



LONDON VOLUNTEERS IN MUSEUMS AWARDS 2015



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FOREWORD



Museums both large and small are amongst the greatest assets we have in our city, offering insights into history and the wider world. Volunteers have a crucial role to play in their success, offering knowledge and enthusiasm that help make them custodians of these wonderful institutions. Our own Team London programme recognises the importance of volunteering in the capital and we should all applaud all the dedicated individuals

picking up this year's London Volunteers in Museums Awards.

Boris Johnson

Mayor of London

'Over the past few years we have supported London's volunteers and Volunteer Managers through our training programmes and by offering advice and support to the network and awards steering group. We are delighted this year to provide funding towards the LVMA awards ceremony, such an important event recognising the contribution that volunteers make to museums across London.'

Ben Travers

Regional Museum Development Manager

BEST TEAM

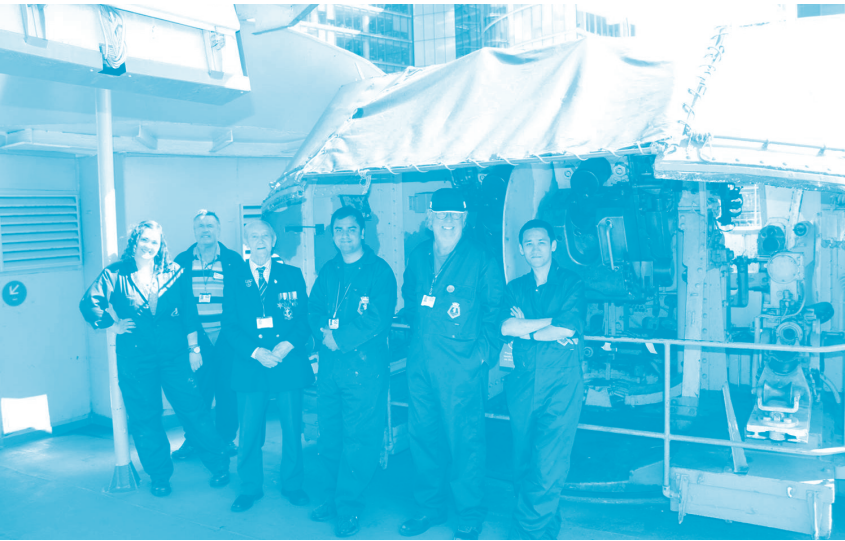
WINNER:
Warship Conservation Team,
Imperial War Museum
(HMS *Belfast*)

The Imperial War Museum was planned before the First World War had even come to an end and first opened to visitors in 1920. Today Imperial War Museums (IWM) focuses on the causes, course and consequences of conflicts involving Britain and its Commonwealth since 1914. Across five branches of IWM more than 1,000 volunteers are involved in front of house and behind the scenes roles including: Collections Support, IWM Members Recruitment, Interaction, Specialist Office Support, Visitor Orientation Briefings, and Warship Conservation.

This nomination is for a team who have been working to preserve HMS *Belfast* – a unique survivor of Britain’s maritime heritage.

During the past year there have been some major changes to the structure of the Conservation department of the ship leaving only a Conservation Manager and two museum technicians to preserve the last of Britain’s big gun armoured ships from World War II and the Cold War era.

The move to create a Warship Conservation volunteer team to support staff was no easy feat and it shows the dedication of the volunteers that they persevered to make the transition work. Staff and volunteers now work closely together to ensure that this ambitious project plan is successfully met.



Warship Conservation Team from left to right: Sarah Nibloe, Geoff Lewis, Vic Ould, Sumit Kaura, Laurence Gunzi and Joseph Cheung.

From autumn 2006 to March 2015, our Warship Conservation Volunteers have collectively donated over 29,000 hours volunteering in support of the conservation plan; most recently restoring the gun director and currently working on the boat crane whilst another small sub team has been digitising original drawings of the ship and making operation and maintenance manuals available.

The team are also involved with special events hosted by HMS *Belfast* and man an information centre where they explain to visitors what is being done to preserve the ship, how work is carried out and what pieces of equipment are currently undergoing treatment.

HIGHLY COMMENDED:
Archaeology Online Team,
LAARC (Museum of London)

The Museum of London’s Archaeological Archive is part of the Museum’s Archaeology Department. Based at Mortimer Wheeler House in Hackney, it holds information concerning nearly 8,500 archaeological sites that have been investigated in Greater London over the past 100 years.

The Archaeology Online volunteer project seeks to get the World’s Largest Archaeological Archive online, one artefact at a time. Since last October Guy, John and Sunny have formed a dedicated team who have continued to offer their time and patience throughout the year to digitise our collection. Importantly their experience means that they are the first Archaeology Online team to move beyond digitisation, and to start researching the wider context and insights the objects provide using corresponding archaeological records.

The team are a fantastic example of how, despite being given a highly individualistic task, they have gone out of their way to engage with each other as a team, working together to strengthen each other’s understanding and completion of tasks. This takes many forms from the simple encouragement of how best to edit an image in Photoshop, or supporting each other in reading and understanding some of our unconventional and confusing archaeological records when researching the context of these objects.

Their collaborative enthusiasm for the subject is infectious and their output for the Museum is of an incredibly high standard. The team has taken huge ownership and invested in the project and they work with energy beyond expectation.

Props and Costumes
Volunteers,
London Transport Museum

The London Transport Museum is based in Covent Garden and has a large volunteer team who get involved in all areas of the museum.

The Props and Costumes volunteers are part of the learning department and are an excellent example of what volunteers can achieve when they work together! As a team, they have created a facilitated costume programme for family visitors to help bring characters from the past to life. They researched the characters, helped to decide on the format of the sessions and are now out on the galleries delivering the activities and also training newer members of the team.

What makes this team stand out is their commitment to the programme and their teamwork. They have set up a Facebook group to keep in contact with each other; taking responsibility to keep each other informed when they are unable to come in and supporting new members of the team. The team are also really keen to make the programme the best it can be, suggesting improvements and happily trialling new methods to help activities run smoothly and guarantee visitor enjoyment.

Without the enthusiasm and commitment of the Props and Costumes team, London Transport Museum would not be able to offer this level of personal engagement and facilitation to families outside school holidays. We are delighted that their contribution is being recognised through these awards.

RUNNERS-UP:
Centre for Human Bioarchaeology
Volunteers, Museum of London

Christina Broom Volunteers, Museum of London Docklands

Collections Volunteer Team, Bethlem Museum of the Mind

e-Mesozoic Volunteer Team, Natural History Museum

Front of House Volunteer Gallery Assistant Team, Orleans House Gallery

Garden Volunteers, Museum of the Order of St. John

Garden Team, Vestry House Museum

Jewish Military Museum Volunteer Team, Jewish Museum /Jewish Military Museum

Mike Sullivan & John Richardson, RAF Museum

Poppies Volunteers, Tower of London (Historic Royal Palaces)

BRINGING INNOVATION

WINNER:
Sarah Griffin,
Museum of the
Order of St. John

The Museum tells the story of the Order of St. John from its origins in eleventh century Jerusalem, through to its role today with St. John Ambulance and the St John Eye Hospital in Jerusalem. The Museum’s small team of staff are supported by over 85 volunteers who preserve and conserve the history and heritage of the Order and ensure that the collections and historic sites are accessible to the public.

Sarah is currently studying for an MSc in Conservation for Archaeology and Museums at University College London and has been volunteering at the Museum since January 2014.

From the outset, Sarah expressed a keen interest in interpreting conservation practices and providing the Museum’s visitors with an insight into the work that goes into caring for collections. To further this, she has developed, marketed and delivered hands-on sessions for a range of audiences from families to school groups and her fellow volunteers.

Her school workshop ‘Mystery in the Museum’ is now part of the Museum’s regular learning offer and means, for the first time, the offer incorporates the science curriculum.



Sarah running her school workshop: ‘Mystery in the Museum’

HIGHLY COMMENDED:
Ashlyn Oprescu,
Charles Dickens Museum

The Charles Dickens Museum holds the world’s most important collection of material relating to the great novelist and social campaigner. It was in this house that he achieved lasting celebrity and universal recognition as one of the world’s greatest storytellers.

Ashlyn volunteers at the Museum as a Conservation Assistant; she has been an invaluable support on all matters of conservation in the Museum – from pest trap checking, housekeeping, exhibition installation and object re-housing projects.

In early 2015, Ashlyn picked up on the issue of light in our Museum: visitors found it hard to see, but we were also far exceeding appropriate light levels for the sensitive objects we have on display. She decided to take this on as her dissertation project for an MA in preventative conservation. So far this year she has invested over 250 hours in monitoring the light in the Museum using a range of equipment (some kindly loaned from the Museum Development team) and also investigated possible light management solutions.

As well as bringing new skills and knowledge, Ashlyn has recognised the limitations and quirks of being a small house museum and allowed that to inform the work she does.

Collections care is one fifth of the Curator’s role at the Museum but thanks to Ashlyn’s recommendations from her studies, we are

now around 5 years forward on dealing with the issue of lighting.

1915 Crew Lists Transcription
e-volunteers,
Royal Museums Greenwich

Designed to recognise and commemorate the contribution of the merchant navy in the First World War, the 1915 Crew Lists Transcription Project used remote volunteers to index approximately 39,000 merchant navy crew lists from the year 1915. These lists are held mostly at the National Maritime Museum but also at The National Archives and the project was joint with The National Archives.

Between 2012 and early 2015, over 400 e-volunteers from around the world downloaded photographs of individual 1915 crew lists and transcribed the information they contained into an online catalogue, using their home computers. Volunteers have captured each seaman’s Name, Rating, Age and Place of Birth, and Previous Ship. This last category allows family historians to research a seaman’s career ‘backwards’ through the lists. As there are no records for individual merchant seamen from this period this project is of immeasurable value to family historians.

The e-volunteers’ input was far greater than had been anticipated. They put in massive effort, and made invaluable contributions to improving the guidelines and procedures. For example, the intention had been that just 10% of the lists would be double checked post-transcription, and a disclaimer to this effect would appear in

the catalogue. But a dedicated sub group double checked 100% meticulously. They have given 24,800 hours overall, and kept the project going when deadlines loomed. They have become online friends and, crucially, we know many will help again with the next e-project.

RUNNERS-UP:

Alice Walker, Natural History Museum

Interaction Volunteer Team
Imperial War Museums (All branches)

Kirstin Sibley & Richard Waters
William Morris House /
Vestry House Museum

Johnston Journeys Volunteer Team,
London Transport Museum

Learning Volunteers, Museum of Brands, Advertising and Packaging

Stephen White, Museum of London

Thomas Flynn,
Horniman Museum and Gardens

Time Explorer Volunteers,
Hampton Court Palace
(Historic Royal Palaces)

Valerie Ashley, Headstone Manor

GOING THE EXTRA MILE

WINNER:
John Stredwick,
London Canal Museum

The London Canal Museum is an independent museum almost entirely run by volunteers that occupies a former ice warehouse on the Regents Canal. Our mission is to promote and educate our visitors in the history and heritage of the London waterways and the ice trade, through exhibitions, events, our education programme and on-going research.

Our volunteers provide front of house customer service for all our visitors, retail assistance, educational learning sessions for groups of school children, talks and tours for visiting adult groups and tow path walks and tunnel trips for our visitors. Much work also goes on behind the scenes in research, collections care and our oral history project.

John has volunteered at London Canal Museum since 2011 and, like most of our volunteers, began as a Museum Assistant, and progressed to become a key holder managing the day to day running of the museum 2 days per month. John is now involved in a wide range of activities such as conducting group tours, leading walks and talks and training up new volunteers whilst still maintaining his commitment to his original, and essential, role.

His most substantial additional contribution within the last year has been the production of a new guide book – *London Canal Museum in 12 Objects* – a first for the Museum. On his own initiative, John made a presentation to our Trustees and undertook the project with great energy and persistence.

From original research, writing articles or commissioning them from other volunteers, to promoting the finished 76 page book, his enthusiasm has ensured that the guide book has been produced to the highest standards.

The book has significantly enhanced visitor experiences and John is now undertaking an expanded second edition, helping to develop a children’s activity trail based on the 12 objects, re-designing display panels and creating a series of information paddles for visitors.

John richly deserves recognition for his willingness to go ‘over and beyond’ his core role and give so much time and commitment to the museum.



John Stredwick

HIGHLY COMMENDED:
Chiho Ikebe,
Natural History Museum

The Natural History Museum is home to around 550 volunteers and over 80 million specimens which form the world’s most important natural history collection. The scientific community uses the collection to answer key questions about the past, present and future of the solar system, the geology of our planet and life on Earth.

Chiho joined the Museum volunteer programme in early 2014 with the Vietnamese Land Snail Fauna project. This project collected specimens from endangered habitats in Vietnam, partly for the Frozen Ark Project, a pioneering programme saving genetic diversity of endangered animals allowing for possible species restoration to address future extinctions.

Chiho established the first fully curated and accessioned ‘molecular collection’, a landmark, enabling us to roll out an optimised procedure to all facility users. This work is contributing to targets within the NHM Digital Collection Project, a Government Department driven top priority for Science Strategy.

Chiho has expanded her work to cover traditional aspects of curation, including taxonomic ID, sourcing and imaging of Type specimens from museums worldwide, preparing plates and researching primary literature to publish ‘*An Illustrated List of Type Limacoidea from Vietnam*’ of which she is the first author. She has also generated and analysed DNA data from the specimens for a major study to understand

the origins and history of this superfamily. Her work will be submitted to one of the highest impact scientific journals known.

Michael Meech, RAF Museum

The Royal Air Force Museum is located in Hendon, North West London, and is a world-class aviation museum focusing on the history and development of the Royal Air Force. It attracts approximately 350,000 visitors a year, from the UK and worldwide, to see its unique collections of aircraft and associated artefacts.

Michael has been a volunteer at the Museum for 21 years as a Tour Guide, cataloguer and event supporter.

As a Tour Guide, Michael delivers general tours to our visitors and specialist and booked tours which earn an income for the Museum. These cover all areas of the Museum (five hangars) giving details of the aircraft and, artefacts, together with stories of the history of the Royal Air Force and its part in defence of the country from the early days to the present day actions.

As a cataloguer, Michael is using his considerable knowledge cataloguing part of our Photographic Collection. He is a published author and regularly talks on the subject of the First World War and Contact Patrols.

Michael wrote the script notes for a new tour of the First World War in the Air Exhibition and produced extensive background notes to enable the Tour Guides to enhance their tours.

In a literal sense, Michael does go the extra mile because he lives in Clacton, Essex and

journeys approximately 5 hours into the Museum at least once a week.

RUNNERS-UP:

- Ann Wallace,** Horniman Museum and Gardens
- Cherie Chong,** Charles Dickens Museum
- Christine Gray,** London Transport Museum
- Frances Moore-Hill,** Old Royal Naval College
- Francesca Piacentini,** Museum of Brands, Advertising and Packaging
- Jennifer Robbins,** Museum of London Docklands
- Kim Theed,** The SS Robin Trust
- Laurie Akehurst,** London Transport Museum Depot
- Mercy Sword,** Royal Museums Greenwich
- Michael Cavanagh,** Fulham Palace
- Objects for Learning Volunteer Team,** Kensington Palace (Historic Royal Palaces)
- Reg Weaver,** The Royal Artillery Museum
- Schools Volunteer Team,** Museum of London
- Sue Morris,** Imperial War Museums
- Terry Walton,** Museum of the Order of St. John
- Visitor Services Intro Volunteer Team,** Jewish Museum
- Volunteer Programme Office Support volunteers,** HMS *Belfast* (Imperial War Museums)

DEVELOPING IN A ROLE

WINNER: Rosa Gomez, Tower of London (Historic Royal Palaces)

Historic Royal Palaces is the independent charity that looks after the Tower of London, Hampton Court Palace, Banqueting House, Kensington Palace, Kew Palace and Hillsborough Castle.

Our aim is to help everyone explore the story of how monarchs and people have shaped society, in some of the greatest palaces ever built. Although the Palaces are owned by The Queen on behalf of the nation, we receive no funding from the Government or the Crown, so we depend on the support of our visitors, members, donors, volunteers and sponsors.

Rosa is a Visitor Research Volunteer organising exit surveys with visitors to find out how they engaged with the site and whether they enjoyed their experience with us. The results of the surveys Rosa has participated in have influenced all areas of the running of the Tower of London as well as having a wide reaching influence on the rest of Historic Royal Palaces. The role requires advanced skills in listening, reading and writing English. Not only that but the volunteer must establish a rapport with the visitor very quickly in order to persuade them to stop for long enough to complete the whole questionnaire and still leave with a smile on their face.

When Rosa first joined us she had recently arrived in the UK and spoke very little English. It was extremely brave of her to take on this volunteering role because it is regarded as one of the most challenging roles that we offer.

Rosa has shown an impressive motivation to develop and she has persevered with learning a new survey every month taking each challenge in her stride. Rosa’s confidence has bloomed since she started with us and her English is now so strong that she is starting an exciting new business venture as a Reflexologist.

We wish her all the best of luck in her new career.



Rosa with the art installation: Blood Swept Lands and Seas of Red

HIGHLY COMMENDED: Connie Kavanagh, Museum of London Docklands

The Museum of London Docklands, close to Canary Wharf, outlines the history of the ports and docks in London; it is the base of the London Museum Development team. The team often use the Museum as a ‘resource’ for training courses.

Connie started in a new role as training support volunteer with the London Museum Development team in April 2014 – meeting and greeting training delegates from museums across London and helping organise bookings and resources beforehand. Connie had never volunteered in a museum before or in a role that was predominantly front of house. This was a new challenge and although she was a little nervous and appeared to lack confidence in her own abilities the team took to her straight away. Connie met the challenge to ‘meet and greet’ receiving excellent feedback from participants. A colleague, Yvette, commented that “*Connie is always friendly, helpful and willing to lend a hand with anything*”.

The role was initially for 3 months but Connie was keen to continue to ‘get more done’. With Connie’s keen eye for detail and excellent organisational skills she has helped with website updates, developed a comprehensive spreadsheet to check everything is up to date and consistent across the pages, re-organised the team’s resources and proof read reports and information.

The team would not have achieved what we have in the last year without Connie’s help and support. She is not the kind of person who ‘likes’ recognition and though she certainly would not expect it, she thoroughly deserves to be recognised with this award.

Robert Moriarty, HMS Belfast (Imperial War Museums)

The Imperial War Museum was planned before the First World War had even come to an end and first opened to visitors in 1920. Today Imperial War Museums (IWM) focuses on the causes, course and consequences of conflicts involving Britain and its Commonwealth since 1914. Across five branches of IWM more than 1,000 volunteers are involved in front of house and behind the scenes roles including: Collections Support, IWM Members Recruitment, Interaction, Specialist Office Support, Visitor Orientation Briefings, and Warship Conservation.

The Interaction Volunteers Team is involved across 3 IWM London Branches. It began operations on HMS *Belfast* in 2010, extended to the Churchill War Rooms in 2011 and was rolled out to the main IWM London site following its First World War Centenary in 2014.

More than 250,000 visitors have now benefitted from the friendly welcome and object based explanations offered by team members afloat, underground and in the heart of our new IWM London galleries.

When Robert joined the team, he lacked confidence and self-esteem and found

it difficult to look people in the eye and talk, let alone interact. It has been quite a journey and a privilege to see Robert grow and mature into a person who can now hold his head up and be confident to interact with a broad range of visitors. With confidence comes self-esteem and Robert is a different person from when he first started. Although one could say this is from careful nurturing by others, this achievement has been reached by Robert’s perseverance and commitment to the role.

RUNNERS-UP:

Amy Moffat, LAARC (Museum of London)

Amanda Shultz, Charles Dickens Museum

Julia Sachs, Museum of Brands, Advertising and Packaging

Keith Raeburn, London Transport Museum

Louise Bascombe, Horniman Museum and Gardens

Nigel Peace, Natural History Museum

Rachel Bates, Old Royal Naval College

Razia Iqbal, William Morris Gallery

Sarah Thistlewhaite, Sir John Soane’s Museum

Sarah Wilkinson, Museum of the Order of St. John

Sian Rees, Geffrye Museum

Tamsin Benson, Imperial War Museums

LONG SERVICE

WINNER:
Alan Marvin,
The Royal Artillery Museum

The Royal Artillery Museum charts the 300 year history of the Royal Regiment of Artillery and the 700 year story of the development of guns and gunnery with both these strands joined together by the personal stories of the Gunners themselves, told so easily and comprehensively through the 12,000 medals the museum holds in its collection.

Alan has volunteered at the Royal Artillery Museum in two areas over the last 10 years. Alan is a gallery warden and tour guide on Fridays and a specialist medal curator on Mondays.

Alan took on the role of specialist medal curator - starting by methodically working through all of the cabinets of medals, photographing and logging each medal, cross referencing with the museum's ADLIB records. He then undertook a housekeeping exercise, re-affixing all medals that had come, over time, loose in their drawers and giving remedial conservation where necessary. Once complete he then undertook a complete stock-take of all the thousands of medals contained in the reserve collection creating a database and a photographic record of every single medal held in the collection.

He has participated over the last 6 years in the museum's display and research stand at the annual Orders and Medals Research Society Convention. Not only manning the various stands on the day but spending the previous 6 months researching the individual medals that would be on display, Alan has been a regular participator at the Museum stand at the BBC "Who Do You Think You Are – Live" national genealogy show and also at the Army Museums Ogilby Trust (AMOT) "Memorabilia Checkpoint" where over the years he has imparted his extensive knowledge about medals and military genealogical research to thousands of visitors.

His efforts far exceed those expected of a volunteer. This has been an outstanding performance; the projects above are long-term, which without continuity and longevity of one man's service could not have been achieved by this or any other museum. His dedication, accuracy and cheerfulness have always been present and his work is always of the highest standard.



Alan Marvin

HIGHLY COMMENDED:
Pat Tilly, London Transport Museum

London Transport Museum presents the ongoing story of public transport in London, with a focus on how that story is closely linked to the development and economic success of the capital city itself.

The Museum is supported by an active Friends organisation whereby the Friends offer their time, knowledge and enthusiasm as volunteers and fundraisers.

With a growing membership of over 2,500, the London Transport Museum Friends needs efficient administration. Handling this workload requires considerable time, dedication and meticulous attention to detail which Pat has tirelessly and generously given over a substantial period of time since 1999.

It is not a glamorous role in the public front line but it is absolutely vital that it is done competently and with discretion (as members' personal information, including banking details, is involved).

Pat, as the Membership secretary, (originally alone, but now supported by a small team) has performed this vital role for 16 years and this award is our way of thanking and recognising her dedicated commitment. Without Pat's diligent processing of all the paperwork, emails, telephone calls and web site applications, the Friends as an organisation would not be able to keep track of its members, nor their subscriptions (which fund all that we do); and the individual Friends would not get

the membership benefits to which they are entitled, nor be kept up to date with all that is going on.

Roger Huddle, William Morris Gallery

Waltham Forest Museum, Gallery and Archive Service encompass two main sites, the William Morris Gallery situated in Lloyd Park and Vestry House Museum which includes the Local Studies Library and Archive.

The William Morris Gallery is housed in an 18th Century Georgian house in Walthamstow and is the only public gallery devoted to the life and work of William Morris. The Gallery conserves, researches and cares for the heritage and legacy of William Morris and aims to encourage the widest possible audience to engage with his ideas and influence.

In 2012 the William Morris Gallery underwent a £5 million redevelopment project which saw the main galleries redisplayed, combining treasures from the collection with hands-on, interactive exhibits as well as an exhibition programme featuring internationally renowned artists and opportunities for local and emerging artists.

Roger is one of our longest serving visitor volunteers and has made a really positive impact on the visitor services team. He has a long standing relationship with the gallery, having been a member of the Friends of the William Morris Gallery for many years, and remains a driving force within that organisation.

With his extensive knowledge and commitment he encourages volunteers, staff and visitors to learn more about the life and work of William Morris by engaging them with introductory talks, training sessions and running an exceptional programme of events.

RUNNERS-UP:

Alison Walker, Vestry House Museum

Doug Parry, Museum of the Order of St. John

Graeme Zeitlin, Imperial War Museums

Kate Pickering, Florence Nightingale Museum

Roger Wright, Natural History Museum

Ruth Lankester, Museum of London

Steve Smith, Horniman Museum and Gardens

Valerie Packer, Charles Dickens Museum

SPECIAL YOUTH

WINNER: Taliha Gazi, William Morris Gallery

The William Morris Gallery in Walthamstow is owned and managed by the London Borough of Waltham Forest. It is the only public gallery devoted to the life and work of William Morris. Following a major redevelopment project in 2012 the Gallery has welcomed more visitors than ever before; it was named Museum of the Year in 2013 and has established a thriving volunteer programme for people from all walks of life.

In 2014, Taliha was the first person to become a founding member of the Young Curators Group. In a short time she has made a significant contribution to the Gallery's offer to young people and to developing this new audience. Since this time she has had key roles in curating an exhibition, recruiting new members to the Young Curators Group and organising events at the Museum; from a friends and family event of young artists, to a poetry event and large public event exclusively for young people.

Taliha is a natural leader who uses her skills and abilities for the benefit of others. She believes in the value of the Arts and widening access, especially amongst the local community where she lives. Taliha speaks passionately about getting young people in Waltham Forest involved in the Young Curators Group and giving them a voice within the organisation.

Taliha has a mature, professional approach and has represented the Gallery with high profile stakeholders and artists including the Head of Cultural and Heritage Services at the Council and liaised with dance organisation Khyal Arts to perform, a genuinely brilliant example of programming.

Her fellow Young Curators said that Taliha is a valued team member and singled her out for bringing leadership to the discussions, being excellent at keeping everyone on task and having creative problem-solving ideas.



Clare Mulley (Poet) with Taliha at the Gallery's poetry event

HIGHLY COMMENDED: Charly Pickard, Horniman Museum and Gardens

The Horniman Museum and Gardens is based in Forest Hill, south east London. Its incredible collection spans anthropology, musical instruments, natural history, an aquarium, animal walk and over 16 acres of gardens. Alongside this sits an ambitious learning programme that engages thousands of schools, families, young people and community groups every year, supported by a dedicated team of over 120 volunteers.

Charly has been a key member of the Horniman Youth Panel from its beginning in 2010. She has remained a regular member throughout the years, helping the panel to change and evolve, supporting new members, taking senior roles in events, running Youth Panel sessions and advocating for young people and the Youth Panel internally and externally.

Her dedication is extraordinary – she is always there early, and stays late to make sure everything is tidied up and secure. She is a great support to members with special educational needs showing great sensitivity and maturity in helping the Youth Panel to be inclusive, safe and supportive for everyone. She is hugely popular with staff, volunteers and visitors alike and always brings with her a huge sense of fun and enthusiasm.

Charly is really vital to the Youth Panel, and to the wider museum. She has recently started undertaking some paid events

support work at the museum alongside the Youth Panel which is testament to all that she has learnt over her time with us and her incredible ongoing commitment to the organisation.

We are delighted to celebrate her incredible contribution over the last five years. She has shaped and, we hope, will continue to shape the work of the Horniman Museum and Gardens for years to come.

Anna Campen, Bexley Heritage Trust at Hall Place & Gardens

Bexley Heritage Trust manages Hall Place & Gardens, a stunning Tudor house with magnificent gardens and Danson House, a beautifully restored Georgian villa, both in the outer London Borough of Bexley. The Trust also manages the Bexley Museum Collection.

Anna started at Hall Place on a formal work experience placement helping with events and marketing and then opted to continue volunteering with the Trust during her free periods on Wednesday afternoons for the whole of the lower sixth, finishing the school year with another week of formal work experience with the museum collection.

Over the past school year we have seen Anna grow in confidence and believe in her own abilities. She has displayed a maturity beyond her years and has been a pleasure to work with.

We nominated Anna for recognition that during a time when she was under immense pressure from school with exams, she still made a commitment to volunteer with us in her free time.

RUNNERS-UP:

India Burchell, RAF Museum

Jack Daniel, The Royal Artillery Museum

Jack O’Riordan, London Transport Museum

Joe Marshall, Historic Royal Palaces

Megan Parker, Museum of the Order of St. John

Shannon Riley, Jewish Museum

SUPPORTING, MANAGING AND ENCOURAGING OTHERS

WINNER:
Sarah Mahood,
Horniman Museum
and Gardens

The Horniman Museum and Gardens is based in Forest Hill, south east London. Its incredible collection spans anthropology, musical instruments, natural history, an aquarium, animal walk and over 16 acres of gardens. Alongside this sits an ambitious learning programme that engages thousands of schools, families, young people and community groups every year, supported by a dedicated team of over 120 volunteers.

Sarah is the Collections Access Officer and is based at the Horniman’s store, the Study Collections Centre (SCC). This is a busy job whose priority is the Horniman’s Object in Focus Loans project and providing general assistance at the SCC.

Since September 2013, Sarah has co-ordinated all volunteer and placement activity at the SCC, for both Collections Management and Documentation. Sarah took this on after a year when no-one was able to dedicate the time required to manage the SCC’s volunteers and placements, despite the need becoming very obvious.

Sarah has since updated the SCC guidance for volunteers to be consistent with the main site. Taking a hands-on approach

with new starters, she has developed and provided an induction that ensures volunteers and placement students understand how the SCC works, the risks to be found there, as well as how to handle, move and pack objects and use the collections database.

Sarah keeps in regular contact with the team supporting and providing extra assistance (as required) as well as administering the repayment of volunteers’ expenses and maintaining and allocating ongoing and potential tasks. She gives the volunteers help and advice, including support in applying for jobs or their courses/studies.



left to right: Ann Wallace with Sarah

Sarah’s hard work means that the SCC and Museum have benefitted hugely from the input of volunteers, particularly with their help in carrying out the large amount of follow-up work from our recent Collections People Stories Collections review. Her commitment to SCC volunteers ensures that they can continue on successfully to employment or further educational opportunities.

HIGHLY COMMENDED:
Volunteer Team Leaders,
RAF Museum

The Royal Air Force Museum is Britain’s National Museum telling the story of the RAF through its people and collections.

The ambition of the Museum is to ensure that the Royal Air Force’s story endures and enriches future generations. Our vision is to be a world-leading museum that engages, inspires and connects everyone with the RAF story through exploration of its people and collections.

Our 5 Volunteer Team Leaders have ensured that through a period of great change, the volunteers’ voices have been heard and their activity has continued. The Volunteer Team Leaders are: Sylvia Briggs, Peter Nash, James Long, Nigel Simmons and Ian Corfield.

In 2013, the Society of Friends they used to be a part of was disbanded and a broader volunteering programme was implemented. Before, during and since this change, the Team Leaders have provided consistent support to both the volunteers and the museum; sharing their knowledge, skills, patience and enthusiasm for the museum, its aim and work. They have maintained the engagement of our 80 volunteers, continued to coordinate their activities, ensuring our collection remains conserved and accessible to our visitors. They have provided positive support to the museum’s new Volunteer Manager, providing guidance on current practice and assisting them with getting to know the volunteers, their motivations and their needs.

They provide great support and reassurance to a team of volunteers who have supported the museum for a long time, and continue to hold their trust. They make us stop and think about our suggestions and ideas, in a manner that is constructive, respectful and thought provoking.

Change can be challenging for all, and they are showing great resilience, willingness and desire to work with the museum. They support each other, and are very much a team in their own right.

Kelly Inward,
Natural History Museum

The Natural History Museum first opened its doors to the public on Easter Monday in 1881, but its origins go back more than 250 years. Volunteers have been involved with the Museum since its very conception however the programme was only formalised in the early 90’s. Today with over 80 million specimens we are home to the largest and most important natural history collection in the world and privileged to have the support of over 550 volunteers across the Museum.

Kelly is a research assistant at the Museum but she is also volunteer manager of a team of Soil Biodiversity Group volunteers. Kelly has always been supportive and encouraging to her volunteers helping them figure out how to differentiate between different types of insects (by Order) and sort them into separate tubes in an orderly manner. She always demonstrates patience and passion when training her volunteers.

Along with the lab-based work, Kelly also leads field trips to the New Forest where a team of up to 4 volunteers help collect insects present in the leaf litter. During these trips Kelly really shows her passion for the natural world along with excellent time management skills as we have to start quite early and wrap up before lunch. The trips are a wonderful way of learning about the natural habitat of the insects that we sort in the lab as well as a fun way of getting to know the broader volunteer team and Kelly.

Last but not least; having the opportunity to take part at Science Uncovered (a late night science festival at the NHM) last year alongside Kelly as part of team was a real privilege. Kelly’s clear instructions made it easy for us as volunteers to handle queries posed by visitors.

Kelly has shown the volunteer team kindness and continuous support and we wish to recognise how valuable her input has been to many peoples’ passion for volunteering and in inspiring a lifelong love of the natural world (most specifically insects!).

RUNNERS-UP:

Andy Curran,
HMS *Belfast* (Imperial War Museums)

Charlie Forman, London Canal Museum

Laura Whitman, Churchill War Rooms (Imperial War Museums)

Maeve Underwood,
Imperial War Museums

Vanessa Theed, Museum of London

The LVMA Steering Group would like to thank the following individuals and organisations for their generous assistance and support of this year’s Awards (without whom this event would not have been possible)

Bexley Heritage Trust	Museum of London
Courtauld Institute of Art	National Army Museum
Florence Nightingale Museum	Old Royal Naval College (with special thanks for hosting)
Freud Museum	RAF Museum
Fulham Palace	Royal Academy of Arts
Fusilier Museum	Royal College of Surgeons
Geffrye Museum	Royal Museums Greenwich
Headstone Manor	Science Museum
Heath Robinson Museum	Sir John Soane’s Museum
Historic Royal Palaces	SS Robin Trust
Horniman Museum	The Charles Dickens Museum
Hunterian Museum	The Jewish Museum
Imperial War Museums	The Museum of the Order of St. John
Jayne Williams	The Natural History Museum (with special thanks to the Design Studio Team)
Lauderdale House	West House
London Museum Development	William Morris Gallery
London Transport Museum	

The Judges

Clive Pankhurst (Trust Lead for Volunteer Services at UCLH)

Dea Birkett (Director, Kids in Museums)

Kate Bowgett
(Director of Advocacy, Groundswell UK & Vice Chair of Volunteer Centre Southwark)

Michelle Martin (Chief Executive, Volunteer Centre Greenwich)

Richard Gough (Volunteer Coordinator, Ironbridge Gorge Museum Trust & Founding member of the Heritage Volunteering Group)

Sue Barnard (Relationship Manager, Museums, Arts Council England)

