



ADMINISTRATIVE GUIDELINES

MISSION STATEMENT: The purpose of The Symphony Guild of Charlotte, Inc. is to provide financial and volunteer support to the Charlotte Symphony Orchestra and to further music appreciation and education.

The Symphony Guild of Charlotte, Inc. is the official name of our organization. Please note that “The” is a part of our name and must be used at all times. The Symphony Guild is a non-profit 501(c)(3) organization, Federal Tax ID #58-1998344.

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OFFICE INFORMATION

- The Guild maintains a virtual office with a part time Office, Marketing and Communications Administrator (hereinafter, the “Administrator”). The Administrator works a varying schedule with some set hours and checks email and telephone messages frequently.
- Website: www.symphonymuildcharlotte.org
Email Address: office@symphonymuildcharlotte.org
Telephone Number: 704-525-0522
Address: The Symphony Guild of Charlotte, Inc.
338 S. Sharon Amity Road
PMB 308
Charlotte, NC 28211
- The Administrator reports to the President. Call or email the Administrator directly for any assistance with Guild work. For needs that will require a large amount of time, email the Administrator and copy the President so that this can be put on the Administrator’s schedule.

- The Guild maintains a storage unit at A Self Storage Center #3 on South Boulevard. The Administrator, President, President-Elect, Vice President of Administration and Strategy and Musical Petting Zoo Coordinator hold keys to the storage unit.
- The Administrator maintains an inventory of supply items kept at the storage unit. This is posted on The Guild website under the Membership/Resource Guide tab. Call or email the Administrator to obtain any items on the Inventory list.

RECORDKEEPING

- The Guild stores hard copy records that The Guild must maintain according to our Retention Schedule at A Self Storage Center #3 on South Boulevard.
- Electronic files are maintained on The Guild computer which is backed up so that all records to be kept according to our Retention Schedule are safe.
- The Guild scrapbooks are housed in the University of North Carolina at Charlotte Special Collections and can be accessed at UNCC.
- The responsibility for maintaining records is under the Administration and Strategy committee.

CALENDAR

The Guild Master Calendar is posted on the website. Changes should be submitted to the Administrator.

DONATIONS

To comply with IRS regulations, all Guild members must inform The Guild about individual and corporate donations, cash and gifts-in-kind. The Donation Form is on The Guild website under Membership/Resource Guide.

MAIL

All Committee Chairs must

- Obtain the approval of the appropriate Vice President and the President prior to printing, mailing, or emailing any invitations, programs, etc.
- Call or email the Administrator before printing anything that needs to be mailed to ensure that the printed material complies with Post Office regulations.

DISTRIBUTION LISTS

Distributions can be run for these categories:

- Guild Members
- New Guild Members
- Past Presidents
- Guild Past-Attendee (Non-Member) Master Invitation List
- Past Donors

The Administrator must have at least one week's notice in advance of any distribution requests.

* IMPORTANT: Event Committee Chairs must give the Administrator a list of attendees and addresses following any Guild event so that those who are not Guild members can be entered into the Guild

(Non-Member) Past Attendee Master Invitation List to ensure that they will receive future Guild event invitations.

LANGUAGE ON INVITATIONS, DONATION REQUESTS AND OTHER PUBLICITY

- All invitations, donation requests and other publicity must include this statement:
Proceeds allow The Symphony Guild of Charlotte, Inc. to support the Charlotte Symphony Orchestra and to further music appreciation and education.
- Donation requests should also include the following statement: The Symphony Guild of Charlotte, Inc. is a 501(c)3 organization, and all donations are tax-deductible.
- If donors or participants in Guild events will derive benefits from their contributions, recognition of these should include the following statement: *Amounts over \$x are tax deductible.*
- The Guild has a digital template for letterhead stationery. PLEASE NOTE: LETTERHEAD SHOULD BE USED ONLY FOR OFFICIAL CORRESPONDENCE AND ONLY WITH THE PERMISSION OF THE PRESIDENT.

REPORTS

The President shall request all Vice Presidents write a report at the end of the fiscal year. Vice Presidents should consult with subcommittee chairs so that the area report includes all area accomplishments. Complete the report using the form found on The Guild website under Membership/Resource Guide. Submit the report to the outgoing President, incoming President, the incoming Area Vice President and the Administrator.

RESPONSIBILITIES OF ALL MEMBERS

- The Guild is a service organization. Actively support The Guild by attending Guild events and participating in Guild activities.
- Stay informed by reading communications from The Guild, including emails, social media posts, and the website.
- Direct anyone interested in becoming a Guild member to the Guild website under the Membership/Join The Guild tabs.
- Email or call the Nominating Committee Chair to suggest members for consideration for Board and officer positions.
- Email or call the Administrator, who is in charge of Member Support, to report member news such as births to a member (with their permission), marriage of a member (with their permission), serious illness or hospitalizations of member or member's spouse/partner (with their permission), or deaths.
- Report name, address or telephone changes on The Guild website under Membership/Membership Directory or email the Administrator.

- Renew membership and submit dues for the upcoming year by May 31 on the Guild website under Membership/Renew Membership.

SOFTWARE USAGE AND GUIDELINES

This policy focuses on respect for, and protection of, intellectual property, especially software. As used in this policy, “software” includes traditional program software and other electronically published works. The Vice President of Administration and Strategy is assigned responsibility for execution of this policy within The Symphony Guild of Charlotte, Inc. (hereinafter referred to as “The Guild”). It is the policy of The Guild that all computers and software are to be used in a responsible, efficient, ethical, and legal manner. Members of The Guild will not in any way violate software licensing laws, nor will they participate in any software piracy activities. The Guild fully understands that copyright law protects software unless it has been placed in the public domain. The owners of copyrights hold exclusive rights to the reproduction and distribution of their work. Therefore, it is illegal to duplicate or distribute software or its documentation without the permission of the copyright owner. The Guild is committed to abide by these principles and legal obligations. All software, whether purchased or donated, will be used in accordance with its license agreement. Copies will be made only for backup and archival purposes. It is contrary to the standards of conduct of The Guild to engage in the unauthorized duplication of software. Each member of The Symphony Guild of Charlotte, Inc. will be responsible for making a good faith effort at carrying out the intent of this policy. Any member who has reason to believe there has been a violation of this policy will be expected to make that reason known to the Vice President of Administration and Strategy. The Guild will purchase all software using appropriate procedures and will register all purchases with the vendor in order to gain access to help desk function(s) provided.

GUILD GLOSSARY & OTHER INFORMATION

The Guild

SGC - The Symphony Guild of Charlotte, Inc., a volunteer organization that provides financial and volunteer support to the CSO, CSYO, and youth music education in the community.

Guild Board - President, President-Elect, Secretary, Treasurer, Assistant Treasurer, Vice President of Membership, Vice President of Education, Vice President of Fundraising, Vice President of Administration and Strategy, Board Members-at-large, Chair of Nominating (non-voting), and SOVA Representative (non-voting).

MPZ –Musical Petting Zoo, a collection of 40-plus instruments showcased at concerts and other events where children are allowed to play them with the help of Guild members and other volunteers.

The Charlotte Symphony

CSO - Charlotte Symphony Orchestra, Charlotte’s professional orchestra

CSYO - Charlotte Symphony Youth Orchestras

Family Series - Saturday Morning CSO Children’s Concerts

Project Harmony - After-school program serving families by providing local area students with free instruments, music training and homework assistance

Volunteer Organizations

AMSOV - Association of Major Symphony Orchestra Volunteers

LAO - League of American Orchestras

The Gold Award of Excellence Database: Published annually by the League of America Orchestras, it contains a wealth of information on education, service and fundraising projects from symphony support organizations around the country. Available at this website; <https://airtable.com/shr1WcrdVOF44df8X/tblX8VYdSDJHuzmbF>

SOVA - Southeastern Orchestra Volunteer Association

Venues

Belk Theater - Blumenthal Performing Arts Center, 130 North Tryon Street

Knight Theater - 430 South Tryon Street