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Volunteering
for wellbeing

IWM NORTH Buddy Handbook





Contents

1. Getting to know the museum

- Orientation
- Building architecture

2. Security and emergency procedures

- Role of security
- Fire exits
- Emergency procedures
- Fire alarm system

3. Care of premises

- Role of the volunteer
- Reporting faults
- Engineers and technicians

4. Assisting visitors

- Talking to visitors
- Daily event sheet and floor plan
- Big Picture Show
- Donations

5. Interactive and family activities

- Action Stations
- Family activities
- Visitor reflection cards
- Museum leaflets
- Large objects
- Information Trolley objects

Orientation

During this session you will focus on how to give directions to visitors and the architecture of the museum.

Your Buddy will ensure that you feel comfortable with the layout of the museum so that you can direct visitors to the key places below:

Ground Floor	Level One
<ul style="list-style-type: none">• Air Shard viewing platform• External frames• Admissions desk• Museum shop• Green Room• Booked group locker room• Foyer cafe• Blue Room• Learning Studio• Lockers• Toilets• Your History• Staff room	<ul style="list-style-type: none">• Main Exhibition Space• Special Exhibition Gallery• Libeskind Rooms• WaterShard Café and Kitchen• WaterWay• Red Room

Please remember that if you find it difficult to give directions you can always take the visitor to where they want to go.

We would like you to know how to direct visitors from the North Pole Cross to the key places in the museum. At the end of today's session you will be asked to give clear directions to these places. We have given you a map of the museum – familiarise yourself with the layout. Your buddy will be happy to answer any questions that you have on the layout.

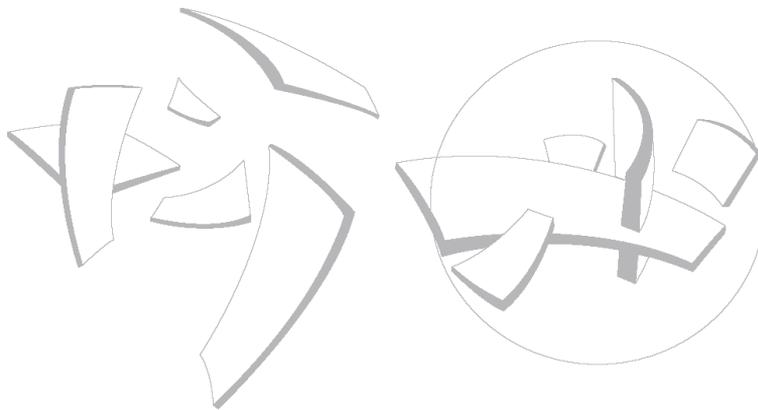


Building architecture

Visit the Foyer and look at the diagrams on the wall of the museum's architecture.

During your course you have looked briefly at the architecture of the building and Daniel Libeskind's vision of the museum. IWM North is the first building to be designed in the UK by internationally acclaimed architect, Daniel Libeskind. Clad in aluminium, this landmark building is a visionary emblem of war and reflects the innovative approach of the entire project.

The stunning exterior is based on the concept of a globe shattered by war and conflict. Libeskind has taken three of these pieces (or shards) to form the building, representing earth, air and water.



As you can imagine the building is a big talking point for visitors. Discuss with your buddy examples of questions that you might be asked.

Task

Watch the film on the screen near the Main Entrance. Write down the most common questions you think you might be asked about the building design.

Now go and find the silver cross on the floor just inside the Main Exhibition Space. Your buddy should be able to tell you what this cross means. Write this below.

Session 2: Security and emergency procedures

- Role of security
- Fire exits
- Emergency procedures
- Fire alarm system

Fire exits

Task

Talk with your buddy about how you can spot a fire exit. Write down three ways to spot fire exits below:

- 1.
- 2.
- 3.

The best way for you to discover where all the fire exits are in the building is to find them for yourself! Your buddy will show you to admissions where you can collect a daily event sheet. On the back of this sheet is a map of the building. Walk around the building and mark down on the map where all the fire exits are with an X.

Emergency procedures

As a volunteer you should leave the Museum when there is an evacuation. Your responsibility is for yourself. You are not responsible for visitors. If you are with visitors then you should take them with you out of the nearest fire exit.

You should not put yourself in any danger, do not stay to guide people out – that is the role of security. You need to leave the Museum as quickly and safely as possible.

On discovery of a fire

- Raise the alarm by contacting a member of security staff
- Do not panic
- Evacuate the building by the nearest safe emergency exit
- Under no circumstances use the lifts
- Assemble at the Assembly point – this is by the fence opposite the Group Entrance

Do not under any circumstances re-enter the building.

The Incident Controller will tell you when it is safe to do so.

Fire alarm system

You will hear the fire alarm system wherever you are in the building. It will warn you of the alarm by saying:

“Attention please. Attention please. Due to unforeseen circumstance we must ask you to leave the building by the nearest exit or as directed by a member of staff. Do not use the lifts.”

At this point you need to leave the museum and gather at the Fire assembly point. The meeting point is outside the museum next to the silver fence.



Your buddy will show you where the Fire assembly point is located.

What if I'm not able to use the stairs?

There are refuge areas for people with limited mobility. These are on the stair landings on the east and west side of the offices and Libeskind Rooms, back restaurant stairs, landing outside the Red Room and at the top of the Air Shard. There are intercoms at each point to contact security and tell them where you are.

Orientation stairs – shutter comes down

At the bottom of the Orientation stairs (the stairs from the Exhibition Spaces down to the shop and Quay side entrance/exit) there is a shutter that comes down. If you go down these stairs and the shutter is down turn right at the bottom of the stairs and the fire exit is out onto the Quay side.

Volunteer role

Volunteers play a major part in taking care of the premises. Taking care of the premises includes ensuring that the building and exhibitions are maintained.

Your buddy will talk to you about how you can make a difference to the maintenance of the premises by completing simple tasks whilst you're volunteering. Examples of tasks volunteers are asked to complete are below:

- Pick up any litter – for example leaflets, coffee cups and sweet wrappers
- If you notice a spillage please contact a cleaner by asking a member of security to contact them on the radio system
- Report any faults with the building or exhibitions to the correct people (your buddy will explain this more to you during the rest of this session)

After you have discussed volunteer involvement in care of the premises, jot down below any suggestions that you may have to maintain the building and exhibitions in a sustainable way.

We have a Green Team and one of the existing volunteers is our representative. We welcome any suggestions about how we can work towards caring for our environment. If you have a suggestion, please let a member of the team know and we will pass it on. Or you can write it down and add it to the folder on the volunteer noticeboard.

Reporting faults

Operations department

The Operations Co-ordinator and contracted teams are responsible for the care of the building.

Operations Co-ordinator

Provides full operational support to IWM North staff and ensures the smooth running of the operational needs and functions of the Museum. Ensuring that a clean, safe environment is provided for staff, volunteers and visitors at all times. Manages, monitors and liaises with the external contractors that help to take care of the museum building.

Task

With your buddy find out which company of contractors manages the three different museum teams below. Speak to members of the teams and ask them about the contractors that they work for - your buddy will direct you to these teams.

Team	Contractor name
Security	
Cleaning team	
Engineers	

Engineers and technicians

The engineers and technicians have different roles.

Engineers

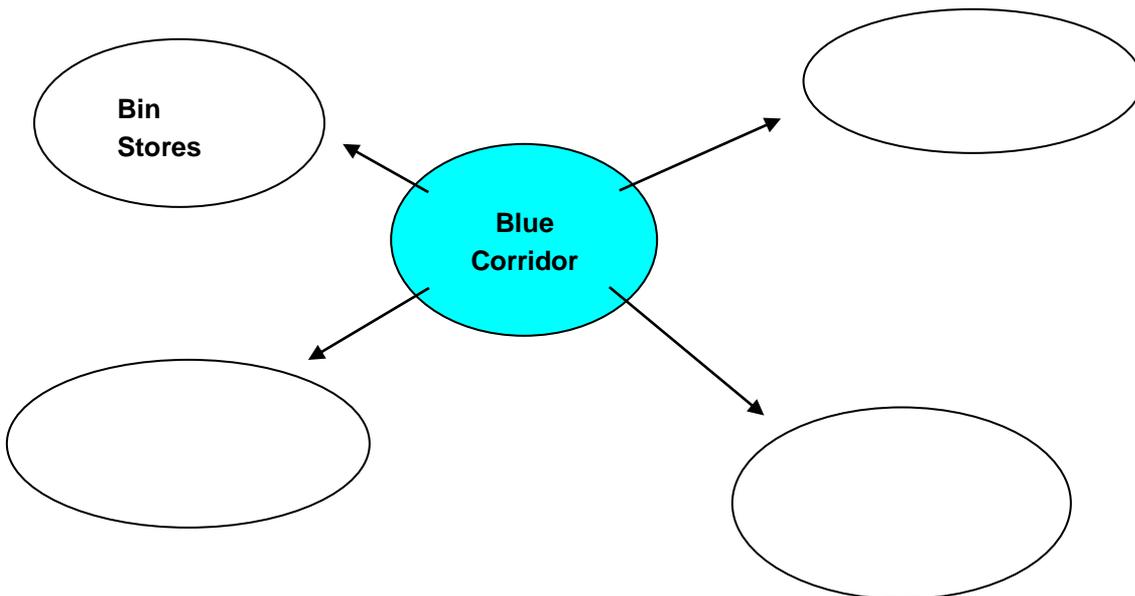
Faults with the building are reported to the engineers, for example graffiti, a broken light or door handle. If you notice that there is a fault with the building, inform Gill, Danielle or any other member of staff in their absence, as all faults have to be logged with the contractor.

Exhibition Technicians

Faults with exhibitions, Big Picture Show or interactives are reported to the Exhibition Technicians via the Security control room. If you find any problem please go to the control room and let them know.

Task - Blue Corridor

Your buddy will take you to the “Blue Corridor”. Have a look around and see if you can work out what goes on there. Talk to you buddy about the uses of this area and note in the bubbles below what is in the blue corridor; an example has been done for you.



Session 4: Assisting visitors

- Encouraging visitors to ask questions
- Daily event sheet and floor plan
- Big Picture Show
- Donations

Encouraging visitors to ask questions

Task

Visitors may not feel comfortable approaching members of staff or volunteers to ask questions. Why do you think this is? Talk to your buddy about this and list your answers below.

-
-
-
-

Think about how you can make visitors feel at ease. Below are some key points to keep in mind when you are volunteering.

- Always look presentable and have your uniform on. Your uniform shows that you work in the museum and tells visitors that you are a volunteer.
- Look approachable. If you are with other volunteers and you are talking to them, visitors will feel they are interrupting you.
- It's important to remember that you may not know the answer to all the questions you are asked. This is perfectly normal, but what is important is to know who to ask to find out the answer. You can ask a member of staff or a more experienced volunteer as they have a vast amount of knowledge about the museum! Your question could be passed on to another member of staff who has more specialised knowledge or interest in the subject matter.
- Before you go on duty, collect a Daily event sheet and floor plan from the admissions desk – you will then be able to tell visitors what is happening in the museum on that day.
- If you are working at the door of the Main Exhibition Space during a Big Picture Show, greet visitors in a friendly and welcoming manner. Think about when you visit places for yourself and how nice it is when somebody who works there simply smiles at you!
- When assisting children, never leave yourself alone with a child. Try to make sure their teacher or family member is with you, especially if you have been asked to show the child something or escort them somewhere.
- If you discover a lost child, stay in a visible public space with the child and contact a member of security so that they can be taken to the admissions desk. From there a child's parent/guardian/teacher can be located.

Remember to smile

Daily event sheet and floor plan

Task

With your buddy find today's daily event sheet and floor plan. Look at the scenario below and from the sheet answer the question.

An adult group come to the museum. There are five people in the group. They do not know anything about the museum. They would like to look and handle objects to find out more about them.

What would you advise them to do on their visit? Write down your advice below.

Big Picture Show



You got the chance to watch some of the Big Picture Shows during the course. Now you get a chance to put what you have learned into practice.

Task

With your buddy, stand at the door of the Main Exhibition Space during a Big Picture Show. Watch how your buddy advises people on health and safety aspects of the Big Picture Show and how they greet visitors. When you feel ready, speak to some visitors yourself and advise them in the same way your buddy did. Speak to at least 5 visitors.

What did you advise the visitors to do in order to appreciate the Big Picture Show at its best?

-
-
-
-

It is important to know what time the Big Picture Show is on and which film is being shown. There is an up to date list of timings and titles on the noticeboard in the office. They running order is different at weekends and during school holidays. Please keep an eye out for any changes.

Donations

There are two types of donations to the museum.

1. Financial donations
2. Object donations

Task

Financial donations

IWM North has donation boxes situated around the museum. You must never take money from a visitor – so it is important you can direct them to a donation box.

Walk round the museum with your buddy and locate five donation boxes. Write their locations here.

Object donations

Many visitors bring in objects to donate to the museum. However we cannot directly accept any donations, as there is a specific procedure to be followed. People are asked to contact the appropriate department at IWM London to discuss the object and how it can be donated.

Please remember that any object a visitor may bring in has a personal or sentimental value to them. Act as sensitively as possible towards the visitor and direct them to the admissions desk to collect the *Object and Enquiries* leaflet which will give them the information they need.

Go to the admissions desk and ask for the leaflet. Write down the names of the different departments and then hand the leaflet back.

Session 5: Interactive and children's activities

- Action Stations
- Family activities
- Visitor reflection cards
- Museum leaflets
- Large objects
- Information Trolley objects

Action Stations

In the Main Exhibition Space we have **8 Action Stations**. Now you have the chance to be a visitor and try them out! Use the Daily event sheet and floor plan to help you find them in the museum.

Task

With the help of your buddy complete the table below. Enter in the name of the Action Station, the location of the Action Station and the purpose of the Action Station. The best way to do this is to walk around the Museum and try out all of the Action Stations – have fun!

Name of Action Station	Location of Action Station	Purpose of Action Station

Family activities

IWM North attracts many different types of visitors. During the school holidays and at weekends a lot of those visitors are families. Therefore the museum has to provide suitable activities for families and children.



As well as the Action Stations there is a children's activity area in the café – drawers with toys in to help keep children occupied. These are looked after by the café staff.

At weekends and during school holidays the Learning Studio is open for craft activities.

There is a trail for families that is kept in the holders in the Main Exhibition Space close to where the Information Station is used. Volunteers help to make sure that there are always trails available.

Volunteer responsibilities

- **Check there are enough trails available to visitors**
- **Spare trails can be found in the office**
- **If stock is running low please let Gill or Danielle know**



Visitor reflection cards

In the Special Exhibition Gallery and the WaterWay display area there is an opportunity for visitors to leave comments about things they see or feel whilst looking at the displays. There is also a blue comments box on Your History and another black comments stand opposite the shop.

Volunteers are asked to monitor these areas to help keep them tidy and ready for all our visitors. This involves:

- **When the area is getting full with comments please take some down and hand them to in at the level 2 office**
- **Remove any that could be seen to be offensive or are just scribble**
- **Ensure that there are enough blank cards and pencils available for visitors. Spare cards and pencils can be found in the level 2 office and can be taken when needed**
- **If anything is running low or missing please let us know**
- **Keep the storage area tidy**

Museum leaflets

The two leaflet stands on the ground floor are maintained by the retail team. On one of these stands are leaflets about IWM branches and the other is for any other leaflets we have agreed to put out for other organisations.

The What's On stands are looked after by the Marketing team, but if you see that any of the slots are empty please let us know. These display upcoming events and only include a small selection of leaflets at the bottom.

The area for leaflets at Your History is to display only those related to IWM branches and activities. If you need to fill these up the supplies are held in the Blue Corridor.

Task

Walk round the museum with your buddy and identify the areas where visitor comments and museum leaflets are displayed so that you know the areas to keep an eye on. Make a note below.



Large objects and Information trolley objects

The large objects are one of the biggest talking points of the Museum and some visitors visit the Museum especially to come and see them. During the course or training you may have presented five key points on two objects to the rest of your group. You also spent some time researching the objects used on the Information Trolley.

Task

We would now like you to concentrate on one large object and one information trolley object and pick out **five key points** about each that you think would be interesting to visitors. Spend time making notes on the next page and then fill in the bullet points below. Get your buddy to help you with this, as they should be a wealth of knowledge on this subject!

Large object _____

1.

2.

3.

4.

5.

Information trolley object: _____

1.

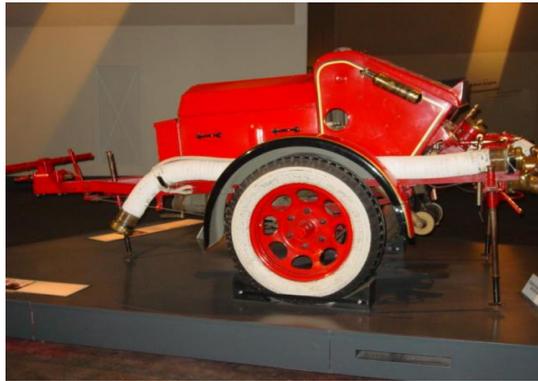
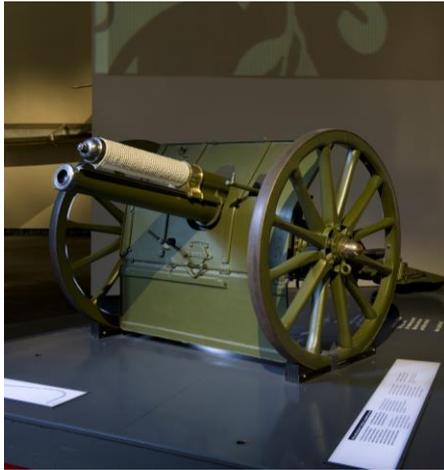
2.

3.

4.

5.

When you have completed your five key points, please come and find a member of staff and they will listen to you deliver a short informal talk on the objects in the Main Exhibition Space. Remember it is very informal. Don't panic – we can all help you! Good Luck!



Well done!

You have now completed your official practical training and are able to volunteer unsupervised.

If you would like to revisit any of the sessions speak to your buddy or a member of the volunteer team who will be happy to go through any sections with you.

Please keep this booklet for future reference.