



Muzium Negara - Notes for Volunteer Guides

Part III - Guiding

The following 'Notes for Volunteer Guides Part III - Guiding' have been written to provide Volunteer Guides after Graduation with appropriately detailed information concerning guiding at Muzium Negara. All comments and suggestions relating to the content of this document should be directed to mvjmmqueries@gmail.com.

1. Guided Tours

1. Schedule - Upon request, Volunteer Guides advise their availability to provide tours each month and a schedule is subsequently circulated. A schedule is produced for English language tours and forwarded by e-mail to those concerned for Mondays through Saturdays tours; (there are no scheduled Guided Tours on either Sundays or Public Holidays). French language tours are normally scheduled for Tuesdays, Thursdays, and 1st Saturdays of the month and Japanese language tours for Mondays through Saturdays except for Wednesdays and Sundays. Tours in other available languages are provided on request. Tours for up to fifteen visitors start at approximately 10 o'clock and are planned to be completed in approximately 1 to 1.5 hours.
2. Volunteer Guides are required to wear their Identification Tag, when undertaking guide duties.
3. Signing-In - Volunteer Guides should register in the Ledger provided at the Museum Front Desk before commencing a Tour, and should ensure that the number of visitors attending the Tour are accurately recorded upon completion for the monthly statistics.
4. Museum Front Desk - Prior to commencing a Tour, Volunteer Guides should make themselves known to the Front Desk Staff who will direct visitors to them that request a Tour.
5. Inability to Provide a Tour - The Corporate Communications JMM Office should be advised on 03 2267 1049 in the unfortunate case that a Volunteer Guide determines at the last moment that they are unable to provide their scheduled Tour.
6. Complaints - Any complaint that a Volunteer Guide becomes aware of should be forwarded to a Member of the Committee as soon as practicable.

2. Guiding Rules

- a. Gratuities should never be accepted in any form
- b. Tours should not to be recorded
- c. Notes should not be used



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3. Committee

1. Structure - The Committee shall comprise of a:

- President
- Vice – President
- Secretary
- Treasurer
- French Volunteers Liaison
- Japanese Volunteers Liaison
- Focus Events Coordinator
- Schools Programme Coordinator
- Librarian
- Weekday and Weekend Trainers
- Webmaster

The Committee is overseen by the President who is assisted by a Treasurer and a Secretary. Whilst positions on the Committee are filled by Volunteer Guides in the various required roles, both JMM and Museum staff are invited to attend Committee Meetings to provide seamless management of guide services.

2. Meetings - Committee Meetings are normally held in the Museum Volunteer Room at the beginning of each month, unless the Committee decides to make alternative arrangements.
3. Minutes - The Minutes for all Committee meetings are provided to Volunteer Guides for general information in the Google Drive page.
4. Committee Positions - Volunteer Guides who are interested in either joining the Committee or assisting with other activities outlined below should contact the President.

4. Identity Tags

Personalised Identity Tags are issued by JMM for a finite period and are to be periodically replaced. For security reasons, outdated Tags are not to be used to gain access to the Museum.

5. Schools Programme

1. Activities - The Museum actively encourages school visits and Volunteer Guides provide a variety of programmes that are aimed at young visitors accompanied by their Teachers. School Visits are also made by Volunteer Guides to present aspects of Malaysian culture.
2. Publicity - Support requirements relating to School Visits are published in the Google Group e-mail and assistance from Volunteer Guides is always welcome



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3. Support - Whilst Volunteer Guides provide oversight for formal school visits, the accompanying Teachers are fully responsible for all pupil welfare considerations.

6. Library

1. Library - The Library in the Volunteer Guide Room contains books on a wide range of subjects that are available for borrowing.
2. Librarians - Volunteer Guides act as librarians for the MV Library

7. Focus Events

1. Ongoing Education - The Focus Team organises free lectures and visits that are aimed at expanding the knowledge Volunteer Guides.
2. Attendance - Whilst priority is given to Museum and JMM Staff and to Volunteer Guides, their family members and friends may also attend on a space-available basis.
3. Publicity - Future events are publicised both via Google Group e-mail and MV Screamer and Volunteer Guides wishing to attend should sign-up by replying to the Google Group e-mail address.

8. **Research** - Upon application, Volunteer Guides can undertake their own research projects using Museum facilities and also assist with locating and collating material to aid Volunteer Guides and the School Program; assisting with developing material for MV publications; and helping with the Museum translation service.

9. **Operations & IT** - Volunteer Guides can support general administration requirements, maintain 'mvjmmqueries' e-mail and maintain the Volunteer Guides Website and FaceBook sites.

10. Communication

1. MVJMM Queries - The e-mail address mvjmmqueries@gmail.com is managed by the MV administrator and is used as the link for queries coming into the organisation, e.g. Volunteer Guide Applicants and requests relating to school visits.
2. FaceBook - The FaceBook hyperlink <https://www.facebook.com/MuseumVolunteersJMM/> is used as the primary resource for information exchange by Volunteer Guides.



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3. Google Group - Upon becoming a Volunteer Guide, invitation is forwarded to join Google Group Museum Volunteers via the group's email address – museumvolunteersjmm@gmail.com. It should be noted that required responses to Gmail messages should be sent via normal email to the originator, i.e. rather than replying via googlegroup.
4. Website - The Website www.museumvolunteersjmm.com contains the Volunteer Guide blog.

11. Re-Admittance to Volunteer Guiding After Formal Departure

1. Specimen Tours - A Volunteer Guide returning to guide duties should observe a Tour conducted by another Guide and subsequently conduct a tour observed by a mentor who provides constructive criticism on completion.
2. Time Limit - There is no maximum time between having formally departed and subsequently returning to again take-up guide duties, although in some circumstances re-training may be required.

12. Facilities

1. Volunteer Guides may make free use of the Museum Car Park when on duty.