

# COLLECTIONS VOLUNTEERS

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HOW TO MANAGE THEM

# JENNY WOODS

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- 20+ years experience working with volunteers in museums
- Has a secret crush on collections management work, but knows it would never work out between us
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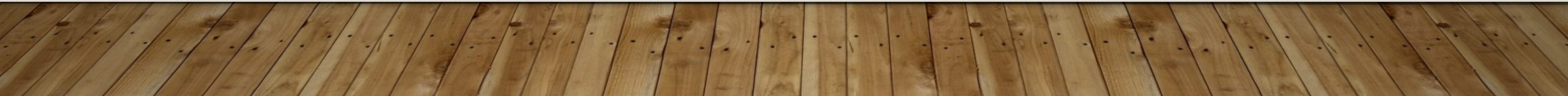
# TODAY'S AGENDA

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- Framework of a volunteer program
- Volunteer recruitment, retention and recognition
- Collections et. al. specific considerations
- Resources
- Q and A

# POLLS

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# FRAMEWORK OF A VOLUNTEER PROGRAM

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## What do volunteers do?

- Position Descriptions
- Difference between a volunteer and an intern





## **VOLUNTEER HANDBOOK**

# FRAMEWORK OF A VOLUNTEER PROGRAM

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What policies and procedures should volunteers know?

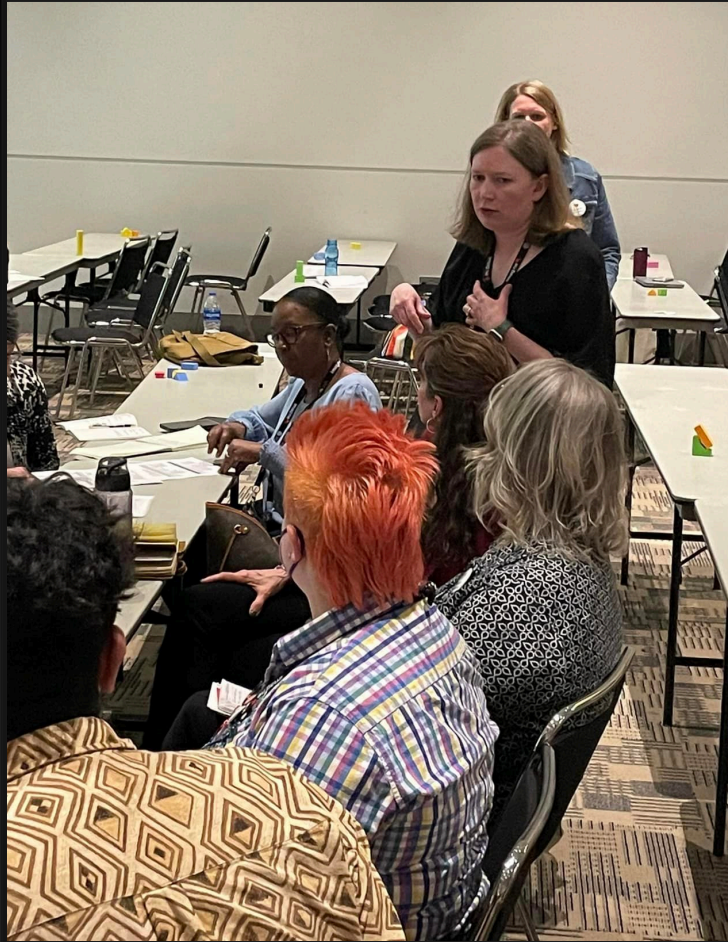
- Volunteer handbook
- Volunteer orientation
- Position specific training

# FRAMEWORK OF A VOLUNTEER PROGRAM

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Who is supervising the volunteers?

- Why supervising volunteers is different from supervising staff
- Training for staff
- When volunteers supervise fellow volunteers



# FRAMEWORK OF A VOLUNTEER PROGRAM

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What is the process when things go wrong?

- Discipline and dismissal policy
- Conflict of interest policy

```
graph TD; A[Verbal Warning] --> B[Written Warning]; B --> C[Dismissal*];
```

Verbal  
Warning

Written  
Warning

Dismissal\*

\*Skip to here if warranted



# FRAMEWORK OF A VOLUNTEER PROGRAM

What sort of volunteer data/  
record keeping should you do?

- Contact info, demographics
- Tracking service hours & years
- Volunteer management software?

The screenshot displays a web-based interface for managing volunteers. The main heading is "Volunteer, Test". Below this, there are several tabs: "Core", "Profile", "Service", "Schedule", "History", "Contacts", "Notes", and "Vic". The "Core" tab is currently selected. At the top of the form, there are buttons for "Save", "Cancel", "Archive", "Delete", "Combine", "Tagged", "Copy", "New", "Previous", and "Next".

The form is divided into several sections:

- Name:** Includes fields for Last name (Volunteer), First name (Test), Middle name, Title, and Nickname. It also has fields for Vol ID (11732), Status (Active), Type (Admin), and Kind (Individual).
- Address:** Includes fields for Street 1, Street 2, Street 3, City, State (WA), and Zip. It also has fields for Home, Work, Cell, Fax, Pager, and Other phone numbers, each with an "Ok to call" checkbox. There is a checkbox for "Mail: Don't mail newsletter" and a "No email" checkbox.
- Flags:** Includes a "Flag" dropdown menu and a "Save" button.
- Statistics:** A table showing hours and attendance data.

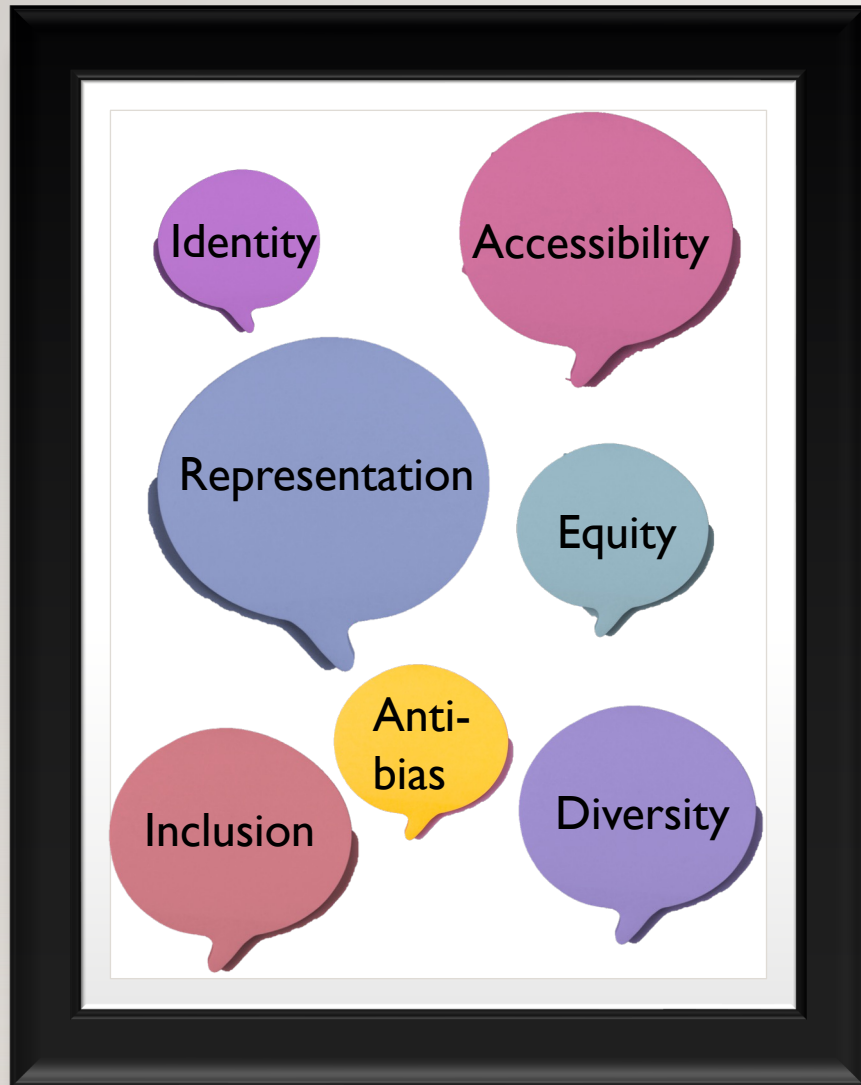
	Life:	YTD:	MTD:
Hours:	1:45	0:00	0:00
Tour attendance:			0
No Show:	0	0	0

# FRAMEWORK OF A VOLUNTEER PROGRAM

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How are DEAI principles included in this framework?

- Barriers to volunteering
- DEAI training for volunteers



# VOLUNTEER RECRUITMENT

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Some ideas:



Advertise in local publications, community centers, neighborhood newsletters, Nextdoor



Word of mouth, bring a friend events



Partner with other local orgs/museums to share recruitment leads



Signage about volunteering at your museum

And definitely:



Have a simple application, and do an interview before placement

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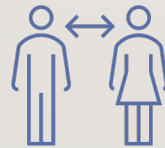
# VOLUNTEER RETENTION



Continuing education  
opportunities



Communication



Access to staff or  
subject experts



Perks



Treated as a valued  
team member

# VOLUNTEER RECOGNITION

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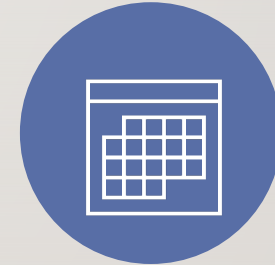
EVERYDAY SIMPLE  
RECOGNITION



ONCE A YEAR BIG  
RECOGNITION



AWARDS FOR  
MILESTONE HOURS  
OR YEARS



NATIONAL  
VOLUNTEER WEEK –  
3<sup>RD</sup> WEEK OF APRIL

# COLLECTIONS SPECIFIC CONSIDERATIONS

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- What do collections volunteers do?
  - Sometimes everything!
  - Data entry
  - Materials classification
  - Archive research
  - Handling objects



# COLLECTIONS SPECIFIC CONSIDERATIONS

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- Risk Management and Liability
  - Museum policies, insurance policies and loan agreements
  - Plans in place to mitigate risk
  - Background checks



# COLLECTIONS SPECIFIC CONSIDERATIONS

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- Confidentiality
- Conflicts of interest

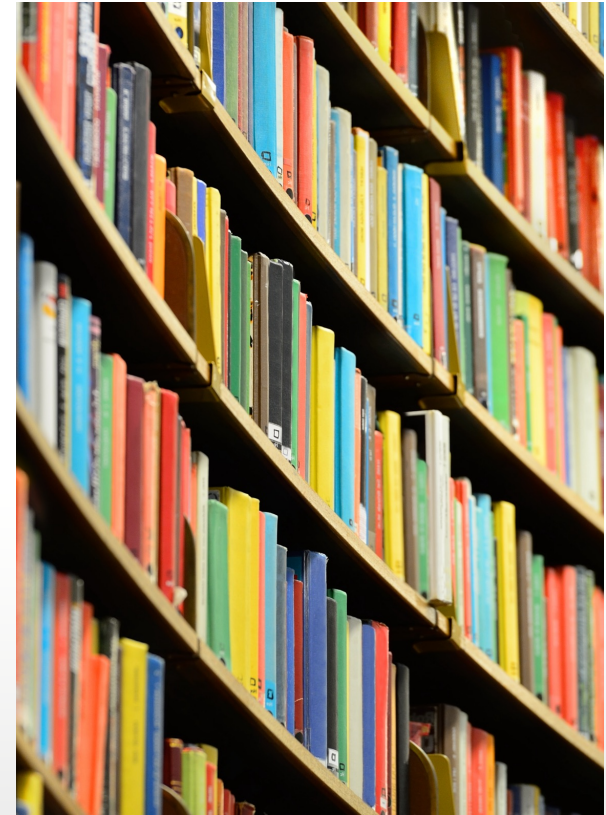




# COLLECTIONS SPECIFIC CONSIDERATIONS

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- Skilled volunteers
- Quality of the work
- Supervisory duties



# RESOURCES

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- American Association for Museum Volunteers :[AAMV.org](http://AAMV.org)
  - AAMV's DEAI Toolkit
  - AAMV's *Volunteer Recruitment, Retention and Recognition: 60 ideas in 60 minutes*
- American Alliance of Museums:
  - Designing a Museum Volunteer Program Toolkit: [www.aam-us.org/programs/toolkits/designing-a-museum-volunteer-program/](http://www.aam-us.org/programs/toolkits/designing-a-museum-volunteer-program/)
- AAM and AAMV podcast: Supporting your Volunteer Program Through Risk Management and More: [www.aam-us.org/2021/06/25/supporting-a-museum-volunteer-program/](http://www.aam-us.org/2021/06/25/supporting-a-museum-volunteer-program/)
- Volunteer Pro: [Volpro.net](http://Volpro.net)
- Points of Light: [Pointsoflight.org](http://Pointsoflight.org)

# Q AND A

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