

Significance, Challenge and Opportunity of Volunteer Participating in Museum Education

Qing Wang¹, Chuanyan Cao²

1. Wuxi Wu Culture Site and Cultural Relics Protection Center, Wuxi 214000, China.

2. Runshuo Kindergarten in Xinwu District, Wuxi 214000, China.

Abstract: This paper aims to explore the significance, challenges and opportunities of volunteer participation in museum education activities. First of all, the paper analyzes the significance of volunteer participation in museum education, including enriching educational resources, enhancing audience experience, promoting social participation, promoting cultural heritage, and promoting personal development. Secondly, the paper points out the challenges, including the average age of museum volunteers is relatively high, the uneven level of museum volunteers, the imperfect management system, the lack of volunteer training, the lack of incentive mechanism for volunteers, and the difficulty in evaluating the effectiveness of volunteer services. Then, it puts forward two development opportunities: the application of digital technology in volunteer management and the potential of interdisciplinary cooperation and innovation in volunteer training and development. Finally, some suggestions are put forward from the perspectives of raising awareness, optimizing process, establishing mechanism and strengthening cooperation.

Keywords: Museums; Educational activities; Volunteers

As the guardian of human cultural heritage, museums play an important role in inheriting history and carrying forward culture. Nowadays, more and more attention has been paid to the function of museum education. As an important force in museum education, volunteers play a positive role in promoting the development of museum cause. This paper will probe into the significance, challenge and opportunity of volunteer's participation in museum education in order to provide beneficial reference for the sustainable development of museum cause.

1. Significance of volunteer participation in museum education activities

The aim of educational activities is to promote people's all-round development and social progress through various educational means. Museum education is a kind of public welfare activity, which takes museum as the carrier and disseminates knowledge, culture and values to the public through various forms of education.

The museum education activity forms are various, including exhibition, explanation, guide, interactive experience, educational curriculum and so on. Among them, the exhibition is the basis of museum education activities, through the display of cultural relics, pictures, models and other physical information, to transfer history, culture, art and other knowledge. Explanation and guide is to help the audience to understand the exhibition better through professional explanation and guidance. Interactive experience and education curriculum is through a variety of interactive forms, let the audience experience and practice, deepen the understanding of knowledge and memory.

The participation of volunteers in museum education is of great significance to museums, volunteers and the society, which is mainly reflected in the following aspects:

1.1 Enrich educational resources.

The participation of volunteers provides rich human resources for museums. They can help explain, organize activities and provide guided tours. It not only alleviates the shortage of staff in museums, but also brings a variety of experiences and skills to museums and enhances their team strength. Volunteers who can translate foreign languages may assist museums to translate foreign languages; school teachers' volunteers may promote museums' educational activities to meet educational requirements; volunteers with different backgrounds of geography, biology, physics, chemistry and other disciplines may provide professional support for broadening types of educational activities and enriching educational contents.

1.2 Improve audience experience

Volunteers can enhance the visitors' experience. They can help the museum to carry out various educational activities, such as lectures, workshops, parent-child activities, etc. Their personal experiences and stories can also serve as models and examples for the audience to learn and stimulate the interest and motivation of the audience to learn. Rather than standardised commentary by regular commentators, volunteers offer personalized commentary that can sometimes help viewers better understand and appreciate the exhibits.

1.3 Promoting social participation

The participation of volunteers helps to promote social participation and cultural exchange. They not only provide services for museums, but also convey the concept and educational value of museums to the society.

1.4 Promote cultural heritage

In the process of museum education, volunteers not only spread knowledge, but also cultural values and cultural heritage, which has a positive effect on cultural heritage and development.

1.5 Enhance personal development

By participating in the volunteer activities of museums, volunteers can improve their personal abilities such as cultural attainments, organizational skills and communication skills.

2. Challenges of volunteer participation in museum education activities

2.1 Overall age of museum volunteers is higher than normal

According to the present situation of museum volunteer service in our country, the age of museum volunteer is generally higher. With the renewal of contemporary educational ideas, museums have gradually become the main places for primary and secondary school students to study and study.

2.2 Uneven level of museum volunteers

At present, museums generally recruit volunteers in a unified way, but the cultural quality of social volunteers varies greatly, and most of the volunteers are not professional.

2.3 Imperfect management system

Museum volunteer management has not yet formed a sound mechanism, the lack of unified management standards and processes, resulting in confusion, affecting volunteer service quality and museum image.

2.4 Insufficient volunteer training

Museum training for volunteers is not systematic and perfect, lack of training programs and courses for different positions and tasks, resulting in uneven service levels and quality of volunteers.

2.5 Insufficient incentive mechanism for volunteers

The incentive mechanism of museums to volunteers is not sound enough, the lack of effective incentives and incentive measures to stimulate the enthusiasm of volunteers and participation.

2.6 It is difficult to assess the effectiveness of volunteer services

It is difficult for museums to evaluate the service effect of volunteers scientifically and objectively, and to evaluate and manage the service quality and contribution of volunteers effectively.

3. Development opportunities

At present, with the social development and scientific and technological progress, the participation of volunteers in museum education activities has ushered in important development opportunities, mainly in the following two aspects:

3.1 Application of digital technology in volunteer management

The application of digital technology in volunteer management is mainly as follows:

3.1.1 Online recruitment and registration: through the establishment of a digital volunteer management system, museums can achieve online recruitment, online registration, online review and other functions to improve recruitment efficiency and accuracy.

3.1.2 Information management and update: the digital technology can realize the centralized management of volunteer information, including personal information, service records, training records, etc., and facilitate the management and service arrangement of volunteers.

3.1.3 Online training and education: through digital technology, museums can provide online training and education courses to facilitate volunteers to learn relevant knowledge at any time and any place, and improve service quality and level.

3.1.4 Task allocation and scheduling: The digital technology can realize the task allocation and scheduling for volunteers, and reasonably allocate service posts and work tasks according to volunteers' specialties and time arrangements.

3.1.5 Service effect evaluation and feedback: Digital technology may, through the establishment of an evaluation system, objectively evaluate and give feedback on the service quality and effect of volunteers, so as to help volunteers discover problems and deficiencies and improve service quality.

3.1.6 Data analysis and decision support: Digital technology can analyze and mine volunteer data, provide support for decision-making of museums, and help museums better manage and develop volunteer teams.

3.2 Potential of interdisciplinary cooperation and innovation in volunteer training and development

The potentials of interdisciplinary cooperation and innovation in volunteer training and development are as follows:

3.2.1 Integration of multiple knowledge systems. Interdisciplinary collaboration can integrate knowledge and methods from different fields, such as history, art, education, psychology and so on, thus providing volunteers with more comprehensive and in-depth training. This diverse body of knowledge can help volunteers better understand and convey museum exhibits and information.

3.2.2 Exploration of innovative training methods. Combining the theory and practice of different disciplines, we can develop more innovative and attractive training methods. For example, the use of pedagogy in the context of teaching methods, role play, or the introduction of virtual reality, augmented reality and other advanced technology to provide volunteers with immersive training experience.

3.2.3 Improve the comprehensive quality of volunteers. Interdisciplinary cooperation can not only improve the level of volunteers' professional knowledge, but also cultivate their interdisciplinary thinking and comprehensive quality. For example, by participating in interdisciplinary projects, volunteers can learn skills such as teamwork, innovative thinking, and cross-cultural communication, which are important for their personal development and social participation.

3.2.4 Expand the service scope of volunteers. Interdisciplinary collaboration can provide volunteers with more diverse service areas and opportunities. For example, combined with sociology, anthropology and other research methods, volunteers can participate in community cultural research, oral history, so as to expand its service content and influence.

3.2.5 Promoting the innovative development of museum education. Interdisciplinary cooperation and innovation can not only improve the quality and ability of volunteers, but also promote the overall innovation of museum education activities. By introducing new educational concepts and methods, museums can develop more attractive and influential educational programs to enhance public awareness and interest in museums.

To sum up, interdisciplinary cooperation and innovation have great potential in the training and development of museum volunteers. Museums should actively seek cooperation with different disciplines to explore and innovate the methods and contents of volunteer training so as to promote the common development of museum education and volunteer service.

4. Suggestions

4.1 Raise the awareness and motivation of volunteers participating in museum education

4.1.1 Carry out volunteer awareness education activities: organize volunteer awareness training courses on a regular basis, and enhance volunteers' understanding of the value of museum education and their enthusiasm for participation through explanation, case analysis, experience sharing, etc.

4.1.2 Setting up volunteer role models: Select and commend excellent volunteers in museum education services, and encourage more people to actively participate through their role models.

4.2 Optimize the recruitment, training and management process of volunteers

4.2.1 Broaden recruitment channels: release recruitment information through multiple online and offline channels to attract more volunteers with willingness and ability to participate.

4.2.2 Standardized training: develop a unified training program and teaching materials to ensure that volunteers receive systematic and comprehensive training and improve service quality and effect.

4.2.3 Improve the management process: establish a volunteer information management system to realize the unified management of volunteer registration, training, service records and other information and improve the management efficiency.

4.3 Establish an effective incentive mechanism and evaluation system for volunteers

4.3.1 Incentive mechanism: a reward system for volunteers shall be established to give material and spiritual rewards to the volunteers who have performed well in museum education services, and to stimulate their enthusiasm and sense of honor.

4.3.2 Evaluation system: a scientific evaluation system shall be established to evaluate the service effects of volunteers on a regular basis, provide timely feedback and guidance, and help volunteers improve and enhance their services.

4.4 Strengthening cross-departmental and cross-field cooperation and resource integration

4.4.1 Cross-departmental cooperation: establish close cooperation with other departments within the museum to jointly plan and implement museum educational activities and improve the overall effect of the project. Such as archaeology, cultural relics preservation and other departments to participate in cooperation, can enhance the scope and depth of museum education activities.

4.4.2 Cross-field cooperation: establish cooperative relations with relevant institutions and experts in other fields, introduce new educational concepts and methods, and enrich the contents and forms of museum educational activities. In particular, strengthen cooperation with schools to jointly carry out educational projects and activities. By working with schools, museums can better understand the needs and characteristics of students and provide more targeted training and support to volunteers.

4.4.3 Resources integration: make full use of various resources inside and outside museums, including manpower, material resources and financial resources, to provide better training and support for volunteers and promote the development of museum education. For example, professionals can be invited to give lectures to volunteers, organize volunteer sharing sessions, and carry out volunteer visits.

5. Conclusion

With the increasing attention to cultural education, the number and enthusiasm of volunteers participating in museum education will continue to grow. With the integration of advanced technical means and the emphasis on "people", future museum education activities will pay more attention to diversified and personalized service needs. While promoting the innovative application of digital technology, museums should also pay attention to volunteer experience and feedback, as well as their rights and welfare. Of course, whether now or in the future, the premise for museums to carry out all work is the safety and protection of cultural relics. Protection first "is the primary task in the policy of cultural relics work in the new era."

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About the author: Wang Qing (1982-), male, Han nationality, Changzhou, Jiangsu, Wuxi Wu Culture Site and Cultural Relics Protection Center, associate researcher, cultural relics protection and museum education.

Cao Chuanyan (1988-), female, Han nationality, Pizhou, Jiangsu, Runshuo Kindergarten in Xinwu District, second-level teacher, pre-school education.