HI, EVERYBODY.
THIS IS HOPE KANDEL FROM
LEARNING TIMES.
THANKS FOR JOINING US FOR OUR
FINAL SESSION IN THIS COURSE ON
COLLECTIONS CARE BASICS.
WHERE DO I BEGIN?
IT'S BEEN A GREAT SESSION OR
GREAT COURSE SO FAR.
I'M GOING TO TURN THINGS OVER TO
KRISTEN LAISE PRETTY QUICKLY.
I JUST WANT TO START THE MEETING
OR RECORD THE MEETING.
EXCUSE ME.
AND ALSO JUST TO REMIND
EVERYBODY THAT THE CAT WINDOW IS
OPEN.
WE WELCOME YOU TO SAY HELLO.
WHEN THE SESSION STARTS, WE'LL
BE REMOVING THAT AND SWITCHING
to Q&A MODE.
FEEL FREE TO TYPE YOUR QUESTIONS
 INTO THE Q&A WINDOW.
ALSO, IF YOU HAVE ANY TECHNICAL
DIFFICULTIES, YOU CAN TYPE THEM
 IN THERE AS WELL.
WE'LL FOULED THE QUESTIONS AS
APPROPRIATE AND HANDLING THEM
WHERE WE NEED TO.
WITHOUT FURTHER ADIEU, I'M GOING
TO TURN THINGS OVER TO KRISTIN.
>> THANK YOU SO MUCH, HOPE.
THIS IS KRISTIN LAISE.
WELCOME BACK TO COLLECTIONS CARE
BY SICKS AND CARING FOR
YESTERDAY’S TREASURES.
THIS IS OUR FIRST COURSE.
IF YOU MADE IT THIS FAR, YOU
MADE TO IT THE LAST WEBINAR IN
THIS COURSE.
WELCOME.
THANK YOU TO LEARNING TIMES AND
HOPE FOR THEIR HELP IN PRODUCING THESE AND TO THE INSTITUTE OF MUSEUM AND LIBRARY SERVICES FOR MAKING THE FUNDING POSSIBLE FOR THIS SERIES.
I'M GOING TO DRAG AWAY THIS HELLO BOX, SO I DON'T MEAN TO CUT ANYBODY OFF.
I'M GOING TO -- UNDERNEATH IT BE OUR Q&A BOX WHICH IS MODERATED. IF YOU'RE HAVING PROBLEMS WITH AUDIO, YOU CAN TELL US ABOUT IT HERE AND IT WILL BE PRIVATE. BUT YOU CAN ALSO PUT YOUR QUESTIONS HERE AND OUR COMMENTS. WE'LL PUBLISH THEM TO THE GROUP IF IT'S PERTAINING TO TODAY'S TOPIC.
WE HAVE A LOT OF PEOPLE LOGGED IN ALREADY, GETTING CLOSE TO 250.
AND WE'VE HAD ABOUT 300 ON EVERY WEBINAR WE'VE DONE SO FAR.
THANK YOU FOR YOUR ATTENDANCE IN THESE.
IF YOU'RE HAVING ANY TROUBLE WITH AUDIO, IF YOU'RE HEARING AND ECHO, YOU COULD BE LOGGED IN TWICE.
IF ANYTHING IS SPOTTY, IT COULD BE THAT YOU MAY BE -- MAYBE YOUR COMPUTER IS RUNNING TOO MANY PROGRAMS. MIGHT WANT TO CLOSE OUT SOME OF THOSE.
I WANTED TO JUST, AGAIN, LET YOU KNOW THAT TODAY'S TOPIC WILL BE STAFF AND VOLUNTEER MANAGEMENT FOR COLLECTIONS CARE.
AND IF YOU HAVE LOGGED INTO ALL OF THESE, WE CONGRATULATE YOU AND THANK YOU FOR DOING SO.
WE APPRECIATE YOUR TIME AND HOPE THESE HAVE BEEN HELPFUL.
WE WILL BE SENDING AN E-MAIL OUT TODAY TO ALL THE REGISTRANTS TO LET YOU KNOW, GIVE YOU ALL THE
LINKS TO ALL THE RECORDINGS AND IF YOU'RE NOT GETTING THESE E-MAILS, THERE COULD BE TWO REASONS.
ONE, YOU DIDN'T ACTUALLY REGISTER AND SO PLEASE CONTACT US AT INFO@HERITAGEPRESERVATION.ORG. THEY COULD BE GETTING CAUGHT IN YOUR SPAM FOLDER.
MAKE SURE YOUR COMPUTER HAS US AS A SAFE SENDER.
WE HAVE SOME BAD NEWS ABOUT OUR WEBINAR LAST THURSDAY ABOUT MOLD.
EVERYTHING RECORDED FINE EXCEPT FOR THE AUDIO.
YOU CAN WATCH IT AND READ THE CLOSED CAPTIONING SO ALL IS NOT LOST BUT IT'S LESS THAN IDEAL AND WE APOLOGIZE THAT THIS HAPPENED.
IT'S A SOFTWARE FAILURE.
BECAUSE OF THIS, WE'RE NOT REQUIRING THAT YOU DO THE HOMEWORK FROM LAST WEEK.
YOU'RE WELCOME TO, BUT IT'S NOT A REQUIREMENT.
MAKE SURE YOU UNDERSTOOD THAT.
AND ALSO, IF YOU ARE WORKING TOWARDS EARNING A CERTIFICATE IN THIS COURSE, JUST A REMINDER THAT ALL OF THE OTHER HOMEWORK ASSIGNMENTS SHOULD BE COMPLETE BY JANUARY 31.
IF YOU HAD TO MISS A WEBINAR, AGAIN, LOOK FOR OUR E-MAIL. THAT WILL HAVE LINKS TO THE RECORDINGS.
WE WILL BE PROCESSING EVERYONE, CHECKING IN YOUR HOMEWORK, DOUBLE-CHECKING ATTENDANCE.
GIVE US A COUPLE WEEKS AFTER THE JANUARY 31 DATE TO PROCESS EVERYTHING.
BUT IT SHOULD BE ON ITS WAY.
EVEN IF YOU DON'T HAVE TO WORK
FOR A CERTIFICATE.
IF YOU DON'T HAVE TIME FOR THE
HOMEWORK, YOU'RE NOT INTERESTED,
THAT'S FINE, TOO.
WE WANTED TO LET YOU KNOW IN
CASE YOU ARE INTERESTED WHAT
WILL BE REQUIRED.
IF YOU HAVE FRIENDS OR
COLLEAGUES YOU WOULD LIKE TO
WATCH THESE WEBINARS, AFTER
JANUARY 31, ALL OF THE
RECORDINGS WILL BE PUT UP THERE,
ALL THE TRANSCRIPTS FROM THE
CLOSED CAPTIONING WILL BE PUT UP
THERE.
SO KEEP CHECKING BACK TO THAT
COURSE HOME PAGE BECAUSE IT'S
JUST A TREASURE TROVE OF
INFORMATION.
AGAIN, THIS IS THE URL.
IT'S CONNECTING THE COLLECTIONS
HOME PAGE AND CLICK ON COURSES
AND THEN COLLECTIONS CARE BASICS
AND YOU CAN GO FROM THERE.
WE HAVE THE POWER POINTS UP, WE
HAVE LOTS OF LINKS AND
ESPECIALLY TODAY.
DONIA WILL MAKE HER HOMEWORK
ASSIGMENT BASED ON THE LINKS.
AND THEN IF YOU HAVE ENJOYED
THIS COURSE, WE HOPE THAT YOU'LL
REGISTER FOR ONE OF OUR UP
COMING COURSES.
WE'VE GOT REGISTRATION UP FOR
ALL OF OUR SPRING COURSES.
THE DATES HAVE NOT BEEN SET FOR
APRIL AND MAY.
KEEP CHECKING THE SITE.
CHECK BACK IN THE SUMMER WHEN WE
ANNOUNCE THE SCHEDULE FOR OUR
FALL COURSES ON CARE BODY
VISUAL, FUND-RAISING FOR
COLLECTIONS CARE AND OUTREACH.
IF YOU HAVE ANY FURTHER
QUESTIONS AFTER WE WRAP UP
TODAY, A GREAT RESOURCE FOR
LINKS OR FOR ASKING QUESTIONS OF
YOUR COLLEAGUES IS CONNECTING
THE COLLECTIONS ONLINE
COMMUNITY.
WE HOPE YOU'LL JOIN THAT.
AND WE HAVE MORE THAN 2500
COLLEAGUES ON THERE TO HELP YOU.
SO WE THINK IT'S -- EVERY DAY
IT'S GETTING TO BE A MORE AND
MORE ROBUST RESOURCE.
SO WITH THAT, I GOING TO TURN IT
OVER TO DONIA.
SHE HAS GIVEN US SOME GREAT
INFORMATION AND INSIGHT IN THE
FOUR COURSES OR CLASSES SHE
TAUGHT FOR US IN THIS SERIES.
SHE'S AN EXPERT IN CONSERVATION
AND PRESERVATION, ESPECIALLY OF
BOOK AND PAPER COLLECTIONS.
AND SHE'S DOING A LOT OF
TEACHING AND WE'VE BEEN SO
FORTUNATE TO HAVE HER IN THIS
SERIES.
SO DONIA, I WILL PULL THIS AWAY
AND GET YOUR POWER POINT READY
TO GO.
>> OKAY.
THANK YOU, KRISTIN.
WELCOME, EVERYBODY.
I KNOW MANY OF US HERE TODAY ARE
REALLY CHILLY.
SOME OF YOU WERE PROBABLY CHILLY
A COUPLE DAYS AGO.
AND SO HOPEFULLY WE'RE ALL
KEEPING WARM.
TODAY WE'RE GOING TO TALK ABOUT
STAFF AND VOLUNTEER MANAGEMENT
FOR COLLECTIONS CARE.
THIS IS SPECIFICALLY GEARED
TOWARDS COLLECTIONS CARE, STAFF
AND VOLUNTEER MANAGEMENT IN
GENERAL.
SO PLEASE REMEMBER THAT BECAUSE
WE CAN REALLY GET OFF ON TO A
LOT OF TANGENTS IN OUR
QUESTIONS.
SO WHAT WE WANT TO THINK ABOUT
FOR OUR COLLECTIONS IS THAT THEY
REALLY CAN RUN INTO PROBLEMS FOR MANY DIFFERENT QUARTERS.
WE CAN PUT THINGS ON EXHIBIT AND IN PREPARATION FOR EXHIBIT,
WHILE ON EXHIBIT, WHILE COMING OUT OF EXHIBIT.
WE CAN CAUSE DAMAGE TO OUR COLLECTIONS AS MANY OF US KNOW,
ESPECIALLY IF WE REMEMBER BACK TO THE WEBINAR ON ENVIRONMENT
THAT TARA DID.
LIGHT IS PARTICULARLY DAMAGING.
SO IS THE HANDLING.
WE REALLY WANT TO THINK ABOUT THAT.
WE CAN RUN RISKS TO OUR COLLECTIONS THROUGH THEFT.
AND THAT'S EITHER THROUGH POOR SECURITY AT OUR INSTITUTION.
IT COULD BE NOT HAVING PROPER EXHIBIT CASES OR NOT HAVING
PROPER OVERSIGHT OF OUR EXHIBITS.
OR IT COULD UNFORTUNATELY IN MANY WAYS BE FROM INSIDE THEFT.
WE DON'T LIKE TO THINK ABOUT THAT, BUT WE HAVE TO REMEMBER
IT.
IT COULD BE FROM PEOPLE USING OUR COLLECTIONS FOR RESEARCH.
FOR THOSE OF US IN THE LIBRARY AND ARCHIVAL WORLD, WE'RE VERY
FAMILIAR WITH THIS.
EVEN WORSE, IF YOUR RESEARCH COLLECTIONS CIRCULATE, BUT EVEN
WITHIN THE MUSEUM WORLD, WE DO HAVE PEOPLE COMING IN AND DOING
RESEARCH.
YOU KNOW, WE WANT TO BE SURE THAT ANY OF THESE COLLECTION
MATERIALS THAT THEY'RE USING ARE BEING HANDLED PROPERLY.
AND THAT COULD BE INTERNAL RESEARCH, COULD BE EXTERNAL
RESEARCH.
AND THEN OUR EDUCATION PROGRAMS.
MANY OF US WILL DO LECTURES TO
THE PUBLIC.
LECTURES TO OUR ACADEMIC
INSTITUTION.
AND WE REALLY WOULD LIKE TO USE
AS MANY OF OUR ORIGINAL
COLLECTION MATERIALS AS WE CAN,
BUT WE NEED TO REMEMBER THAT IN
THE PRESENTATION OF THESE
PROGRAMS, THERE CAN BE A LOT OF
DAMAGE.
I JUST REMEMBER ONE INSTITUTION
I WORKED AT HAD A GREAT
ARCHITECTURE PROGRAM.
AND THE ARCHITECTURE STUDENTS
WOULD COME INTO THE SPECIAL
COLLECTIONS AND GET A LECTURE ON
HOW TO USE THE RESEARCH
MATERIALS.
AND THEY WOULD HAVE ALL OF THESE
GREAT BIG ARCHITECTURE BOOKS
LAID OUT.
AND THEN THEY WOULD TAKE THEIR
NOTEBOOKS AND TEAR OFF A SHEET
OF PAPER, PUT IT DOWN OVER A
DRAWING IN THE BOOK AND START
TRACING IT.
WE HAD TO DO SOME TRAINING FOR
THE STAFF FIRST BEFORE WE DID
TRAINING FOR THE STUDENTS.
BUT THERE ARE A LOT OF WAYS OUR
MATERIALS CAN GET DAMAGED.
AND STAFF VOLUNTEERS AND THE
GENERAL PUBLIC CAN REALLY CAUSE
UNINTENTIONAL DAMAGE WHEN
HANDLING COLLECTION OBJECTS.
MOST PEOPLE DO NOT GO INTO AN
INSTITUTION WITH THE INTENT OF
DOING DAMAGE.
SOME DO.
BUT MOST DO NOT.
AND AS TRACY SAYS, THE POOR
VOLUNTEER IN SPAIN WHO TOUCHED
UP THE MURAL WHO OF COURSE GOT
VERY VILLIFIED -- AND FOR THOSE
OF YOU THAT DON'T KNOW ABOUT IT,
WE'LL GET THE LINK UP FOR YOU.
IT'S RATHER SCARY.
SHE DID NOT GO INTO THAT RESTORATION PROJECT INTENDING TO CAUSE SO MUCH DAMAGE, BUT THAT'S WHAT'S HAPPENED IN THE END. SO WE REALLY NEED TO BE AWARE OF SOME OF THESE ISSUES. SO WHAT WE'RE REALLY GOING TO GET INTO TALKING ABOUT TODAY IS WE'RE GOING TO TALK A BIT ABOUT ASSESSING SKILLS. WE'RE GOING TO TALK A BIT ABOUT ATTRACTING RETAINING AND MANAGING OUR VOLUNTEERS AND THEN WE'RE REALLY GOING TO FOCUS ON HOW WE CAN DO TRAINING IN COLLECTIONS CARE FOR OUR STAFF AND OUR VOLUNTEERS. SO WE'RE GOING TO START OFF BY TALKING ABOUT HOW TO GO ABOUT DOING A SKILLS ASSESSMENT. IT'S REALLY GOOD TO THINK ABOUT PERIODICALLY DOING THIS FOR STAFF AND VOLUNTEERS, ESPECIALLY IF YOU'RE DEVELOPING A NEW STRATEGIC PLAN AND YOU WANT TO BE SURE THAT YOU HAVE THE STAFF TO BE ABLE TO CARRY OUT THE STRATEGIC PLAN OR IF YOU USE A LOT OF VOLUNTEERS THAT YOU HAVE THE VOLUNTEERS WHO CAN CARRY OUT THE TASKS THAT YOU NEED THEM TO. IF YOU WANT TO BE DOING THIS PART OF DOING AN ASSESSMENT IS REALLY TRYING TO COMBAT THE -- WHAT YOU WANT TO DO IS COMBAT THE FEELINGS -- I'M GETTING TONGUE-TIED. IT MUST BE THE COLD. YOU WANT TO COMBAT THE FEELINGS OF INADEQUACY AND UPSET THAT COULD COME BY DOING A SKILLS ASSESSMENT AFTER SOMEBODY HAS ALREADY BEEN ON THE JOB FOR QUITE A WHILE WITH REALLY GOOD COMMUNICATION. MAKE SURE EVERYBODY UNDERSTANDS THAT WHAT YOU'RE TRYING TO DO IS
GET A SENSE OF WHERE THE INSTITUTION IS NOW SO THAT YOU KNOW WHAT YOU NEED TO DO TO FULFILL THESE GOALS OF YOUR STRATEGIC PLAN.
IDEALLY YOU'RE GOING TO BE DOING THE SKILLS ASSESSMENT AS YOU BRING STAFF AND VOLUNTEER ON. YOU CAN DO THIS EITHER WITH -- MAYBE A PHYSICAL TEST, IF YOU'RE DOING CERTAIN -- IF YOU'RE HAVING VOLUNTEERS OR STAFF MAKE BOXES.
HAVE THEM DO A SIMPLE ORIGAMI. IT'S A WAY TO TEST THEIR SKILLS AND HOW THEY CAN FOLLOW DIRECTIONS, HOW THEY CAN MEASURE, HOW THEY CAN READ A DIAGRAM.
SOME PEOPLE JUST DON'T HAVE THAT SKILL.
YOU WANT TO BE SURE THAT YOU'RE GIVING THE RIGHT PEOPLE THE RIGHT TYPES OF TASKS.
YOU CAN ALSO DO IT THROUGH SURVEYS AND QUESTIONNAIRES.
AND THIS IS A WAY THAT YOU CAN BRING OUT UNKNOWN DETAILS OR THOSE HIDDEN DEPTHS IN YOUR STAFF OR YOUR VOLUNTEERS THAT REALLY HAVE APPLICABLE SKILLS.
SO FOR EXAMPLE, YOU HAVE A STAFF MEMBER, AND THEIR JOB IS CATALOGING.
THEY DO ALL OF YOUR CATALOGING. BUT IT TURNS OUT ONE OF THEIR HOBBIES IS QUILT-MAKING.
THEY'RE A SEWER.
SO YOU NEED HELP SOMEBODY TO CREATE CURTAINS TO BLOCK OUT LIGHT IN THE STORAGE AREA OR MAKE COVERS FOR THE EXHIBIT CASES BECAUSE YOU CAN'T TURN THE LIGHTS OFF, SO YOU WANT TO BE SURE YOU COVER THEM WHEN YOU'RE NOT OPEN SO THEY'RE NOT GETTING EXCESSIVE LIGHT.
HERE'S SOMEBODY ON STAFF THAT MAY BE WILLING TO DO THIS AS PART OF THEIR JOB BECAUSE THEY HAVE THOSE SKILLS. BUT IT'S NOT A SKILL YOU WOULD KNOW ABOUT WITHOUT ASKING. SO WE WANT TO THINK ABOUT HOW WE APPROACH OUR STAFF AND OUR VOLUNTEERS AND WE COULD DO THAT THROUGH SURVEYS OR QUESTIONNAIRES.

THE COLLECTIONS AUSTRALIA SITE THAT YOU'VE BEEN DOING A LOT OF READING OR SKIMMING OUT OF HAS IN THERE CHAPTER 5 OR MANAGING PEOPLE. A REALLY GOOD, LONG, BUT GOOD DEMONSTRATION OF HOW YOU CAN GO ABOUT SPEAKING HERE PREDOMINANTLY TO VOLUNTEERS AND FINDING JUST THE RIGHT VOLUNTEERS THAT YOU NEED. THE YALE PEABODY MUSEUM IN THERE HAS A QUESTION ABOUT TO FIND OUT WHAT SKILLS PEOPLE HAVE THAT THEY MAY NOT THINK IS APPLICABLE.

SO IT COULD BE A REALLY GOOD -- A COUPLE OF GOOD EXAMPLES. AS IS -- THANK YOU, TRACIE. YOU CAN FIND DEXTERITY ASSESSMENTS. SO FOR ANYBODY DOING ANY SORT OF BOX MAKING OR MAYBE EVEN SETTING UP EXHIBITS, MAKING EXHIBIT CRADLES, IF YOU HAVE VOLUNTEERS DOING THAT, THE DEXTERITY ASSESSMENTS ARE REALLY GOOD. SO YOU NEED TO BE THINKING OF THIS IN TERMS OF HOW YOU ARE GOING TO BE GOING ABOUT ASSESSING THESE SKILLS. REALLY REMEMBER IF YOU'RE DOING IT FOR YOUR STAFF, THAT YOU NEED TO COMMUNICATE WHY YOU'RE DOING IT AND THAT IT'S NOT GOING TO BE A WAY TO DECREASE ANYBODY'S
SALARY OR MAKE ANYBODY LOSE THEIR JOB.
YOU JUST WANT TO FIND OUT WHAT YOU HAVE SO THAT YOU CAN BECOME BETTER IN THE FUTURE.
THAT'S REALLY SOMETHING THAT COMMUNICATION WILL BE VERY IMPORTANT WHEN IT COMES TO STAFF IN THIS RESPECT.
SO THERE'S NOT A LOT TO SAY ON ASSESSING SKILLS.
SOMETIMES YOU JUST NEED TO DIVE IN AND DO IT.
AND SO WHAT WE'RE GOING TO TALK ABOUT NOW ARE OUR VOLUNTEERS.
AND SO WHAT I'D LIKE TO DO IS BRING OVER A SERIES OF POLL QUESTIONS NOW TO GIVE ME SOME IDEA OF JUST WHO WE ARE -- WHO WE HAVE IN THIS GROUP SO THAT I KNOW HOW TO TAYLOR THIS TALK A LITTLE BIT BETTER.
SO FIRST OFF, DOES YOUR INSTITUTION CURRENTLY HAVE VOLUNTEERS THAT WORK ON COLLECTIONS ACTIVITIES?
AND ELLEN HAS MADE A GOOD POINT THAT A LOT OF US MAY HAVE VOLUNTEERS THAT AREN'T NECESSARILY THERE WILLINGLY. THEY'RE THERE TO DO COMMUNITY SERVICE.
SO ONE OF THE THINGS YOU MAY HAVE TO REALLY CONSIDER IS ARE YOUR COMMUNITY SERVICE VOLUNTEERS ACTUALLY DOING ANY SORT OF COLLECTIONS CARE WORK OR ARE THEY DOING SOMETHING ELSE. BECAUSE REMEMBER WHAT WE'RE REALLY TALKING ABOUT TODAY ARE STAFF AND VOLUNTEERS THAT ARE WORKING IN COLLECTIONS CARE.
SO, YOU KNOW, WE WANT TO THINKING ABOUT WHAT VOLUNTEERS WE HAVE THEN AND WHAT WE WANT THEM TO DO.
BECAUSE IF THEY DON'T HAVE THE
INTEREST BUT THEY HAVE THE SKILLS, THEY STILL MAY NOT BE A GOOD FIT.
SO THE SECOND QUESTION I HAD WAS FOR THOSE THAT DON'T CURRENTLY HAVE VOLUNTEERS, ARE YOU PLANNING ON HAVING SOME?
WE SEEM TO BE PRETTY WELL -- ALMOST EVENLY BALANCED HERE FOR THOSE FOLKS THAT DIDN'T HAVE VOLUNTEERS.
AND SO WHAT I WANT THE LAST QUESTION THAT I HAVE -- I THINK WE'RE DONE WITH QUESTION 1.
SO THE LAST QUESTION THAT I REALLY HAD WAS IF YOU DON'T HAVE VOLUNTEERS, DOES YOUR INSTITUTION HAVE POLICIES THAT PREVENT YOU FROM USING THEM?
AND I HAVE WORKED IN INSTITUTIONS WHERE WE HAVE HAD PART OF OUR STAFF HAS BEEN UNIONIZED.
AND BECAUSE WE HAD UNION STAFF, WE COULD NOT TAKE ON VOLUNTEERS.
SO YOU MAY BE IN THAT SORT OF SITUATION AS WELL.
IT LOOKS LIKE MOST OF US DON'T REALLY HAVE POLICIES THAT PREVENT US FROM HAVING VOLUNTEERS.
SO THAT'S GOOD.
VOLUNTEERS IN MANY WAYS CAN COME IN AND BE OF GREAT BENEFIT.
BUT WE WANT TO BE SURE THAT WE ARE HAVING THEM, YOU KNOW, IN THE RIGHT LOCATIONS.
SO I'M GOING TO THEN KEEP GOING HERE.
SO IF KRISTIN, YOU CAN PULL THAT LAST POLL QUESTION OFF.
WE REALLY WANT TO THINK ABOUT VOLUNTEERS.
SO THERE'S A GOOD CHUNK OF US THAT DO.
AND SO WE WANT TO THINK ABOUT HOW WE ARE ATTRACTING, RETAINING
AND MANAGING OUR VOLUNTEERS.
AND WE COULD IN MANY WAYS THINK
ABOUT HOW ARE WE ATTRACTING,
RETAINING AND MANAGING OUR STAFF
HERE AS WELL.
BUT FOR MANY OF US, YOU KNOW, WE
BRING IN AND DO A LOT OF WORK
WITH VOLUNTEERS.
AND MOST OF WHAT I'M GOING TO
TALK ABOUT IN THIS SECTION, YOU
CAN TAKE OUT THE WORD VOLUNTEER
AND REPLACE IT WITH "INTERN."
ON MANY LEVELS, OUR INTERNS ARE
DOING THIS VOLUNTARIALLY.
WE WANT TO THINK ABOUT WHY
PEOPLE GENERALLY VOLUNTEER.
AND THIS IS, AGAIN, WE'RE
TALKING HERE BY CHOICE.
NOT BY COMMUNITY SERVICE.
SO WE WANT TO THINK ABOUT WHY
PEOPLE VOLUNTEER.
AND MANY OF OUR VOLUNTEERS,
WHETHER THEY'RE YOUNGER OR MAYBE
MID CAREER COULD BE PEOPLE WHO
ARE CHANGING CAREERS.
SO YOU MAY GET PEOPLE COMING TO
VOLUNTEER WITH YOU BECAUSE
THEY'VE BEEN A LAWYER FOR MANY
YEARS AND THEY HAVE NOW DECIDED
to leave that profession and
WHAT THEY REALLY WANT TO DO IS
WORK IN A MUSEUM OR LIBRARY.
SO WHAT THEY WANT TO DO IS COME
VOLUNTEER WITH YOU TO FIND OUT
JUST WHAT DIRECTION THEY WANT TO
GO.
OTHER PEOPLE MAY VOLUNTEER,
especially retirees who want to
be able to share their
experience, their knowledge and
their skills and be able to be
around like-minded people.
Okay?
NOW, ANY OF US THAT HAVE
VOLUNTEERS OR HAVE BEEN A
VOLUNTEER SOMEWHERE KNOW
PERSONALITY STILL ALWAYS COMES
INTO PLAY.
SO WE HAVE TO REMEMBER SOME OF THESE.
BUT IN MOST INSTITUTIONS, OUR VOLUNTEERS ARE REALLY HERE TO HELP OUT AND HOPING TO HAVE SOMETHING THAT IS MUTUALLY BENEFICIAL TO THEM.
NOW, THAT'S NOT -- THEY'RE NOT GOING MONETARY REMUNERATION BUT WHAT THEY ARE GETTING IS A SENSE OF COMMUNITY AND PLACE TO BE.
AND SO WE WANT TO REALLY THINK ABOUT WHAT WE -- WHY OUR VOLUNTEERS ARE COMING TO US.
SOME OF US MAY ALREADY KNOW THIS.
MAYBE IT'S A GOOD THING TO ASK.
WHEN PEOPLE ARE COMING TO VOLUNTEER, WHY ARE YOU, YOU KNOW, VOLUNTEERING?
YOU KNOW, WHAT IS YOUR INTEREST IN US?
BECAUSE BY ASKING THAT QUESTION TOO, YOU'RE -- BY FINDING OUT THEIR MOTIVATION, YOU'RE GOING TO BE ABLE TO BETTER PLACE THEM AS WELL.
BECAUSE IF YOU CAN TELL FROM SOMEBODY'S ANSWER TO THAT QUESTION THAT THEY'RE REALLY NOT GOING TO BE HERE FOR THE LONG-TERM, ARE THEY A VOLUNTEER THAT YOU WANT TO PUT INTO COLLECTIONS CARE BECAUSE THOSE VOLUNTEERS ARE REALLY GOING TO REQUIRE A LOT OF TRAINING.
AND SO IS THAT SOMEBODY THAT YOU REALLY WANT TO COMMIT THE TIME FOR.
AND SO, YOU KNOW, THINGS TO THINK ABOUT.
ALWAYS FIGURE OUT WHY PEOPLE ARE VOLUNTEERING.
IF YOU UNDERSTAND THE WHY THEY'RE VOLUNTEERING, IT'S GOING TO HELP YOU TO FIGURE OUT WHERE
THEIR SKILLS ARE GOING TO BE BEST USED AND WHAT SORTS OF PROJECTS YOU'RE GOING TO PUT THEM ON.
SO YOU ALSO WANT TO THINK THOUGH ABOUT WHAT BENEFITS YOU OFFER TO VOLUNTEERS.
IS IT JUST A PLACE TO COME AND BE WITH LIKE-MINDED PEOPLE OR DO YOU OFFER THEM FREE ADMISSION, DO YOU OFFER THEM DISCOUNTS IN YOUR GIFT SHOP, DISCOUNTS IN THE CAFE, IF YOU HAVE ONE.
DO YOU DO AN ANNUAL VOLUNTEER PARTY SO THAT THEY FEEL LIKE THEY'RE BEING APPRECIATED.
EVERYBODY LIKES TO KNOW THAT THE TIME AND THE EFFORT THAT THEY ARE PUTTING INTO SOMETHING, WHETHER OR NOT THEY'RE GETTING PAID, THEY WANT TO KNOW THAT THEIR WORK IS BEING A DEPRECIATED.
AND SO BY HAVING SOME OF THESE BENEFITS FOR YOUR VOLUNTEERS, THAT'S ONE WAY OF SAYING THANK YOU.
OKAY?
THE OTHER WAY, OF COURSE, IS TO JUST PERIODICALLY SAY THANK YOU FOR THE WORK THAT THEY'RE DOING.
AND THEN FINALLY, DO YOU REQUIRE YOUR VOLUNTEERS TO FILL OUT AN APPLICATION.
OKAY?
MAYBE IT'S SIMPLE JUST AS SIMPLE AS NAME AND ADDRESS AND TYPES OF WORK THEY'D BE INTERESTED IN DOING.
BUT YOU CAN ASK ABOUT THEIR SKILL SETS.
YOU CAN ASK ABOUT WHY THEY'RE VOLUNTEERING.
AND ESPECIALLY FOR INTERNS.
A LOT OF US -- A LOT OF INTEREST BY INTERNS AND WE ONLY HAVE SO MANY INTERN SPOTS.
MAYBE YOU HAVE THOSE INTERESTED INTERNS WRITE A SHORT ESSAY ON WHY THEY WANT TO GO THERE. WHY THEY WANT TO GO INTO THE MUSEUM FIELD. WHY DO THEY WANT TO BECOME LIBRARIANS. AT LEAST I KNOW WITH MY STUDENTS AT SIMMONS, I DON'T KNOW IF MANY OF THEM KNOW WHY THEY WANT TO BE A LIBRARIAN YET. SO IT COULD BE A GOOD QUESTION TO ASK. AGAIN, DO THE STUDENTS LOOK LIKE THEY'RE GOING TO BE GOOD INTERNS. WOULD THEY BE SOMEBODY WORTH PUTTING THE EFFORT OF TRAINING AND SUPERVISION IN THAT, YOU KNOW, THEY'RE GOING TO REQUIRE. BECAUSE WE REALLY NEED TO REMEMBER THAT WE CAN'T JUST TAKE ON A VOLUNTEER AND THEN LET THEM AT IT. JUST SAY HI, WELCOME. AND HERE'S WHAT YOU'RE GOING TO DO. OKAY, NOW GO DO IT. OKAY? WE REALLY NEED TO THINK ON THE INSTITUTIONAL LEVEL HAVING SOME SORT OF WRITTEN POLICY FOR OUR VOLUNTEERS OR OUR INTERNS. WHAT ARE WE GOING TO EXPECT VOLUNTEERS AND INTERN TO DO? HOW MUCH TIME ARE WE GOING TO EXPECT THEM TO COMMIT DURING THE WEEK? HOW MUCH -- WHAT SORTS OF WORK ARE WE GOING TO BE WILLING TO LET THEM DO? IT'S GOING TO REALLY DEPEND ON THE VOLUNTEERS THAT YOU HAVE COMING IN. YOU KNOW, DO YOU BASICALLY SAY FOR THE FIRST YEAR, ALL VOLUNTEERS WILL WORK ON THIS
TYPE OF PROJECT OR THIS TYPE OF POSITION.
SO FOR THE FIRST YEAR, ALL VOLUNTEERS WILL BE GREETERS IN THE LOBBY AND WORK THE INFORMATION DESK SO THEY CAN REALLY UNDERSTAND THE INSTITUTION BETTER.
AND THEN AFTER THEY HAVE DONE THAT, THEY CAN BE TRAINED TO WORK IN COLLECTIONS CARE OR THINGS OF THAT NATURE.
DO YOU HAVE SOMEBODY THAT IS REALLY THERE TO BE THE SUPERVISOR FOR THE VOLUNTEERS OR INTERNS?
NOW, MANY OF US THINK ABOUT HOW WE -- WHAT PROJECTS WE REALLY WANT OUR INTERNS OR OUR VOLUNTEERS TO WORK ON.
THEN WE NEED TO REMEMBER THOSE PROJECTS NEED TO BE SUPERVISED BY SOMEBODY ON STAFF.
NOW, OF COURSE, IF YOU'RE AN ALL-VOLUNTEER-RUN GROUP, THE SUPERVISION FALLS TO THE MORE EXPERIENCED VOLUNTEERS TO SUPERVISE THE NEWER OR THE YOUNGER VOLUNTEERS.
SO WE NEED TO THINK ABOUT WHAT WE'RE DOING THERE.
WHO IS GOING TO SUPERVISE HOW MUCH TIME DO THEY REALLY HAVE TO DEDICATE AND THAT IS THAT ACKNOWLEDGED IN THEIR GENERAL WORK LOAD SO THAT THEY HAVE THE TIME TO SUPERVISE THE INTERNS.
I REALLY -- I'VE BEEN IN MANY POSITIONS AND TALKED WITH A LOT OF PEOPLE.
A LOT OF TIMES THE QUALITY OF THE INTERN IS PROPORTIONAL TO THE AMOUNT OF SUPERVISION THEY HAVE GOTTEN.
THAT DOESN'T ALWAYS RING TRUE. THERE'S SOME SUPERB VOLUNTEERS THAT WILL NEED NO SUPERVISION
TOGETHER AND THEN THERE'S THE VOLUNTEERS THAT IT DOESN'T MATTER HOW MUCH YOU SUPERVISE THEM, THEY'RE HOPELESS. THAT'S JUST THE WAY THINGS WORK. WE WANT TO REALLY THINK ABOUT HAVING DEFINED PROJECTS AS WELL AS EXPECTATIONS FOR OUR VOLUNTEERS. MANY PLACES HAVE VERY SPECIFIC TYPES OF PROJECTS THAT THEY HAVE INTERNS WORK ON. ONE OF THE PROJECTS THAT I WORKED ON WHEN I WAS A NEW VOLUNTEER AT THE MINNESOTA HISTORICAL SOCIETY WAS CLEANING -- BASICALLY CLEANING A COLLECTION OF ARCHIVAL RECORDS THAT HAD BEEN IN A FLOOD AND GOTTEN MOLDY. SO AS A VOLUNTEER, I WAS TRAINED IN ALL OF THE PERSONAL PROTECTIVE EQUIPMENT THAT WE TALKED ABOUT WITH TARA LAST WEEK AND I WAS KITED UP, PUT INTO A FUME HOOD AND GIVEN A VACUUM AND SHOWN WHAT TO DO. WHEN I STARTED THAT, I WAS TOLD THE EXPECTATION IS THAT IF YOU ARE HERE, YOU KNOW, EIGHT HOURS A WEEK, WE EXPECT YOU TO GET THROUGH X NUMBER OF FILES IN THAT WEEK. BECAUSE THEY ALSO WANT TO BE SURE THAT, YOU KNOW, YOU'RE GETTING THE WORK DONE PROPERLY BUT ALSO GETTING THE WORK DONE AND NOT SITTING AROUND CHATTING, EATING TEA AND COOKIES. SO NOT ONLY DEFINED THE -- DEFINE THE PROJECT BUT ALSO DEFINE THE EXPECTATIONS AND MAKE THEM VERY CLEAR. NOW, FOR THOSE OF YOU THAT ACTUALLY MANAGE OR SUPERVISE STAFF, SOME OF THIS SHOULD SOUND VERY, VERY FAMILIAR.
WE ALSO WANT TO THINK ABOUT
MAKING SURE THAT ON A CERTAIN
LEVEL OUR VOLUNTEERS HAVE SOME
SORT OF OWNERSHIP OVER THE WORK
THEY'RE DOING.
WHEN YOU'RE DOING THE TRAINING,
LET THEM BE ABLE TO ASK
QUESTIONS, OFFER THEIR OWN
OPINIONS, THEIR OWN
OBSERVATIONS.
LET THEM OFFER THEIR
OBSERVATIONS THROUGHOUT BECAUSE,
YOU KNOW, MAYBE THERE'S A WAY OF
DOING IT THAT YOU HADN’T THOUGHT
ABOUT.
OR MAYBE IF THEY HAVE GOT, YOU
KNOW, A LOT OF QUESTIONS, THIS
WOULD BE AN OPPORTUNITY TO TEACH
THEM A LITTLE BIT MORE.
ESPECIALLY THE INTERNS.
ALWAYS ENCOURAGE YOUR INTERNS
AND YOUR VOLUNTEERS TO TAKE SOME
SEMBLANCE OF OWNERSHIP AND
RESPONSIBILITY AND ASK THE
QUESTIONS.
AND THEN ALWAYS, ALWAYS, ALWAYS
AT THE -- AT THE MINIMUM, AT THE
END OF THE DAY SIT DOWN, DO SOME
QUALITY CONTROL AND EVALUATE THE
WORK THAT THEY'RE DOING.
LET THEM KNOW WHAT THEY'RE DOING
WELL AND THEN START TO REMEDIATE
WHAT THEY NEED TO IMPROVE.
DO SOME EXTRA TRAINING.
YOU KNOW, GENTLE REMINDERS SO
THAT YOU ARE ALWAYS MAKING SURE
THAT YOUR COLLECTIONS ARE BEING
TAKEN CARE OF IN THE WAY THAT
YOU WANT THEM TO AND THAT IT'S
ALL BEING DONE SAFELY.
AND SO IT'S A LOT TO THINK
ABOUT, AND I THINK A LOT OF
TIMES IT'S A STEP THAT IS NOT
NECESSARILY TAKEN IN A LOT OF
INSTITUTIONS.
PART OF DEFINING THE PROJECT IS
THINKING ABOUT HOW MUCH TIME YOU
HAVE. AND EMILY FROM DELAWARE ASKED WHAT TYPES OF PROJECTS DO YOU HAVE TWO WEAK VOLUNTEERS DO. THAT IS A REALLY, REALLY TRICKY ONE.
I HAD A TWO-WEEK INTERN WHEN I WAS AT SYRACUSE. IT WAS REALLY DIFFICULT TO COME UP WITH A GOOD PROJECT. BUT IN MANY WAYS, IF YOU'VE GOT SMALL DISCRETE COLLECTIONS, TAKING SOME TIME TO MAYBE REHOUSE, IMPROVE COLLECTIONS MATERIALS SO IF YOU HAVE AN ARCHIVAL COLLECTION THAT IS JUST IN REGULAR FOLDERS AND STUFFED INTO A PHOTOCOPY PAPER BOX AND YOU HAVE ONE BOX OF IT, THEN MAYBE A GOOD VOLUNTEER PROJECT IS TO TRANSFER, YOU KNOW, ONE TO ONE ALL OF THE CONTENTS TO NEW FOLDERS AND THEN TRANSFER THOSE FOLDERS INTO FLIP-TOP BOXES. AND IF YOU ONLY REALLY HAVE A SMALL DISCRETE COLLECTION, IT COULD ALSO BE A TIME THAT YOU KNOW, IF YOU HAVE ONE FLOP-TOP BOX, MAYBE TWO, IT COULD BE A TIME THAT YOU COULD DO A FINDING AID FOR SOMETHING LIKE THAT. IF YOU ARE, YOU KNOW, IN A MUSEUM, IT COULD BE IMPROVING THE STORAGE FOR ANOTHER SMALL DISCRETE COLLECTION. IT'S GOING TO DEPEND ON YOUR TWO-WEEK -- HOW MANY HOURS IN EACH DAY THOSE TWO-WEEK VOLUNTEERS ARE CONTRIBUTING. SO FOR SOMETHING LIKE THAT, THE BEST THING IS A REALLY SMALL DISCRETE COLLECTION, OR MAYBE YOU'RE TWO-WEEK VOLUNTEER COMES IN IN THE FIRST WEEK AND HELPS YOU TAKE DOWN A SMALL EXHIBIT AND THEN HELPS YOU TO PREPARE AND PUT UP A NEW EXHIBIT.
DEPENDING ON HOW LARGE YOUR EXHIBITS ARE, THAT COULD, AGAIN, BE SOMETHING THAT THEY COULD HELP YOU WORK ON IN THOSE TWO WEEKS.
SO AGAIN, IT'S GOING TO DEPEND ON THEIR SKILLS AND HOW MANY HOURS IN EACH DAY THEY HAVE.
I KNOW A LOT OF MUSEUM STUDY STUDENTS AND LIBRARY SCHOOL STUDENTS WILL DO TWO-WEEK MINI INTERNSHIPS OVER THE WINTER BREAK.
SO I'M GUESSING, EMILY, THAT THAT'S WHERE THAT QUESTION IS COMING IN.
BACKGROUND CHECKS.
I'M GETTING A NOTE FROM KRISTEN THAT WE'RE GETTING A LOT OF QUESTIONS ABOUT BACKGROUND CHECKS.
AND IN THE LATER SECTIONS, WE'LL TALK ABOUT THAT.
BUT YOU REALLY FOR BACKGROUND CHECKS, YOU REALLY WANT TO THINK ABOUT WHAT SORT OF INSTITUTION YOU ARE AND WHAT -- IN MANY WAYS WHAT SORT OF ACCESS TO THE COLLECTIONS YOUR VOLUNTEERS OR YOUR INTERNS ARE GOING TO HAVE.
IF YOU ARE GIVING THEM FREE REIGN THROUGHOUT THE INSTITUTION INTO THE STORAGE AREAS WHERE THEY WILL BE UNSUPERVISED, THEN MAYBE DOING A BACKGROUND CHECK ISN'T A BAD IDEA.
OKAY?
IF THEY'RE JUST GOING TO BE WORKING, SUPERVISED THE WHOLE TIME, IT'S PROBABLY NOT AS NECESSARY.
SO YOU MIGHT ALSO WANT TO THINK, DO YOU ACTUALLY DO BACKGROUND CHECKS ON YOUR STAFF?
BECAUSE IF YOU DON'T DO BACKGROUND CHECKS ON YOUR STAFF, WHY WOULD YOU DO IT ON YOUR
VOLUNTEERS, ESPECIALLY IF YOU'RE ASKING FOR SOME SORT OF REFERENCE?
IT'S A TRICKY SITUATION.
ONE THAT I DON'T THINK NECESSARILY HAS A GOOD ANSWER.
SO WE ALSO, OF COURSE, LOVE THE CONCEPT OF VOLUNTEERS BECAUSE VOLUNTEERS ARE FREE.
WE DON'T HAVE TO PAY THEM.
WE MIGHT GIVE THEM SOME BENEFITS, WE MIGHT THROW A PARTY.
FOR THE MOST PART, IN OUR MINDSETS, VOLUNTEERS ARE FREE.
BUT REMEMBER, VOLUNTEERS ARE FREE LIKE A PUPPY.
OKAY?
THEY NEED THAT SUPERVISION.
THEY NEED THE GUIDANCE.
OKAY?
THEY NEED THE POSITIVE REINFORCEMENT WHEN THEY'RE DOING SOMETHING WELL.
OKAY?
THINK ABOUT, YOU KNOW -- WE WANT TO THINK ABOUT THE FACT THAT YES, WE'RE GETTING WORK DONE FOR FREE BUT IT'S NOT REALLY.
IT IS STILL GOING TO TAKE OUR TIME AND OUR ORGANIZATION TO MAKE SURE THAT IT WORKS WELL.
SO, YOU KNOW, FOR THOSE OF YOU THAT DON'T NECESSARILY HAVE THE STAFFING TO BE ABLE TO MANAGE OR SUPERVISE VOLUNTEERS, I GUESS MY QUESTION WOULD BE HOW MANY VOLUNTEERS DO YOU HAVE AND WHY ARE YOU TAKING ON VOLUNTEERS IF YOU DON'T HAVE THE TIME TO SUPERVISE THEM?
BECAUSE THE UNSUPERVISED VOLUNTEER CAN VERY QUICKLY BECOME A MAJOR PROBLEM.
YOU WANT TO THINK ABOUT ALL OF US HAVE ENCOUNTERED THOSE VOLUNTEERS THAT HAVE TAKEN THE
OWNERSHIP OF WHAT THEY'RE DOING TO A WHOLE OTHER LEVEL.
AND YOU REALLY WANT TO KEEP SOME OF THAT IN CHECK IF YOU CAN,
because once it's gone beyond and that volunteer is now in
their mind in charge of the institution, you've really got a
problem.
Not only with how do you work with this volunteer, but also
how do you let this volunteer down gently so that you don't get into a public relations
nightmare.
Because many of us know some of these volunteers tend to be
fairly prominent in the community and can do some damage
if we handle things incorrectly.
So that why -- having specific projects, having the
expectations and the supervision is so important.
If you can't do that, you need to ask yourself the hard
question of do we really want to take on volunteers, is this the small thing for us to do right
now.
And that's a question I can't answer.
So, you know, can you take them on?
Do you have the staff?
Do you have the time?
You know, can you in the bigger question, can you take on
volunteers?
Or do you have policies that don't allow you to do it or do
you really only have the types of projects and the collections
that really don't lend themselves well to volunteers
for collections care.
Again, in the institutions, the
Academic institutions I've worked at, I have always had people really interested in learning because I'm a book conservator predominantly, wanting to learn about bookbinding and book repair and they are really dying to come in and volunteer. And I couldn't take them on. Either at Northwestern or at Syracuse because we had the unions and because of the unions I couldn't take them on. So remember if you're having people work on collections care in more of a paraprofessional staff level or just a general staff level, it could be problematic for you, especially in the larger institutions. Do you have the right environment for it? And this is where you need to think about what sort of culture do you have at your institution. Do you have a lot of staff members who even if you don't have a union might think that taking on volunteers is going to mean that somebody won't have a job anymore. Or do you have a lot of long-term employees who have always been against volunteers and yours -- somebody new coming in and saying, well, wouldn't it be great if we could take on volunteers and interns? It would really help with this project. It might not be the right environment. Because if you're a lone voice in a bigger crowd, then how do you ensure that that volunteer isn't going to be made to feel
UNWELCOMED, WHICH IS GOING TO THEN BE A BAD SITUATION ALL AROUND FOR EVERYBODY? AND THEN DO YOU HAVE THE APPROPRIATE PROJECTS FOR VOLUNTEERS TO WORK ON? IF YOUR MAJOR PROJECTS REALLY INVOLVE A LOT OF DETAILED WORK IN TERMS OF COLLECTIONS CARE, IF IT WOULD INVOLVE SPENDING A LOT OF TIME IN THE VAULT BUT YOU DON'T HAVE ANYBODY THERE TO SUPERVISE IT OR IF IT INVOLVES WORKING WITH, SAY, A PARTICULARLY SENSITIVE COLLECTION, NOT SO MUCH SENSITIVE IN CONTENT, BUT SENSITIVE IN THIS REALLY SPECIAL HANDLING AND SPECIAL KNOWLEDGE ON THIS TOPIC, YOU KNOW, MAYBE AGAIN THAT'S -- YOUR VOLUNTEERS COULD BE USED IN OTHER PLACES BETTER.

WE RUN INTO THIS A LOT IN TERMS OF DISASTER RESPONSE AND DISASTER RECOVERY.

SO FOR THOSE OF YOU THAT HAVE HAD A DISASTER, YOU PROBABLY KNOW THE VOLUNTEERS COME OUT OF THE WOOD WORK WANTING TO HELP. BUT IF THEY DON'T ACTUALLY KNOW HOW TO HANDLE WATER DAMAGED OR FIRE DAMAGED COLLECTIONS MATERIALS, THEY CAN DO MORE DAMAGE.

AND SO HERE WOULD NOT BE AN APPROPRIATE PROJECT FOR YOUR VOLUNTEERS TO WORK ON. WHEREAS MAKING THE COFFEE, MAKING THE HOT APPLE CIDER, BAKING THE COOKIES TO KEEP THE PEOPLE THAT ARE DOING THAT WORK FED AND RELAXED, THAT WOULD BE A GREAT PROJECT.

SO A NONCOLLECTIONS CARE PROJECT.

SO THOSE ARE SOME THINGS TO
THINK ABOUT WITH YOUR VOLUNTEERS.
AND I HAVE A COUPLE QUESTIONS.
IS IT -- IS IT REQUIRES TO PAY WORKMEN'S COMP FOR VOLUNTEERS.
WHEN YOU DO TAKE ON VOLUNTEERS,
YOU REALLY WANT TO CHECK WITH YOUR INSURANCE COMPANY TO SEE WHAT SORT OF COVERAGE YOU ARE GOING TO NEED IN TERMS OF LIABILITY FOR YOUR VOLUNTEERS.
I DON'T KNOW OF ANYBODY WHO IS PAID WORKMEN'S COMP, BUT THEY DON'T HAVE THE LIABILITY INSURANCE WITHIN THEIR OVERALL INSURANCE PACKAGE THAT WILL PAY FOR, YOU KNOW, IN SORT OF INJURY.
SO IT'S NOT NECESSARILY WORKMEN'S COMP, BUT MOST PLACES THAT TAKE ON VOLUNTEERS, ESPECIALLY IF YOU'RE TAKING ON VOLUNTEERS TO WORK ON COLLECTIONS CARE PROJECTS SUCH AS CLEANING, IF YOU HAVE YOUR VOLUNTEERS DOING ANY SORT OF BASIC REPAIRS THAT WOULD INVOLVE ANY SORT OF SHARP IMPLEMENTS OR IF YOU HAVE VOLUNTEERS LIKE I DID WITH MY FIRST ONE, WORKING ON MOLDY ITEMS, IF I HAD GOTTEN ILL FROM THE MOLD, THE INSTITUTION'S INSURANCE WOULD HAVE COVERED MY MEDICAL EXPENSES.
BUT LUCKILY WE WERE ALWAYS SO CAREFUL WITH THE PERSONAL PROTECTIVE EQUIPMENT WE DIDN'T HAVE THAT.
BUT YOU DEFINITELY WANT TO SPEAK WITH YOUR INSURANCE COMPANY ABOUT THE LIABILITY INSURANCE FOR YOUR VOLUNTEERS.
WHAT DO YOU DO IF YOUR VOLUNTEERS NO MORE THAN THEIR SUPERVISOR?
OH, BETTY, A GOOD QUESTION.
THAT ONE IS REALLY DIFFICULT.
BECAUSE THERE’S A COUPLE OF WAYS
THAT WE CAN APPROACH THAT
QUESTION.
DOES THE VOLUNTEER REALLY KNOW
MORE THAN THE SUPERVISOR OR DO
THEY JUST THINK THEY KNOW?
AND THAT CAN BE A TRICKY THING.
AS WE ALL KNOW, SOMETIMES IT’S
DIFFICULT TO DEAL WITH THE
KNOW-IT-ALLS.
I GUESS THE QUESTION WOULD BE IS
WHEN THIS PERSON CAME TO YOU TO
VOLUNTEER, WERE THEY COMING FROM
THE PROFESSION?
WAS IT SOMEBODY THAT HAD RETIRED
FROM A MUSEUM AND MOVED TO A NEW
LOCATION AND NOW THEY WANT TO
VOLUNTEER FOR THEIR SMALL
HISTORICAL SOCIETY.
THEN THEY MAY KNOW MORE THAN
THEIR SUPERVISOR.
AND ONE WOULD HELP THAT THE
SUPERVISOR WOULD TAKE ANYTHING
THAT THEY SAY UNDER ADVISEMENT
AND THANK THEM FOR THE KNOWLEDGE
THAT THEY ARE SHARING, BUT
ALSO -- IT COULD BE A GOOD
OPPORTUNITY FOR TWO-WAY
LEARNING.
THE VOLUNTEER COULD LEARN THAT
MAYBE COMING FROM A LARGER
INSTITUTION TO A SMALL
INSTITUTION, THEY CAN’T DO
EVERYTHING PERFECTLY.
THEY CAN’T STRIVE FOR THAT
IDEAL.
BECAUSE THEY JUST DON’T HAVE THE
MONEY TO DO IT.
YOU KNOW, THEY MAY NOT BE ABLE
TO AFFORD ALL OF THE EXPENSIVE
BOXES AND EXPENIVE FOLDERS THAT
THE VOLUNTEER IS SAYING THEY
SHOULD USE.
BUT MAYBE THE SUPERVISOR IS
GIVING THE OPPORTUNITY TO SAY
MAYBE IF WE BOUGHT THE ACID-FREE
FOLDERS THAT MAYBE WE CAN GO WITH A LESS EXPENSIVE BOX IF WE'RE DOING THE FOLDER CORRECTLY. MAYBE THERE'S A WAY PEOPLE CAN LEARN FROM EACH OTHER IN -- AND REALLY STRIVE TO KEEP ANY SORT OF EGOS OUT OF IT. IS THAT EASY TO DO? NO. AM I GOOD AT IT? NOT ALWAYS. SOMETIMES I AM, SOMETIMES I'M NOT. AND I THINK IT'S SOMETHING THAT YOU JUST HAVE TO WORK OUT FOR YOURSELVES SOMETIMES. BUT TAKE IT DIPLOMATICALLY, I GUESS, IS THE BEST WORD. OH, KAREN, HOW DO YOU DEAL WITH THOSE THAT TAKE ON OWNERSHIP IN THE ALL-VOLUNTEER ORGANIZATION? ESPECIALLY WHEN THEY'RE THE ONES IN CHARGE. YOU KNOW, THAT'S REALLY HARD. AND IN MANY OF THE INSTITUTIONS THAT I'VE WORKED WITH THAT HAVE HAD THIS PROBLEM, THEY TRY ALL SORTS OF DIFFERENT METHODS. THEY TRY THE GENTLE SUGGESTIONS. THEY CAN TRY THE BLUNTLY. AND THEN SOMETIMES YOU JUST HAVE TO WAIT IT OUT AND TRY TO DO THE BEST FOR THE COLLECTIONS THAT YOU CAN. SO THAT THEY ARE BE STABLE UNTIL THAT PERSON LEAVES THE INSTITUTION. IS THAT EASY? NO. BUT IT'S REALLY A TRICKY, DIFFICULT SORT OF SITUATION TO BE IN. AND NOT ALWAYS A GOOD ANSWER FOR THAT. PERIODICALLY QUESTIONS LIKE THAT
COME UP ON THE LIST SERVES.
AND PEOPLE DEAL WITH IT IN MANY
DIFFERENT WAYS.
AND THEN A LOT OF TIMES THE
FINAL ACTION IS TO JUST WAIT IT
OUT, UNFORTUNATELY.
SO ALWAYS REMEMBER THAT
VOLUNTEERING IS DONE BY CHOICE.
OKAY?
IF YOU HAVE PEOPLE BEING
ASSIGNED TO YOU, THAT'S NOT A
VOLUNTEER.
VOLUNTEERS WILL BE COLLECTIVE OF
WHERE THEY WORK, WHEN THEY WORK
AND WHAT THEY DO.
AND SO PART OF FINDING THE RIGHT
VOLUNTEER FOR YOUR PROJECT WILL
BE TRYING TO GET AT THESE
WHERE'S, WHENS AND WHATS.
AND SOMETIMES YOU JUST HAVE TO
VERY BLUNTLY ASK THE QUESTIONS.
AND JUST REMEMBER, THESE PEOPLE
ARE THERE BY CHOICE.
IF THEY DON'T WANT TO DO IT,
THEY WILL WALK AWAY.
HOPEFULLY.
AND SO I ALWAYS TRY TO FIND THE
RIGHT VOLUNTEER OR INTERN FOR
THE PROJECT YOU'RE WORKING ON.
THAT JUST INVOLVES TALKING TO
PEOPLE.
SO I WANT TO MOVE ON TO A BIT
ABOUT TRAINING NOW.
AND WE WANT TO THINK ABOUT WHEN
WE'RE TALKING ABOUT TRAINING
STAFF AND VOLUNTEERS AND
COLLECTIONS CARE, WE WANT TO
MAKE SURE THAT WE ARE PLANNING
WHAT WE'RE DOING, WE'RE NOT JUST
GOING TO GO INTO THIS BLIND.
WE WANT TO MAKE SURE THAT WE
HAVE ACTIVITIES FOR THEM.
ESPECIALLY IN COLLECTIONS CARE.
IT'S ALL WELL AND GOOD TO TALK
TO SOMEBODY ABOUT HOW YOU ROLL A
QUILT ON A TUBE.
IT'S AN ENTIRELY DIFFERENT
ANIMAL WHEN YOU HAVE SAMPLE QUILTS AND SAMPLE TUBES AND ALL OF THE TISSUE AND THE TYVEK FABRIC TO WRAP AROUND IT AND ACTUALLY PRACTICE IT. IT MAKES A HUGE DIFFERENCE. AND PRACTICING ON NONCOLLECTION MATERIALS. THAT CAN BE REALLY HELPFUL, ESPECIALLY IF THERE COULD BE DAMAGE INCURRED IF YOU DON'T DO SOMETHING CORRECTLY. AND SO THINK ABOUT HAVING ACTIVITIES. HAVE RESOURCES. YOU KNOW, SOMETIMES PEOPLE -- PEOPLE DO LEARN DIFFERENTLY. SO SOME PEOPLE MIGHT LEARN JUST FROM LISTENING TO WHAT YOU'RE SAYING. SOME PEOPLE MAY HAVE TO DO IT TO FIGURE OUT HOW IT'S DONE AND THEN THERE'S THE PEOPLE THAT REALLY NEED THAT DIAGRAM. SO BY HAVING MULTIPLE WAYS OF SHARING THE INFORMATION, YOU'LL BE ABLE TO GET ACROSS THE INFORMATION TO EVERYBODY WHO IS PARTICIPATING. AND THEN ALWAYS MENTOR. AGAIN, THIS IS TAKING THAT CONCEPT OF SUPERVISION MAYBE TO A DIFFERENT LEVEL AND REALLY WORKING WITH THE PEOPLE THAT YOU'RE TRYING TO TRAIN? AND ABOVE ALL, HAVE FUN. PEOPLE WILL RETAIN THE INFORMATION BETTER IF THEY ARE ENJOYING THEMSELVES. HENCE WHY I'M ALWAYS PUTTING IN THESE FUNNY CARTOONS TO, YOU KNOW, GIVE YOU ALL A LITTLE BIT OF A CHUCKLE AND HOPEFULLY MAKE THIS A LITTLE BIT MORE FUN SO THAT YOU REMEMBER WHAT IS GOING ON. SO WHEN WE'RE THINKING ABOUT
PLANNING OUR TRAINING SESSIONS, WHO IS THE TRAINING SESSION FOR? BECAUSE IF WE ARE DOING A TRAINING SESSION FOR JUST STAFF OR JUST VOLUNTEERS, WE WILL PROBABLY TAKE A VERY DIFFERENT APPROACH THAN IF WE WERE DOING IT FOR A MIXED CROWD. SO FIRST OF ALL, WE WANT TO ASK OURSELVES WHO IS THE TRAINING FOR. IF WE'RE DOING SECURITY TRAINING FOR STAFF, IT'S GOING TO BE VERY DIFFERENT THAN SECURITY TRAINING FOR VOLUNTEERS. LIKE-WISE, HANDLING PRACTICES CAN BE VERY DIFFERENT FOR STAFF AND VOLUNTEERS BECAUSE THEY'RE ACTUALLY GOING TO BE HANDLING DIFFERENT THINGS. OR THEY NEED MORE KNOWLEDGE AS THE STAFF BECAUSE IF YOU'RE DOING TRAINING FOR STAFF, IT COULD BE THE SORT OF THING THAT YOU'RE TRAINING THE STAFF TO THEN BE ABLE TO TRAIN AND SUPERVISE THE VOLUNTEERS. DO YOU ALREADY HAVE AN EXISTING BASELINE OF KNOWLEDGE EITHER WITHIN YOUR STAFF OR YOUR VOLUNTEERS OR DO YOU NEED TO START FROM SCRATCH? SO DO YOU NEED TO PLAN A SERIES OF TRAINING SESSIONS, ONE THAT STARTS WITH THE BASICS TO GET EVERYBODY ON THE SAME PAGE AND THEN SUBSEQUENT WORKSHOPS THAT CAN TAKE YOU BEYOND THE BASIC? BUT YOU KNOW, YOU WANT TO BE SURE EVERYBODY HAS THAT SAME BASELINE OF KNOWLEDGE. BECAUSE IF YOU START AND YOU TRAIN PEOPLE HOW TO PACK TEXTILES INTO BOXES AND YOU'RE TALKING ALL THE TIME ABOUT -- AND USED BUFFERED TISSUE FOR COTTONS AND LINENS AND USE
UNBUFFERED TISSUES FOR SILKS AND WOOLS, IF YOU HAVE PEOPLE COMING IN THAT DIDN'T KNOW THE DIFFERENCE BETWEEN COTTON, LINEN AND SILK AND WOOL OR DON'T KNOW THE TERMS "BUFFERED" AND "UNBUFFERED" IT'S GOING TO BE HARD TO GET GOOD QUALITY WORK IF THEY DON'T HAVE THE BASELINE OF KNOWLEDGE.

WHO WILL DO THE TRAINING AND ARE THEY A GOOD CHOICE?
SO ARE YOU GOING TO HAVE INHOUSE STAFF DO IT OR CAN YOU BRING SOMEBODY IN FROM THE OUTSIDE? YOU KNOW, CAN YOU WRITE AN N.E.H. PREERVATION ASSISTANCE GRANT TO GET STAFF AND TAKE THE TRAINING AND SHARE IT WITH THE VOLUNTEERS?
DO YOU HAVE SOMEBODY IN YOUR AREA THAT MAY BE IS A RETIRED PROFESSIONAL THAT ACTUALLY WOULD BE HAPPY TO BECOME A VOLUNTEER AND DO THIS FOR YOU ON A VOLUNTEER BASIS?
AND THEN WHEN YOU'RE THINKING ABOUT DOING TRAINING, REALLY TRY TO THINK ABOUT IN ANY ONE TRAINING SESSION, ESPECIALLY WHEN YOU'RE WORKING WITH COLLECTIONS CARE TO FOCUS ON THREE MAIN MESSAGES AND REPEAT THEM OVER AND OVER AND OVER. SO AGAIN, GOING BACK TO IF YOU'RE PACKING TEXTILES. BUFFERED FOR COTTONED AND LINENS, UNBUFFERED FOR SILKS AND WOOLS.
YOU'RE GOING TO REPEAT THAT THROUGHOUT THE SESSION EVERY TIME YOU'RE TALKING ABOUT THESE SORTS OF MATERIALS. AND THEN THINK ABOUT, YOU KNOW, HOW DO YOU SIZE A BOX. SO EACH TIME YOU'RE TALKING ABOUT STORING SOMETHING, HOW DO
YOU PICK THE RIGHT SIZE BOX.
OR HOW DO YOU DECIDE IF YOU’RE GOING TO BOX OR ROLL?
SO THOSE THREE MIGHT BE THE MAIN CONCEPTS TO GET ACROSS AND REPEAT THEM THROUGHOUT THE SESSION.
SO THINGS TO THINK ABOUT SO THAT BASICALLY YOU DON’T FALL OUT OF THE TREE.
DEFINITELY THINK ABOUT ACTIVITIES.
FOR MANY OF THE COLLECTIONS CARE TYPES OF PROJECTS THAT WE’LL HAVE STAFF AND VOLUNTEERS DOING, THEY’RE VERY MUCH HANDS ON SORTS OF THINGS.
SO WE WANT TO MAKE SURE THAT WE HAVE TIME FOR ACTIVITIES.
SO IF YOU’RE DOING IN-PERSON TRAINING, DON’T TRY TO CRAM TOO MANY INFORMATION INTO A SESSION.
AND I CAN -- YOU CAN PROBABLY TELL FROM MY STYLE OF TEACHING, I REALLY HAVE A HARD TIME WITH THIS.
BUT YOU WANT TO MAKE SURE YOU HAVE ACTIVITIES SO YOU CAN GET PEOPLE UP AND BE ACTIVE.
ANOTHER GREAT EXAMPLE, ANY OF YOU WHO HAVE GONE THROUGH CPR TRAINING KNOW IT’S ALL WELL AND GOOD TO LISTEN TO THEM TALK ABOUT HOW YOU DO CPR.
IT’S AN ENTIRELY DIFFERENT THING WHEN YOU GET ON THE LITTLE -- WELL, NOW THE COMPUTERIZED GUYS.
I WAS USED TO ANNIE WHEN I STARTED OUT.
BUT IT’S A DIFFERENT THING BECAUSE THERE’S SO MUCH HAVE A PEOPLE NEED TO LEARN IN TERMS OF HOW YOU HANDLE THINGS.
HOW TIGHTLY CAN YOU HOLD SOMETHING THAT IS FRAGILE.
HOW DO YOU CAREFULLY SUPPORT IT SO THAT YOU DON’T DAMAGE
SOMETHING?
WHEN YOU’RE DEALING WITH A CRAZY
QUILT WITH A LOT OF SILK THAT IS
WANTING TO CRUMBLE, HOW DO YOU
ACTUALLY HANDLE THAT?
WHAT DOES IT FEEL LIKE WHEN YOU
GET THAT IN YOUR HANDS?
AND HOW MUCH PRESSURE IS TOO
MUCH?
FIRST TIME I DID CPR, I THINK I
BROKE EIGHT RIBS.
SO I HAD TO DO IT AGAIN.
SO EVERYBODY NEEDS TO HAVE THAT
ACTIVITY TO ACTUALLY REALLY
LEARN AND ENGRAIN THOSE
COLLECTIONS CARE TECHNIQUES INTO
THEIR HEAD AND INTO THEIR HANDS.
IF YOU HAVE A SESSION WITH A
BUNCH OF PEOPLE AND YOU’RE
ROLLING QUILTS OR YOUR PACKING
DOCUMENTS INTO CRATES BECAUSE
YOU’RE DOING SOME DISASTER
RECOVERY TRAINING OR YOU’RE
TEACHING PEOPLE HOW TO CLEAN
BOOKS, YOU WANT TO BE SURE THAT
EVERYONE IN THE SESSION HAS THE
CHANCE TO DO THE WORK AND NOT
JUST SIT BACK AND WATCH AND
LISTEN.
IT’S VERY IMPORTANT.
SOME PEOPLE MIGHT NOT FEEL
COMFORTABLE DOING THIS.
THIS IS WHERE HAVING SPECIAL
MATERIALS THAT YOU CAN JUST USE
FOR TRAINING REALLY HELPS.
AND I CAN DEFINITELY PUT A PLUG
IN, IF YOU ARE LOOKING FOR
COLLECTION-TYPE MATERIAL THAT
YOU CAN DO A LOT OF TRAINING ON.
IF YOU’RE IN A LOCATION THAT
ACTUALLY HAS YOU TAKE THE
GARBAGE TO THE TRANSFER STATION,
THERE’S OFTEN SWAP SHOPS.
SWAP SHOPS ARE A GREAT PLACE TO
GET SAMPLE MATERIALS.
BUT ALSO THINK ABOUT YOUR LOCAL
SALVATION ARMY, YOUR GOODWILL.
There's a lot of ways to get materials that will mimic your collection materials that people don't have to be afraid of accidentally damaging in a training session. So be thinking about that. And again, building some form of assessment into the training session. Not just for the participants, but also for the trainer. Because you may be trying to teach people how to do things and they just don't understand it. And so we need to both get feedback in these sorts of situations. And so be sure that you're doing an assessment for the participants as well as for the instructor. Think about those resources. We've always flown at one time or another. We've all sat and watched the safety talk or not as the case may be over and over and over again. But they always also have the little cart in the seat pocket so for those people that really just want some other way to get that information, they have it. And so it's really important to have support materials for any training session. So for example here we've always made sure there's links to further information. You had the reading that you could do for these sessions. And then also giving you the power point slides as well as the recordings so you can go back and refer.
SO YOU'RE NOT EXPECTED TO REMEMBER EVERYTHING THE FIRST TIME AROUND. AND SO THIS IS JUST A WAY TO GIVE PEOPLE THE OPPORTUNITY TO GO OH, I REMEMBER THEY TALKED ABOUT THAT, AND I CAN'T REMEMBER WHAT THEY SAID. YOU HAVE THOSE SUPPORT MATERIALS TO DO BACK TO. ANOTHER REALLY GOOD RESOURCE TO THINK ABOUT WOULD BE JUST HAVING IN GENERAL A BIG BINDER FOR YOUR STAFF AND YOUR VOLUNTEERS ON YOUR GUIDELINES FOR HOW TO DO SOME OF THESE THINGS. HERE IS OUR IN-HOUSE MANUAL FOR STORING MATERIALS. HERE'S OUR IN-HOUSE MANUAL ON HOW WE WILL PROCESS COLLECTIONS AND, YOU KNOW, CREATE FINDING AIDS. THINGS OF THAT NATURE. HERE'S HOW WE GIVE THINGS NUMBERS. BECAUSE YOU MIGHT HAVE INTERNS OR VOLUNTEERS DOING THAT. HAVING THE GOOD LINES IN A SPECIFIC BINDER CAN HELP. KEEP THESE SORTS OF GUIDELINES VERY SIMPLE AND DIRECT. BULLET POINTS, LISTS, DIAGRAMS ARE REALLY, REALLY HELPFUL. THINK ABOUT THOSE QUICK REFERENCES YOU GET WHEN YOU BUY NEW ELECTRONICS. OKAY? MAYBE SOME OF THEM AREN'T VERY GOOD. SOME ARE PRETTY HELPFUL. THEY'RE SIMPLE, STRAIGHTFORWARD. GETS YOU GOING. AND THEN DEPENDING ON YOUR AUDIENCE, YOU CAN ALWAYS PROVIDE FURTHER READINGS. THERE'S SOME PEOPLE THAT WANT TO LEARN MORE.
HOPEFULLY THOSE PEOPLE ARE YOUR INTERNS.
YOU MIGHT HAVE STAFF THAT IS STARTING TO GET REALLY INTERESTED IN A PARTICULAR ASPECT AND THEY WANT TO IMPROVE THEIR SKILLS.
OR YOU MIGHT JUST REALLY HAVE INTERESTED VOLUNTEERS.
SOMETIMES YOU’LL GET THE PEOPLE THAT REALLY AREN’T INTERESTED IN FURTHER READINGS, BUT HAVING FURTHER READINGS FOR THOSE THAT WANT IT IS GOING TO BE REALLY HELPFUL.
SO -- AND THEN FINALLY DON’T FORGET TO MENTOR.
DO NOT TRAIN AND ABANDON PEOPLE.
BECAUSE MOST OF US KNOW THAT WE HAVE -- WE CAN’T JUST ABANDON PEOPLE.
WE WANT TO REGULARLY COMMUNICATE WITH OUR STAFF OR OUR VOLUNTEERS ON HOW THINGS ARE GOING.
SO WHAT I WANT TO DO NOW IS I’VE GOT ONE QUESTION FROM MARGO.
DO I HAVE ANY SUGGESTIONS FOR TRAINING WHEN ALL OF THE VOLUNTEERS THAT COME IN ON DIFFERENT DAYS AND DIFFERENT TIMES?
WHEN YOU HAVE SOMETHING LIKE THAT, IF YOU HAVE THE TIME OR THE VOLUNTEER THAT IS PARTICULARLY SAVVY, ACTUALLY SETTING IT UP AS A POWER POINT THAT THE STAFF -- OR THE VOLUNTEERS CAN WORK THROUGH ON -- FOR THE BASICS CAN BE REALLY HELPFUL.
BUT WHEN IT COMES TO ANY OF THE ACTUAL ACTIVITIES, YOU DO STILL NEED TO TAKE THE TIME TO DO THE TRAINING WITH EACH INDIVIDUAL.
SO YOU MIGHT DO A POWER POINT PRECIPITATION FOR THEM THAT THEY CAN WATCH ON THEIR OWN.
YOU COULD MAKE A YOUTUBE VIDEO
THAT THEY ARE REQUIRED TO WATCH.
BUT THEN EACH INDIVIDUAL,
ESPECIALLY IF YOU'RE DOING ANY
SORT OF HOUSING OR HANDLING OF
COLLECTIONS, THAT WILL STILL
NEED SOME IN-PERSON TRAINING.
TO GIVE THEM THAT FEEDBACK ON
HOW WELL THEY'RE DOING IT.
SO YOU CAN DO MIXED.
SOME OF IT CAN BE INDIVIDUAL.
BUT THEN SOME OF IT CAN BE ON
THEIR OWN SO YOU DON'T HAVE TO
TAKE THE TIME.
AND WE'RE ACTUALLY GOING --
THAT'S A PERFECT QUESTION TO
SEGUE INTO THIS LAST SEGMENT.
SO WHAT WE'RE DOING, WE DON'T
HAVE TO REINVENT THE WHEEL.
TAKING CARE HAS A LOT OF
ARTICLES ON COLLECTIONS CARE
TOPICS.
AND THOSE ARE FROM THE MUSEUM
CONSERVATION INSTITUTE AT THE
SMITHSONIAN.
SO THAT CAN BE SOME OF YOUR
HANDOUTS RIGHT THERE.
IT CAN BE SOME OF THE PRIOR
READING TO DOING SOME OF THE
COLLECTIONS CARE WORK.
THE WYOMING STATE MUSEUMS
COLLECTIONS CARE MANUAL IS A
GREAT ONE TO BORROW INFORMATION
FROM TO WRITE YOUR OWN
COLLECTIONS CARE MANUAL.
"IN SAFE HANDS" IS A SERIES OF
WEBINARS FROM THE ESTABLISH
LIBRARY.
YOU DON'T HAVE TO MAKE YOUR OWN
YOUTUBE VIDEO.
YOU CAN BORROW FROM OTHERS.
AND SAVING YOUR TREASURES, WHICH
ARE A SERIES OF VIDEOS AND
ARTICLES THAT WERE DONE BY NET
ESHGS -- NEBRASKA.
THOSE ARE STARTING POINTS.
IF YOU'RE DOING COLLECTIONS
MANAGEMENT AND PREFERABLY HERE IT'S REALLY GOING TO ONLY BE YOUR STAFF OR EXPERIENCED VOLUNTEERS. BECAUSE THIS IS WHERE YOU ARE DESCRIBING ITEMS AND LABELLING THEM. AND SO WE REALLY WANT TO BE SURE THE PEOPLE DOING THIS HAVE THE SKILLS, HAVE THE KNOWLEDGE. THIS IS WHERE -- THIS IS GOING TO BE SOMETHING THAT IS PREDOMINANTLY GOING TO BE STAFF AND REALLY ONLY VOLUNTEERS THAT HAVE BEEN WITH YOU FOR A LONG TIME OR VOLUNTEERS WHO COME WITH PRIOR KNOWLEDGE. AND THERE'S A GOOD -- THE SOUTH AUSTRALIAN COMMUNITY HISTORY PROGRAM HAS A LITTLE VIDEO ON HOW TO LIABLE DIFFERENT MATERIALS. AND SO IF YOU WANT A REFRESHER, IF YOU WANT MORE INFORMATION, THIS IS SOMETHING THAT YOU CAN HAVE YOUR STAFF WATCH.

STORAGE.

STAFF ARE PREDOMINANTLY GOING TO BE THE PEOPLE WORKING ON DOING THE STORING OF THE MATERIALS, THE PACKAGING AND ALL OF THAT. YOU CAN ALSO HAVE IT BE DONE BY SUPERVISED VOLUNTEERS AND INTERNS. WHO WILL BE DOING WHAT DEPENDS ON WHAT CONDITION THE MATERIALS ARE IN. VOLUNTEERS AND INTERNS ARE GREAT TO USE FOR THOSE COLLECTIONS THAT ARE IN REALLY GOOD CONDITION AND JUST NEED BOXING. FOR THOSE REALLY FRAGILE MATERIALS, IF YOU'VE GOT A REALLY OLD SILK WEDDING GOWN, THAT MIGHT BE SOMETHING YOU WANT THE STAFF TO WORK ON RATHER THAN VOLUNTEERS.
THERE'S A LOT OF FIDDLELY BITS AND FABRICS THAT COULD BE DAMAGED IF THEY'RE NOT HANDLED CORRECTLY.
MAKE SURE THAT YOU HAVE THE SUPPLIES, THE MATERIALS AND THE SPACE FOR THE STAFF AND THE VOLUNTEERS TO BE ABLE TO EASILY DO THE WORK THAT THEY NEED.
IF YOU'RE TRYING TO CRIME VOLUNTEERS AND INTERNS INTO A TINY LITTLE CORNER AND THEY DON'T HAVE THE SPACE TO SAFELY HANDLE THINGS, THEN COLLECTIONS WILL BE DAMAGED.
THE SAME CAN GO FOR YOUR STAFF, TOO.
HOPEFULLY THE STAFF HAS A LITTLE BIT MORE ROOM.
AND FOR STORAGE PRACTICES, HANDS-ON TRAINING IS REALLY GOING TO BE IMPORTANT.
SO STORAGE CONTAINERS, SUPPORTS AND MOUNTS IS A GOOD ARTICLE FROM THE MINNESOTA HISTORICAL SOCIETY AS WELL AS STORAGE FURNITURES.
ANOTHER GOOD ARTICLE FROM THE MINNESOTA HISTORICAL SOCIETY. CARING FOR CULTURAL OBJECTS FROM THE BURKE MUSEUM.
IF YOU HAVE NATURAL HISTORY IS A GOOD VIDEO.
GENERAL COLLECTIONS HANDLING GUIDELINES ARTICLE FROM THE SOUTH AUSTRALIAN COMMUNITY HISTORY.
WHAT I WANT TO DO NOW IS GIVE YOU A LITTLE SAMPLE OF THE NEBRASKA PBS AND NEBRASKA STATE HISTORICAL SOCIETY PROJECT ON SAVING YOUR TREASURES.
SO WE'RE JUST GOING TO WATCH A LITTLE BIT ON HOW TO FOLD TEXTILES.
WE WON'T GET INTO THE ROLLING TEXTILES IN THIS.
IF YOU WANT TO PUT A QUILT OR ANY TEXTILE INTO STORAGE, FOLLOW THESE STEPS.
WRITE A DESCRIPTION OF IT LISTING THE DIMENSIONS OF THE PIECE AND WHY IT'S IMPORTANT TO YOU OR YOUR FAMILY.
MAKE SURE THE QUILT IS CLEANED BEFORE YOU STORE IT.
IF IT'S TOO OLD OR FRAGILE TO BE CLEANED, CONSULT A CONSERVATOR.
REMOVE ANYTHING THAT MIGHT SNAG ON THE QUILT.
SCRUNCH SOME ACID-FREE TISSUE IN WHAT ARE CALLED SAUSAGES IN THE FOLDS, THIS WILL HELP IT FROM DETERIORATING.
AVOID TISSUES FROM DEPARTMENT STORES.
THEY CONTAIN ACIDS THAT WILL HARM YOUR QUILT.
STORE YOUR QUILT IN AN ACID-FREE BOX LINED WITH ACID-FREE TISSUE.
PLACE A PHOTO ON THE OUTSIDE OF THE BOX FOR EASIER IDENTIFICATION.
SLIP THE BOX INTO A PLASTIC BACK AND SEAL IT WITH TAPE TO PROTECT IT IN THE EVENT OF A WATER LEAK OR FLOODING.
AND REMEMBER TO REFOLD PERIODICALLY WITH FRESH TISSUE.
TAKING THESE STEPS WILL ENSURE THAT YOUR TREASURED QUILT REMAINS IN THE FAMILY FOR GENERATIONS TO COME.

>> IF YOU DON'T WANT TO FOLD YOUR OBJECT --

>> THANK YOU, KRISTEN.
SO YES, THESE NEBRASKA VIDEOS ARE GEARED MORE TOWARDS THE GENERAL PUBLIC, BUT THERE WAS A LOT OF REALLY GOOD INFORMATION IN THAT LEGAL 1:24 SECOND SNIPPET THAT WE WATCHED.
SO IT COULD BE A GOOD WAY TO SHOW THIS TO YOUR VOLUNTEERS OR
TO YOUR STAFF AND MAYBE TALK ABOUT SOME OF THE ISSUES.
WHY ARE THEY PUTTING INTO IT A PLASTIC BAG.
IS THAT SOMETHING THAT WE WOULD NEED TO DO?
I LOVE THE IDEA OF PUTTING ON A DIGITAL IMAGE OF IT BECAUSE YOU KNOW, ONCE YOU GET MORE AND MORE BOXES YOU HAVE NO IDEA WHAT IS IN THEM.
SO JUST TO GIVE YOU A SENSE OF WHAT IS OUT THERE IN TERMS OF THE VIDEO.
I DO JUST WANT TO GIVE A CAVEAT ON VIDEOS.
BECAUSE NOT ALL VIDEOS ARE MADE THE SAME.
AS MANY OF US PROBABLY KNOW FROM JUST SCANNING YOUTUBE, THERE’S SOME PRETTY SCARY THINGS OUT THERE.
SO IF YOU’RE JUST STARTING OUT, I WOULD REALLY STICK TO THE RESOURCES THAT WE'RE GIVING YOU HERE AND NOT JUST DO A GENERAL TROLL OF YOUTUBE.
ACTUALLY GOING TO OTHER INSTITUTIONAL SITES WILL BE MUCH BETTER THAN YOUR AVERAGE YOUTUBE VIDEO.
I’VE SEEN SOME SCARY ONES.
TRAINING FOR HANDLING COLLECTIONS.
THIS IS GOING TO BE EVERYBODY.
AND HERE HAND-ON TRAINING IS REALLY IMPORTANT.
BECAUSE PEOPLE MAY NOT REALLY UNDERSTAND HOW SOME THINGS CAN GET DAMAGED IF YOU AREN’T HANDLING THEM CAREFULLY.
ESPECIALLY IF YOU HAVE OVERSIZED MATERIALS.
OVERSIZED TEXTILES, OVERSIZED MAPS, OVERSIZED BOOKS.
ACTUALLY DOING THE TRAINING SO PEOPLE CAN GET A SENSE OF JUST
HOW TRICKY THESE MATERIALS ARE IS REALLY IMPORTANT.
SO HANDLING MUSEUM OBJECTS FROM THE ARTICLE FROM HERITAGE AND LIBRARIES BRANCH IN ONTARIO, THE NEW BEDFORD WHALING MUSEUM ACTUALLY HAS A NICE LITTLE -- IT'S ACTUALLY A HANOUT.
A NICE LITTLE CARE AND HANDLING OBJECTS HANDOUT.
THAT WOULD BE GOOD TO SHARE WITH THE STAFF AND VOLUNTEERS.
TO GLOVE OR NOT TO GLOVE.
HERE'S THAT TOPIC AGAIN.
THE MINNESOTA HISTORICAL SOCIETY DID A REALLY GREAT VIDEO ON THAT.
SAVING YOUR TREASURES FROM NET NEBRASKA AGAIN.
THE VOLUNTEER TRAINING BANK AT THE MUSEUM OF LONDON HAS SOME REALLY GOOD ARTICLES ON PRESENTATIONS TO GET YOU STARTED.
YOU CAN ALWAYS TAILOR IT TO YOUR OWN NEEDS BUT IT'S A GOOD IDEA TO GET THEM STARTED.
THERE'S A TON OF HANDLING VIDEOS FOR LIBRARIES.
YALE, GEORGE MASON, CADBURY AND COLUMBIA AND HARVARD.
WE'RE GOING TO JUST GET A LITTLE SENSE NOW OF HANDLING COLLECTIONS FOR LIBRARIES IN THIS LITTLE VIDEO SNIPPET FROM HARVARD.
>> WHEN YOU SUBMIT A REQUEST, LIBRARIANS WILL RETRIEVE ITEMS FOR YOU.
FOUND ITEMS SHOULD BE PLACED IN A FOAM CRADLE OR PLEXIGLASS.
Plexiglass are used when there's powdery or deteriorated level.
Books should stay in the cradle and completely on the table.
If the covers of the book are
SPRINGY, ASK FOR WEIGHTS.
WHEN USING THE WEIGHTS, ONLY
PLACE THEM ON BLANK AREAS OF THE
PAGE.
TRY TO TOUCH ONLY BLANK AREAS
WHEN TURNING PAGES.
IF PAGES DO NOT SEPARATE EASILY,
ASK A LIBRARIAN FOR A TAPER TAB
TO HELP PICK UP THE PAGE YOU
WANT TO TURN.
IF THE BOOK HAS FOLD-OUTS, BE
SURE TO REFOLD THEM AS THEY
ORIGINALY WERE TAKING CARE THAT
NO NEW CREASES WERE FORMED AS
YOU TURN THE PAGE.
UNBOUND MANUSCRIPT MATERIAL IS
STORED IN FLAT OR VERTICAL
BOXES.
WHEN EXAMINING UNBOUND
MATERIALS, THE ITEMS MUST REMAIN
IN THEIR FOLDER OR FLAT ON THE
TABLE.
YOU MUST MAINTAIN THE SEQUENCE
OF ITEMS IN THE BOX.
AS WITH BOUND MATERIALS, TRY TO
TOUCH ONLY BLANK AREAS WHEN
TURNING PAGES OR USE A PAPER TAB
TO HELP LIFT PAGES.
BEFORE HANDLING SOME MATERIALS
LIKE PHOTOGRAPHS OR METAL
OBJECTS, ASK A LIBRARY FOR
GLOVES TO PREVENT THE PERMANENT
TRANSFER OF FINGERPRINTS.
WHEN YOU FINISH WITH MATERIALS,
IT'S IMPORTANT TO STACK THEM
NEATLY IN THE FOLDER SO EDGES
DON'T GET CRUSHED, TORN OR
FOLDED.
A TIDY STACK IS EASIER TO MANAGE
AND IF IT BACK INTO THE BOX.
>> OKAY.
SO YOU CAN SEE IN SOME OF THESE
VIDEOS THAT YOU CAN GET THAT
IT'S ALSO HELPFUL BECAUSE WE MAY
NOT NECESSARILY ALWAYS BE AWARE
OF SOME OF THE WHYS.
WE HAVE ALWAYS BEEN TOLD THIS IS
WHAT YOU DO, BUT IF YOU DIDN'T HAVE THE TRAINING TO EXPLAIN WHY YOU USE A FOAM CRADLE VERSUS A PLEXIGLASS CRADLE, YOU GET THE DIFFERENT ISSUES.
ROBERT, THE REASON WHY SHE ISN'T WEARING GLOVES IS BECAUSE FOR MOST OF THE TIME IN THAT VIDEO SHE WAS HANDLING PAPER OBJECTS AND BOUND VOLUMES.
WHEN YOU'RE HANDLING BOUND VOLUMES AND PAPER MATERIALS AS THE PAPER DETERIORATES AND GETS MORE BRITTLE, YOU CAN DO MORE DAMAGE BY WEARING GLOVES BECAUSE YOU'RE USING YOUR TACTILE SENSE THAN BY WHATEVER PROTECTION YOU'RE GOING TO GIVE BY WEARING GLOVES.
SO WE ALWAYS RECOMMEND FOR ANYTHING BASED IN PAPER THAT YOU WEAR -- YOU DON'T WEAR GLOVES AND YOU HAVE CLEAN, DRY HANDS.
THE ONLY TIME IN LIBRARIES WE REALLY RECOMMEND WEARING GLOVES IS IF YOU'RE HANDLING ANY SORT OF PHOTOGRAPHIC OR FILM MATERIAL.
IT'S MUCH SAFER THAT WAY.
SO SECURITY IS ANOTHER THING THAT YOU WANT TO THINK ABOUT AT LEAST GIVING SOME RUDIMENTARY TRAINING TO EVERYBODY IN.
I KNOW IT'S -- WE'VE ALL ENCOUNTERED IT.
IF YOU FLY, IF YOU TAKE PUBLIC TRANSPORTATION ANYWHERE, YOU KNOW, IF YOU SEE SOMETHING, SAY SOMETHING.
IT'S ALL -- SECURITY IS SO MUCH ABOUT BEING AWARE OF YOUR SURROUNDINGS AND REALLY SEEING WHAT IS GOING ON.
NOT JUST WHAT YOU WANT TO SEE BUT WHAT IS REALLY GOING ON.
SO FOR OUR LAST LITTLE SAMPLE, I WANT TO SHOW YOU A VIDEO FROM
TRANSPORT FOR LONDON.
AND WE'RE GOING TO DO A POLL
QUESTION IN THE MIDDLE OF THIS
VIDEO.
SO BE PREPARED.
>> THIS IS AN AWARENESS TEST.
HOW MANY PASSES DOES THE TEAM IN
WHITE MAKE?
THE ANSWER IS 13.
>> OOPS!
>> BUT DID YOU SEE THE MOON
WALKING BEAR?
>> WE MISSED THAT.
THAT'S OKAY.
BUT DID YOU SEE THE MOONWALKING
BEAR?
>> SO TRANSPORT FOR LONDON DID A
COUPLE OF REALLY GOOD TESTING
AWARENESS VIDEOS HELPING DRIVERS
BECOME MORE AWARE FOR CYCLISTS.
IT'S ALSO A REALLY GREAT WAY FOR
US TO SHARE SOME OF THESE
CONCEPTS WITH OUR STAFF WHO MAY
WORK IN READING ROOMS, OUR
STAFFER OUR VOLUNTEERS THAT MAY
SUPervise EXHIBIT AREAS.
YOU know, THE DOSANTS THAT TAKE
PEOPLE AROUND YOUR MUSEUM.
SO IT'S A REALLY INTERESTING
THING BECAUSE WE ALL GET SO
FOCUSED ON CERTAIN THINGS THAT
WE SOMETIMES MISS THE THINGS
WE'RE NOT EXPECTING TO SEE.
SO THESE -- THE MOONWALKING BEAR
AND THE WHODUNNIT ARE REALLY
GOOD SHADE YESES TO SHARE WITH
YOUR STAFF AND VOLUNTEERS TO
MAKE THEM UNDERSTAND THAT WE DO
NEED TO FOCUS A LITTLE BIT MORE
ON BEING MORE AWARE OF WHAT IS
GOING ON.
MONITORING AND HOUSEKEEPING.
A LOT OF TIMES VOLUNTEER
PROJECTS INCLUDE ENVIRONMENTAL
MONITORING.
I KNOW ANOTHER ONE OF MY
VOLUNTEER TESTS A TRACTOR
TRAILER MINNESOTA HISTORICAL
SOCIETY WHEN I WAS JUST STARTING
OUT IS TO GO AND DOWNLOAD ALL OF
THE ENVIRONMENTAL MONITORS
THROUGHOUT.
NOW, THAT WAS BECAUSE I WAS A
PREPROGRAM VOLUNTEER, BUT IT WAS
SOMETHING THAT YOU CAN HAVE YOUR
INTERNS DO AS A GOOD TRAINING
SESSION OR DEPENDING ON WHERE
YOU LET YOUR VOLUNTEERS GO TO
DOWNLOAD AT LEAST THE
INFORMATION FROM YOUR
ENVIRONMENTAL MONITORS MAYBE IN
YOUR GALLERY SPACES THAT ARE
MORE OPEN TO THE PUBLIC.
YOU CAN ALSO TRAIN STAFF AND
EXPERIENCE VOLUNTEERS IN DOING
SOME HOUSEKEEPING.
SO TRAINING PEOPLE HOW TO
PROPERLY CLEAN MATERIALS SO THAT
IF YOU DON'T WANT YOUR CLEANING
COMPANY COMING IN AND CLEANING
YOUR PAINTINGS, WHICH HAS
HAPPENED IN PLACES WHERE THE
CLEANING COMPANY TRIED TO CLEAN
A SMUDGE OFF OF SOMETHING AND
USED, YOU KNOW, THEIR WINDEX OR
WHATEVER AND DAMAGED A PAINTING.
YOU KNOW, OR HOW DO YOU SAFELY
DUST COLLECTIONS MATERIALS?
OKAY.
SOME OF THESE HOUSEKEEPING
QUESTIONS ARE -- CAN BE DONE BY
EXPERIENCED VOLUNTEERS.
BUT YOU STILL WANT TO TRAIN
STAFF IF THAT'S WHAT YOU'RE
GOING TO HAVE STAFF DOING AS
WELL.
AND SO JUST KNOWING WHAT YOU
WANT PEOPLE TO BE DOING AND WHAT
YOU DON'T IS GOING TO HELP.
FOR THE MONITORING CONCEPT,
IMAGE PERMANENCE INSTITUTE IS
DOING A SERIES OF WEBINARS
AGAIN.
BE SURE TO SIGN UP FOR THOSE.
GREAT WAY OF TRAINING.
THEN THE SOUTH AUSTRALIAN
COMMUNITY HISTORY GROUP AGAIN
HAS A GOOD HOUSEKEEPING SCHEDULE
THAT YOU CAN FOLLOW AND KEEP
TRACK OF.
DO HEALTH AND SAFETY TRAINING.
HOW DO YOU SAFELY REMOVE
COLLECTIONS, ESPECIALLY IF
THEY'RE LARGE OR HEAVY OR
AWKWARD.
SHOW PEOPLE HOW TO USE THE STEPS
OR LADDERS SO THEY KNOW HOW TO
USE THEM SAFELY.
TEACH PEOPLE HOW TO USE THAT
PERSONAL PROTECTIVE EQUIPMENT SO
THEY KNOW WHAT THEY'RE DOING AND
WHY THEY'RE WEARING IT.
HOW DO THEY SELECT GLOVES?
WHAT DO THEY WEAR GLOVES FOR?
IF YOU'VE GOT STAFF MEMBERS
USING CHEMICALS, BE SURE YOU
TRAIN THEM IN HOW TO USE THE
CHEMICALS AND HOW TO SAFELY
DISPOSE OF THEM AND HOPEFULLY
MAKE SURE SOMEBODY HAS SOME
FIRST AID TRAINING.
ALWAYS A GOOD IDEA.
IF YOU DON'T FEEL COMFORTABLE
DOING THE TRAINING YOURSELF, YOU
CAN GET TRAINING -- YOU'RE
ALREADY TAKING TRAINING FROM
HERITAGE PRESERVATION.
AMERICAN ASSOCIATION FOR
MUSEUMS -- THEY JUST CHANGED
THEIR NAME, WHICH I CAN'T
REMEMBER WHAT IT IS.
THE SOCIETY OF AMERICAN
ARCHIVISTS OR YOUR REGIONAL
GROUPS.
THERE'S THE REGIONAL
CONSERVATION SENTS IN CALIFORNIA
WITH BALBOA.
THE GERALD FORD CENTER IN
NEBRASKA.
NEDC IN BOSTON.
CCHA IN PHILADELPHIA.
LYRACISTS.
YOUR STATE AGENCIES, A LOT OF PEOPLE WILL HAVE ON STAFF THAT CAN DO TRAINING OR THEY OFFER TRAINING WITHIN THE STATE. SO TAKE A LOOK AT WHAT YOUR STATE AND YOUR REGION OFFERS AS WELL. THAT WAY YOU DON'T HAVE TO WORRY ABOUT IT.
AND HERE I THOUGHT I HAD A NICE SHORT WEBINAR AND I STILL HAVE SOMEHOW MANAGED TO LEAVE MYSELF NOT A LOT OF TIME FOR QUESTIONS. SO BETTY HAD ACTUALLY A GOOD QUESTION ABOUT WHAT IF THE MENTOR WHO IS GOING TO BE SUPERVISING THE VOLUNTEERS IS OFF SITE? HOW CAN THEY CHECK IN WITH VOLUNTEERS?
I GUESS ONE OF THE GREAT THINGS NOW THAT WE DIDN'T REALLY HAVE AS AN OPTION WHEN I WAS DOING A LOT OF MY VOLUNTEER WORK IS SKYPE.
SO IF YOU HAVE AN INTERNET CONNECTION AND YOU HAVE A COMPUTER, YOU CAN BE SURE TO GET HEADSETS AND A LITTLE WEB CAM, THAT YOU CAN GET FOR CHEAP AND SET UP IN THE LOCATION WHERE THE VOLUNTEERS ARE AND SET UP WHERE THE MENTOR IS AND YOU CAN ACTUALLY IN REAL-TIME TALK TO EACH OTHER, SEE EACH OTHER AND SHOW EACH OTHER THINGS AND THAT MIGHT BE A REALLY GOOD WAY IF THE MENTOR CAN'T BE THERE ALL THE TIME. STILL WOULD BE GOOD IF THE MENTOR CAN COME IN AND CHECK IN PERIODICALLY.
IF THEY CAN'T, SKYPE WILL BE A REALLY GOOD OPTION FOR US NOW. SO COTTON GLOVES VERSUS NITRILE.
MANY MANY WAYS IT DOESN'T MATTER.
I TEND TO GRAVITATE TOWARDS THE NITRILE OR THE LATEX OR WHATEVER YOU'RE NOT ALLERGIC TO BECAUSE IT DOESN'T HAVE ANYTHING FUZZY ON IT.
COTTON GLOVES, AFTER A FEW WASHINGS CAN GET REALLY HAIRY. AND THAT CAN BE PROBLEMATIC FOR SOME MATERIALS.
SO THINK ABOUT IF YOU'RE TRANSPORTING A PAINTING AND THE FRAME WITH ITS -- ALL OF ITS FANCY BITS, IF THOSE FANCY BITS ARE STARTING TO CRACK AND ARE REALLY LOOSE, SOMETIMES ALL IT TAKES IS ONE OF THOSE LITTLE HAIRS OF THE COTTON GLOVES TO GET IN ONE OF THOSE CRACKS AND YOU TAKE YOUR HAND AWAY AND PULL OFF A PIECE.
SO I GENERALLY TEND TO ALWAYS GRAVITATE TOWARDS THE NITRILE ON THE LATEX.
THEY'RE THINNER SO YOU HAVE A BETTER TACTILE SENSE.
SO NO MATTER WHAT YOU'RE HANDLING, YOU HAVE A LOT MORE FEEL AS TO WHAT YOU'RE DOING THAN YOU DO WITH THE COTTON GLOVES.
I'M GOING TO SAY THE COTTON GLOVES WITH THOSE WITH THE BITS, THEY HAVE SULFUR.
SO FOR ANY SORT OF METALS, YOUR PHOTOGRAPHS AND YOU'RE NEGATIVES, THAT SULFUR WILL HAVE A REALLY NEGATIVE REACTION.
AND SO AGAIN, I TEND TO STICK WITH THE NITRILE OR THE LATEX. THEY DON'T HAVE THOSE REACTIONS.
SO I'M NOT SEEING -- ARE THERE ANY MORE?
SHOULD YOU WEAR GLOVES FOR BIRD PRINTS.
I'M GUESSING JOHN IN AMSTERDAM
THAT YOU ARE REFERRING
PREDOMINANTLY TO THE AUTOBAHNS.

20 THE -- WITH THE AUDOBON
PRINTS ARE GETTING BRITTLE BY
THIS POINT IN TIME.

SO I WOULD FOR GONE THE GLOVES
WITH THE BIRD PRINTS.

SO I DON'T SEE ANY OTHER
QUESTIONS IN MY PARKING LOT.

I'LL GIVE YOU ALL A CHANCE IF
YOU HAVE ANY OTHER LINGERING
QUESTIONS, BUT I DO WANT TO
THANK YOU ALL FOR JOINING ME ON
THESE WEBINARS.

IT'S BEEN A REALLY GREAT
OPPORTUNITY FOR ME.

I'VE REALLY ENJOYED IT.

AND I HOPE THAT YOU ALL HAVE
LEARNED SOMETHING.

IF YOU DO HAVE ANY QUESTIONS
SUBSEQUENTLY, PLEASE FEEL FREE
TO LET ME KNOW.

I'M HAPPY TO ANSWER ANY
QUESTIONS DOWN THE LINE THAT YOU
MAY HAVE.

YOU CAN KIND OF THINK OF ME AT
YOUR PSEUDO MENTOR.

I WILL BE HERE TO HELP ONCE
YOU'VE GOTTEN ONE WEEK, ONE
MONTH, SIX MONTHS DOWN AND
YOU'VE FORGOTTEN SOMETHING.

PLEASE DON'T HESITATE TO CONTACT
ME.

I'M ALWAYS HAPPY TO HELP.

>> THANK YOU SO MUCH, DONIA.

WE CAN PASS A MESSAGE ALONG TO
DONIA THROUGH THE -- IF YOU
E-MAIL HERITAGE PRESERVATION AT
INFO @HERITAGEPRESERVATION.ORG.

GO TO OUR LINK THAT I'VE POSTED.
YOU'LL BE GETTING THIS IN E-MAIL
THAT WE SEND, TOO.

IT'S SEVEN QUESTIONS AND WOULD
REALLY HELP US WHEN WE ARE DOING
THE PLANNING FOR OUR NEXT
COURSES IN THE SERIES TO GET
SOME FEEDBACK ON WHAT WAS USEFUL
FOR YOU.
AND I'M VERY INTERESTED IN WHAT
YOU MIGHT DO NOW THAT YOU HAVE
LEARNED MORE ABOUT DIRECTIONS
CARE.
WE WOULD LOVE TO PASS THAT
INFORMATION ALONG.
WHEN WE CAN SHOW IMPACTS, THEN
WE GET FUNDING TO DO MORE
ACTIVITIES LIKE THIS AND YOU ALL
GET FUNDING TO DO PROJECTS AT
YOUR INSTITUTIONS.
SO SEVEN QUESTIONS.
ONE IS OPTIONAL.
SO A LITTLE TIME REALLY PAYS
OFF.
SO I WANT TO THANK DONIA FOR ALL
OF HER HARD WORK AND PUTTING
TOGETHER THESE CREATIVE POWER
POINTS FOR US AND SHARING ALL
THIS GREAT INFORMATION.
AS I SAID A MILLION TIMES, CHECK
THAT COURSE WEB PAGE.
ALL OF THOSE GREAT RESOURCES ARE
LINKED THERE.
SO I THINK I'M GOING TO JUST
CHECK AND MAKE SURE WE DON'T
HAVE ANYMORE QUESTIONS.
IF WE DO, THEY MAKE SURE TO GET TO
YOU OFF LINE AND I WANT TO THANK
YOU FOR YOUR ATTENDANCE AND YOUR
ATTENTION AND YOUR GREAT
INTERACTION WITH EACH OTHER IN
OUR CHAT BOX AND HOPE TO SEE YOU
AT A FUTURE COURSE.
THANKS SO MUCH.