

INSTRUCTIONS TO MUSEUM VOLUNTEERS

Please read through these notes carefully, and familiarize yourself with the content.

General

Weekday opening Tuesday to Friday. On arrival report to the Parish Council office, and a member of staff will open the museum for you.

Monday opening. If you are doing a duty on a Monday you have to go to the kitchen and get David Philipson to open the museum for you. At closing time lock the door with the yale key which you have been provided with and let David Philipson know that you have closed up. He will reset the alarm later in the day.

Saturday opening. If you are doing a Saturday duty you need to collect the door keys from the Parish Council office during the week. You will need to know the code to deactivate the alarm. At closing time the alarm has to be reactivated, and the keys returned to the Parish Council by posting them through the letter box just outside the main door.

The following operations should be carried out when you start your duty. If you do not feel able to do this yourself get the person who unlocks the door to do them for you.

1. Switch the C.C.T.V. monitor on, and turn it off again at the end of your duty. The button is on the underside of the monitor on the right hand side.
2. Put the 'A' frame board outside the entrance to the hall, but not on the brick pier in case it gets blown off in the wind, and put the large sign outside of the door to the museum.
3. Keep the right hand entrance door open using the wooden wedge, and if it's not too cold open the left hand door and keep it open by placing the collection box against it, which is on casters. This door has two bolts on the inside, and two which are operated by catches on the end of the door.
4. Keep the turret clock next to the bookcase wound up. It's winding handle, and the small chromium plated key to unlock the case, are kept in the top right hand drawer of the desk. Do not touch the other clocks in the museum.
5. Keep a tally of the number of visitors entering the museum and enter them in their age ranges in the file on the desk. There is a tally counter in the top right hand drawer of the desk which may assist you. It helps the curators counting up the weekly totals if you group them in fives i.e. four vertical lines for four visitors and a horizontal line through the four represents the fifth.
6. You can also switch the T.V. on to play the CD. See instruction sheet with it.

Objects for sale

The museum has a number of items for sale including books, postcards, DVD's, cards, etc. These are on the table next to the donations box. The secondhand books are individually priced, and other items have a price label beside them. There are additional copies of DVD's, books, and cards beneath the desk which the computer sits on. Also under the desk are cardboard tubes containing the map of the parish, which was produced in 2000, and are priced at £4.

Put the money from all sales in the tin in the bottom right hand drawer of the desk, and enter details of the sales in the book kept in the tin.

Security

1. Keep a careful watch on the visitors, especially when they are near objects which are not in display cases.
Be aware that thieves may work in pairs. You may be engaged in conversation whilst an accomplice steals an object.
2. If you feel threatened by people outside the museum you can lock the museum door by turning the catch.
3. There is a panic alarm in the top right hand drawer of the desk which you must keep on your person whilst on duty. It is white in colour and about four inches long. To activate the alarm you press the grey button. This sets off the building alarm system which will be heard in the Parish Council Office, and in the Hall Steward's house. Someone will then come to your assistance, and will also cancel the alarm. Activate it if you feel threatened or if you catch someone trying to steal something.
4. If someone is seen stealing an object, having activated the panic alarm they will probably leave immediately. Do not attempt to apprehend them, but instead write down their description. When help arrives get the police called.
5. For added security, if you are on duty on a Saturday afternoon when nothing is going on in the hall, the curator will arrange for another helper to be with you.
6. If you have a handbag, for security leave it in the bottom right hand drawer of the desk.
7. If people come into the museum carrying bags or rucksacks encourage them to leave them by the table. This is for their own convenience as well as reducing the risk of a theft.

Unaccompanied children

Children under 16 years of age shall not be allowed into the museum unless accompanied by a supervising adult. This rule has been introduced to protect both you and the child(ren).

In the event of a fire

It is unlikely that a fire will start in the museum, but should it do so or you see one starting elsewhere, activate the fire alarm button outside the museum door to the right, or by the fire exit. The clock winding handle in the top right hand drawer of the desk can be used to break the glass.

There are two fire extinguishers in the museum. A water extinguisher next to the table, and a carbon dioxide one next to the storeroom door. Only use the extinguishers if you have been trained to do so.

Should a fire alarm bell go off in the complex lead any visitors out through the main doors closing them behind you, leaving the lights switched on. If it is not possible to use the front entrance use the emergency exit. Congregate in the southeast corner of the car park, and await the arrival of the fire brigade and museum rescue team. Advise them that the museum has been cleared of visitors. Opening the emergency exit will activate the security alarm, but do not worry about this under these circumstances. If this door is opened accidentally get either the Hall Steward or a member of staff from the Parish Council office to cancel the alarm.

In the event of an accident or medical emergency

Seek immediate assistance from a member of the Parish Council office, or failing this the Hall Steward, who lives in the house just to the west of the hall.

In the event of a power failure

As it will be dark in the museum ask the visitors to remain calm, and to stay where they are. Using the torch on the shelf by the desk, escort the people out of the museum. Shut the door behind you and fetch the Hall Steward or a member of the Parish Council staff to lock the door.

Action in the event of smelling gas, discovering a suspect package or water ingress

Ask people to evacuate the museum. Close the doors and contact the Hall Steward or member of the Parish Council staff.

Interaction with visitors

We want people to enjoy their visit to the museum; as a museum volunteer you play a very important role in this.

- (a) Greet people as they come through the door.
- (b) Point out to visitors the catalogue of paintings and photographs on the stand next to the door.
- (c) Make yourself familiar with the objects in the museum, and if you have any questions about them speak to one of the curators.
- (d) Interact with visitors if you feel confident to do so, and if you feel it would be welcomed by them.
- (e) Encourage visitors to take part in My Favourite Object project. Forms are available on top of the desk.
- (f) Encourage visitors to complete the questionnaire, copies of which are on the stretcher.
- (g) Encourage children to enter the quiz, copies of which are on the stretcher.
- (h) If a visitor is tracing their family history, or researching other matters point out to them the census records, school register, churchyard inscriptions, Kelly's directory pages, historical notes on Shermanbury and Wineham etc. on the shelf and in the bookcase by the desk. There may be other archives locked away in the museum cupboards, which may be of interest to them. These can only be accessed by the curators, so make a note of any requests in the black book kept on top of the desk, noting the person's name and contact details so that the curators can get in touch with them.
- (i) Any requests i.e. for copies of photographs on display etc. should be entered in the black book. The curators will then contact the person direct.
- (j) It is not normal to allow photographs to be taken in the museum in case they might be used by criminals to steal objects to order. However, for people who you believe have a genuine interest in a particular object, students doing projects, or people wishing to photograph documents, it is acceptable.
- (k) People may ask you to play the eight bell change set. There is a 'S' shape handle for this in the top right hand drawer of the desk with a square hole in it, which fits on the drive spindle on the right hand side. The handle must be turned clockwise.
- (l) There is a box under the table which can be used by small children to stand on to see the objects in the display cases.

(m) People with disabilities should be able to enjoy the museum as much as able-bodied people:

- There is a magnifying glass in the top right hand drawer of the desk to aid partially sighted people.
- Partially sighted or blind people may like to feel objects on display. This is quite acceptable e.g. “smocking” on the smock, quoits, butter pats, lettering on the milk bottles, stoolball bat etc. Items coloured black should be avoided as they will make their hands dirty.
- For poorly sighted people it may be appropriate to ask whether they would like a guiding hand. It is recommended that the visitor holds the museum helper’s elbow.
- For people with a hearing disability, speak clearly and directly to the person concerned so that they can see your lips.
- If you are describing something, leave enough of a pause for the deaf person to look at what you have been describing before moving onto the next object. Talk at normal speed.

Objects coming into the museum

While you are on duty people may bring an object into the museum. This will be brought in for one of the following reasons:

- (a) As a donation.
- (b) As a loan.
- (c) For identification.

An entry form, copies of which are in a blue folder on the desk, has to be completed by the person bringing the object into the museum. Get the person filling in the form to provide as much information about the object as possible i.e. its history, who it belonged to and its age etc. If it is a photograph get the names of people in the photograph added on. It is important that they sign the form in the appropriate place. For objects being donated this gives the museum full title to the object.

Note: The museum has a collection policy, and it should be made clear to anyone wishing to donate an object that it may not be accepted by the curators. Generally speaking an object has to have some connection with Henfield or the surrounding villages. For objects which are accepted the curator will send the donor a copy of the entry form, but if rejected the object will be returned to them.

For objects brought into the museum for loan or for identification, copies of the entry form will also be sent by the curator to the person who brought the object into the museum.