

WELCOME!

Managing Museum Volunteers
Part II: Developing Your Program

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Please use the chat function to introduce yourself:

- Your name
- Organization
- Position
- Do you oversee volunteers?

Managing Museum Volunteers

Part II: Developing Your Program

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Introductions

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Utah Division of Arts & Museums


Overview

- Homework Review
- Interviewing & Selecting Volunteers
- Training & Orienting Volunteers
- Placing & Supervising Volunteers
- Handbook, Forms, Policies, & Procedures
- Q&A
- Homework

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Homework Review

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**Reminder:
Part I Homework**


Writing a volunteer position description

Create your own volunteer position description for an opportunity in your museum


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Selecting & Screening Volunteers

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Why Screen?




- Make a good match!
- Set expectations of professionalism
- Can assist with risk management issues
- Remember: Screening goes both ways

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How to Screen?

- If you have processes in place for staff, consider using those
- If not, consider these:
 - Reference checks
 - Background checks (see Part I)
 - Fingerprinting
- What does your parent organization do?



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Screening continued...

- Applications! They provide
 - Basic information
 - Helps match potential volunteers
 - Record keeping
- Who is responsible for screening?
 - HR?
 - Volunteer Manager?
 - Likely will be their direct supervisor



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Interviewing: Seems obvious, right?

- | | |
|---|---|
| <p>Why?</p> <ul style="list-style-type: none"> • Get a sense of why they want to volunteer--their motivations • Expectations • Skill set & personality--do they fit your organization? | <p>Who?</p> <ul style="list-style-type: none"> • Staff working directly with the volunteers or senior volunteers • Again, most of us here will be responsible for interviewing since we will be working directly with said volunteers |
|---|---|

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POLL TIME

Interview Questions: What Can I Ask?

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Interview Questions: What Can I Ask?

- There are legal & illegal questions
- Example: Age: "How old are you?" VS. "Do you meet the minimum age for the listed hours and working conditions?"
- For more examples see handout "[10 examples of Legal & Illegal Questions](#)"

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Training & Orienting Volunteers

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Training Volunteers

Why?

- More successful!
- More satisfied in their role

What?

- Depends on the role they are filling
 - E.G. Special Events volunteer trained on guiding guests, don't touch artwork, etc.

Who?

- You! Or whomever is overseeing the volunteers
- Consider having the staff or volunteers in charge of specific events or programs train the volunteers since they are the most knowledgeable; Position specific training

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Orientation Checklist Activity

[See the Orientation Checklist Handout](#)

- Open the Orientation Checklist Handout document
- Spend 10 minutes filling it out
- Reconvene & Report (5 mins)

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As a result of filling out this questionnaire, some of my questions & recommendations regarding orientation are...

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Placing & Supervising Volunteers

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Supervising Volunteers: Some Considerations

List in the job description to set expectations

Don't forget about the risks of the position; will they need more supervision as a result?

This includes how you check-in and evaluate...this will be in Session III



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Supervising Volunteers: Some Considerations

Challenges?

- Need for flexibility
- Part-timers
- If they are difficult, how do you kindly let them go?

Takeaway?
Need a plan in place to check in with your volunteers regardless of the position they are in.

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Handbook, Forms, Policies, & Procedures

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Why consider a policy/handbook?

Communicate expectations (everything is about communication!) and outlines responsibilities for staff and/or other volunteers

Helps ensure consistency across the board and allows for fairness; documentation is also critical for your organization

How do you start?

- Start with existing policies/procedures you may have for staff
- Consider this: many museums have volunteers sign an agreement that lays out job responsibilities and expectations. If you use this, it should be in your handbook
- Check out the Essex Museum [volunteer management and procedural handbook here](#)

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Questions?

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Homework

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Homework Assignment
Collect & compile Volunteer Handbook materials

Use the [Policies Checklist](#) to see what policies you have for your organization

Compile the policies that are most relevant to your needs

We will share out your findings during Part III on April 21, 2021

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Managing Museum Volunteers
Part III: Maintaining Your Program

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