

Museum Volunteers Tool Kit

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Acknowledgements

This toolkit was written by Tim Phillips and Janet Parker and produced as part of the Volunteers for Museums Project.

Volunteers for Museums was a partnership of 9 museums across Berkshire, Buckinghamshire and Oxfordshire, funded by Renaissance South East, and ran between March 2010 and March 2011. The aim of the project was to increase the overall number of volunteers in museums, and to develop the training and support that they receive. The project worked with staff in the partner museums to enhance the opportunities for volunteers so that there are a greater number and variety of roles and to support the recognition of volunteers' skills and experience.

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Disclaimer

This tool kit should only be used to evaluate the **potential** abilities and limitations of individuals. It should not be used as a method of assessing medical conditions or disabilities. The use of this tool kit is wholly at the individual user's risk. The authors and project team accept no responsibility for any injury or death caused in the use of the tool kit or in the user's subsequent actions.

The Purpose of the Tool Kit

The Museum Volunteer's Tool Kit is an aid that helps ensure that volunteers will be included in as many aspects of museum work as is possible. Its purpose is to identify any areas where an individual may, **potentially**, experience difficulties in successfully joining in with a particular activity. If museum staff are aware of any areas of difficulty that a volunteer may have, this allows them to make arrangements or adjustments to the way a particular task is done to ensure that a volunteer is not excluded from it. It is about an individual's abilities, not their skills, as the skills required for museum work are something that will be passed on by the staff. It is essential that the **potential** identified by the tool kit is tried out with each of the activities to determine what a volunteer's abilities actually are.

How to Use the Tool Kit

The tool kit is very easy and simple to use:

1. Part 1 of the tool kit is made up of 33 questions about everyday activities that look at different aspects of an individual's physical, sensory/perceptual and cognitive abilities. These replicate the elements of a number of activities carried out by volunteers in museums.
2. Each question can be answered at one of four levels – A, B, C or D. If you are unable to answer a question successfully in the 'A' category, then move on to the 'B' category and, if you are unable to answer this successfully, then move on to the 'C' category and so on until you have answered each question.
3. You do not actually have to do these activities when answering the questions, only say whether you are capable of carrying them out.
4. If you can successfully do an activity using an aid or piece of equipment that you already possess (e.g. glasses, hearing aid, wheelchair) then you should answer that question affirmatively.
5. The answers given in Part 1 are then transferred in to Part 2 of the tool kit. Part 2 lists each activity and the abilities needed, and so any one question may relate to several activities. For example Question 4 (Sitting) is relevant to Front of House, Cataloguing, Conservation, Learning Events and Marketing.
6. The level at which a question has been answered will inform whether, **potentially**, reasonable adjustments may have to be made to ensure your inclusion in some aspect of a particular task.

Part 1 - Questionnaire

Physical Abilities

1. Mobility

Level	Question	Answer
A	I can move around one floor of a building with ease	
B	I can move around one floor of a building, but not easily	
C	I can move around one floor of a building with assistance	
D	I can do none of these activities	

2. Mobility - level change

Level	Question	Answer
A	I can go up and down stairs and steps without the use of a handrail	
B	I can go up and down stairs and steps with the use of a handrail	
C	I can go up and down stairs and steps with assistance	
D	I can do none of these activities	

3. Mobility - uneven ground

Level	Question	Answer
A	I can move across uneven ground with ease	
B	I can move across uneven ground, but not easily	
C	I can move across uneven ground with assistance	
D	I can do none of these activities	

4. Upper limb movement

Level	Question	Answer
A	If sat at a desk I can reach all the way across and around a normal sized-desk	
B	If sat at a desk I can reach half-way across and around a normal-sized desk	
C	If sat at a desk I can reach the areas of a normal-sized desk immediately around where I am seated	
D	I can do none of these activities	

5. Sitting

Level	Question	Answer
A	I can sit comfortably in a chair for over an hour	
B	I can sit comfortably in a chair for 30 minutes to an hour	
C	I can sit comfortably in a chair for 15 to 30 minutes	
D	I can do none of these activities	

6. Kneeling

Level	Question	Answer
A	I can stay kneeling comfortably for over 30 minutes	
B	I can stay kneeling comfortably for 20 to 30 minutes	
C	I can stay kneeling comfortably for 10 to 20 minutes	
D	I can do none of these activities	

7. Reach - downwards

Level	Question	Answer
A	I can reach downwards to the level of my ankles	
B	I can reach downwards to the level of my knees	
C	I can reach downwards to the level of my waist	
D	I can do none of these activities	

8. Reach - upwards

Level	Question	Answer
A	I can reach a shelf above my head	
B	I can reach a shelf at the level of my head	
C	I can reach a shelf at the level of my shoulders	
D	I can do none of these activities	

9. Lifting strength

Level	Question	Answer
A	I can lift and hold a 3kg bag of potatoes	
B	I can lift and hold a kettle full of water	
C	I can lift and hold a small carton of milk	
D	I can do none of these activities	

10. Upper body movement and mobility

Level	Question	Answer
A	I can move a loaded wheelbarrow around on uneven ground	
B	I can move a loaded wheelbarrow around on even ground	
C	I can carry a loaded bucket	
D	I can do none of these activities	

11. Grasp objects

Level	Question	Answer
A	I can tightly grasp a tennis ball with ease	
B	I can tightly grasp a tennis ball, but not easily	
C	I can grasp a tennis ball, but not tightly	
D	I can do none of these activities	

12. Handle objects

Level	Question	Answer
A	I can carefully pick up and put down small objects (e.g. jigsaw pieces, a key, an eraser)	
B	I can carefully pick up and put down medium-sized objects (e.g. a coffee mug)	
C	I can carefully pick up and put down larger-sized objects (e.g. a dinner plate)	
D	I can do none of these activities	

13. Hold objects

Level	Question	Answer
A	I can gently and securely hold a large casserole dish	
B	I can gently hold a large casserole dish, but not securely	
C	I can hold a large casserole dish, but not easily	
D	I can do none of these activities	

14. Clean objects

Level	Question	Answer
A	I can dust a small ornament with a brush	
B	I can dust a medium-sized ornament with a brush	
C	I can dust a large object with a brush	
D	I can do none of these activities	

15. Fine finger dexterity

Level	Question	Answer
A	I can type using a computer keyboard	
B	I can type using a computer keyboard, but not easily	
C	I can type using a computer keyboard with assistance	
D	I can do none of these activities	

16. Physical stamina

Level	Question	Answer
A	I can continue a light physical task for more than 15 minutes	
B	I can continue a light physical task for between 10 and 15 minutes	
C	I can continue a light physical task for between 5 and 10 minutes	
D	I can do none of these activities	

Sensory/Perceptual Abilities

17. Vision – close distance

Level	Question	Answer
A	I can see the details on playing card held at arms' length	
B	I can see the details on a playing card held one foot from my face	
C	I can see the details on a playing card held in front of my face	
D	I can do none of these activities	

18. Vision – near distance

Level	Question	Answer
A	When sitting at an average-sized desk, I can clearly see all the items on the desk top	
B	When sitting at an average-sized desk, I can see all the items on the desk top, but not clearly	
C	When sitting at an average-sized desk, I can only see some of the items on the desk top	
D	I can do none of these activities	

19. Vision – middle distance

Level	Question	Answer
A	I can clearly see people and objects across the other side of a large room	
B	I can see people and objects across the other side of a large room, but not easily	
C	I can see people and objects across the other side of a large room, but only with difficulty	
D	I can do none of these activities	

20. Hearing – general

Level	Question	Answer
A	I can hear the beep of a microwave	
B	I can hear a doorbell ringing	
C	I can hear a car horn nearby	
D	I can hear none of these	

21. Hearing - telephone

Level	Question	Answer
A	I can understand a telephone conversation clearly	
B	I can understand a telephone conversation, but not clearly	
C	I can understand a telephone conversation, but not easily	
D	I can do none of these activities	

22. Spatial awareness

Level	Question	Answer
A	I am fully aware of the objects and people around me in all directions	
B	I am fully aware of the people and objects around me, but only in front and to the sides of me	
C	I am fully aware of the people and objects around me, but only in front of me	
D	I can do none of these activities	

23. Read computer screen

Level	Question	Answer
A	I can easily read the screen on a bank cash dispenser	
B	I can read the screen on a bank cash dispenser, but not easily	
C	I can read the screen on a bank cash dispenser, but only with difficulty	
D	I can do none of these activities	

Cognitive Abilities

24. Memory – short-term

Level	Question	Answer
A	I can remember and pass on a message correctly	
B	I can remember and pass on an accurate version of a message	
C	I can remember and pass on the general meaning of a message	
D	I can do none of these activities	

25. Memory – long-term

Level	Question	Answer
A	I can remember details of events that occurred one month ago	
B	I can remember the general details of events that occurred one month ago	
C	I can remember the general outline of events that occurred one month ago	
D	I can do none of these activities	

26. Mental stamina

Level	Question	Answer
A	I can concentrate on a task for more than 15 minutes	
B	I can concentrate on a task for between 10 and 15 minutes	
C	I can concentrate on a task for between 5 and 10 minutes	
D	I can do none of these activities	

27. Organisation

Level	Question	Answer
A	I can sort coins into their different sizes and values	
B	I can sort stone pebbles into different groups based on size	
C	I can sort the washing up and put the articles away in the correct places	
D	I can do none of these activities	

28. Time management

Level	Question	Answer
A	I can set myself a series of daily tasks and complete them all most of the time	
B	I can set myself a series of daily tasks and complete some of them	
C	I can set myself a series of daily tasks and complete only a few of them	
D	I can do none of these activities	

29. Social interaction

Level	Question	Answer
A	I can respond confidently to other people in a social environment	
B	I can respond to other people in a social environment	
C	I can respond to other people in a social environment, but not easily	
D	I can do none of these activities	

30. Communication

Level	Question	Answer
A	I can effectively convey detailed information to other people	
B	I can effectively convey general information to other people	
C	I can convey general information to other people, but not easily	
D	I can do none of these activities	

31. Understand information

Level	Question	Answer
A	I can effectively understand detailed information conveyed to me by other people	
B	I can effectively understand general information conveyed to me by other people	
C	I can understand information conveyed to me by other people, but not easily	
D	I can do none of these activities	

32. Interpret written information

Level	Question	Answer
A	I can read and understand written information easily	
B	I can read and understand written information, but not easily	
C	I can read and understand written information with assistance from another person	
D	I can do none of these activities	

33. Numerical ability

Level	Question	Answer
A	I can remember and write down numbers accurately	
B	I can write down numbers accurately with assistance	
C	I can convey numbers accurately to another person	
D	I can do none of these activities	

Part 2 – Activities and Abilities

Tour Guiding

A – can do this activity with no adjustments necessary

B – can do this activity, but may require minor adjustments/assistance

C – can do this activity, but may require major adjustments/assistance

D – potentially may not be able to do this activity

Question	Ability	A	B	C	D
01	Mobility				
04	Upper limb movement				
07	Reach - downwards				
09	Lifting strength				
11	Grasp objects				
12	Handle objects				
13	Hold objects				
16	Physical stamina				
17	Vision - close distance				
18	Vision - near distance				
19	Vision - middle distance				
20	Hearing - general				
22	Spatial awareness				
24	Memory - short-term				
25	Memory - long-term				
26	Mental stamina				
27	Organisation				
28	Time management				
29	Social interaction				
30	Communication				
31	Understand information				
32	Interpret written information				

Front of House

A – can do this activity with no adjustments necessary

B – can do this activity, but may require minor adjustments/assistance

C – can do this activity, but may require major adjustments/assistance

D – potentially may not be able to do this activity

Question	Ability	A	B	C	D
04	Upper limb movement				
05	Sitting				
07	Reach - downwards				
08	Reach - upwards				
09	Lifting strength				
11	Grasp objects				
12	Handle objects				
13	Hold objects				
14	Clean objects				
15	Fine finger dexterity				
16	Physical stamina				
17	Vision - close distance				
18	Vision - near distance				
19	Vision - middle distance				
20	Hearing - general				
21	Hearing - telephone				
22	Spatial awareness				
23	Read computer screen				
24	Memory - short-term				
25	Memory - long-term				
26	Mental stamina				
27	Organisation				
29	Social interaction				
30	Convey information				
31	Understand information				
32	Interpret written information				
33	Numerical ability				

Cataloguing

A - can do this activity with no adjustments necessary

B - can do this activity, but may require minor adjustments/assistance

C - can do this activity, but may require major adjustments/assistance

D - potentially may not be able to do this activity

Question	Ability	A	B	C	D
04	Upper limb movement				
05	Sitting				
12	Handle objects				
15	Fine finger dexterity				
17	Vision - close distance				
18	Vision - near distance				
23	Read computer screen				
24	Memory - short-term				
25	Memory - long-term				
26	Mental stamina				
27	Organisation				
31	Understand information				
32	Interpret written information				
33	Numerical ability				

Conservation

A - can do this activity with no adjustments necessary

B - can do this activity, but may require minor adjustments/assistance

C - can do this activity, but may require major adjustments/assistance

D - potentially may not be able to do this activity

Question	Ability	A	B	C	D
04	Upper limb movement				
05	Sitting				
07	Reach - downwards				
08	Reach - upwards				
09	Lifting strength				
11	Grasp objects				
12	Handle objects				
13	Hold objects				
14	Clean objects				
15	Fine finger dexterity				
17	Vision - close distance				
18	Vision - near distance				
23	Spatial awareness				
24	Memory - short-term				
25	Memory - long-term				
26	Mental stamina				
27	Organisation				
31	Understand information				
32	Interpret written information				

Learning Events

A - can do this activity with no adjustments necessary

B - can do this activity, but may require minor adjustments/assistance

C - can do this activity, but may require major adjustments/assistance

D - potentially may not be able to do this activity

Question	Ability	A	B	C	D
01	Mobility				
04	Upper limb movement				
05	Sitting				
07	Reach - downwards				
08	Reach - upwards				
09	Lifting strength				
11	Grasp objects				
12	Handle objects				
13	Hold objects				
15	Fine finger dexterity				
16	Stamina				
17	Vision - close distance				
18	Vision - near distance				
20	Hearing - general				
22	Spatial awareness				
24	Memory - short-term				
25	Memory - long-term				
26	Mental stamina				
27	Organisation				
29	Social interaction				
30	Communication				
31	Understand information				
32	Interpret written information				

Marketing

A - can do this activity with no adjustments necessary

B - can do this activity, but may require minor adjustments/assistance

C - can do this activity, but may require major adjustments/assistance

D - potentially may not be able to do this activity

Question	Ability	A	B	C	D
04	Upper limb movement				
05	Sitting				
12	Handle objects				
15	Fine finger dexterity				
17	Vision - close distance				
18	Vision - near distance				
20	Hearing - general				
21	Hearing - telephone				
23	Read computer screen				
24	Memory - short-term				
25	Memory - long-term				
26	Mental stamina				
27	Organisation				
29	Social interaction				
30	Communication				
31	Understand information				
32	Interpret written information				
33	Numerical ability				

Gardening

A - can do this activity with no adjustments necessary

B - can do this activity, but may require minor adjustments/assistance

C - can do this activity, but may require major adjustments/assistance

D - potentially may not be able to do this activity

Question	Ability	A	B	C	D
01	Mobility				
02	Mobility - level changes				
03	Mobility - uneven ground				
04	Upper limb movement				
06	Kneeling				
07	Reach - downwards				
08	Reach - upwards				
09	Lifting strength				
10	Upper body movement and mobility				
11	Grasp objects				
12	Handle objects				
16	Physical stamina				
18	Vision - near distance				
19	Vision - middle distance				
22	Spatial awareness				
26	Mental stamina				
27	Organisation				
31	Understand information				

Access to Buildings

A - can do this activity with no adjustments necessary

B - can do this activity, but may require minor adjustments/assistance

C - can do this activity, but may require major adjustments/assistance

D - potentially may not be able to do this activity

Question	Ability	A	B	C	D
01	Mobility				
02	Mobility - level changes				
04	Upper limb movement				
11	Grasp objects				