

- Physical risks to collections come from many quarters:
  - Exhibition
  - Theft
  - Research
  - Education programs
- Staff, volunteers, and the public can cause unintentional damage when handling collections objects



### Assessing Skills

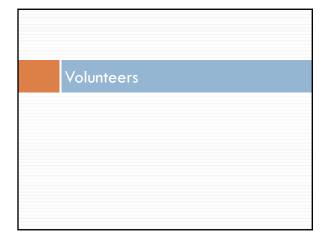
- Good for both staff and volunteers.
- Base assessment of staff on strategic plan
  - Combat inadequacy and upset with good communication
- □ Surveys or questionnaires



- □ Assessing Skills
- □ Attracting, Retaining, and Managing Volunteers
- □ Training Staff and Volunteers

### Assessing Skills

- Examples:
  - reCollections Caring for Collections Across Australia, Chapter 5: Managing People (Collections Australia Network)
  - Sample Volunteer Application (Yale Peabody Museum)



# Attracting, Retaining, and Managing Volunteers (or Interns) Remember, volunteers are free

# Attracting, Retaining, and Managing Volunteers (or Interns)

- Why do people volunteer?
- What benefits do you offer for volunteers?
- Do you require volunteers to fill out an application?



# Attracting, Retaining, and Managing Volunteers (or Interns)

- □ Can you take on volunteers?
- □ Do you have the right environment for it?
- Do you have appropriate projects for volunteers to work on?
- □ Volunteering is done by choice and volunteers will be selective of the where's, when's, and what's.

# Attracting, Retaining, and Managing Volunteers (or Interns)

- Managing volunteers
  - Written policy
  - $\hfill\Box$  Staff supervision
  - Defined projects and expectations
  - Ownership
  - Evaluate



Training

### Training Staff and Volunteers

- □ Plan
- Activities
- □ Resources
- □ Mentor
- □ Above all, have fun!

### Resources

- Support materials for any training session
- Keep them simple and direct – think the quick references we get with new electronics
- Depending on your audience, provide further readings



### Plan

- Who is this training for staff or volunteers – or both?
- Is there an existing baseline of knowledge or do you need to start from scratch?
- Who will perform the training (and are they a good choice)?
- When training, focus on three main messages – and repeat them



### Mentor

- Don't train and abandon!
- Regularly communicate with staff or volunteers on how things are going, inspect work, plan new training



### **Activities**

- When training in-person, don't try to cram too much information into a session – get people up and active!
- Be sure everyone involved in a session gets a chance to DO the work and not just watch and listen
- Be sure to build in some form of assessment



### You don't need to reinvent the wheel!

- Taking Care (articles on collections care topics) (Museum Conservation Institute, Smithsonian Institution)
- Wyoming State Museum Collections Care Manual (Wyoming Department of State Parks and Cultural Resources)
- □ In Safe Hands? (webinars) (The British Library)
- Saving Your Treasures (videos and articles) (NET Nebraska PBS and Nebraska State Historical Society)

### **Collections Management**

- Who? Staff only preferably, experienced volunteers if needed
- Different labeling methods (video) (South Australian Community History)

### **Handling Collections**

- □ Who? everyone!
- □ Hands-on training important
- Museums
  - Handling Museum Objects (article) (Heritage & Libraries Branch, Ontario Ministry of Culture)
  - □ The Care and Handling of Objects (article) New Bedford Whaling Museum
  - Artifact and Rare Book Handling: To Glove or Not to Glove? (video) (Minnesota Historical Society)
     Saving Your Treasures (videos and articles) (NET Nebraska PBS and Nebraska State Historical Society)
  - Volunteer Training Bank (articles and presentations) (Museum of London)

### Storage

- □ Who? Staff and supervised volunteers/interns
  - Who will depend on what and in what condition
- □ What supplies, materials, and space will you need?
- Hands-on training important
- Storage Containers, Supports, and Mounts (article)
   (Minnesota Historical Society)
- Storage Furniture (article) (Minnesota Historical Society)

### **Handling Collections**

- Libraries
  - Care and Handling of Books (video) (Yale University Library)
  - The FUNdamentals of Book Care in Five Easy Lessons (video) (George Mason University Libraries)
  - Conservation and Collections Care (video) (Cadbury Research Library)
  - Handling Harvard's Special Collections (video)
     (Harvard College Library)
  - Murder in the Stacks (Library Preservation) (video) (Columbia University)

### Storage

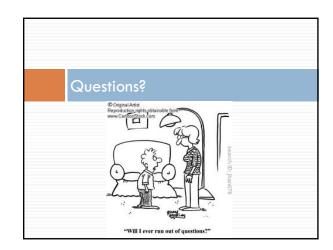
- Caring for Cultural Objects: Collections Management Tips (video) Burke Museum of Natural History and Culture)
- Saving Your Treasures: How to Fold & Roll Textiles for Storage (video) (NET Nebraska PBS and Nebraska State Historical Society)
- General Collections Handling Guidelines (article)
   South Australian Community History

### Security

- □ Who? everyone!
- Test Your Awareness: Take the Test (video) (Transport for London)
- □ Test Your Awareness : Whodunnit? (video) (Transport for London)

### Monitoring and Housekeeping

- □ Who?
  - Monitoring Volunteers
  - □ Housekeeping Staff and experienced volunteers
- Sustainable Preservation Practices for Managing Storage Environments (register for free webinars) (Image Permanence Institute)
- Housekeeping Schedule (article) (South Australian Community History)



### Health and Safety

- □ Who? everyone!
- □ Retrieval of collections
- PPEs for disaster recovery
- □ Gloves
- □ Chemical usage
- □ First Aid



### Homework

 Read or watch one of the collections care training resources shared in this webinar (posted at http://www.connectingtocollections.org/courses/ collections-care-basics/). Briefly describe how you will use this information to train staff and/or volunteers at your institution.

### **Training Providers**

- Heritage Groups
  - □ Heritage Preservation, IPI, AAM, SAA, regional groups
- □ Regional Conservation Centers...
  - BACC, Gerald Ford Center, MACC, NEDCC, CCAHA, Lyrasis, Amigos...
- State Agencies
  - □ State Archives, State Library, State Museum, State Historic Records Advisory Board (SHRAB)...