



QUILT MUSEUM  
AND GALLERY

# VOLUNTEER HANDBOOK



## **Museum Contact Details**

Quilt Museum and Gallery  
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**In the event that you are unable to come in for your volunteer session, always phone 01904613242 rather than email, to ensure that your message is received in time.**

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## **Section I. Volunteer Handbook**

### **Introduction**

This manual is for all new and existing volunteers as a reference tool for daily procedures and practice at the museum. Section II contains important Health and Safety information.

### **The Quilt Museum and Gallery's Statement of Purpose**

To promote and encourage public appreciation, knowledge and understanding of the history and techniques of the allied crafts of patchwork, appliqué and quilting through acquiring, preserving, researching, interpreting and exhibiting relevant material.

### **Valuing Our Volunteers**

#### **Commitment**

The Quilt Museum and Gallery has a commitment to volunteering and our volunteers. We recognise that volunteering is a mutual relationship. We appreciate the gift of time made by volunteers and will do our best to ensure that volunteering with us is a well managed and rewarding experience.

#### **Rights of Volunteers**

The Quilt Museum and Gallery recognises the rights of volunteers to:

- Know what is expected of them
- Have clearly specified guidelines of support
- Be shown appreciation
- Have safe working conditions
- Be insured
- Know what their rights and responsibilities are if something goes wrong
- Be trained

- Have the opportunity for personal development
- Know that they and all others working with and dealing with the Quilt Museum are free from discrimination on grounds of race, colour, ethnic origin, nationality, political beliefs, religion, physical or mental disability, class, age, gender, sexual orientation, marital or parental status.

### **Responsibilities of Volunteers**

We welcome the diversity and range of views and experiences our volunteers bring to the Museum. The Quilt Museum and Gallery expects volunteers to:

- Be reliable
- Be honest
- Respect confidentiality
- Make the most of training and support opportunities
- Carry out tasks in a way which reflects the aim and values of the Museum
- Work within agreed guidelines and remits
- Comply with the Museum's Health and Safety policy
- Comply with the Museum's Equal Opportunities policy
- Comply with the Museum's Data Protection policy.

## **The Quilters' Guild of the British Isles**



The Quilters' Guild of the British Isles formed in 1979 as a national membership organisation with over 6000 members and an educational charity to promote the allied crafts of patchwork, appliqué and quilting.

Museum volunteers are not required to join the Quilters' Guild, but many are motivated to join after volunteering at the Museum. If you would like more information about joining the Quilters' Guild, please ask any staff member for details and an application form.

The Guild began to collect quilts in the early 1980s, originally as a reference collection for quilters who wished to study the history of their craft.

The collection currently totals 700 items and includes the earliest dated patchwork coverlet in the United Kingdom, the '1718 Silk Patchwork Coverlet'. The Guild has many significant quilts, coverlets, unfinished tops, quilt fragments, appliqué hangings, small domestic items and articles of pieced and quilted clothing, both historical and contemporary as part of its collection. In addition, The Guild collection also includes; quilting tools; patterns and templates; oral history tapes; the data base from the Quilt Documentation research project carried out between 1990 and 1993: photographs; documents, and a large collection of fabric samples.

## **Background to the Quilt Museum and Gallery**

The Quilt Museum and Gallery opened at its York premises in June 2008. The Guild had outgrown its previous home at Dean Clough, Halifax and wanted to provide greater public access to its extensive collections and opportunities for learning and research. Funding for the move was provided by a major bequest by Barbara Bailey (The Bailey Gallery is named in her honour) and donations totalling over £100,000 from Guild Members.

The Museum is now open to the public five days a week throughout the year (six days from April – September 2010) and hosts a changing programme of exhibitions and complimentary education activities.

The staff team focus on education, volunteering, exhibitions and collection programmes in line with the Museums Forward Plan.

Funding for Museum activity is primarily through admissions taken on the door but also from The Quilters' Guild of the British Isles and grant funding obtained for specific projects. For example the Museum is currently in receipt of a grant of £193,500 from the HLF (Heritage Lottery Fund) to fund an Education Officer and Volunteer Organiser position and associated programme budgets until September 2011.

### **Breakdown of Museum activity in 2009**

11,191 people visited the museum in 2009 to see six exhibitions including three in-house generated shows including featuring over 40 pieces from the Quilt Collection; 'Warp, Weft and the Printers Block', 'The Wholecloth Tradition' and 'Seeing Red'.

During the year thirteen new acquisitions were accepted into the collection including: Pink Boat (Dry Dock 1) by Jo Budd purchased with generous assistance from the Art Fund and the Victoria and Albert Museum and Museums Libraries and Archives Purchase Grant.

189 learning events were delivered on and offsite engaging a total of 2996 participants.

To improve access to information about the quilt collections several new interpretative aids have been developed this year including; a ten Minute DVD introduction to Quilting and the Quilters' Guild, freestanding information panels on quilting and the history of the building and an art cart and discovery case for use within the galleries and in the education room.

The Museum has been awarded grants by the Association of Independent Museums / Pilgrim Trust of £4683 for the conservation of the Mary Prince Coverlet which will feature in the Inspired by the Past exhibition in 2010. £4000 was awarded by the Art Fund towards the purchase of Pink Boat (Dry Dock 1) by Jo Budd and a further £3000 towards the purchase of the same piece was granted by the Museum Libraries Archives Council.

The Museum was awarded 'Accredited' Status with the Museums Libraries and Archives Council. The award demonstrates that the Museum meets national minimum standards in governance, collections management and

public access. The Museum was also awarded the Learning Outside The Classroom Quality Badge which demonstrates that the Museum provides quality learning experiences in a planned way in a safe environment.

## **Message from the Museum Director**

Thank you for volunteering at the Quilt Museum and Gallery, volunteers are vital to all aspects of Museum operation. On an annual basis the volunteer team contribute an average of 3500 hours, the equivalent to having an additional two full time staff members on site!

The volunteer team plays an integral role in daily operation of the Museum and running activities. We cannot offer the range or depth of educational opportunities without the support of the volunteer team. Thank you!

## **Quilt Museum and Gallery Charges**

January - December 2011

### **Admissions**

Adult	£6.00	(Gift Aid £6.60)
Concession	£5.00	(Gift Aid £5.50)
Guild Member	£3.00	(Gift Aid £3.30)
Child	FREE	

### **Group Visits**

10% discount on pre-booked groups of 10 or more people (normal hours)  
Out of hours visits, minimum charge of £150, flat rate of £5 per person plus £50 staff charge (20 people)

**Annual Pass** – unlimited entry to the Museum throughout the year

Adults	£15.00
Concession	£12.50
Guild Member	£7.50

### **Research Visits**

Must be pre-booked with the Curator!

Guild Member	£10.00 (half day)	£15.00 (full day)
Non-Member	£20.00 (half day)	£25.00 (full day)



### **Behind the scenes visits**

Must be pre-booked with the Curator!

Guild Member     £10.00 (includes admission to the museum)

Non-member       £15.00 (includes admission to the museum)

### **Half day workshops/activity sessions**

Must be pre-booked and paid in advance!

Adult                £15.00 (includes admission to the museum)

Child                £7.50 (includes admission to the museum)

### **Education Room Hire (meetings, workshops and training events)**

Standard rate     £150 full day, £75 half day, £30 hourly rate

Charity rate        £100 full day, £50 half day, £20 hourly rate

Hire out of hours will incur an additional staff charge of £50 per half day session at the discretion of the Museum Director.

### **Great Hall Hire (meetings, workshops and training events)**




Hire of the hall is at the discretion of the Museum Director at £400 per half day (includes charges for great hall, education room and staff charge).

NB. The museum building is not currently licensed for the sale of alcohol or civil weddings. Any drinks and food connected with room hires must be served and consumed in education room.

## Who's Who at the Quilt Museum and Gallery

The Quilt Museum is also the Headquarters of the Quilters' Guild. As well as the staff listed below, Trustees of the Guild regularly visit the Museum. Details of the Trustees and organization of the Quilters' Guild can be found at [www.quiltersguild.org.uk](http://www.quiltersguild.org.uk).

<p><b>The Quilters' Guild CEO</b>  <b>Liz Whitehouse</b>          Manages the Quilters' Guild and works with the Trustees and Heads of Divisions to oversee the Guild's activities nationally.</p>	
<p><b>Museum Director</b>  <b>Fiona Diaper</b>          Manages the daily operations and forward planning for the Museum.</p>	
<p><b>Guild Administrator</b>  <b>Carol Bowden</b>          Manages the administrative side of the Quilters' Guild.</p>	
<p><b>Membership Officer</b>  <b>Katy Holmes</b>          Manages the administration of Membership of the Quilters' Guild.</p>	
<p><b>Guild Finance Officer</b>  <b>Kathleen Lloyd-Bradford</b>          Manages the finances of the Quilters' Guild and Museum.</p>	
<p><b>Shop Assistant</b>  <b>Cathy Hook</b>          Works part-time in sales and reception in the Museum shop, also helps with the online shop orders.</p>	
<p><b>Shop Assistant</b>  <b>Ann Ludbrook</b>          Works part-time in sales and reception in the Museum shop, also helps with the online shop orders.</p>	

<p>Curator  Heather Audin  curator@quiltmuseum.org.uk  Oversees the care and conservation of the quilt collection and researches and plans exhibitions.</p>	
<p>Commercial Manager  Catherine Candlin  commercial@quiltersguild.org.uk  Manages the commercial side of the Guild, including the Museum shop and online shop.</p>	<p>Catherine is on Maternity Leave until December 2011. Christine Morton is on post as Maternity Cover.</p>
<p>Education Officer (job share)  Melanie Worgan/Sally Sculthorpe  education@quiltmuseum.org.uk  Manage formal and informal learning at the Quilt Museum – including interpretation of the quilts, events programme, school visits, and outreach activities. This role is supported by the Heritage Lottery Fund.</p>	
<p>Volunteer Organiser  Sally Sculthorpe (part time)  volunteer@quiltmuseum.org.uk  Manages the recruitment and training of volunteers and supports volunteers in their roles at the Quilt Museum. This role is supported by the Heritage Lottery Fund.</p>	

## Joining Us - Volunteer Roles

The Quilt Museum and Gallery's volunteer programme consists of seven distinct volunteer roles. However the core and most vital volunteer role is the Gallery Steward. Most volunteers perform a combination of these roles, according to their availability and the amount of training they have undergone.

Gallery Stewards are needed on a daily basis. This role will take priority over other volunteer roles. When there is sufficient cover in both galleries, volunteers may also be involved in other roles. There are opportunities to volunteer behind the scenes and in public facing roles alongside many of the Museum staff. By volunteering on a regular basis, you will increase the opportunities available to you for getting involved in these additional areas.

### Gallery Steward – The Core Volunteer Role

#### Role Description

As a Gallery Steward you are an essential part of every exhibition at the Quilt Museum and Gallery. Gallery Stewards enhance the museum visitor's experience by providing a warm welcome in the galleries and answering questions about the quilts. By providing a visible presence, Gallery Stewards also ensure the security and safety of the quilts on display. To make the role more interesting and hands-on, Gallery Stewards are encouraged to bring in small craft projects to work on while they are stewarding in the gallery, in line with the Demonstration Policy. This facilitates interaction with the public and enhances the visitor's understanding of textile crafts.

#### Training

Training is provided in health and safety aspects of stewarding, the history of the St Anthony's Hall, frequently asked questions, and information about the quilts in each exhibition.

#### Commitment

Gallery Stewards spend either a morning (10:00-1:00), afternoon (1:00-4:00), or full day in the gallery when the Museum is open.

## **Library Assistant**

### **Role Description**

Volunteers who love reading, cataloguing, researching and helping others with their own enquiries might enjoy volunteering in the Guild's library. The library has a fantastic collection of books, magazines, slides, videos, and DVDs. Library Assistants help by staffing the library when the museum is open. Library Assistants perform 'shelf reading' – tidying the shelves and making sure books are in the correct locations, assisting Guild Members with borrowing materials, and helping visitors and researchers to use the reference collection.

### **Training**

Library Assistants will be given training in the library organisation system, how to use the library catalogue, and loan procedures.

### **Commitment**

Library Assistants spend either a morning (10:00-1:00), afternoon (1:00-4:00), or full day in the library when the Museum is open.

## **Administrative and Marketing**

Administrative and Marketing volunteers assist with capturing contact details from Gift Aid forms, maintaining contact databases, inputting information from visitor questionnaires, preparing marketing mailings and other administrative tasks.

### **Training**

Volunteers will be given training in using Microsoft Excel and Word.

### **Commitment**

Administrative and Marketing Volunteers time commitment varies according to project, but is usually a few hours every month.

## **Education Assistants**

### **Role Description**

Education Assistants support with preparation for and delivery of family workshops during holidays and weekends, designing activity sheets for schools or our Art Cart, research on behalf of the Education Officer and making mock-ups for workshops. It's also an opportunity to contribute to larger Learning Events inside and outside the Museum. This is a job for people who really enjoy working with families and want to promote learning outside the classroom!

### **Training**

We will take into account your past experience and work out a structured training programme to suit you; these include sessions on 'Gauging and Engaging an Audience', 'Inspiring Learning in Museums', and practical object handling sessions.

### **Commitment**

Education Assistants spend either a morning (10:00-1:00), afternoon (1:00-4:00), or full day in the gallery when the Museum is open. Or you can volunteer for special events and outreach sessions.

## **Curatorial Assistants**

### **Role Description**

This is a unique opportunity to 'go behind the scenes' and learn more about the heritage collection by assisting with hands-on projects and research. Curatorial Assistants, under supervision of the Curator, will help with conservation of the collection, maintaining appropriate storage conditions (temperature/humidity), updating and maintaining the collection catalogue database, and exhibit preparation. Several times a year, volunteers will also help with taking down and installing new exhibitions. This is a role for volunteers who are interested in learning more about maintaining a museum collection and working up close with the quilts.

### **Training**

Training will be given in object handling and appropriate textile conservation techniques.

### **Commitment**

Curatorial Assistants volunteer on days when the Curator is at the Museum, as needed for special projects, and during exhibition changeovers.

## While You are Volunteering With Us

- All volunteers have access to the Staff and Volunteers room in the office area and the Members Room on the first floor of the Museum. Please feel welcome to have a drink or eat lunch in the Member's Room during your volunteer session, even if you are not a Guild Member.
- There are social events throughout the year which are a chance to meet people volunteering in different parts of the museum and on different days, and opportunities to go behind the scenes at other museums.
- Regular volunteers on the rota are eligible for a 10% discount in the Museum shop.
- Volunteers are invited to attend training sessions throughout the year to explore different roles and to increase their knowledge of the collection. To increase practical sewing skills and to access advice from more experienced quilters, volunteers are invited to Community Quilters. Workshops or lectures which incur a course or admission fee (such as annual Guild lectures) are not usually open to volunteers free of charge.
- Volunteer Forums are held every six months. Volunteers are required where possible to attend a forum at least once a year. The forums are a chance for volunteers to get together to discuss issues that affect them and provide feedback.

## **Daily Routines**

Museum Opening Hours: Monday to Saturday (April to Sept) and Tuesday to Saturday (October – March) 10.00-4.00, last admission 3.30pm

1. At the start of every volunteer session, please sign in using the sign in book in the Volunteer/Staff room in the office area. At the end of your session remember to sign out. Volunteers are requested to sign in each time they attend order to track their hours and also for Health and Safety purposes.
2. Check the notice board for announcements and upcoming trainings and events.
3. Put on a Volunteer Badge and personal attack alarm both are kept in the drawer underneath the sign in book. Please remember to return these to the drawer at the end of your session.
4. When leaving the office area, make sure that the door LOCKS behind you. This will ensure that your belongings are secure.



## Handling Enquiries from the Public

When dealing with enquires from the public, there are some key points you should always do and never do:

Do NOT allow members of the public access into staff only areas, such as the Volunteers Room, offices, back stairs, or curator's office.

When asked a question, do your best to answer it using the information in the purple Stewards File. **If you are unable to answer a query and do not know where to find the answer** – you can go to the office to find a staff member, DO NOT bring the member of the public with you. If a staff member is unavailable, ask the visitor to fill out an Enquiry Form, copies are available in the Steward's File and we will contact them as soon as possible.

### Dealing with enquiries relating to Quilt Donations

Refer all potential donations to the Museum Curator.

Do not let members of the public leave donations without prior knowledge and approval of the Curator.

Visitors wishing to donate a quilt should be instructed to write or email the Curator with details and images of the quilt/s. The museum is restricted to the number and type of quilts it can collect due to storage requirements and the Museum's Acquisitions policy. The Collections Management committee meets quarterly to discuss potential acquisitions.

The museum **does not** provide valuations or carry out conservation work.

## Exhibition Changeovers

Every three to four months, the museum closes for a period of three to five days for an exhibition changeover. During exhibition changeovers, six to eight volunteers are required each day for a full day 10:00-4:00. This is a great opportunity for volunteers to assist with installing new exhibitions, and it's a chance to see the quilts up close! All volunteers who have attended a Curatorial Assistant training session are invited to take part in exhibition

changeovers. A sign up list is circulated prior to each exhibition changeover. All other volunteering activity will be suspended during exhibition changeovers.

## **Quilt Collection**

- The Quilt collection is managed by the Curator as per the Museum Accreditation Standard.
- Access to the collections and stores is restricted to the Curator or Museum Director. Unsupervised access to the stores by volunteers and researchers is not permitted.
- No-one is permitted to touch or move the quilts in the exhibition spaces or from the stores without permission of the Curator and or Museum Director
- Settings of the storage heaters in the exhibition spaces, curator's office and stores will be set by the Curator or Museum Director.
- Blinds must be kept down at all times in Exhibition areas.
- No drinks or liquid substances are allowed in the Exhibition Areas or Stores.
- Photography is not permitted in the exhibition spaces except for press previews or with permission from the Museum Director.

## **Museum Shop**

The Quilt Museum shop is managed by the Guild Commercial Manager.

We also have an online Shop [www.quiltmuseumshop.org.uk](http://www.quiltmuseumshop.org.uk)

The Museum shop is the first point of contact for all visitors it is essential that we offer consistent Customer Care at all times.

## **The Quilters' Guild Library**

The library of the Quilters' Guild is located off of the Great Hall and contains a large collection of books, magazines, videos, and DVDs on the subjects of quilting, patchwork, appliqué, costume and other textile related arts.

Volunteers are a vital part of making library resources accessible and volunteers are encouraged to use these resources when undertaking projects for the museum. Although sited in St Anthony's Hall along with the Museum and Gallery, the library is the Guild member's library and loans can only be made to those who are in fact Guild members. It is the museum's intention that when there is sufficient volunteer cover in the galleries, a volunteer may open up the library to museum visitors. Because of security issues, the library cannot be open if it is not staffed. Library volunteers must also be willing to assist with stewarding in the galleries when required.

### **Library Policies**

- The library may only be opened if a volunteer is present to supervise the library.
- All museum visitors are welcome to browse the library books.
- Only Quilters' Guild Members may borrow items, and only two items may be borrowed at a time.

- Reference books may not be removed from the library, and are not for loan under any circumstances.

### **Loan Procedures**

Two books (or DVDs, videos or CDs) may be borrowed by Guild members for one calendar month at a time. If a Guild member wishes to borrow a book; record the title of the book and the borrower's name and Guild number in the yellow folder. Also record the date on the loan slip in the book. If the book does not have a loan slip, place one loose in the book. If the borrower plans to mail the book back to the library, rather than return it in person, give them a recycled envelope for them to post it back in.

### **Donations to the Library**

If a visitor wishes to donate books to the library, please ask them to write a list of the titles so that we can compare this to the library catalogue. We are unable to guarantee that book donations will be added to the library collection, and they may be sold to raise funds for the library.

## **Other Things You Should Know**

### **Sickness reporting**

If you are unable to attend your volunteer session because of sickness please telephone 01904613242.

### **Computer Access**

Volunteers may access the computer when required for specific volunteer tasks – Computers for volunteer use include the Guild Library computer and the Volunteer Organiser's laptop only. No other computers may be used by volunteers without other staff member's permission and supervision. Volunteer computer use must be in line with the Volunteer Computer Guidelines.

### **Volunteer Policy**

Please refer to the Volunteer Policy for important information on insurance, expenses, settling differences and disabled access for volunteers.

## **Moving On**

### **References**

The Volunteer Organiser is happy to provide you with a reference during or after your time as a volunteer if you would like one.

### **Leaving the Quilt Museum and Keeping in Touch**

Please do give the Volunteer Organiser as much advance notice as you can that you intend to leave your role. You will be invited to complete an Exit Questionnaire as your feedback will help us improve our volunteer programme.

We will keep you on the Quilt Museum e-Newsletter distribution list if you are happy for us to do so. This means we can keep you up to date with news, events and opportunities at the Quilt Museum.

## **Section II. Health and Safety**

Health and Safety are everyone's responsibility. The Quilt Museum and Gallery has taken the following security measures in order to protect your safety while volunteering with us.

### **Evacuation Procedures**

**Fire Exits – Please familiarize yourself with the fire exits and evacuation routes throughout the building.**

- Shop – exit via the main front entrance.
- Education Room – exit via the external door.
- Bailey Gallery – exit via door to back stairwell, go down the stairs and exit via black double doors.
- The Great Hall - exit via door to back stairwell, go down the stairs and exit via black double doors. OR exit via main gallery entrance, go down the stairs and exit via main front entrance.
- Offices – go down the stairs and exit via main front entrance.

### **Evacuation of building when open to the public**

- On sounding of the alarm staff and volunteers to direct members of the public to make their way quickly and calmly out of the building following the emergency exit signs out of the building through the main entrance, back stairs and or education room.
- The lift should not be used, visitors with mobility problems or with wheelchairs or pushchairs should be accompanied by a staff or volunteer in holding zones at the top of the back stairs and/or by lift shaft and evacuated with the assistance of a staff member using an Evac Chair.
- The most senior staff member present to check rooms inc. toilets on the way out and collect signing in book
- Go to the assembly point on the patio outside of Le-Lange. Close doors behind you as you go.
- If a visitor refuses to leave, leave them behind. Even if you can not see any signs of smoke, you must exit immediately.

- Remain at the assembly point until a member of staff gives permission to disperse. On the instruction to return to the museum, please do so promptly ensuring that you are in position before the public. Thank them for their patience.

## **Raising an alarm in the event of an emergency**

- In the event of Fire, break glass at the break glass points
- Seek immediate assistance from staff member (s) – Use personal security alarm or silent alarm.
- Staff members will use phones to raise alarm internally and or externally 999 depending on the nature of the emergency.

## **Personal Attack alarms**

All volunteers are encouraged to wear personal attack alarms while stewarding in the galleries. This is in line with the Museum's 'Lone Worker Policy' which covers volunteers. In the event of emergency, if you are alone in the gallery, activate the alarm by pulling the cord to sound the alarm to alert staff to come and assist.

## **Panic Alarm**

In the event of emergency, you can activate a panic alarm which will alert museum staff to come to the gallery immediately. This will also set off the building alarm.

## **First Aid Box Locations**

- 1<sup>st</sup> Floor - in the Staff/Volunteer Room
- Ground Floor - in the Education Room
- Carol Bowden (Guild Administrator) is a trained first aiders.

## **Accident reporting**

All accidents should be reported in the Accident Book held by the Guild Administrator.

## **The Lift**

- To operate the lift, press pad by door, doors should electronically open out towards you, step in and press '1' to go to the first door (the door should automatically close), keep the button depressed for the entire journey. When you reach the first floor the lift will stop and the door will automatically open. To return to the ground floor follow the same instructions and press the '0' throughout the journey.
- If the red stop button is pressed in the lift, the lift will stop. If you hear the alarm activated by the yellow button or know a visitor is having difficulties with the lift, please alert a staff member.
- In the event of a fire, DO NOT USE THE LIFT.

## **CCTV**

The museum operates CCTV throughout the Museum building.



## **Disabled Access**

It is the objective of the Quilt Museum and Gallery to ensure that all visitors, including people with disabilities, should be able to enjoy as much access to information and the exhibition facilities as is reasonably possible.

Although St Anthony's Hall is an ancient building, we have done our best to accommodate all visitors.

The Quilt Museum and Gallery offers:

- staff and volunteers are always available to assist visitors
- level ramped access throughout the Ground Floor
- First Floor access via a lift or staircase (the exhibitions halls are on the First Floor.)
- accessible toilet on the Ground Floor
- Evac chairs in the event of evacuation of individuals from the First floor, in the event that the lift cannot be used
- induction loop in the Shop and for events in the Education Room for visitors with hearing impairments
- large print exhibition labels and guides – Green folders on the Joiners Tables
- assistance dogs welcome
- replica quilts for handling are located in the Art Cart – these are ok to touch and can be used by visitors with visual impairments

## **Risk Assessments**

The Quilt Museum and Gallery carries out risk assessments for the building and all activities. These are available upon request.