

Table of Contents

Why and How to Use This Toolkit	<u>2</u>
Key Components in a Museum Volunteer Program Framework.....	<u>3</u>
Why Does My Museum Need Volunteers?.....	<u>4</u>
Structuring the Program	<u>5</u>
Position Descriptions.....	<u>5</u>
Marketing & Recruitment.....	<u>6</u>
Application & Hiring Process.....	<u>8</u>
Policies & Procedures	<u>10</u>
Training & Development	<u>11</u>
Developing the Program.....	<u>12</u>
Orientation & Training	<u>12</u>
Evaluating Volunteers & Your Program	<u>13</u>
Recognition & Rewards.....	<u>14</u>
Professional Development.....	<u>15</u>
Supporting the Program.....	<u>16</u>
Communication Network	<u>16</u>
Record Keeping	<u>17</u>
Risk Management	<u>18</u>
Budget	<u>19</u>
Summary	<u>20</u>
Additional Resources	<u>20</u>
Checklists and Forms	<u>22</u>

Content created by Suzan Zwerling, Program Officer, Museum Assessment Program, American Alliance of Museums.