

Comprehensive training for volunteer generalists –



a challenging tightrope walk

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General volunteering in Austria

Long and strong tradition within the population



- ◇ 43.8% of Austrians older than 15
- ◇ Formal and informal both is very strong
- ◇ Informal volunteerism is hardly ascertainable
- ◇ focus in the range of health care, welfare, music, popular clubs and societies
- ◇ Political will or intention erratic

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Volunteering in Austrian museums

The museums-landscape is complex, multifaceted and mainly without general rules, support or advice



- ◇ federal responsibilities
- ◇ no national authority or laws for regional museums
- ◇ estimated 1900 institutions
- ◇ 80% volunteer leaders and teams!
- ◇ "informal volunteering"
- ◇ extensive lack of formal volunteer structures in the entire cultural heritage

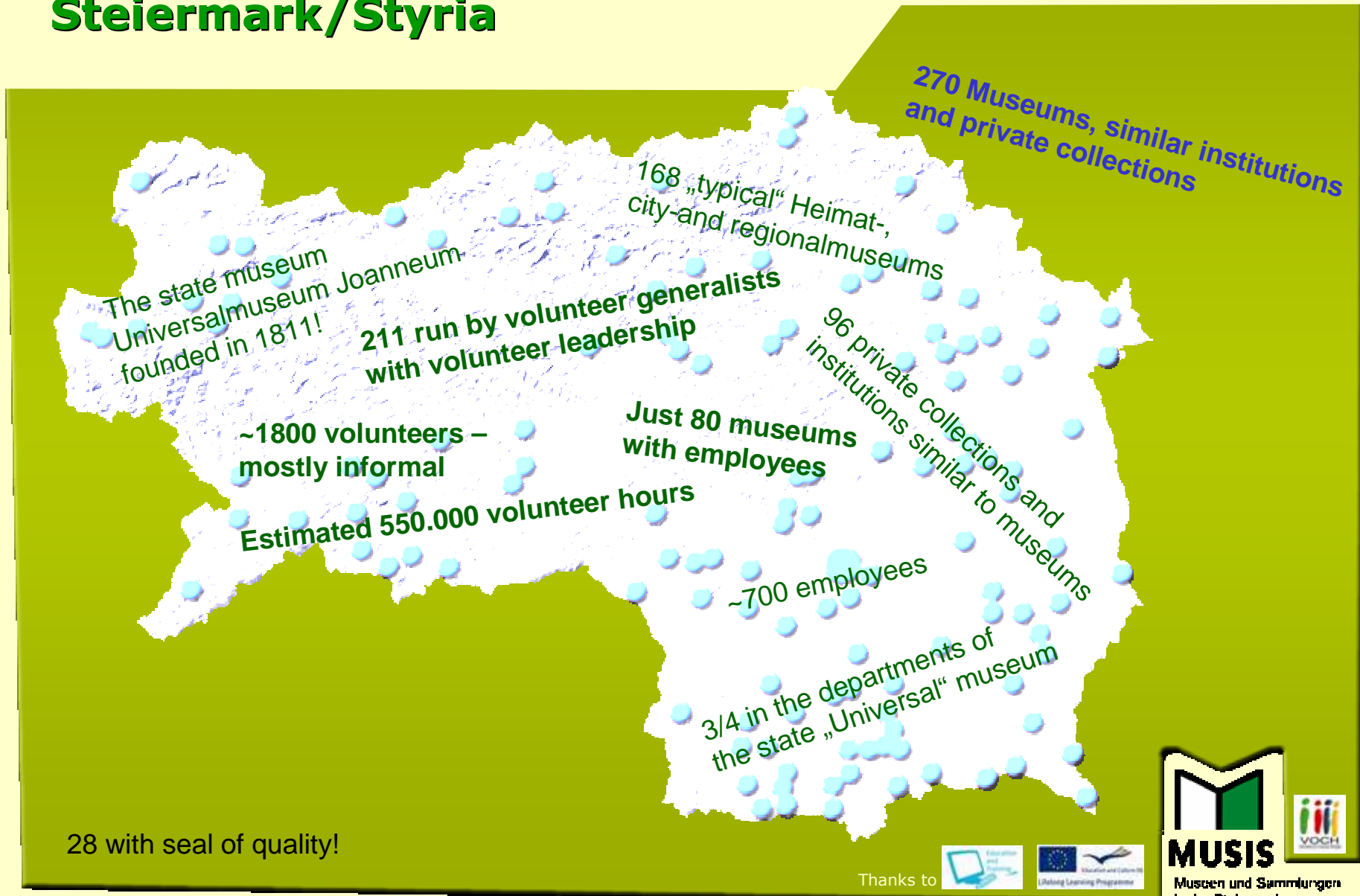
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Steiermark/Styria



Getting started

Tailored concepts according to requirement



- ◇ Demand on the part of volunteers
- ◇ Needs assessment
- ◇ Competitor analysis
- ◇ Trainer selection
- ◇ Announcement and call for participation



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Factors of success and failure

What we learned about the influence of ...

- ◇ Time
- ◇ Space
- ◇ Finances



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Factors of success and failure

... and the importance of ...

- ◇ Quality with regards to the content
- ◇ Organizational details
- ◇ Sequence
- ◇ Synergies



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The curriculum

The four segments of the training

- ◇ 14 modular lecture units
- ◇ evening program, with related exemplary museums and discussions
- ◇ meantime between modules: pass on and implement knowledge
- ◇ Final thesis referring to the own working environment.



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Review and visions – the volunteers

Evaluation



- ◇ Practicability
- ◇ Direct usability
- ◇ Solid theory basis
- ◇ Networking
- ◇ Fun
- ◇ Good locations and good food!

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Review and visions – the volunteers

Supported by MUSIS to achieve sustainable effects



- ◇ Implementing the results of the thesis
- ◇ Dissemination and transfer of the new knowledge among the local team
- ◇ Buddying
- ◇ Continuous networking
- ◇ Annual assessment meetings



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Review and visions – the trainers and advisors



- ◇ Final evaluation
- ◇ Practicability check of the thesis
- ◇ Continuous advisory of the alumni
- ◇ Revision of the curriculum, adaption
- ◇ One year training break, shift
- ◇ Utilisation and implementation of the curriculum into other similar fields
- ◇ Implementation of experience and expertise into volunteer networks and planning groups in Austria

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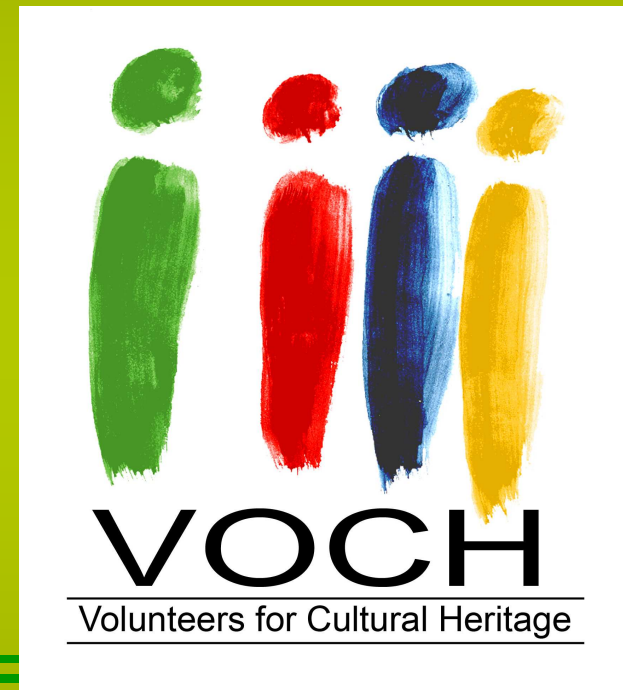


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... the challenge continues!

**Thank you for
your attention!**

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