

Islington Museum: Volunteer Hand-Book

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Hello and welcome to Islington Museum!

As a small museum, our volunteers are vital to the work we do. With your help we can look after our objects better, tell the stories, engage more people and welcome more schools and the wider community.

We also want to make sure your experience as a volunteer is rewarding. If there's something you're really interested in, or a new skill you'd like to learn please just let us know and we'll try to help.

On behalf of the Museum and Islington Local History Centre, I'd like to thank you for the work you do for us and hope you enjoy being part of our team.

Islington Heritage Staff

Museum - Volunteer Agreement

What you should expect from us:

- Training, information and support to be able to carry out your role
- Regular discussions to see how you feel about your volunteer role and how we can help you progress
- A chance to have any ideas, suggestions, or complaints that you have taken seriously and for you to work alongside the Heritage staff and other volunteers to fulfil Islington Museum's aims and objectives
- To have travel expenses reimbursed
- To be covered by the Museum's insurance and Health and Safety policies

What we would like from you:

- To be guided by the Islington Museum's policies and procedures, including Confidentiality and Equal Opportunities
- To arrive for your scheduled time, or let us know in advance if you won't be able to make it
- To ask if you'd like to do something specific or have a particular interest
- To let us know if there are any problems with your work, or things you are not happy about
- Enjoy your time with us!

Islington Museum: An Overview

History

The story of the London Borough of Islington from Anglo-Saxon village to major urban area is told through the unique collections at Islington Museum and Islington Local History Centre, which together form Islington Heritage Service.

The Museum and Local History Centre hold over 100,000 items on the history of the borough and its predecessor boroughs and parishes. We aim to collect anything that helps reflect life in Islington, both past and present. A number of items from our collections are on permanent display at Islington Museum, while others are often featured in temporary exhibitions.

Material available for viewing or consultation include books, maps, illustrations and photographs, local newspapers, periodicals, cuttings, ephemera and pamphlets, electoral registers, street and trade directories, workhouse records and museum objects and artefacts. Islington Local History Centre also holds a number of special collections and archives.

The Museum moved to its present location from Islington Town Hall in 2008.

Our Vision

Our vision is of an accessible and inclusive Service, centred on increasing local cultural participation, exploring and celebrating local heritage and making a valuable contribution to local priorities.

To achieve this, our vision is of a Heritage Service that, along with our partners, engages with people to:

- provide culture for all
- develop a sense of place, space and identity
- support education, skills and future talent
- nurture health and wellbeing

Heritage Staff

The staff at the museum are here to help you. Please don't hesitate to talk to us when you're at the museum.

Cheryl Smith: Heritage Manager

Roz Currie: Curator

Lottie Tempest-Mountford: Heritage Education Officer

Ben Earle: Cally Heritage Education Officer

Colin Chester: Cally Parks and Heritage Outreach Officer

Bef Yigezu: Heritage Officer

Seán McGovern: Islington's Pride Project Manager

Marlin Khondoker: Archivist

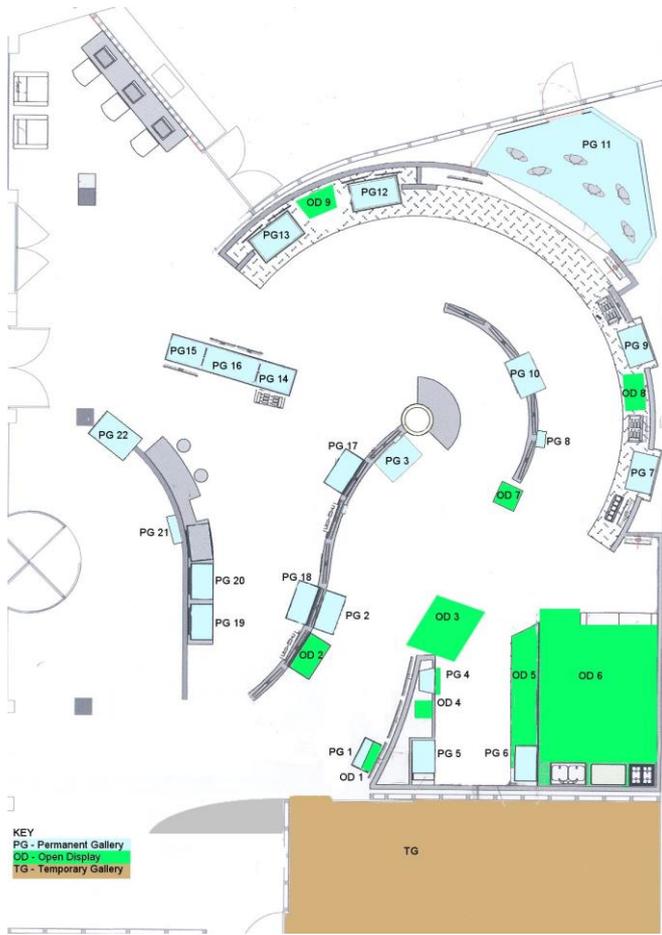
Morgan Phillips: Heritage Assistant

Contact Us:

0207 527 2837

Islington.museum@islington.gov.uk

Museum Images:



Volunteer Opportunities at the Museum

There are many different ways you can volunteer at the museum. Here are just some...

Museum Reception and Shop:

- Welcoming and assisting visitors at the front desk
- Selling items from the Museum shop

Museum collection and archive:

- Undertaking research
- Working with objects in the collection
- Museum documentation (ADLIB and excel)

Museum Exhibitions and Displays:

- Undertaking exhibition-led research
- Co-curating alongside staff or other volunteers
- Assist with laying out temporary displays

Learning and Education:

- Working with our Heritage Education Officer and Education Assistant to provide research or material for school visits
- Helping out at children/family events
- Helping out at adult events

Museum Events:

- Helping the staff at museum events; setting up the room, welcoming visitors, serving refreshments etc.

Volunteering at the museum

Beginning volunteering:

Once you have applied to become a volunteer, we will have an informal meeting to discuss:

- What you'd like to do at the museum
- Your current skills and knowledge
- If you'd like to do a short or longer term project
- Your availability and preferred working times
- Current opportunities at the museum

Following this meeting we will agree on a start date. After you've come into the museum a few times, we will have another short meeting to discuss how you're getting on.

Induction:

On your first day of volunteering, one of the museum staff will introduce you to the rest of the staff. We will also give you a tour of the museum, show you all the facilities and explain what to do in case of an emergency.

Training:

We give all volunteers training in areas relevant to their work. If you feel you need specific training, please let us know.

Day to day practicalities

Travelling to the museum: The Museum is a 15-minute walk from Angel Station on the Northern line or Farringdon Station. Alternatively take the 153 bus which stops outside the museum in both directions. Unfortunately, we do not have any parking spaces at the museum. There is pay & display parking in the local area.

Expenses: Travel expenses up to a value of £5 can be claimed by all volunteers working at the museum. You will need a receipt of your journey or oyster-card proof of travel to claim the expense.

Absences: If you can't make it to the museum for your designated shift, please try to let us know by phone or e-mail. We will do our best to fit you in another time.

Food & Drink: We recommend you take a lunch break when volunteering for a full day, alongside regular, short breaks throughout the day, especially if working at a computer. You are welcome to use the kitchen, and help yourself to tea and coffee. Food and drink must not be taken into collections areas and food cannot be eaten on the front desk, so please eat your lunch in the kitchen area and tidy up when you have finished. There are a variety of shops and restaurants in the local area, where you can buy lunch. Please ask if you'd like a recommendation.

Toilets: The toilets are located through the temporary exhibition space. We will show them to you on arrival.

Dress code: The Museum does not have a formal dress code. Please wear clothes which you are comfortable in and that are appropriate to the role you are carrying out e.g. old clothes are good for the store. Please ask if you'd like advice.

Coats and bags storage: There is a coat rack to the left of the kitchen entrance and lockers are located in the Museum office. We don't recommend bringing in valuables.

Leaving the museum: If you decide to stop volunteering at the museum, please give us as much notice as you can. Ideally we like to have a short exit meeting with all volunteers, to understand why you have decided to leave and to improve things for the future. We are happy to provide references.

Appendix I: Front Desk Duties

First thing (morning volunteer)

- Check that the clicker number has been added to the last open day's date in the black folder
- Turn the clicker to 0000 ready for the first visitor

Last thing (afternoon volunteer):

- Add the number from the clicker to the last open day's date in the black folder
- Turn the clicker to 0000 ready for tomorrow

During your time at the desk:

- Click for EVERY person coming into the museum (even staff)
- Be welcoming and helpful to all visitors
- Answer the phone and note all enquiries (phone or in person) down on the clipboard
- Keep the leaflets on the front desk tidy, check the date and replenish if they run out
- Keep an eye on people in the museum and temporary gallery. There is no eating or drinking in the museum. Please stop people eating/drinking or ask museum staff to help
- Please tidy the museum at least once each time: Walk around, pick up rubbish, tidy the toys/toy kitchen, tidy the dressing up etc.
- If the toilet alarm goes off, ask museum staff to check the toilets
- If you notice any breakages/mess/lights off tell museum staff

Useful Contact Details:

Islington Council	020 7527 2000
Local History Centre	020 7527 7988
Finsbury Library	020 7527 7960
Lottie/Morgan	020 7527 7971
Roz	020 7527 3235

To transfer:

- Press 'transfer'
- Type in 4-digit number (**bold**)
- When the other person picks up tell them who is calling
- Put the handset down and it will transfer

London Metropolitan Archives 020 7332 3820

Appendix II: Museum Policies

Volunteer Policy:

- The work that volunteers do must not replace the work of paid museum staff, but can help to enhance and extend the work of the museum.
- We recognise volunteers for all the time they give us and the work they do.
- All volunteers will be treated with respect and fairness.

Confidentiality: Volunteers must not disclose information that is deemed by the Museum to be confidential including all personal information.

Equal Opportunities Policy: Islington Museum does not discriminate on the grounds of race, disability, religion, age, marital status, gender or sexual orientation in volunteer recruitment, training or work. Harassment will not be accepted.

Grievance Procedure: All staff and volunteers should be treated with respect. If a problem arises please raise it with the museum manager immediately. Any incident where a volunteer feels discriminated against, or is made to feel uncomfortable while volunteering at the museum will not be tolerated. Complaints will be kept in confidence unless it is deemed necessary to involve other members of staff.

If a volunteer is violent, abusive or breaks the law, they may be asked to leave straight away.

We endeavour to never reach the point that any volunteer should be required to leave the museum permanently.

Health and Safety: Volunteers are covered by Islington Museum's Health and Safety policy.

Insurance: Volunteers are covered by Islington Museum's insurance policy while on the premises or engaged in work on behalf of the museum.

Museum equipment: If you need to make personal use of museum computers and telephones please ask one of the staff. Computers should not be used to do anything illegal.

Representing the museum: When working on behalf of the museum, please remember that you are representing us and should behave in an appropriate manner.

State Benefits: If you are claiming benefits we advise you to let the Department for Work and Pensions know that you are undertaking voluntary work. We are happy to provide a reference. For more information on your rights as a volunteer please see <https://www.gov.uk/volunteering>