and Confidentiality

Reports of ethical violations or concerns may be made anonymously. Retaliation against any individual who makes a good-faith report is strictly prohibited.

[REDACTED]

This Code of Ethics may not be used to publicly damage the reputation of any individual, the [ORGANIZATION], or the University.

1.3 Compliance and Regulatory Framework

The [ORGANIZATION] operates under University, State, Federal, and professional museum standards. Adherence to this framework ensures the safety of our personnel, the security of our collections, and the continued trust of the public.

INSTITUTIONAL COMMITMENT TO SAFETY

The [ORGANIZATION] is committed to providing a safe and secure environment for all students, staff, visitors, and the collections in its care. Safety is an integrated responsibility.

[redacted]

REGULATORY REFERENCES (CLERY ACT, OSHA, AIC)

Museum operations are governed by, and must comply with, the following primary regulatory frameworks:

- The Clery Act (Higher Education Opportunity Act)

[REDACTED]

- Occupational Safety and Health Administration (OSHA)

[REDACTED]

- American Institute for Conservation (AIC) Code of Ethics

[REDACTED]

- AAM & AAMD Standards

- [REDACTED]

DISCLOSURE AND TRANSPARENCY

To maintain public trust and institutional accountability, the [ORGANIZATION] operates with a high degree of transparency:

[REDACTED]

[redacted]

1.4 Institutional Stewardship and Accountability

The [ORGANIZATION] holds its collection in public trust. All institutional actions are guided by the following principles:

[redacted]

[redacted]

- [redacted]

USE OF COLLECTIONS AND PROPERTY

[redacted]

ACCESSIBILITY AND SCHOLARSHIP

Every program, exhibition, and publication shall be based on sound scholarship and respect for artistic expression. The [ORGANIZATION] is committed to making its collections physically and intellectually accessible to the widest possible audience.

[redacted]

- [REDACTED]

PRESERVATION AND ARTIST RIGHTS

Exhibitions must never compromise the physical condition of a work of art. The [ORGANIZATION] honors the intent of the artist and complies with the Visual Artists Rights Act (VARA) standards, unless waived in writing.

II. PERSONNEL POLICIES

2.1 Personnel Goals, Priorities, and Limitations

POLICY STATEMENT

The [ORGANIZATION] is committed to recruiting, developing, and retaining qualified staff who support the museum's mission.

[redacted]

PROCEDURES

1. In all decision-making processes, staff must apply the following priority ranking:

[redacted]
[redacted]
[redacted]
[redacted]

2. In the event of an active threat or emergency, staff must prioritize evacuation or personal safety over the preservation of artwork:

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

3. To ensure staff safety and limit institutional liability, the following operational boundaries are mandatory:

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

4. Staff shall not attempt to perform duties outside of their designated training:

[redacted]

- [REDACTED]
- [REDACTED]
5. Personnel are responsible for the accurate and timely reporting of all safety violations or property risks.
 6. Staff must identify individuals (visitors or colleagues) who violate Museum policies and ensure they are addressed according to University and Museum procedures.
-

2.2 Basic Regulations

POLICY STATEMENT

All museum personnel, including full-time, part-time, student employees, and volunteers, are required to perform their duties in a manner that protects the Museum's reputation, public trust, and educational mission.

[redacted]

PROCEDURES

1. Personnel must comply with all local, state, and federal laws and [ORGANIZATION] policies regarding workplace conduct:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2. Staff must present a neat and professional appearance appropriate to their specific role:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3. Staff must greet visitors with courtesy and provide assistance using active listening:

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

4. Staff are encouraged to engage in cooperative action with other museums and research organizations to further the preservation and increase of knowledge.

5. Cooperative activities, such as sharing expertise or joint research, must not conflict with primary duties or compromise proprietary interests.

6. All research, programs, events, digital content, and documentation developed within the scope of employment or using museum resources are the property of the [ORGANIZATION] and Cornell University:

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

POLICY STATEMENT

[redacted]

1. Break time policy

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted]

4. Key and radio management

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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III. FACILITY OPERATIONS

3.1 Use of Facilities and Equipment

POLICY STATEMENT

The [ORGANIZATION] facilities, grounds, and equipment are dedicated to supporting the university mission and museum business.

[redacted]

PROCEDURES

1. Facility use for meetings

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

2. Passenger elevator protocols

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

3. Freight elevator protocols

[redacted]
[redacted]
[redacted]

[REDACTED]

4. Radio equipment and communication

[REDACTED]

5. Radio professionalism and noise control

3.2 Hours of Operation

POLICY STATEMENT

The [ORGANIZATION] maintains consistent and well publicized operating hours to ensure reliable public access and support the institutional mission.

[redacted]

PROCEDURES

1. Adjustments to operating hours

- Changes to the permanent operating schedule must be approved by museum leadership and coordinated across all departments.

[Redacted text block]

[Redacted text block]

2. Communication of schedule changes

[Redacted text block]

[Redacted text block]

[Redacted text block]

3. Admission policy

[Redacted text block]

[Redacted text block]

[Redacted text block]

4. Compliance and data collection

[Redacted text block]

[Redacted text block]

[Redacted text block]

IV. ROUTINE SECURITY OPERATIONS

POLICY STATEMENT

PROCEDURES

[illegible][illegible]

[Redacted text block]

4. Active coverage

[Redacted text block]

5. Rotation procedures

[Redacted text block]

[redacted]

4.2 Access Control

POLICY STATEMENT

[redacted]

PROCEDURES

1. Key distribution and security

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

2. Staff and maintenance access protocols

[redacted]

[redacted]

[redacted]

[redacted]
[redacted]

[redacted]
[redacted]

[redacted]
[redacted]

[redacted]
[redacted]

[redacted]
[redacted]

- [redacted]
[redacted]

3. Unauthorized presence and confrontation

[redacted]
[redacted]
[redacted]

[redacted]
[redacted]

[redacted]
[redacted]

[redacted]
[redacted]
[redacted]

4.3 Package and Shipment Handling

POLICY STATEMENT

[redacted]

PROCEDURES

1. Package handling

[redacted]
[redacted]

[Redacted text block]

[Redacted text block]

[Redacted text block]

2. Shipping and receiving

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

3. Loading dock operations

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

4.4 Special Situations

POLICY STATEMENT

[redacted]

PROCEDURES

1. Large group handling

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2. Collection of donations

[REDACTED]

3. Counting and verification

[REDACTED]

[REDACTED]

4. Deposits and compliance

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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V. VISITOR POLICIES & ENFORCEMENT

5.1 Collections Protection

POLICY STATEMENT

The duty of the Museum is to ensure that the collection remains in pristine condition for current and future generations. While the [ORGANIZATION] strives to provide an open and engaging environment, certain restrictions on visitor behavior, specifically regarding photography and the handling of personal items, are essential to mitigate the risks of light damage, accidental impact, and legal infringement. These visitor policies ensure that artwork is safeguarded, lender and copyright obligations are met, and a professional, respectful environment is preserved for the public.

PROCEDURES

1. Visitor photography for personal use

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2. Loaned objects and special exhibitions

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

3. Press and media protocols

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block]

[Redacted text block]

4. Handbag and backpack policy

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

5. Prohibited items in galleries

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

6. Enforcement and visitor engagement

[Redacted text block]

[Redacted text block]

5.2 Conduct Policies

POLICY STATEMENT

The [ORGANIZATION] maintains a safe and respectful environment to protect the health of the community and prevent damage to the collection. Strict adherence to smoking, food, and media prohibitions is required to minimize the risk of chemical residues, spills, and pest infestations.

Staff are responsible for enforcing these standards to ensure the museum remains a center for learning and reflection where the safety of people and the integrity of the university's cultural heritage are prioritized.

PROCEDURES

1. Smoking prohibition
[redacted]
2. Service animal policy
[redacted]
3. Food and beverage restrictions
[redacted]
4. Children and mobility devices
[redacted]
5. Running and disruptive behavior
[redacted]
6. Liquid media prohibition
[redacted]

Note to Readers:

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Thank you,
The Write Direction Team