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Volunteers in Australian archives

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ABSTRACT

Why do volunteers choose to contribute thousands of unpaid hours per week to Australian archives? This paper presents the results of a nationwide web survey that provides insight into the demographics, motivations and experiences of volunteers in Australian archives. The findings provide a representative overview of formal volunteers in Australian archives, determining 'who' they are, the value of the contributions they provide and the level of training and support offered to them. This study is a continuation of existing discussions about volunteers in Australian archives and represents an opportunity for the development of stronger relationships with Australian archival volunteers and, through them, the communities our archives serve.

Introduction

As of 2007, over half of Australian archival organisations were found to engage volunteers.[1] While many archival organisations and institutions are known to have developed in-house volunteer programs, the Australian archival profession as a whole does not have an overarching understanding of the landscape of volunteering in their sector. This study marks the beginning of Australian archival profession-wide literature which investigates the engagement of volunteers for the strengthening of our organisations, our profession and our missions through an understanding of the issues involved.

Though volunteers are found in most Australian archives, to date minimal research has been completed to gain a holistic overview of who Australian archival volunteers are, what their motivations are and what experiences they have. Many individual archival organisations are known to have developed in-house strategies and protocols for volunteer programs, however there is currently no formalised best practice documentation at a sector-wide level. The development of sector-wide strategies would be especially helpful for smaller archival organisations that are considering establishing a volunteer program. The development of best practice literature which is informed by this study will assist organisations in developing and enhancing the programs they offer, ensuring that all Australian archival organisations offer a high standard of volunteer program.

This paper will discuss the representative results of a nationwide online survey completed during 2016, aimed at current volunteers within organisations listed in the *Directory of Archives in Australia* (hereafter referred to as the Directory).[2] The survey results identify the demographics and motivations of volunteers, in addition to the levels of training and support they felt they received within their organisations and their sense of satisfaction. The research conducted for this paper begins to address the gap in current sector-wide understanding and continues to raise awareness of the contribution of volunteers in Australian archival institutions and organisations.

From March to August 2016, the nationwide web survey was disseminated to organisations in the Directory. Participating organisations indicated how many volunteers they engaged at the time and passed the survey on to the volunteers. The Australian archival volunteers were found to differ markedly to those in America and Britain, reinforcing the need for the Australian archival community to develop resources relevant to its own context. Owing to significant distribution of the survey via archival institutions and organisations to their volunteers, the focus of this paper is on formal volunteers, those people physically volunteering within an archive, while digital volunteers, crowdsourcing and 'armchair' volunteers were deemed to be out of scope.

The insight provided by these findings will empower individuals, institutions and professional associations to engage in ongoing discussions resulting in the development of best practice frameworks for future volunteer programs in the Australian archival sector. It will enable those archives with volunteers to see how they fit within the wider Australian context and those without volunteers to have an informed say in the creation and improvement of volunteer programs or best practice documentation. The engagement of volunteers within archives is not without cost to the institution, however the development of further research, policy and frameworks which are informed by the findings of this study will assist in ensuring that the value of engaging volunteers exceeds the cost.[3]

Background

According to the Australian Bureau of Statistics, over a third of the Australian population, a significant 5.8 million individuals, engaged in volunteer work in 2014.[4] As a chronically under-resourced sector, archival organisations often rely upon volunteers to remain viable. The 2007 Council of Australasian Archives and Records Authorities (CAARA) *Report on Archives Survey* was described upon publication as the 'first comprehensive survey of the Australian archive domain',[5] and arguably continues to represent the most complete assessment of the sector to date. At the time the CAARA survey was conducted, 53% of participating archival organisations engaged volunteers, with 13% describing their activities as wholly managed and operated by volunteer contributions.[6]

While volunteering may not be a new concept, the way in which volunteers are engaged formally by organisations has changed over the past two decades, owing in part to changes in legislation such as Work Health and Safety laws.[7] In 2000, Jeni Warburton and Melanie Oppenheimer in *Volunteers and Volunteering* described volunteering in Australia as 'underestimated, under-researched and undervalued'.[8] Since this statement was made, the size of the Australian volunteer sector has steadily increased, with the ABS finding the proportion of those who volunteered at least once in a 12-month period increasing from 32% in 2000, to 35% in 2006 and to 36% in 2010.[9] As no comprehensive study of the Australian archival

sector had been conducted since the 2007 CAARA survey, it was not possible to determine whether the increase in the volunteering sector of Australia was reflected within the Australian archival sector. More recently, the ABS *2014 Australian General Survey* found that the three most common organisational types in which people choose to volunteer are Sport and Physical Recreation (31.1%), Welfare/Community (21.2%) and Religious (18.9%), with the category of Arts/Heritage accounting for only 3.8% of total volunteer hours contributed.[10] This finding begs the question why the arts and heritage sectors are under-represented in the engagement of volunteers.

Volunteers in the arts and heritage sectors are often engaged in many types of front-of-house and behind-the-scenes roles, including acting as tour guides, accessioning material, completing data entry, and undertaking digitisation and conservation tasks.[11] The Australian Society of Archivists' *Keeping Archives*[12] states that 'many archives augment their resources by using volunteers to carry out routine … processing work' and stresses the need for providing the volunteers with engaging work to do and demonstrating commensurate appreciation for their help. *Keeping Archives* emphasises that archives do not exist in a vacuum and need the support of all parts of their community in order to survive and volunteers provide a valuable means of engaging with the community which the archive serves.

To date, the guidance provided by the Australian Society of Archivists' *Keeping Archives* is the most comprehensive document provided by our profession for the engagement of volunteers within our sector. *Keeping Archives* emphasises the value of volunteers as a way of building relationships outside the archival community and therefore the importance of providing volunteers with administrative support and training as an investment in the relationship. As the section of *Keeping Archives* relating to volunteers was informed primarily by the author's extensive experience, the section does not contain references to relevant research.

Australian archival organisations have regularly developed in-house policies for the development of volunteer programs and it is assumed that these have, to some degree, informed the guidelines provided by *Keeping Archives*.[13] The development of best practice documentation that is relevant to the Australian context is needed in order to ensure that the engagement of volunteers successfully furthers the missions of archival organisations without replacing paid roles and ultimately devaluing the archival profession.[14] Beyond the general guidelines provided by *Keeping Archives*, the information available on the shape of volunteerism in the Australian archival sector is limited and it is unclear what the landscape of volunteering in our sector is, especially in comparison with the rest of the domestic heritage sector and international archival sectors.

Alongside the concerns of the use of volunteers potentially devaluing archival work, within the international archival profession there are concerns related to the possible exploitation of interns who are incorrectly defined as volunteers.[15] Volunteers and interns are differentiated based upon their motivation; interns are motivated by a desire to become more employable while volunteers are motivated by a desire to help. As there exists a significant gap in profession-wide literature regarding the demographics and motivations of Australian archival volunteers, it has been impossible to determine whether the sector had been distinguishing between interns and volunteers. This is of particular relevance to Australian archives as the distinction between interns and volunteers has legal ramifications.[16]

Australian Work Health and Safety legislation stipulates that organisations are responsible for the physical and mental well-being of their paid and unpaid staff.[17] The study

analysed in this paper sought to address the current dearth of insight into the support of volunteers who experience emotional trauma while engaged by Australian archives.[18] The serendipitous nature of archival collections can make these instances difficult for the individual and organisation to predict and respond to, highlighting a need for increased general awareness of the topic. The documents processed by volunteers and employed staff do not exist in isolation from personal and social memory, and their impact extends beyond our historical curiosity.[19]

In order to gain insight into the landscape of volunteering in Australian archives, this study has been scoped and targeted at formal volunteering. Formal volunteering involves an agreement and relationship between an organisation or group and a volunteer, whereas informal volunteering encompasses all other forms of unpaid work. This study has adopted the ABS definition of a volunteer as 'someone who willingly gives unpaid help, in the form of time, service or skills, through an organisation or group'.[20] Accordingly, while the authors acknowledge the value and increased usage of crowdsourcing in the archival sector, this study has deemed crowdsourcing to be of a spontaneous and informal nature and therefore out of scope for this project.

Methodology

With limited sector-wide research having been conducted into the motivations and experiences of volunteers in Australian archival organisations previously, this study aimed to take a step toward developing a body of research, policy and frameworks which are relevant to volunteering in Australian archives. For the purposes of this study, the ABS's definition of a volunteer was employed.

Primarily, this study aimed to determine the prevalence of formal volunteers engaged through organisations within our sector by directly contacting the organisations listed in the *Directory of Archives in Australia*. As the Directory was last updated in 2011, the researchers could not locate the current contact details of 30% of the institutions listed. The 385 organisations whose contact details could be located through the Internet were contacted directly via email and asked to indicate how many volunteers were engaged throughout their institution at the time. In accordance with saturation sampling techniques,[21] each organisation was also invited to pass the link of the web survey on to their volunteers. In order to reach the formal volunteers of organisations that did not participate in this study, the link of the web survey was disseminated through listservs, blogs and social media. In addition, emails were sent to universities that were known to offer archival qualifications.

The Directory was found to contain a range of archival organisation types – public, private and other – all of which were considered as part of this study. Public archival organisations are defined as being part of the public sector by a legal framework at any level, an example being the National Archives of Australia. Private archival organisations are part of for-profit corporations that aren't owned or operated by the government, for example the Commonwealth Bank Archives Centre. For the purposes of this study, community archival organisations are non-profit groups that work at a local level to improve life for subsets of the population, an example being the Koorie Heritage Trust. Question four of the survey was designed to determine which type of archival organisation the respondent volunteered at, with an option to specify the type of organisation if it fell beyond the parameters of the three types described above.

A web survey with 15 questions (Appendix 1) was designed to determine the demographics, the motivations and the experiences of volunteers in the Australian archival sector through the gathering of descriptive data.[22] The web survey was designed in accordance with guidelines of effective descriptive survey design[23] and the anonymous response data was captured automatically and stored on a secure server.[24]

To determine the demographics of the respondents, the survey questions deliberately moved beyond traditional questions relating to the gender and age of respondents, as the researchers decided that it was more relevant to this study to establish which stage of life the volunteers were in (i.e. retiree, student, part-time worker) and their level of experience in the sector. Two questions were dedicated to determining the motivations of the volunteers by asking why they choose to volunteer at an archive and which factors are most important to the respondent when volunteering at an archive. The remaining 11 questions were dedicated to the experiences of the respondent as an archival volunteer in an Australian archive (refer to Appendix 1 for the full survey). The results and emerging themes within the data resulting from the 318 completed surveys are analysed and discussed below.

Analysis and discussion

Responses from participating organisations

The saturation sampling techniques employed in this study were demonstrably effective.

Of the 385 archival organisations contacted through this study, 117 chose to participate. Participating organisations were asked to indicate how many volunteers they engaged at that time and to pass the survey link on to their volunteers to complete. The 117 participating institutions resulted in a representative 30% response rate of the total 385 contactable organisations listed in the Directory.[25]

At the time of this study, 52% of the participating organisations engaged volunteers. This finding was in line with that of the 2007 CAARA survey, which found that 53% of archival organisations engaged volunteers, indicating that the use of volunteers by archives has not significantly increased or decreased in the last decade.[26]

Of the 117 participating organisations, 61 responded saying that they engaged volunteers. The 61 participating organisations that did engage volunteers engaged a total of 787 volunteers, an average of 13 volunteers per organisation. Volunteer programs within organisations are often underpinned by in-house strategy and policy documents.[27] However, these findings suggest that the prevalence of volunteers within our sector signifies the need for the development of sector-wide best practice documentation in order to support smaller organisations and those considering establishing volunteer programs.

As illustrated by Figure 1, the number of responses received from each type of archival institution was relatively consistent; the highest rate of responses came from school archives (26 responses), and the lowest came from private archives (14 responses). However, there was a substantial difference when it came to the number of volunteers each type of archive engages; this study found that public archives currently engage 65% of all archival volunteers.

The survey responses will be discussed in more depth below, however Figure 2 visualises the type of archival institutions each respondent to the survey volunteered at. The spread of survey responses mirrors and triangulates the data gathered through the email enquiries.
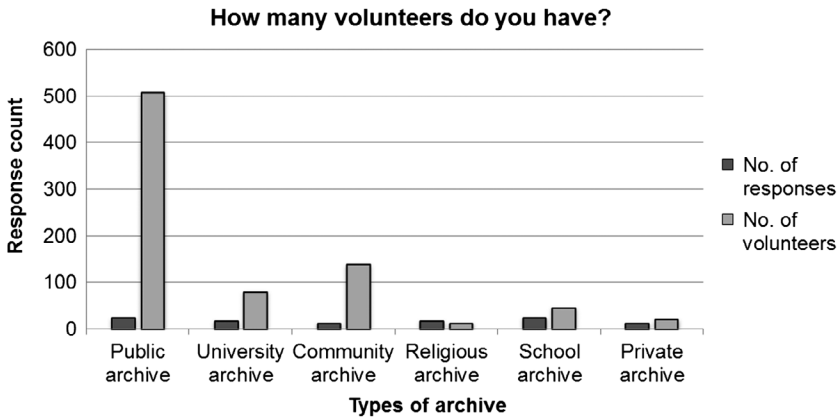
How many volunteers do you have?

Figure 1. The number of volunteers engaged by participating archival organisations.

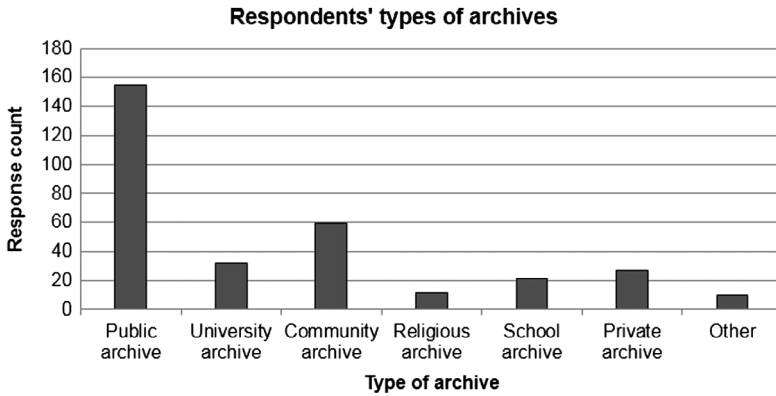## Respondents' types of archives

Figure 2. Type of archival organisation the survey respondents volunteer at.

Responses to volunteer survey

The volunteer survey was completed by 318 respondents. It is assumed that the majority of these respondents were volunteers of the 117 participating institutions, however it is likely that at least a small portion fall outside of those parameters through the alternative dissemination methods.

The results of this survey are representative of the demographics, motivations and experiences of volunteers within Australian archival institutions as it was completed by over 35% of the total 787 volunteers, accounting for a small margin of volunteers outside the participating organisations. The study contributes to current understandings in three major areas: the demographics and motivations of our volunteers; our volunteers' potential as advocates of the archival profession and archives; and their exposure to potentially upsetting archival material while volunteering.

Motivation

It was important to determine the motivations of the survey respondents in order to determine whether they were volunteers or in fact interns or apprentices, as this distinction has legal ramifications for organisations. By definition, volunteers are differentiated from apprentices and interns by their motivation. Unlike volunteers, interns are motivated by a desire to be more employable and therefore volunteering is a networking and training opportunity. This distinction is important to determine as organisations are legally required to engage interns and volunteers differently; volunteers do unpaid work for the purpose of benefiting someone else, whereas interns need to be the chief beneficiary of a volunteering arrangement, rather than the organisation.[28]

This study established that volunteers in Australian archives are in fact predominantly motivated by a love of history and see archival volunteering as an opportunity to engage with historical material, as opposed to increasing employability. This finding is consistent with recent studies across the heritage sector that have shown that volunteers are predominantly motivated by an interest in the subject matter.[29]

As illustrated by Figure 3, 68% of Australian archival volunteers are retirees and as demonstrated in Figure 4, the overwhelming majority of volunteers are not motivated by the potential for increased employability or the creation of contacts within the sector. This indicates a significant departure from America, where 'volunteering in an archive takes two basic forms: apprenticeships or internships'.[30]

Interns and apprentices are more prevalent in America and Britain, leading to calls for unpaid internships to be significantly reviewed.[31] This finding may go some way towards explaining why the literature and discussion regarding volunteers in American and British archival sectors are much more advanced. Interns fall under different legal frameworks than that of volunteers and raise concerns regarding potential exploitation if the legal ramifications are misunderstood or the organisation is non-compliant.[32]

However, while this study found that volunteers in Australian archives are predominantly retired individuals and therefore raise less concerns related to the exploitation of job seekers, this finding does not negate the possibility of paid positions being replaced by volunteer labour. A future study of this nature would be well placed to discover whether volunteers are doing work which ought to be paid. This finding also indicates that the population of archival volunteers in Australian institutions differs significantly from those in Britain or America, reinforcing the need for the Australian archival sector to develop its own sector-wide set of best practice literature.

Prior training and level of expertise

The quality of volunteers' archival work has raised concerns in the past,[33] and as a result this study sought to discover the amount of training and prior experience volunteers in Australian archives had within the sector. As shown in Figure 5A, the results indicated a dichotomy in the amount of experience and training the average volunteer considered themselves to have had in the archival sector, and many respondents chose to classify their level of experience as 'other'.

The vast majority of those who had classified themselves as having experience 'other' than the options provided in the survey, had many years' worth of experience as librarians,

Which of the following best describes you?
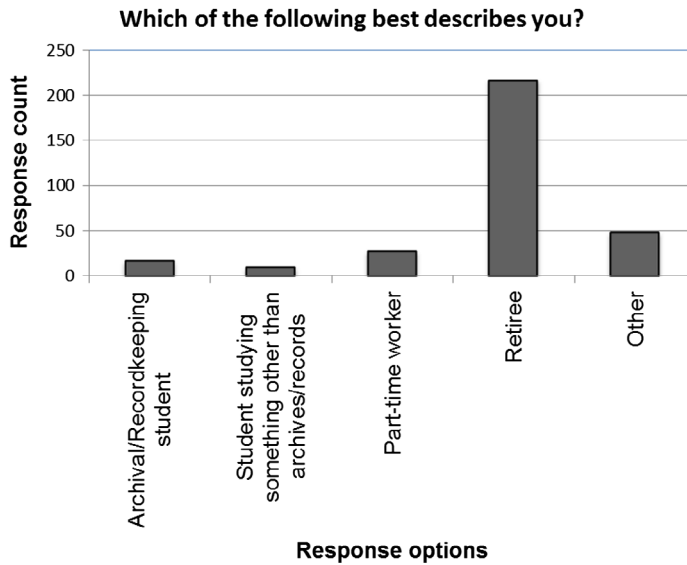
Figure 3. How survey respondents describe themselves.

Why do you choose to volunteer at an archive?
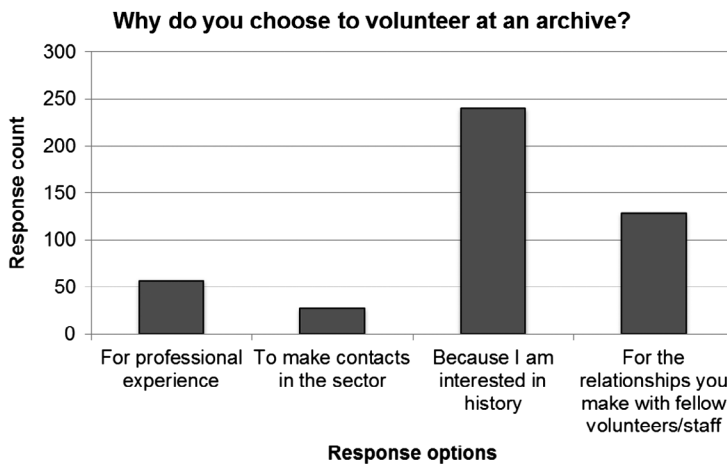
Figure 4. Why the survey respondents choose to volunteer at archives.

as employees in museums and, in a number of cases, respondents had higher research degrees in history. The high 'other' response rate caused the research team to revisit the initial survey question, and when the question was changed to 'How much training and experience do you have within the information management/heritage sector?', the results analysis changed to the data reflected in Figure 5B.

This study determined that there are diverse skillsets and professional backgrounds among volunteers in Australian archival institutions. While a descriptive survey design study could not directly reflect upon the quality of work delivered by volunteers in the archival sector, determining that 56% of volunteers have 'many years' of experience in

How much training and experience do you have within the archival sector?

How much training and experience do you have within the information management/heritage sector?
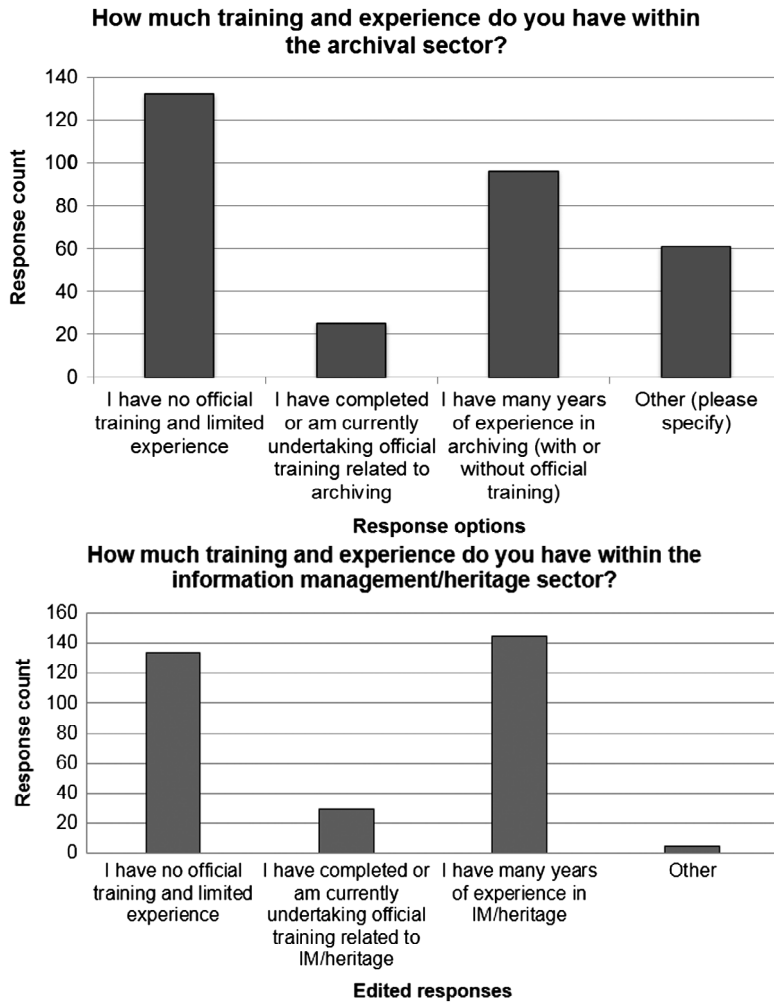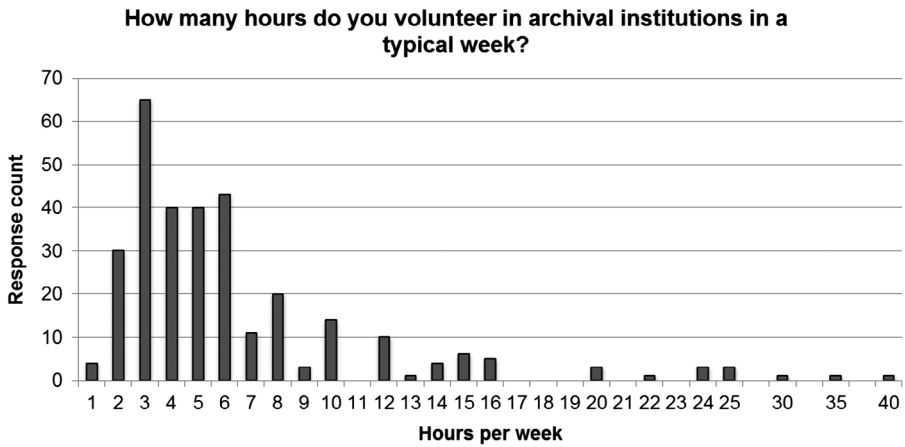

Figure 5. The survey respondents' level of training and experience.

information management and heritage sectors does infer a relatively high quality of work being contributed by volunteers in Australian archives.
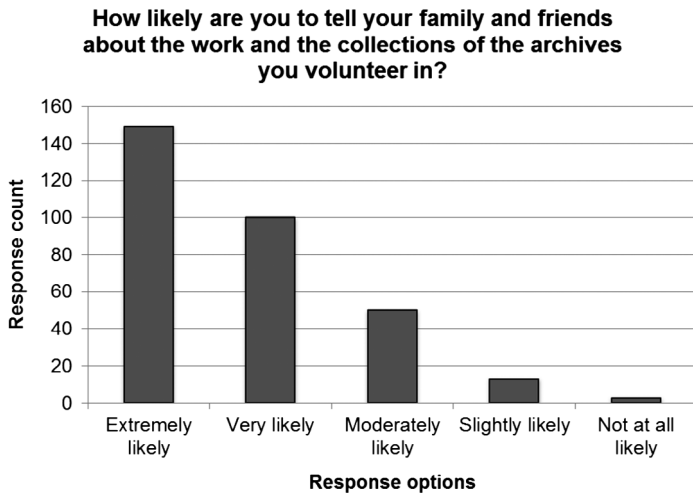
The contribution of archival volunteers

The vast majority of volunteers (81%) were found to spend between two and six hours volunteering at archival institutions a week, with 6.6 hours the average amount of time each individual spent volunteering per week (see Figure 6).

If just the 787 volunteers we know about through the participating organisations were to each spend 6.6 hours volunteering per week, the total amount of hours contributed to the Australian archival sector per week would equal 5194 hours. In monetary terms, this is the equivalent of $91,934 worth of minimum-wage hours per week, or $4,780,516 per year.[34] To date, the tangible contribution of volunteers to the Australian archival sector has largely
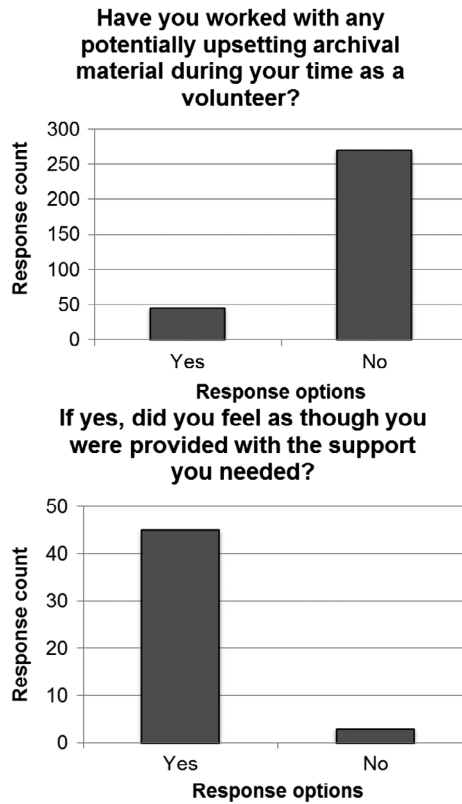
How many hours do you volunteer in archival institutions in a typical week?

Figure 6. The amount of hours survey respondents volunteer in a typical week.

How likely are you to tell your family and friends about the work and the collections of the archives you volunteer in?

Figure 7. The likelihood of survey respondents telling friends and family about their archive.

been identified and acknowledged on an organisational level without being celebrated at a sector-wide level.

The value of archival volunteers, however, goes beyond the hours of work they contribute and the number of metadata fields they complete. The survey results found that 79% of volunteers were either extremely or very likely to talk about their volunteer work and the archives' collections with their friends and family (see Figure 7). This suggests that archival volunteers are among the biggest advocates of our archival organisations and the archival profession as a whole. Volunteers are often members of the very communities archives serve, and the creation of stronger, more positive relationships with our volunteers through the development of sector-wide best practice documentation will result in the creation of more passionate advocates and improved community outreach.

**Have you worked with any
potentially upsetting archival
material during your time as a
volunteer?**

**If yes, did you feel as though you
were provided with the support
you needed?**

Figure 8. Exposure to potentially upsetting material by survey respondents.

The sector-wide insight into the motivations and experiences of archival volunteers in Australia provided by this study could result in better volunteering programs and therefore enhanced relationships with our volunteers and, through them, the communities we serve.

Working with potentially upsetting material

Australian archival organisations are subject to Australian Work Health and Safety laws. Safe Work Australia's *Volunteer Organisations: The Essential Guide to Work Health and Safety for Organisations that Engage Volunteers* states that organisations have to extend the 'same protections to its volunteer workers as its paid workers' for both their mental and physical safety.[35] The last few years have seen a significant increase in awareness of vicarious trauma experienced by some of those who engage with archival material of an upsetting nature. 'Exposure to traumatic material involves risk to the emotional and psychological health of staff. These risks can lead to vicarious trauma.'[36]

Vicarious trauma is 'a normal response to repeated exposure and empathetic engagement with traumatic material' which results in the individual experiencing 'secondary trauma'.[37] While exposure to potentially upsetting archival material does not necessarily mean that an individual has experienced vicarious trauma, this study set out to identify the prevalence of

exposure of Australian archival volunteers to potentially upsetting archival material – and therefore their *risk* of experiencing vicarious trauma.[38]

The survey asked whether the volunteer had worked with potentially upsetting material during their time at the archive and 14% of respondents responded that they had (see Figure 8A). Of those who have worked with potentially upsetting material, only 7% reported that they had not received adequate support (3 out of the total 318 respondents) (see Figure 8B). While this finding suggests that a relatively small number of individuals work with potentially upsetting material while volunteering in Australian archives, the reader should note that the survey was conducted with those currently still volunteering, and could conceivably be positively skewed by volunteers not feeling comfortable disclosing any concerns that they may have.

Considering the serendipitous nature of archival collections, archival organisations cannot predict what material will affect whom, nor the level of impact the material will have. One survey respondent described their engagement with potentially upsetting material in the lead-up to the centenary of WW1:

> Upsetting material has been reading and transcribing WW1 war diaries, postcards, and letters from the Front. You get involved, and then the letters stop … he's been killed. (Respondent 71)

The response highlighted above, and the requirements of Work Health and Safety laws, illustrate the need for volunteers to be involved and considered in future discussions about the emotional impact of working with archives and its potential negative impact on the health and well-being of staff and volunteers within the Australian archival sector. We need an increased awareness of these issues within the archival profession if we hope to support ourselves, our volunteers and the community whose access to records we facilitate.

Conclusion

To date there has been a significant gap in archival literature about formal volunteers in Australian archives and this paper has sought to address this. The paper explored the demographics, motivations and experiences that were identified in the survey findings to provide a representative understanding of our volunteers and in the process highlighted the benefit of developing and updating our own best practice literature for Australian volunteers.

The insights provided by this nationwide survey can assist the archival profession in how to establish and improve archival volunteer programs and produce best practice literature specific to Australian volunteers. This survey cannot and should not take the place of organisation-specific surveys of volunteers to improve in-house programs, however it is able to provide an overview of the Australian archival volunteer sector as a whole. This can enable institutions to see how they fit in the national picture, how well their program aligns with the motivations and experiences of volunteers overall and it can be used as evidence for the types of volunteers an archive would attract in the creation of a volunteer program.

Future archival volunteer programs should be crafted with the understanding that most people are volunteering for their love of history, and recognise the benefits of volunteers as archival advocates. Through the creation of mutually beneficial programs, a valuable personal connection between archives and community can be fostered, which includes the side effect of improved outreach and engagement. The responses also confirm that volunteers need to be supported in their roles to the same level as employees, and therefore volunteers need to have a role in the emerging discussion around the emotional impacts of working

with archives and the role of archival institutions in supporting the health and well-being of staff and volunteers.

The findings were successful in providing an illustrative overview of Australian volunteers, however the survey was disseminated with the specific aim of reaching current volunteers who work in physical Australian archives. With the survey geared to current volunteers, an exit survey with the same questions could conceivably be slightly more negatively skewed, particularly around the topics of satisfaction and the emotional impacts of and workplace support for working with upsetting archival material. This paper should be seen as a starting point in publicising sector-wide research on Australian archival volunteers and provides many avenues for further research.

The survey's aim was to expose the experiences and motivations of volunteers based in physical archives but it would be fruitful to pursue future research into 'armchair volunteers'. There has been a notable increase in the prominence of digital volunteers who don't necessarily work on-site but participate in projects organised by cultural heritage organisations, which can often be done anonymously. In general, this has left organisations with less knowledge of who is volunteering for them and whether they are supported.

The research raises important questions about work carried out by volunteers and its relationship to paid employment and it is recommended that future studies should attempt to address this question. It is important to acknowledge that though the issue of unpaid internships is not prominent in the survey results, we should not be exploiting the kindness of our volunteers and getting them to take on the role of a paid worker. Volunteer programs and best practice literature should acknowledge that a key benefit volunteers bring to the archives is their unintentional advocacy and outreach role, rather than making up for a small budget.

Volunteers play a key role in Australian archival institutions and this paper provides the opportunity to acknowledge on a national level who volunteers are and the value they add to our profession. As a result it encourages the creation of best practice literature to assist those with, or wishing to create, volunteer programs in supporting their volunteers in the best way possible.

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Disclosure statement

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Appendix 1. Survey: The motivations and experiences of volunteers in the Australian archival sector

Q1. Which of the following best describes you?
> Answer Options:
> Archival/Recordkeeping student,
> Student studying something other than archives/records,
> Part-time worker,
> Retiree,
> Other (please specify).

Q2. How much training and experience do you have within the archival sector?
> Answer Options:
> I have no official training and limited experience,
> I have completed or am currently undertaking official training related to archiving,
> I have many years of experience in archiving (with or without official training),
> Other (please specify).

Q3. How many hours do you volunteer in archival institutions in a typical week?

Q4. What best describes the type of archival institution that you volunteer at?
> Answer Options:
> Public archive (i.e. State Archives),
> Private archive (i.e. Commonwealth Bank of Australia Archive),
> Community archive (i.e. Koorie Heritage Trust Archive),
> Other (please specify).

Q5. Why do you choose to volunteer at an archive?
> Answer Options:
> For professional experience,
> To make contacts in the sector,
> Because I am interested in history,
> For the relationships you make with fellow volunteers/staff.

Q6. How likely are you to tell your family and friends about the work and the collections of the archive you volunteer in?
> Answer Options:
> Extremely likely,
> Very likely,
> Moderately likely,
> Slightly likely,
> Not at all likely.

Q7. Who do you report to in your archive?
> Answer Options:
> A dedicated volunteer supervisor,
> Whoever has a spare moment,
> Another volunteer,
> Other (please specify).

Q8. Please rank the following in terms of their importance to you when volunteering at an archive [1 being most important and 6 being least important]:
> Answer Options:
> A supportive and positive environment,
> Forming positive working relationships with staff and fellow volunteers,
> Being able to handle the physical records,
> Learning about historical events through the records,
> Learning about work processes and gaining skills,

I ncreasing your employability.

Q9. Have you worked with any potentially upsetting archival material during your time as a volunteer?

Q10. If yes, did you feel as though you were provided with the support you needed?

Q11. What type of support would you like to receive from the archive while working with potentially upsetting material?
> Answer Options:
> Debriefing with a supervisor and other volunteers,
> An environment in which to ask to work with different material,
> Other.

Q12. Which of the following do you receive at your archive? [Please tick all that apply]
> Answer Options:
> Training,
> Feedback and moral support from staff,
> A clear job description,
> A dedicated supervisor,
> An environment in which you can ask for help.

Q13. How appreciated does the archive make you feel?
> Answer Options:
> Extremely appreciated,
> Very appreciated,
> Moderately appreciated,
> Slightly appreciated,
> Not at all appreciated.

Q14. Overall, how satisfied are you with your volunteer experience within the archival sector?
> Answer Options:
> Extremely satisfied,

Very satisfied,
Somewhat satisfied,
Neither satisfied nor dissatisfied,
Somewhat dissatisfied,
Very dissatisfied.
Extremely dissatisfied.

Q15. How likely are you to recommend the archival sector as one in which to volunteer?
Answer Options:
Extremely likely,
Very likely,
Moderately likely,
Slightly likely,

Not at all likely.