

**Grand Traverse Lighthouse Museum
Keeper's Handbook
2008**

INTRODUCTION:

The Grand Traverse Light Station stood vacant after closing in 1972. By 1985 a local group had organized and formed the Grand Traverse Lighthouse Museum (GTLM) with the goal of preserving the historic buildings and creating an interesting and educational “living museum” for the public to enjoy. Since the lighthouse opened to the public on Memorial Day, 1987, thousands of people have visited and climbed the tower for a spectacular view of Lake Michigan and Manitou Passage.

Now, more than twenty years later, this dedicated group of volunteers has surpassed those adventurous “days gone by”. The Fog Signal Building has also been restored and houses some new exhibits, as well as a restored foghorn.

As a Keeper, you are joining many other individuals whose commitment and dedication over the years has contributed to our success. Volunteers have spent countless hours restoring, protecting and interpreting this irreplaceable part of Michigan history. **Volunteers are truly the backbone of this organization.**

On the following pages, please find the scope of duties for the Keepers program as well as the specifics of the program. There is a fee to participate in the program. This fee contributes to the continued upkeep and restoration of this historic site.

Keepers make it possible for many others to enjoy a visit to this historical site. This commitment is critical to continuing the restoration and preservation of Grand Traverse Lighthouse. Thank you for helping to keep the light shining.

SCOPE OF DUTIES:

The GTLM Keepers have four primary areas of duty. They include the admissions desk, tower landing, giftshop clerk and building/grounds maintenance. Everyone reports to and works under the guidance of the Executive Director and Program Coordinator. Listed below is the scope of duties for each position. Keepers will rotate between all positions throughout the week.

Admissions Desk

Keepers will provide an enjoyable and hospitable environment for visitors entering the lighthouse museum. Collecting the admission fee, book-keeping and other daily cleaning procedures will be necessary.

There are several two-way radios for the Keepers to use. One is located at the admissions desk, another in the tower, gift shop as well as staff offices. These radios can be used to communicate not only between Keepers, but also the gift shop personnel and staff. Training will be provided.

The Tower

Keepers will emphasize safety precautions for the visitors as they proceed up into the tower. Keepers will also regulate the number of people in the tower at one time. Daily cleaning of the tower is necessary, including washing the windows, wiping down the railings and sweeping of the tower steps.

Gift shop Clerk

Keepers will work in the giftshop. They will also be trained to operate the computer system, as well as help with receiving, pricing and restocking merchandise. In addition, daily cleaning of the gift shop including dusting, vacuuming, sweeping down the interior and the exterior will be necessary. Only merchandise approved by the staff is to be sold in the gift shop.

When not working in the giftshop, the giftshop clerk rotates between the admissions desk, tower and maintenance positions to provide lunches and breaks throughout the day.

Building/Grounds Maintenance

Keepers will be responsible for building and grounds maintenance throughout the day. This may include painting, sweeping down buildings, mowing lawn, trimming grass, changing light bulbs, building or fixing displays, carpentry, etc. A list will be provided by the Program Coordinator or Executive Director.

ARRIVAL AND DEPARTURE:

Keepers are scheduled for one or two-weeks at a time and move in and move out on Fridays. **On your scheduled arrival date, please plan to arrive at the lighthouse no later than 9:30 A.M.** On the day you move out, please plan to be packed and have all personal items removed by 9:00 A.M. Outgoing Keepers will be able to leave after a short exit interview when time allows.

LIVING QUARTERS:

You will find the living quarters to be cozy and comfortable during your stay. The Keepers share the kitchen facilities, the living room and the upstairs bathroom. There are two bedrooms, one upstairs and one downstairs. Both rooms have two twin beds that are easily pushed together for couples.

WHAT'S HERE AND WHAT TO BRING:

The living quarters are comfortably furnished and the kitchen is well equipped with a stove, refrigerator, microwave, grill, waffle maker, toaster, coffee maker, dishes, utensils, pots and pans, plus an iron & ironing board. **The Museum provides household items such as paper towels, bathroom tissue, napkins and cleaning supplies.** (Keepers working for two weeks may use laundry facilities and will need to bring own laundry supplies.)

Keepers provide all their own food, soap, shampoo and other personal items. You will also need to bring bed sheets, blankets, pillows, towels and wash cloths.

Keepers are encouraged to plan simple meals. There often is not enough time for elaborate food preparation and everyone needs to prepare meals every day in the shared kitchen. Some groups may wish to plan meals in advance or share food preparation responsibilities during their stay.

LIGHTHOUSE RESTORATION:

The Museum has ongoing restoration projects in accordance with the Secretary of Interiors' Standards for Rehabilitation and Guidelines for the Rehabilitation of Historic Buildings. No alterations to the facility, temporary or permanent, are permitted without prior written approval of the Board of Directors.

GENERAL INTERIOR MAINTENANCE & APPEARANCE:

Please keep the gift shop, museum and living quarters as neat and clean as possible during your stay. On the day that you are scheduled to leave, please give your quarters a thorough cleaning and leave them in "move-in" condition for those that follow you.

When you move out, please remove **all** food that you brought to the lighthouse but did not use, including dry foods (coffee, sugar, etc.) and condiments (mayonnaise, mustard, etc.).

GENERAL EXTERIOR MAINTENANCE & APPEARANCE:

One of your duties is to keep the exterior of the light station clean and attractive. Keepers are asked to remove the trash from the site daily. Dispose of all trash in the GTLM trash can.

Keepers are also asked to keep the sand/dirt swept from walks, porches and steps. This is necessary to maintain the appearance of the facility and to insure the safety of all.

Because the light station is a registered historic site, the use of campers and tents is permitted in the campground only. Keepers' vehicles must be parked in the designated lighthouse parking area. Each individual keeper or couple is limited to one vehicle on the site at any time.

Please do not leave personal items such as beach towels, chairs, shoes, rafts and grills on the porches and sidewalks or in other outdoor areas of the light station. There is a gas grill on site for Keeper usage. We want to ensure that our visitors have a clean, uncluttered view of the lighthouse in their photographs.

LIGHTHOUSE SECURITY:

All exterior doors must remain locked at all times. The only exterior door of the lighthouse that is ever left unlocked is the museum entrance during the hours the museum is open to the public. (May; Labor Day through December hours are 12 noon -4:00 P.M.; then June 1st through Labor Day hours are 10:00 A.M.- 6:00 P.M.)

Upon arrival each keeper will be issued one set of keys to the living quarters. Everyone should be in possession of their keys at all times to avoid being locked out of the lighthouse.

Keepers will open and close the museum on a daily basis. All keys must be returned at the end of your stay. There is a \$50 fee for non-returned keys.

There are closets in the living quarters that can be locked. Keepers who are concerned about the safety of their personal property should use the locked closets. Please **DO NOT** bring any valuable items. The GTLM cannot be responsible for items that may be lost or stolen.

THE COLLECTIONS:

The collections of the GTLM are defined as all accessioned historical materials. Through these collections GTLM preserves and interprets the Grand Traverse Lighthouse property and its significance to the economic and social development of the Leelanau Peninsula. The collection documents home life, work life and community life since the lighthouse was commissioned in 1852, with special attention given to “life of a lighthouse keeper and his family”. The Museum Committee is responsible for all aspects of the historical collections. Committee members also provide weekly cleaning of all museum space and artifacts. **Please do not move any artifacts without the permission of the Executive Director.**

IMAGE AND IDENTIFICATION:

Keepers should always strive to provide visitors to the lighthouse with a positive experience similar to what they would find at other historical sites open to the public. Clothing may be casual and comfortable, but suitable for greeting visitors. Shorts and T-shirts are appropriate, but the following items are not:

- Tank tops
- Any clothing with holes
- Bathing suits
- Bare feet or flip-flops

Everyone will be given name tags to wear which identify them as keepers. Please wear the name tag at all times when you are on duty. Keepers are encouraged, but not required, to wear the Grand Traverse Lighthouse attire that can be purchased in the gift shop.

GENERAL CONDUCT OF KEEPERS:

- NO smoking is permitted inside the buildings. Smoking outside must be done well away from all buildings, and all waste materials must be picked up and disposed of properly.
- NO alcoholic beverages are allowed on the premises, either inside or outside the lighthouse.
- NO pets are permitted inside the lighthouse.

TELEPHONE USE:

Keepers are welcome to use the telephone for local calls. Those who need to make long-distance calls are asked to charge them to their personal phone cards or reverse the charges as the Museum does not have long distance service. Please do not accept collect calls except in an emergency. The number at the Grand Traverse Lighthouse Museum is **(231) 386-7195** and the number in the lighthouse residence is **(231) 386-5295**. You may bring your cell phone, but the reception is not always the best at this location.

LEELANAU STATE PARK REGULATIONS:

The only access to the Lighthouse is through the Leelanau State Park. As a Keeper, you will be sent a Grand Traverse Lighthouse Museum park passing, prior to your arrival. This pass allows you access into the Park only during the time you are a Keeper at the Lighthouse. At the end of your tour of duty, this pass must be returned to a staff member.

PUBLIC RELATIONS:

Keepers who receive inquiries from the press or other media about the GTLM or its programs should refer the inquiries to the Executive Director.

GIFTSHOP DISCOUNTS:

As a Keeper of the GTLM, you are entitled to a 25% discount on purchases made in the gift shop only during the weeks of your stay, with the exception of those items on sale. The discount applies to purchases made for your personal use and may not be extended to friends or relatives who may visit during your stay.

STORM/EMERGENCY POLICY:

Responsibility for closing the facilities remains with the Executive Director. When the facilities are open to the public during storms or other community emergencies, Keepers will be expected to be at their positions. A weather radio is located at the admissions desk. Please keep this radio on at all times to be aware of alerts and warnings.

In some cases during inclement weather, Keepers will need to close the access door in the tower. It is the responsibility of that person on the tower landing to do this.

GUESTS:

The Board of Directors understands that friends and relatives are very interested in this unique experience and may want to visit you while you are here. Because Keepers are very busy during the hours the lighthouse is open, the Board has established some guidelines for guests:

1. Keepers will be living in the north apartment of the lighthouse. There is no room for overnight guests.
2. Friends and relatives who visit during your stay are directed to park their vehicles in the regular State Park parking area. All visitors must pay the State Park Vehicle entry fee.
3. Friends and relatives are not permitted to help in the gift shop, at the admissions desk, or in the tower. They are asked not to visit with the Keepers while on duty. **Keepers are asked to entertain their guests after the lighthouse closes at 6:00 P.M. (4:00 P.M. in May and after Labor Day).**

DAYS OFF:

Keepers are scheduled for two half-days off each week. Everyone's time off should be written on the calendar posted in the living quarters. It is important for all to take advantage of this break from their responsibilities.

During June, July and August, the local volunteers will be on site to relieve the keepers on their half-days off. At least two people are needed on-site at all times.

IMPORTANT TELEPHONE NUMBERS:

Fire/Police (emergency)	911
Lighthouse Phone	231-386-7195
Keepers Residence	231-386-5295
Gift Shop Phone	231-386-9145

ACCIDENT OR INCIDENT POLICY:

In order to assist all Keepers to handle emergencies properly, Emergency Handbooks (red notebooks) are available containing information on the following:

- Animals in buildings
- Bomb threats
- Weather
- Emergency evacuation procedures
- Fire
- Medical Problems
- Power failure
- Visitor problems
- Thefts
- Tornadoes
- Water Damage

All of these will be discussed in-depth during the orientation process the day you arrive.

The Emergency Handbooks are located in the closet of the admissions desk area, the gift shop, the Director's office and in the living quarters.