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;;;learning times webinar

>> 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 ASSIGNMENT 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 VOLUNTARILY.

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 INTERNS 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 DIEING 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 EXPENSIVE 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 SUBTLETY OF 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, WHEN'S AND WHAT'S.
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, LINONE AND SILK AND WOOL OR DON'T KNOW THE TERMS "BUFFERED" AND "UNBUFFERERED" 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.

BUFFERERED 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 MY 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 LABEL 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 FREED 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 STOPS 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 HANDOUT.
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
ORIGINALLY 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.

BEFOREHANDLING 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,LY 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.