



MUSEUM
VOLUNTEER
SCHEME

HANDBOOK

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1. Introduction of “Museum Volunteer Scheme”

1.1 Background

The Leisure and Cultural Services Department (“LCSD”) launched the Museum Volunteer Scheme (“MVS”) in 2017 and established a MVS Secretariat with the aim of forming a team of dedicated members from the general public who are passionate about heritage and museum services. The objectives of the MVS are as follows:

- Promote LCSD museums through the volunteer scheme.
- Enhance public engagement in heritage and museums activities.
- Engage the public as important stakeholder
- Leverage on community resources to support LCSD museums, so as to enhance museum services and visiting experience.
- Provide opportunities to volunteers to show their talents, share their knowledge, enhance inclusivity and contribute to society.



1.2 Service Units

The service units of the MVS include but not limited to the following museums and offices under the LCSD:

- Hong Kong Museum of History and Branch Museums
- Hong Kong Museum of Art and Flagstaff House Museum of Tea Ware
- Art Promotion Office
- Conservation Office
- Marketing and Business Development Section
- Hong Kong Science Museum
- Hong Kong Space Museum
- Hong Kong Heritage Museum and Branch Museums
- Intangible Cultural Heritage Office
- Hong Kong Film Archive

2. Volunteering Guidelines

2.1 Significance of Volunteer Service

Volunteering is generally considered an altruistic activity where an individual provides services to benefit others for no financial gain.

Through volunteering, the volunteers would be able to:

- Express love and care, and share experience with one another.
- Demonstrate the spirit of mutual support and learning.
- Have equal participation to unleash potentials and contribute to society together.
- Enrich their life experience.
- Demonstrate their talents and gain knowledge and skills of different disciplines.
- Exercise their civic duty and serve the community.
- Pursue lifelong learning and personal growth.
- Connect with society and concern about the needs of target groups.
- Provide abundant human resources and enhance the service quality by supporting the museums and programmes related to heritage and museums.
- Bridge the communication gap between the museums and community.

2.2 Rights and Obligations of Volunteers

2.2.1 Rights of Volunteers

Volunteers should understand their rights during volunteer service.

- Understand the values and outcome of the service.
- Decide on their participation of service or related activities.
- Apply for the proof of volunteer service record.
- Acquire appropriate service guidance, training and supervision.
- Deliver service in a healthy and safe environment.
- The personal data provided by the volunteers will be used solely for purposes related to the activities and record of the MVS.

2.2.2 Obligations of Volunteers

Volunteers should have obligations to the volunteer services, target groups and target organisations.

- **Services**

- Understand the vision of the target organisations and the objectives of the services.
- Be responsible and patient to complete the service.
- Be committed to the pledge of service.
- Be proactive in learning and participation in volunteer services with best skills and knowledge.
- Provide constructive suggestions to enhance the service quality.

- **Target Groups**

- Be supportive and fair.
- Be kind and sincere.
- Understand the targets' needs and situations with empathy.
- Be aware of the relations with the targets and respect for their privacy and decisions.

- **Target Organisations**

- Respect the objectives and operations of the organisations.
- Follow the guidelines and rules of the organisations; humbly accept criticism and correct; and provide constructive suggestions.
- Be proactive in ideas exchange, discussion and training, and evaluate objectively.

2.3 Guidelines for Volunteers

- **DO's**

- Be committed to the pledge of service with best skills and knowledge; and report duty punctually according to the arrangement of target organisations.
- Should respect and cherish the target groups; and be friendly and kind to them.
- Deliver service according to the vision and guidelines of the target organisations; and humbly follow the guidance of the person-in-charge.
- Follow the guidelines of confidentiality of the MVS; and ensure proper use of related information of the LCSD and target groups.
- Inform the MVS Secretariat as soon as possible in case of absence due to any emergency.
- Participate in training programmes for personal growth and better service quality.

- **DONT's**

- Must not abuse their volunteering identity and charge any cost or other material rewards or commit any fraud against the target groups.
- Should not be judgmental about the target groups and provide comments irrelevant to the service.
- Should not impose their political stands, religious beliefs or values on the target groups.
- Should not disregard for their own safety during service.

2.4 Termination of Membership

- If needed, volunteers are allowed to withdraw from the MVS in a written notice with the reasons stated clearly.
- Membership of the volunteers may become invalid for misconduct including but not limited to the following circumstances:
 - Violation of any criminal offence.
 - Committing fraud or dishonest behaviours against any staff members of the MVS Secretariat or target organisations, target groups, or other volunteers.
 - Posting a threat to personal safety against any staff members of the MVS Secretariat or target organisations, target groups, or other volunteers.
 - Committing any act of sexual harassment of any staff members of the MVS Secretariat or target organisations, target groups, or other volunteers. Hurling verbal abuse at any staff members of the MVS Secretariat or target organisations, target groups, or other volunteers repeatedly.
 - Being unfair and discriminating against the target groups repeatedly.
 - Damaging the properties, artefacts or collections of target organisations
 - Being late or absent, neglecting one's duty, contravening any of the guidelines, or failing to perform the service without reasonable explanation repeatedly.
 - Having emotional and behavioral disorder which may hinder the volunteers to deliver the service properly.

2.5 Scope of Volunteer Service

2.5.1 Service details

- **Customer Service and venue management** Serve as ambassadors to receive visitors, handle enquiries, take photos, distribute souvenirs, assist in crowd control, etc.
- **Education and extension activities** Provide support in workshops and outreach programmes, receive visiting groups, launch opinion survey and assist in the promotion of museum culture, especially through social media, cultural ambassador, etc.
- **Management of collections and exhibits** Provide assistance in the registration and basic conservation of cultural artefacts, collections, and artworks.
- **Management of Database** Register and manage the database of cultural artefacts, collections, and artworks.
- **Mega or ad-hoc events** Provide support to mega events, e.g. Muse Fest HK, Museum Summit, study tours, etc.
- **Outreach programmes** Promote exhibitions and related programmes ; visit different target groups, etc.
- **Think-tank** Exchange ideas about heritage and museums through discussion, focus group.
- **Supporting service** Assist in documentation and office administration; translation of



information related to exhibits and collections; photo-taking, etc.

2.5.2 Types of Service

- **Long Term (continuous)** : Regular programmes related to heritage and museums, which require volunteers to provide continuous support (technical skills are required), such as conservation and education workshop.
- **Ad-hoc (one-off)** : Programmes that require more manpower support, e.g. special or mega events and study tours.
- **Annual** : Signature events held annually, such as HK Muse Fest, which require abundant manpower support for different posts.

2.6 Mechanism of Service Allocation

- The volunteer services are arranged according to number of volunteers, number of applicants, types of services, service hours, skills and experience required, etc.
- If the number of applications received exceeds the quota, the MVS Secretariat will draw lots to select the participants. For some volunteer services, if specified, applicants are required to attend interview or tests.

2.7 Training & Team Building Activities

- To equip the volunteers with better understanding about the programmes related to heritage and museums; sharpen their knowledge and skills; enhance interaction between the MVS Secretariat, museum representatives and volunteers, various briefing, training, team building activities and exchange sessions will be held.
- In addition, special training will be offered to volunteers for some services, if needed.

2.8 Uniform

- One MVS uniform (jacket) will be given to each volunteer at the first time of service. Volunteers should wear this uniform during service properly and keep it in good condition.

2.9 Recognition System

MVS - Certificate of Appreciation

Certificate of Appreciation will be granted according to the volunteers' accumulated number of service hours and attendance rate. Volunteers with 100% attendance of committed service, participation in training and at least 10 service hours in every calendar year (1 January to 31 December).

2.10 Safety, Emergency and Special Arrangements under Inclement Weather Conditions

2.10.1 Safety

- Volunteers should always be conscious of safety and maintain a level of physical fitness capable to the volunteer service or related activities.
- All volunteers will be insured under the “Group Personal Accident Insurance” purchased by the LCSD. If any volunteer is suffered from accidental bodily injury causing permanent disability or death during the volunteer service, the maximum amount of compensation is HK\$200,000, given the service is being arranged or referred by the MVS. The scope of insurance is in accordance with the insurance policy.
- In case of accident, the volunteers should inform the duty staff immediately and then the MVS Secretariat. Please be reminded to keep all medical certificates and receipts for the necessary follow-up.

2.10.2 Emergency

The safety of volunteers is of vital importance in the process of service arrangement. In case of any emergency or accidents, the LCSD, the MVS Secretariat and related organisations will provide immediate assistance and ensure the volunteers’ rights are being protected.

Procedure of emergency arrangement:

1. The affected volunteer(s) or other volunteers should inform the duty staff immediately and then the MVS Secretariat. Call the police (999) if needed.
2. The target organisations should immediately inform the MVS Secretariat.

3. If needed, the LCSD and the MVS Secretariat shall immediately report to the insurance company for the relevant claims and timely follow-up.

2.10.3 Special Arrangements under Inclement Weather Conditions

In general, the arrangements are as follows:

- **Indoor Programmes**

Before the Programmes begin

- If Tropical Cyclone Warning Signal No.8 or above (including Pre-No. 8 Special Announcement) / “Extreme Conditions” , or Black Rainstorm Warning Signal is issued or remains in force 3 hours before the commencement of the programmes, the programmes will be cancelled.

During the Programmes

- If Tropical Cyclone Warning Signal No.8 or above (including Pre-No. 8 Special Announcement) / “Extreme Conditions” is issued in the course of the programme, ongoing programmes will be suspended.
- If Tropical Cyclone Warning Signal No.3, or Red/Black Rainstorm Warning Signal is issued in the course of the programme, ongoing programmes will continue.

- **Outdoor Programmes**

- Due to variations in actual circumstances for each programme, please refer to the individual event details for special arrangements in inclement weather.

2.11 Personal Data

- The information provided by volunteers to the LCSD and the MVS, including any personal data as defined in the Personal Data (Privacy) Ordinance, will be used solely for purposes related to the activities and record of the MVS.
- The MVS Secretariat would use the personal data of volunteers, including name, phone number and email address for communication as well as keep volunteers informed of the latest activities of the MVS.
- Volunteers have the right to request access to and correction of the personal data with the provisions of the Personal Data (Privacy) Ordinance, by submitting a written request to the MVS Secretariat.

2.12 Photo and Video recording

- Photography and filming will be taken during some of the MVS programmes. Photos and videos taken will be used for documentary and publicity purposes, and may also be displayed in venues under LCSD or other related platforms. For enquiries, please contact MVS Secretariat.

3. How to Use the MVS Volunteer Handbook

- 3.1 This Handbook is the guide made between the LCSD and the members of the Museum Volunteer Scheme (“members”), which provides reference information about the scheme. This cannot be used as proof of the identity of volunteers.
- 3.2 Members shall deliver volunteer services in accordance with the guidelines of this Handbook.
- 3.3 Members shall read and understand the content of this Handbook after joining the Scheme.
- 3.4 If the members have any questions about this Handbook, please contact the MVS Secretariat.
- 3.5 The copyright of this Handbook is belonged to the LCSD. Any duplication or reprint without prior written permission is not allowed.
- 3.6 All interpretations of this Handbook shall be at the sole and absolute discretion of the LCSD. The LCSD reserves the rights to revise the content of this Handbook.
- 3.7 This Handbook (Chinese version) has been translated into English. If there is any inconsistency or ambiguity between the Chinese version and English version, the Chinese version shall prevail. In case of dispute over the interpretation of this Handbook, the LCSD’s decision is final.



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