

OPERATING PROCEDURES

of

THE ASHEVILLE SYMPHONY GUILD

an adjunct organization of

THE ASHEVILLE SYMPHONY SOCIETY, INC.

PURPOSE

The Asheville Symphony Guild (also known as The Guild) supports the Asheville Symphony Orchestra by encouraging interest in music among Guild members and Asheville area residents, sponsoring musical education programs in area schools, raising funds and promoting attendance at concerts of the Asheville Symphony.

MEMBERSHIP

Dues are assessed annually consistent with the fiscal year, July 1 through June 30. The Guild's Executive Committee determines the annual fee. New members joining after January 1 will pay only one-half the annual amount. Members current as of July 1, which includes adult household members, will be listed in the annual edition of *Libretto*, The Guild's directory.

OFFICERS

The President, President-Elect, First Vice-President, Second Vice-President, Recording Secretary, Corresponding Secretary and Treasurer are elected by the general membership and compose the Executive Committee along with the Past-President who serves as Advisor.

Officers are elected to one-year terms and may not serve more than two consecutive terms in the same office, with the exception of the Treasurer, who may serve up to four consecutive terms.

BOARD OF DIRECTORS

The Board of Directors consists of the Executive Committee and Chairpersons of the committees. The term of each office is for one year, following installation during the May Annual Meeting. The Board of Directors is responsible for the affairs, funds and property of The Guild. The Board meets monthly except for July.

FISCAL POLICIES

Disbursement of Monies: Guild funds are used exclusively to pay for the operating costs and educational programs of The Guild and in support of the Asheville Symphony. Funds donated or earmarked for specific programs are to be disbursed only in support of those programs. If The Guild is dissolved, assets will be used to discharge outstanding obligations and remaining assets revert to the Asheville Symphony Society, Inc.

Liability: Members of the Board of Directors and volunteers are protected under safeguards afforded to and provided by The Asheville Symphony Society, Inc.

RESPONSIBILITIES

Functions and Duties of Guild Officers

President: The President is the executive officer of the Asheville Symphony Guild and is the responsible and endorsing authority for any document that obligates The Guild. The President presides at Guild meetings, serves as an ex-officio member of all committees except the Nominating Committee and, in conjunction with the Treasurer, disburses funds. Committees within direct oversight of the President include Travel, Tour of Homes and Gala.

The President may create special committees, assign their duties and appoint its members.

The President serves as a voting member of the Asheville Symphony Society Board of Directors and its Executive Board and as such presents an annual report of The Guild's activities, projects and budget.

President-Elect: The President-Elect assists the President and, in the President's absence, assumes the duties of that office. The President-Elect ensures that the location, dates and space for monthly General and Board meetings are available and reserved. Committee Chairs reporting to the President-Elect include Membership, Musical Feasts, Telephone, Volunteer Coordinator and Libretto/Directory. The President-Elect is responsible for the fall annual membership reception.

First Vice-President: The First Vice-President, in the absence of the President and President-Elect, will perform the duties of the President and is responsible for the general meeting programs. Chairs reporting to the First Vice-President include Newsletter, Publicity and Program Distribution.

Second Vice-President: The Second Vice-President, in the absence of the President, President-Elect and First Vice-President, will perform the duties of the office of President and is responsible for the Annual Meeting, usually a luncheon held in May, and the meeting for the retiring and incoming boards, typically convened in June. Committee Chairs reporting to the Second Vice-President include Music Education in the Schools, Hospitality and Tea and Symphony.

Recording Secretary: The Recording Secretary prepares and retains minutes for all meetings of The Guild, Board of Directors and the Executive Committee.

Corresponding Secretary: The Corresponding Secretary handles all general correspondence relating to Guild members. The Corresponding Secretary is also responsible for writing "thank you" notes to hosts of Musical Feasts.

Treasurer: The Treasurer, in affiliation with The Guild's President, is custodian of The Guild's funds and all monies collected and dispersed. The Treasurer, in conjunction with The Guild's President, disburses funds in accordance with program plans approved by the Executive Committee and has the authority for endorsing any document that financially obligates The Guild. In the absence of the Treasurer, The Guild's President may disburse funds. The Treasurer is responsible for collection of all monies and, in coordination with The Guild President, makes payments in accordance with the budget, program plans or upon the request of the Board of Directors. The Treasurer is entrusted with the keeping of accurate records, presenting financial reports at meetings of The Guild and submitting records as may be required for the annual audit of the Symphony Society. A projected Operating Budget for the upcoming year is submitted for the newly elected Executive Committee's review and subsequently constructs an approved budget based on projected needs determined by the Executive Committee prior to presentation to the Board of Directors and General Membership.

Advisor: The immediate Past-President serves as Advisor to the President and the Board.

General Guidelines

Duties: Each officer transfers to their successor a detailed job description, any records and recommendations for improvements for the upcoming year at the June meeting of retiring and incoming Boards.

General Meetings of the membership are usually held the third Thursday, September through May. Individual meeting schedules may be changed with the approval of the Board. Installation of officers is held at the Annual Meeting in May.

Special Meetings: The President or any three members of The Guild may convene special meetings for the purpose of addressing specific issues requiring immediate attention.

In the event of inclement weather, Guild and Board meetings will be canceled automatically if the Asheville City Schools are closed. Should City Schools have a delayed opening Guild meetings will be held as scheduled.

STANDING COMMITTEES

Appointment of Chairpersons is completed by the incoming President and presented to the membership at the September General Meeting.

At the close of the term of office, each Chairperson transfers a detailed job description and any records and recommendations for improvement for the forthcoming year to the successor.

Standing Committees' coordination may be effected through the indicated contact identified in parentheses following the Committees' title.

Communication/Database Committee (President) maintains a master membership/prospect/patron database in an accurate, up-to-date manner providing information in a readily usable format. The database is prepared for the exclusive and official use of The Board, the Symphony Office and specific associate Committees; e.g., Membership, Volunteer Coordinator, *Libretto*/Directory and Treasurer. Access to the database is to be only by the Chairperson of the Communication/Database Committee in order to safeguard all personal information. Requests for specific or unique data runs may be submitted to the Committee Chairperson through The Guild President. Requests deemed inappropriate are to be rejected. Requests for transmission of broadcast e-mails may be initiated only through members of The Board ensuring messages meet the guidelines established by the Communication/Database Committee's Chairperson. Chairpersons may individually transmit to the general membership or specific members of Committees information needed for routine operations that are intended to keep members of The Board, the Symphony office and/or Chairpersons of associated Committees informed of significant items.

Gala Committee (President) plans and organizes an annual festive event to celebrate the concert season. Net proceeds provide funds for the Music Education in the Schools program.

High Notes (First Vice-President) is the Guild's newsletter and is published 6 times a year. It may also be distributed via e-mail as E-Notes.

Hospitality Committee (Second Vice-President) provides refreshments for all General Meetings, excluding the Annual Meeting in May, and coordinates arrangements for other social events as may be requested.

Libretto/Directory Committee (President-Elect) provides for the printing and distribution of Libretto, not later than October, which includes a directory of members, a calendar of events and a copy of this Operational Procedures. After initial distribution of Libretto transfers remaining copies to the Membership Committee for distribution to new members. In coordination with the Chairpersons of the Communication/Database and Membership Committees, Treasurer and Volunteer Coordinator safeguards personal membership information.

Membership Committee (President-Elect) promotes membership and shares new member information, including any special interests, with the Communication/Database and Libretto/Directory Committees, the Volunteer Coordinator and the Treasurer. The Membership Committee provides permanent nametags for all members of record, temporary nametags for guests and visitors and is represented at all scheduled Guild functions. The Committee welcomes all attendees, provides access for new memberships and encourages guests to sign the Guest Book. The Committee records meeting attendance and provides the information to the Treasurer. Excess copies of Libretto are kept on hand for distribution to new members.

Musical Feasts Committee (President-Elect) plans and organizes a variety of luncheons, dinners and special food-related events as fundraisers for the Guild. This committee prepares a booklet listing all events including information on theme, host, location, menu and cost.

Music Education in the Schools Committee (Second Vice-President) brings to select area schools a program introducing musical instruments and a variety of traditional symphonic pieces to the children thereby developing and encouraging an appreciation for classical music.

Nominating Committee (Independent) consists of the President-Elect, the immediate Past-President (who serves as chairperson), and one additional member appointed by the President. The Committee recruits candidates for the Executive Committee and presents a slate of nominees to the general membership during the March General Meeting. Endorsement/election of candidates occurs at the April General Meeting and their investiture during the Annual Meeting in May.

Program Distribution (First Vice-President) recruits volunteers to distribute programs at performances of the Asheville Symphony.

Publicity/Marketing Committee: (First Vice-President) arranges communications for The Guild and builds good public relations by keeping the Asheville area informed of Guild activities.

Special Committees (President) carry out events and fund-raising activities of The Guild as requested.

Tea and Symphony Committee: (Second Vice-President) ensures availability of the Pack Library's auditorium for presentations and provides refreshments during the social period prior to the scheduled program and restores the area to normal usage at its conclusion.

Telephone Committee: (President-Elect) The Telephone Committee makes calls at the request of the President or the Volunteer Coordinator.

Tour of Homes Committee (President) plans and administers a tour of distinguished area residences.

Travel Committee (President) plans and organizes all Guild sponsored trips.

Volunteer Coordinator: (President-Elect) the Volunteer Coordinator reviews all new and current member information for the purpose of offering a choice of available committee assignments. Along with the Membership, Communication/Database and *Libretto*/Directory Committees and Treasurer, it ensures the privacy of members' information. The Volunteer Coordinator also recruits and schedules volunteers for fund raising efforts and for all events that publicize and promote activities of The Guild and Symphony. It also provides copy of agreed assignments to the Recording Secretary and *Libretto*/Directory Committee.

Other Committees: (President) the President is authorized to appoint such other committees as may be deemed necessary and advisable.

The Operating Procedures may be amended by a two-thirds vote of members attending a regularly scheduled General Meeting provided the proposed amendment has been presented at a previous General Meeting.

Appendix I
OPERATING PROCEDURES
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Membership Information Processing

Basically there are two ways Guild membership information is received and recorded:

- A. Via mail
- B. Via personal contact

A. Membership information that is mailed is usually first received by the Treasurer who should:

1. Record sufficient information in order to verify database records.
 2. Should funds be included, separate from other material for deposit.
 3. If funds are not enclosed but required, contact the sender and resolve.
 4. When completed, initial form in lower left box and forward to Communication/Database Committee.
- Communication/Database Committee enters necessary information into the database; initials in lower left box and forwards to the Volunteer Coordinator.
 - Volunteer Coordinator extracts necessary information, initials in lower left box and forwards to the Membership Committee.
 - Membership Committee extracts information necessary for the Committee's requirements and for the interview process, initials in the lower left box and files for a permanent record.

B. Membership information received by other than a representative of the Membership Committee or Treasurer should forward the form and any associated funds to the Membership Committee.

- Membership information received by a representative of the Membership Committee from any source extracts required data, forwards any funds to the

Treasurer, initials the form in the lower left box and forwards the form to the Communication/Database Committee.

- Communication/Database Committee enters necessary information into the database; initials in lower left box and forwards to the Volunteer Coordinator.
- Volunteer Coordinator extracts necessary information for their task initials in lower left box and returns the form to the Membership Committee for filing.

In the second scenario, forwarding the original form was thought to be unnecessary unless the Treasurer requires additional data.

The process assumes the Membership Committee is the guardian of all original forms that are to be filed for future reference.

The Communication/Database Committee is to advise the Membership Committee of renewal delinquencies as soon as practicable after start of the new fiscal year, and on a regular basis during the first few months of the year, in order for the Membership Committee to begin making contacts.

This process does not preclude electronic data forwarding of information in order to facilitate the timely exchange of information within the responsible committees.