

# Cahners ComputerPlace

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**VOLUNTEER HANDBOOK**

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## OUR MISSION

### **Museum of Science Mission**

The mission of the Museum of Science, Boston is to stimulate interest in and further understanding of science and technology and their importance for individuals and for society.

To accomplish this educational mission, the staff, volunteers, overseers and trustees of the Museum are dedicated to attracting the broadest possible spectrum of participants, and involving them in activities, exhibits and programs which will:

- encourage curiosity, questioning and exploration,
- inform and educate,
- enhance a sense of personal achievement in learning,
- respect individual interests, backgrounds and abilities, and
- promote life-long learning and informed and active citizenship.

All this is offered in the spirit that learning is exciting and fun at the Museum of Science.

### **Cahners ComputerPlace Mission**

The mission of Cahners ComputerPlace is to provide visitors the opportunity to

- experience computers as a tool for learning and creativity,
- learn about new developments in technology and how these developments affect their lives, and
- use computers to further explore Museum of Science exhibition and program topics.

To accomplish this mission, Cahners ComputerPlace features the following five areas:

*The Best Software for Kids:* Seventeen computers running software that has educational value and makes excellent use of technology. The titles available change on an ongoing basis, and at any given time there are twenty to thirty different titles available.

*Music and Sound:* Software and electronic musical instruments that explore the relationship between computers and music and sound.

*Internet:* Access to the World Wide Web, including recommended family sites, web sites for kids, reference sites, and scientific sites.

*Creativity:* Open-ended and creative software applications that include art, photo editing, inventing, and writing.

*Info Bytes:* Demonstrations, hands-on activities, and discussions led by volunteers and staff on computer gadgets, computer history, and how computers work.

### **Guest Service Promise**

We promise to provide our guests with a welcoming, comfortable museum experience.

## Your Role

As staff, interns, and volunteers in Cahners ComputerPlace, everything we do should be guided by the missions and the guest service promise. As a CCP volunteer, you play an essential part in their fulfillment.

You are a host! You make sure visitors feel welcome and enjoy their visit.

- Smile, say “hello,” and welcome our guests to our “home,” Cahners ComputerPlace.
- Ask “Would you like to try this?”
- Answer questions when you know the answer, and find someone who knows the answer when you don’t.
- Listen to visitors’ complaints. If you can’t make it better, find someone who can.
- Keep the exhibit looking clean, comfortable, and welcoming.

You are a representative of the Museum! You show visitors that people who work at the Museum are professional and courteous.

- Always stop chatting with friends, playing on the computers, or anything else when you see a visitor who might need or want help. The visitor comes first!
- Be prepared to answer general questions about the Museum. (e.g. Where’s the bathroom? What time is the live animal presentation?)
- Keep up-to-date with Museum happenings. What Omni shows are playing? What temporary exhibits are here, and how does a visitor get to them?
- Tell us what visitors like and don’t like, so that we can work to make CCP better.

You are a facilitator of learning! You help visitors explore and figure things out for themselves.

- Learn as much as you can about CPC’s software, hardware, and interpretive activities.
- Use an open-ended approach: instead of telling visitors what to do, try suggesting different possibilities, or asking questions to help them figure it out on their own.
- It should always be the visitors’ hands on the keyboard and mouse, not ours. (Unless we are typing in the printing password or fixing a malfunctioning computer!)

You are a troubleshooter! You help keep the exhibit running smoothly.

- Assist visitors with navigating the start-up interface.
- Return any vacant computers to the menu or start-up screen appropriate for that section of the exhibit. It can be very confusing for visitors if they walk up to a computer and the screen is still showing whatever the last visitor was doing!
- Restart any computers that crash or freeze. (See Helpful Computer Hints on p. )
- Help keep the printers stocked with paper and ink/toner.
- If there is a problem you can’t fix, notify a CCP staff person right away.

## YOUR DAY AS A VOLUNTEER

Please bring your Volunteer Handbook with you each day, so that you can refer to it as needed.

1. **Sign in** at the information desk before your shift begins. Be sure to write “CCP” for Cahners ComputerPlace. *Remember, if you have already signed in that day for a different volunteer program, go back and sign in again for your ComputerPlace shift.*
2. Stop by the **Volunteer Office** to get your parking ticket validated, and to get a lab coat. If you prefer to wear an apron, there are usually a few available in the CCP exhibit office.
3. Check the **bulletin board** in the ComputerPlace office for information about changes to the exhibit and news about Museum events. If you miss a week of volunteering, be sure to find out what the briefing you missed was about. If you bring a beverage or snack with you, please leave it in the CCP office. *Snacks and other personal belongings may not be left behind the Info Bytes counter.*
4. **Briefing sessions** are held for the first half-hour of your shift. They start promptly (at 9:30 am, 12:30 pm, and 3:30 pm) and are required. **Meet in the ComputerPlace office** for the briefing. The briefing may be held in the office or in the exhibit, or we may visit another part of the Museum.
5. There are three main areas in which volunteers will be stationed. Depending on the number of volunteers and how crowded the exhibit is, volunteers may be assigned to rotate from station to station each hour, or may roam the exhibit on a more informal basis.
6. At the end of your shift, **return your lab coat** to the Volunteer Office. (If you borrowed an apron from the rack in the CCP exhibit office, please return it to the rack.) **Sign out** at the Information Desk.

## **Dress Code**

*You must wear your nametag and a red lab coat or apron when you are volunteering in the exhibit.*

You may wear sneakers and jeans as long as they are clean, and not torn or frayed. Plain T-shirts or MOS T-shirts are fine, but shirts with other types of logos are not permitted. No hats and no shorts, please.

## **Breaks**

Each volunteer may take one 15-minute break per shift, and you are encouraged to do so. Please check with the staff person in charge before taking your break. Only one volunteer at a time can take a break (excluding emergencies.)

## **If you can't make your volunteer shift...**

If you can't make your shift or will be late for your shift, *notify the Cahners ComputerPlace staff. Call the Cahners ComputerPlace exhibit at (617) 589-0471 and leave a message.* Please do not call the Volunteer Office and ask them to contact the CCP staff for you.

**(617) 589-0471**

## GENERAL DUTIES

In addition to the role described on p. ??, here are some tasks that volunteers help with on a regular basis.

*Lightning! shows:* Announce Lightning! shows, five minutes before they are scheduled to start. Let visitors know that the lights will dim, but they are welcome to stay in ComputerPlace during the show. Make sure the door to the ComputerPlace office is closed, so that the office light does not interfere with the show.

*Stools:* Visitors are not permitted to bring stools from the exhibit to the viewing gallery overlooking the TOE. If you see this happening, politely inform the visitors that the stools need to stay in the exhibit.

*School and youth groups:* School groups are welcome in ComputerPlace. As in any other part of the Museum, they must be accompanied by their chaperone. If you see a group of school children without a chaperone, ask where their chaperone is, and remind them that they need to stay with their chaperone at all times.

*Telephone:* If there is no one in the ComputerPlace office to answer the telephone, answer it. When you pick up the phone, say “ComputerPlace” and give your name. If someone is calling for Susan or Matthew, please let them know that a message will get to them more reliably if left on their voicemail. If they insist on leaving a message with you, please use the pink message pad by the phone and pin the pink slip on the message board in the CCP office.

*Printing:* Remind visitors of the printing policy: Each user or group of users may print one page, (either color or black & white, but not both) while in the exhibit. Authorize color print jobs by typing in the password.

Keep the printers stocked with paper and notify staff if the printers are running low on toner. (Paper is stored in the exhibit office. Do not put used or scrap paper in the printers—this will cause them to jam.)

## **Things to do if there are very few visitors...**

Please don't spend your volunteer time browsing the web. If the exhibit is very quiet, here are some suggestions for making productive use of your time:

### **Continue your own training**

- Visit another museum exhibit or see a program or demonstration. (Check with staff first; only one volunteer can go at a time.)
- Try a new software package or piece of equipment, or gain further expertise with one you already know.
- Read an article from the magazine rack in the exhibit, or from the binder in the office.

### **Help maintain the exhibit**

- Check to see if any computers need rebooting.
- Clean smudges off computer screens.
- Straighten up stools and keyboards.

## **EMERGENCY PROCEDURES**

Always remember that because you will be representing the Museum, visitors will turn immediately to you for assistance when an emergency occurs. Regardless of the situation, you must always stay calm. Immediately notify the supervising staff in the exhibit of the problem.

To report a fire, accident, medical emergency, or security problem:

1. Call the Front Desk at extension 210.
2. Give your name.
3. Say "This is an emergency."
4. Briefly describe the nature of the emergency.
5. Give your exact location in the Museum.

### **Fire Emergency**

If the fire alarm rings:

1. Direct visitors to the fire exit and leave the area yourself. Instruct visitors NOT to use the elevators. Do not attempt to use fire extinguishers.

From ComputerPlace, the easiest exit to use is in the Theater of Electricity. As you leave ComputerPlace, head straight across to the door next to the video screen. This door leads to the concourse, from where you can exit to the plaza in front of the Museum. This door to the concourse is a fire exit and is alarmed, so do not use it except during a fire alarm.

The closest fire exit is in the back corner. The door leads to a stairway and out the back of the building. After exiting this way, staff, volunteers and visitors will need to walk around the building to the front.

2. Visitors in wheelchairs: Elevators should not be used during fire alarms. From Cahners ComputerPlace, a visitor in a wheelchair can exit through the Theater of Electricity as described above, or by going through the Blue Wing to the main lobby.

3. Reassure visitors that they will be allowed to return to the building as soon as it is safe to do so. If the alarm is false, programs and demonstrations begin about ten minutes after visitors are allowed to return to the building.

## **Illness or Injury**

If a Museum staff person is present, notify this person immediately so he or she can handle the situation. If there is no Museum staff person present:

1. Clear the area so the injured person is not stepped upon.
2. Leave the person with a responsible adult.
3. Call 210 (Front Desk) and give the following information:
  - your name
  - details about the injury: the name and age of the injured person, the type of injury
  - your location
4. Return to the injured person until a staff person from Security or Visitor Services arrives. *Do not move an injured person, and do not administer first aid.*

## **Security Problems**

Avoid the intruder or troublemaker. Call the Front Desk (x210) from the nearest phone. The Front Desk will dispatch Security to deal with the problem.

## **Power Failure, Mechanical Failure, Structural Damage**

Notify the Front Desk at x210.

## **Escalator**

Many accidents occur on the escalator. Caution visitors who are fooling around on it. There are red buttons at the top and bottom of each escalator below the moving rail, which will stop the escalator in an emergency.

## HELPFUL COMPUTER HINTS

Many computer problems in Cahners ComputerPlace can be resolved by restarting the computer and/or the BSK interface, as described below.

Before restarting any computer that looks “frozen,” be sure that it isn’t just “asleep.” If the screen is black or the computer is not responding, try tapping the keyboard or clicking the mouse a few times before following any of the suggestions below.

### Restarting the BSK Interface

Typing or clicking while waiting for a program to load will often cause the BSK interface to freeze on the load screen.

Sometimes a program will run in the background. Try using *Alt-Tab* to bring the program to the front.

If that doesn’t work:

(This procedure can also be used on a BSK computer that is frozen on the yellow menu screen.)

1. Hold down *Control-Alt-Shift-Q* all at once.
2. A white text entry box should appear. Type in the password. (You will be given the password during a briefing. Please memorize it. Passwords should not be written down.) Hit *Enter*. This should return you to the Windows start-up screen. If instead, you see one of the software titles still running, *quit out of that software*. Otherwise, visitors will have access to the desktop, and will not be able to launch any of the other software titles.
3. Click on *Start* in the lower left-hand corner of the screen. Select *Restart* from the menu, and click *OK*.
4. When the computer restarts, it should automatically bring up the BSK interface after a few seconds. You should not need to type in a password when it asks for one. If the computer does not automatically log itself on, restart it again. Please do not let visitors use the computer until the yellow BSK interface is visible.

If you hear sound or music playing from a computer showing the BSK interface, it means that a program is running in the background. You should use the procedure above to restart the computer.

## **Other Problems**

**PC:** If a PC freezes in a software title (rather than on the BSK interface) hold down ***Control-Alt-Delete***. You may need to type this several times before the computer responds. A dialog box should appear. Follow the instructions to close the frozen software or restart the computer. Finally, if none of the above work, try a hard reboot: hold down the power switch on the CPU, until you hear the computer power off. (For computers in Creativity, Internet, and Music & Sound, you may need to hold the power button in for several seconds before the computer turns off.) Then turn the computer back on.

**iMac:** If an iMac freezes, try a "Force Quit" by holding down ***OpenApple-Option-Esc***. Then click on ***Force Quit***. If this does not work, reboot by pressing the small button with the triangle on it, on the right side of the monitor.

### **If none of this works...**

If these suggestions do not resolve the problem, ask a staff person for help. If a staff person is not available, shut down the computer, move the keyboard behind the monitor, and place an "Out of Order" sign in front of the monitor. Then, let the staff person or intern in charge know about the problem as soon as possible, so they can take steps to resolve it.

## FREQUENTLY ASKED QUESTIONS

Be sure to keep track of the questions you hear a lot, so we can improve future editions of the Volunteer Handbook.

If you don't know the answer to a question, try to find another CCP volunteer or staff person who does know the answer. If no one knows the answer, but it is a general Museum question (not a question about CCP) direct the visitor to the Information Desk in the main lobby.

### **Questions about other computer stuff at the Museum:**

*Q. What happened to the walk-through computer from the Computer Museum?*

A. The walk-through computer was dismantled and removed from The Computer Museum. Many of the parts were not salvageable because of the way the computer was built into the surrounding structure. A few of the pieces are located in ComputerPlace.

*Q. Is this exhibit from the Computer Museum? What happened to the Computer Museum?*

A. There is a half-page orange handout in the acrylic stand on the Info Bytes counter. Please give one to any visitor who asks about TCM, and go over the contents of the handout with the visitor. See "History of Cahners ComputerPlace" on page 13 for more details.

*Q. What is, and where is, the Computer Clubhouse?*

[Please give any visitor who asks about the Clubhouse a copy of the pink Clubhouse flyer, stored in Info Bytes cabinet #2.] The Computer Clubhouse is an after-school program for underserved youth ages 10-18. The original Computer Clubhouse was located at The Computer Museum. This Clubhouse relocated to the Museum of Science in August 2000. It is located inside the new Technology Learning Center (TLC), which is immediately inside the Museum by the 2nd floor entrance to the garage. The Clubhouse is open to members from 2 to 5:30 PM Monday through Friday and 10 AM to 4 PM on Saturdays. The Clubhouse is not open to Museum visitors.

The original Clubhouse has been so successful that there is now a network of Computer Clubhouses though the country, sponsored by Intel.

*Q. Does the Museum offer any computer classes?*

The Museum offers a number of classes in computing through the Courses & Travel program. Visitors who are interested should look at the Museum of Science Courses &

Travel brochure and the Boston Center for Adult Education (BCAE) catalog, each published four times a year. (BCAE's computer classes are taught at the Museum of Science.) We try to keep copies on the Info Bytes counter; if there are no copies remaining on or behind the Info Bytes counter (cabinet #4), direct visitors to the Information desk in the Main Lobby.

Computer classes are offered in the computer classrooms, located on the second level of the parking garage stairway (near the Computer Clubhouse). Computer classes are never offered in ComputerPlace.

### **Questions about Museum amenities and other Museum programs:**

*Q. Where is the nearest restroom?*

A. Exit the exhibit into the Theater of Electricity (TOE). Walk out the doors of the TOE into the main part of the Blue Wing. Head towards the lobby. The restrooms are to your right just before you reach the lobby.

*Q. Where is the nearest telephone?*

Exit the exhibit into the Theater of Electricity (TOE). Walk through the Blue Wing to the main lobby. Continue into the Green Wing, toward the globe. Pay telephones are on your left, before you reach the globe.

*Q. Where is "Mind Games?"*

Mind Games is a live presentation offered in Cahners Theater. People often show up in Cahners *ComputerPlace* when they are actually looking for Cahners *Theater*. To get to Cahners Theater from CCP, exit the TOE, go up the escalator, and turn left.

### **Questions about the TOE:**

*Q. What time is the Lightning! show in the Theater of Electricity?*

A. Shows generally occur at 12:00 pm and 2:00 pm, as well as 7:00 pm on Fridays and 4:00 pm on Saturdays and Sundays. However, volunteers should be sure to check the daily schedule, *Today's Presentations*.

*Q. What happens in here during a Lightning! show?*

A. The lights will dim in order to improve visibility for those viewing the show. We have observed no effect on the functioning of the computers as a result of the lightning. Visitors are welcome to stay in ComputerPlace during the show, or to watch the show from the

railing and return to the exhibit afterwards. Visitors who are bothered by loud noises may want to leave ComputerPlace before the show begins, and return at a later time. [Announce this information five minutes before the start of each Lightning show.]

### **Questions about CCP software:**

*Q. How did you choose these software titles?*

A. We look for software that is:

- educational and/or creative
- open-ended and interactive
- engaging
- intuitive, easy-to-use
- non-violent

Software titles must also be compatible with our hardware, operating systems, and menu interfaces.

The software publisher must be willing to donate a copy of the software for use in the exhibit and in some cases, must grant permission to use the software in the exhibit

*Q. Where can I buy these software titles?*

A. Most of them can be purchased on the web; some may also be available at computer stores or educational toy stores. Some titles are available in the Museum Shop. The web addresses for most of our software vendors are included on the title list that can be given to visitors. By going to these web sites, visitors can usually get more information about where the software can be purchased. A few of the titles in the exhibit may be available only to schools, but we have tried to focus on titles that visitors can find on their own. Cahners ComputerPlace does not recommend specific software stores or online stores.

*Q. Do you have more information on using (some particular software title)?*

A. Additional documentation on many of the software titles will be available behind the information desk or in the ComputerPlace office. You can lend them out to visitors for use while they are working with a particular piece of software. Be sure to put the manuals away when the visitor is done.

### **Other questions:**

*Q. What kind of computer should I buy?*

A. Cahners ComputerPlace does not endorse any particular make or model of computer. However, you can help the visitor by discussing how they plan to use the computer, what features they want and need, and where they might go for additional information.

## HISTORY OF CAHNERS COMPUTERPLACE

In 1984, the Computer Discovery Space (CDS) opened at the Museum of Science. The CDS was part of an area known as Cahners ComputerPlace, located in the “free zone” near the parking garage. In addition to the CDS, ComputerPlace included a number of computer classrooms. Over the years the CDS provided visitors the opportunity to explore a wide range of math and science software, open-ended creative software and hardware options, and the Internet.

In 1999, The Computer Museum @ Museum Wharf (TCM) merged with the Museum of Science. The first Computer Museum exhibit to open at the Museum of Science was The Virtual FishTank™, in the fall of 1999.

The second exhibit to come from TCM to the Museum of Science was the Best Software for Kids Gallery (BSK). The Museum combined the BSK with two of the most popular sections from the CDS, Internet and Creativity, to create a new exhibit named Cahners ComputerPlace. The new space is located near the Theater of Electricity, in the space formerly occupied by the Brain exhibit. In addition to hardware and software of the type found in the CDS and BSK, ComputerPlace includes an area on music and sound as well as a demonstration counter.

Much of TCM’s historical collection was sent to the Computer Museum History Center, in Mountain View, California. An exhibit on the history of computing, called “The Computing Revolution,” will open in 2002.

The computer classrooms are still located near the parking garage, and are open only for scheduled events. They are now part of an area called the Technology Learning Center, which includes computer classrooms, the Computer Clubhouse, and offices. The Technology Learning Center opened in August 2000.

## INTERACTING WITH VISITORS

1. Just be yourself:  
Greet visitors and INTRODUCE YOURSELF! Smile and speak up.
2. Body language:  
Talk directly to the visitor and scan the group with your eyes. If you are holding a prop, or performing an activity, make sure that the material is visible to your entire audience. If you are not holding a prop, use natural gestures to explain your point.
3. Dress neatly:  
The first impression you give to the visitor is your appearance. Your Volunteer Badge should be displayed prominently.
4. Use appropriate language:  
Define all terms in as simple a language as possible. Remain flexible and observant, and adjust what you are explaining and how you are explaining it to fit a particular visitor or group. Be sensitive to the attention span of your visitor; do not overwhelm with information!
5. Use your natural voice:  
Talk directly to the visitor and LISTEN to the visitor.
6. Build confidence and self-esteem:  
Let the visitor do as much as possible. Do not do for them what they can do themselves. Do not be afraid to learn from the visitor.
7. Do not be afraid to say, "I do not know".  
You are not expected to know everything. Get the answer if you can, or send the visitor to another source, such as our library.
8. RELAX. No one can be instantly fascinating. If a visitor walks away before you have finished, do not take it personally.

(This section adapted with permission from the Museum of Science *Special Exhibit Interpreters Training Manual*.)

## VISITORS WITH SPECIAL NEEDS

Each year, the Museum is visited by thousands of people with special needs—people with vision and hearing impairments, people in wheelchairs, people with learning disabilities. No two special needs visitors are the same, just as no two of any museum visitors are the same. However, visitors with special needs often require extra attention to get the most out of their visit. Their learning may be hampered by poor lighting, high exhibit cases, loud noise levels, or lack of concrete, touchable artifacts.

As a volunteer, you can help turn an everyday visit into an exciting one for visitors with special needs. You'll find that the interpretation tips that help you work with visitors with special needs are the same tips that promote good education for EVERYONE.

### **Visually impaired visitors**

There are 10 million visually impaired people in the U.S., including 1 in every 1000 school-aged children. Visual impairments range from partial vision to total blindness. Many visually impaired people can make out forms, shapes, or colors, especially up close and in the proper light, or using special magnifiers.

Here are some interpretive tips for working with visually impaired visitors, especially at the Info Bytes Counter:

- Use touch, descriptive phrases, and as many senses besides vision as you can.
- Be sure to orient visitors to your location and to what you are doing.
- Don't be afraid to use the word “see” with visitors—it's part of their vocabulary as well as yours.
- Try having sighted visitors describe what they see to unsighted visitors in the group.

### **Hearing-impaired visitors**

Hearing impairments are very common—up to 8 of every 1000 school-aged children have some degree of hearing impairments. You may spot some hearing impaired visitors because they wear hearing aids. Others may ask you to repeat yourself, or may lean forward as you speak. Some may read your lips. You should realize that lip-reading is helpful, but does not solve the problem completely. Only 30% of English sounds are visible on the lips—the rest must be filled in by guessing and context. In addition, while many people are easy to lip-read, others may be very difficult.

You will also learn that some hearing impaired visitors may be reluctant to try to communicate with hearing people. Therefore, it is extremely important to be friendly and interested! Also, do not mistake speech impairments, which often accompany early deafness, for low cognitive ability. Remember, hearing impairment is only a communication problem.

- ❖ Headphones are available behind the Info Bytes Counter. To use them in BSK, plug the headphones into the jack on the right speaker. When the headphones are returned, please clean them using the wipes in the cabinet.
- Speak slowly and distinctly. Do NOT shout or exaggerate your lip movements.
- Look directly at the visitor when you are talking.
- Use simple, direct sentences.
- Use visual references (pointing, gesturing) whenever possible.
- Repeat other visitors' questions before you answer them.
- Have a pad and pencil available—if you can't make yourself understood verbally, then write!

American Sign Language (ASL) interpretation is provided for regularly scheduled events on the second Saturday of each month. The daily schedule of events on this day identifies those events that will be interpreted. If visitors are interested in participating in one of these events, refer them to the Information Desk.

### **Mobility impaired visitors**

Five of every 1000 schoolchildren are mobility impaired. For many, this means being confined to a wheelchair for all or part of the school day. For others, it means being unable to negotiate steep stairs, or to maneuver through crowded rooms. All new exhibits that come to the Museum are built to accommodate mobility-impaired visitors. However, these visitors may have trouble with older exhibits with high cases, narrow aisles, or poorly positioned signage.

How can you help these visitors?

- ❖ Move stools out of the way so that a person in a wheelchair can get close to the computer.
- Know where wheelchair ramps and elevators are located in the Museum, and use them when giving directions.
- Make sure your props are visible from wheelchair height. If they are not, bring them down off the countertop when you are talking about them.

### **Learning Disabled Visitors**

Learning disabled describes a broad group of people. As many as 3% of the U.S. population is learning disabled, and nearly 1 in 5 American families has a learning disabled family member.

The great majority of people with learning disabilities learn fairly readily. They appreciate art, music, and science museums, and can get a lot out of an interpretation. This is a challenging and a rewarding group to work with, so before thinking about interpreter tips, learn these two general guidelines:

1. As much as possible, treat people with learning disabilities as if they were any other visitor.
2. As for all visitors, encouragement is very important for learning disabled people. Be sure to give positive feedback to individuals or groups for participating.

Here are some tips for working with people with learning disabilities:

- Be sensitive to the visitor's intellectual level, and adjust your theme to it. Be flexible.
- Stress movement, touching, and active participation.
- Relate objects and concepts to their daily lives: "Does anyone in your family have a computer?" "Have you ever seen the inside of your computer?"
- Be brief if your visitors appear to have short attention spans.
- Make sure there are as few distractions as possible.
- If one approach doesn't work, be flexible and try another.

(This section adapted with permission from the Museum of Science *Special Exhibit Interpreters Training Manual*.)

## IMPORTANT TELEPHONE NUMBERS

**Front Desk** (617) 589-0210  
Fire, medical, or other emergency

To report a fire, accident, medical emergency, or security problem:

1. Call the Front Desk at extension 210.
2. Give your name.
3. Say "This is an emergency."
4. Briefly describe the nature of the emergency.
5. Give your exact location in the Museum.

**Cahners Computer Place Office/Info Bytes** (617) 589-0471  
Please call x471 to report any unavoidable absences or lateness.

**Susan Timberlake** (617) 589-0358  
Cahners ComputerPlace Program Manager  
Tuesday - Saturday  
Pager: 6137

**Matthew Strumpf** (617) 589-0303  
Cahners ComputerPlace Fellow  
Sunday – Thursday  
Pager: 6094

**Part-time Staff & Interns** (617) 589-0470

If you urgently need to speak to a staff person or intern, and they are not available, contact their Manager:

**Barb Harvey** (617) 589-0331  
Educational Programs and Administration  
Tuesday – Saturday

**Information Technology Help Desk** (617) 589-0130  
Please call the IT Help Desk only if there is a serious computer emergency and you have not been able to reach a ComputerPlace staff person.

To reach one of these extensions from inside the Museum, dial the last three digits. For example, to call the Cahners ComputerPlace office or Info Bytes from inside the Museum, dial 471.