

Building new alliances

Volunteers in Cultural Heritage, Prato (IT), Oct 2nd 2009

by Izabella Csordás

Founder & coordinator of the Volunteer Program

Coordinator of the Friends organization

MUSEUM OF FINE ARTS BUDAPEST

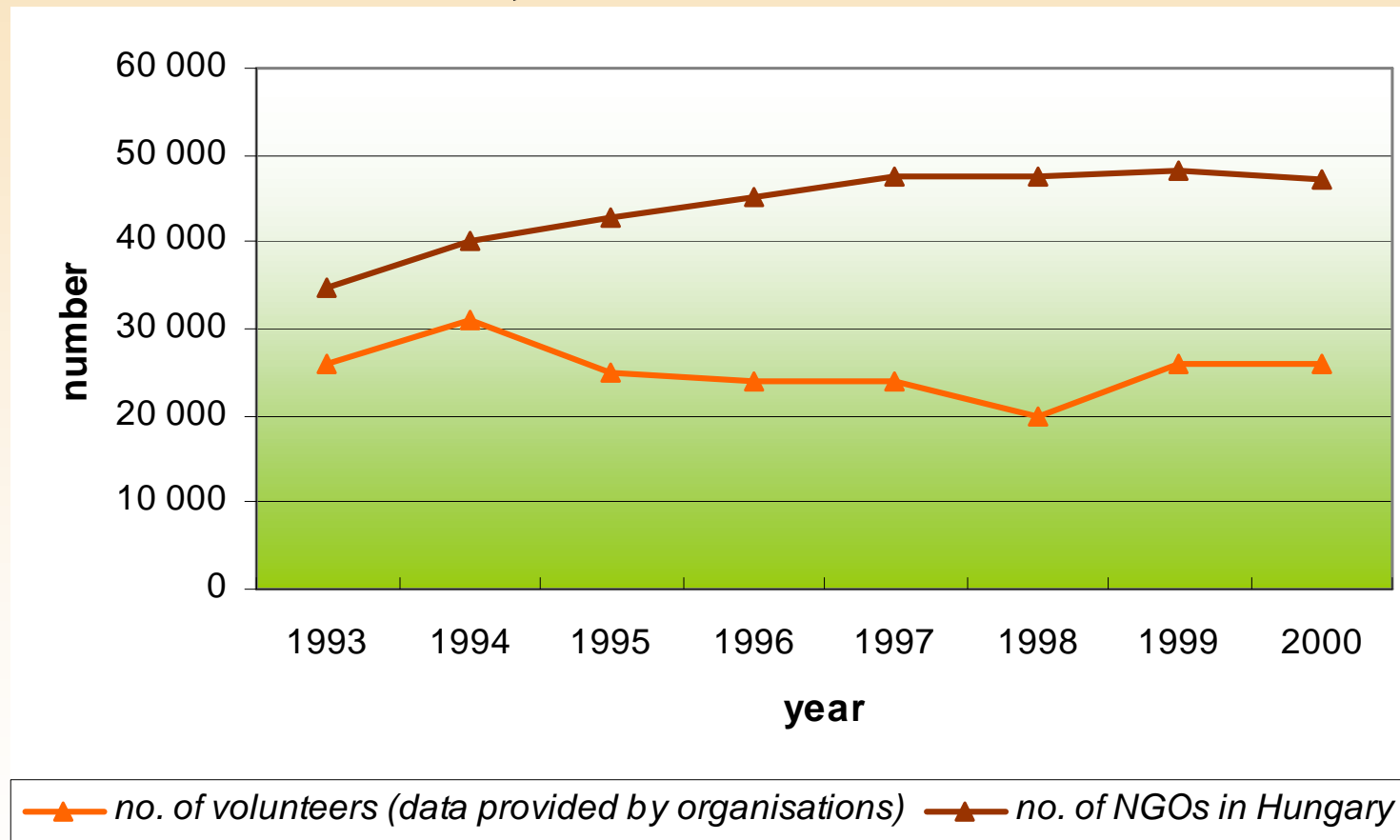


Hungary on the map



Volunteerism in Hungary

In 2009: above 70,000 NGOs and 1 million volunteers



Celebrating the program's 3rd anniversary in September 2009



Volunteer hours 2006-2009

Year	2006	2007	2008	2009. I.	<i>Total hours 2006-2009</i>
Information desk	1 412	4 524	4 880	3 224	<i>14 040</i>
Kids' activities	149	411	368	292	<i>1 220</i>
Library	170	499	265	190	<i>1 124</i>
Walkabout	0	0	227	92	<i>319</i>
Events	98	238	198	203	<i>737</i>
Volunteer Quarterly	0	0	158	176	<i>334</i>
Miscellaneous	223	866	914	897	<i>2900</i>
Total no. of hours	2 052	6 538	7 010	5 074	<i>20 674</i>
Total days (of 8 hs)	257	817	876	630	<i>2 561</i>

11. Administration

1. Identifying volunteer positions

2. Recruitment

3. Contracting

5. Continuous training

6. Volunteer recognition

10. Terminating the contract

4. Induction training

7. Team building

8. Internal marketing

8. Internal marketing

9. External marketing

9. External marketing

4.

NEW INFORMATION GUIDES – INDUCTION TRAINING

JANUARY 21 – JANUARY 25

10.30am - 4pm (except for Thursday when the session ends begins at 10am and ends at 5.00pm)

MONDAY JANUARY 21

10.30am - 12.45pm - with **Barbara Boyle (coordinator)**

11 am Welcome by **Nigel Taylor**, Head of HPE (Horticulture & Public Experience)

Barbara: Introduction to the guiding programme at Kew – security passes – resources – parks – corporate workwear – ongoing training – shadowing (lectors for Jan, Feb

			3. Mentor session - observation (2h)	4. Mentor session - observation (2h)	5. Contracting			8. Mentor session – training on-the-job	9. Mentor session – training on-the-job	10. Mentor session – training on-the-job
0. Application form, CV	1. Interview	2. Orientation game				6. Conflict handling quiz	7. Beginners' quiz	11. Walkabout – general museum information		

- 'The History of Kew' slideshow
- Friends Membership
- Visitor Service Staff
- Health & Safety concerns
- Customer care
- General Tour of Gardens
- Organisation & operation of guided tours
- Schools & Family - organisation of programme

5.







11. Administration

Volunteer Hours 1/4/05 to 31/3/06						
Task	Number of Staff	Total Weekly Average hours	Annual total hours	Rate per hour	Nominal Cost £	
Friends Office	8	42	2710	5.05	£13,685.50	
Front Desk	6	18	864	5.05	£4,363.20	
Nelson & Napoleon	9	35	1120	5.05	£5,656.00	
Sea Britain	1	6	120	5.05	£606.00	
ROG Before Close	5	8	136	5.05	£686.80	
ROG After Close	5	6	126	5.05	£636.30	
Navy Board	5	20	960	5.05	£4,848.00	
Historic Ships	2	12	576	5.05	£2,908.80	Started Jan
Ship Plans	6	36	1728	5.05	£8,726.40	
Shipping Lines	3	2	96	5.05	£484.80	
Visually Impaired Tours	6	2	12	5.05	£60.60	Just Starting
Stuffing	32	24	1121	5.05	£5,661.05	
Stuffing for Education	3	9	289	5.05	£1,459.45	
Stuffing for Development	3	6	60	5.05	£303.00	
Flamsteed viewings and tours	6	8	384	5.05	£1,939.20	
Photo Library	1	6	288	5.05	£1,454.40	
Special Interest Committees	30		660	5.05	£3,333.00	
Council Members	13		528	5.05	£2,666.40	
Conservation	15	90	4320	5.05	£21,816.00	
Help With Friends Events	6	16	480	5.05	£2,424.00	
Totals	165	346	16578		£83,718.90	
Assumptions	Average six hour day per volunteer 48 weeks to a year					



SZÉPMŰVÉSZETI MŰZSEUM

HUNDERTWASS
2007. OKTÓBER 11. – 2008. JANUÁR 27.

MANTEGNA
TO HOGARTH
VIRIDISCA INSCRIPTO
OF FLORENTINUS
**MANTEGNÁTÓL
HOGARTHIG**
A RÉZMETÉZÉS
NÉGY ÉVSZÁZADÁNAK
VIRTUÓZAI
2007.
szeptember 7.
2008.
január 27.

THANK YOU FOR YOUR ATTENTION!

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