Volunteering at Archives - a mapping of volunteer management at archives in Denmark, Finland, Norway and Sweden

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1. Introduction

1.1 Setting the scene

This report constitutes a first attempt to map volunteer management practices in the Nordic archives sector, that is, in Sweden, Denmark, Norway and Finland. We have unfortunately not been able to include Iceland in this study, but it would be relevant to include in future studies. This has been done through a survey broadly distributed within the archive sector, as well as additional in-depth follow-up interviews. The main purposes have been to achieve a better understanding of how and to what extent archives in Scandinavia engage with volunteers, different attitudes towards volunteer work and what it entails, and perhaps most importantly, identify needs within the archive sector in the purpose of developing educational material and other types of useful resources. We have also been examining the reasons why some archives have not started working with volunteers, and what would be required to help these archives take the first step in case of expressed interest. Through the results, some comparisons between countries can be made. However, it is important to highlight that, while we received 121 answers to the survey (Denmark: 33, Finland: 21, Norway: 44, Sweden: 23), there were of course many archives who did not answer. Comparisons and analysis need to be made carefully, and certain interpretations will be tentative in nature. This is a first attempt at mapping the volunteer landscape at archives in Nordic countries, and we hope it can serve as an inspiration and basis for further research.

The four different national frameworks for volunteer management at archives are also presented, in terms of organisations, types of archives, policy and political incentives or the lack thereof. Furthermore, a case study of volunteer work in each national framework is provided. This is done for readers to be better at grasping the unique contexts that provide the foundation for any kind of volunteer work at archives.

The report is necessary as the amount of literature that is available on the subject of volunteers in Nordic archives is very limited. The in-depth research that has been done on different aspects of volunteers in cultural institutions, and more specifically in archives, is more comprehensive than the mapping done on different institutions' usage of volunteers on a more general level. It often includes case studies or practical examples in how to approach different aspects of volunteer management and volunteers in archives as a way to discuss theory (e.g. Ridge 2014; Ståhl 2015; Jansson 2020). The mapping and reports available about volunteers in archives outside of academia is also limited or superficial in mentioning the existence of volunteers. Some countries and organisations have made reports on the use of volunteers in different archives in their country, such as this thesis on the use of volunteers in city archives in Denmark (Myrrhøj Nielsen 2022). There has also been a project[1] focusing on volunteering within cultural institutions in Norway, including archives. However, the response rate was comparably low from the archive sector (14 respondents). The project showed some interesting results, for instance that Norwegian archives do not seem to use volunteers in their daily work - in contrast to other cultural institutions - and that the most common tasks are transcribing and digitising sources and working with the collections. Archives also use elderly volunteers to a larger extent than for example within visual arts (Bock Segaard & Reymert 2022).

Apart from these studies, volunteers are mentioned by the Norwegian Riksarkivet, the Danish Rigsarkivet and the Swedish Riksarkivet in their official documents and reports (see for example Rigsarkivet 2020). There are however no easily accessible reports stating the extent of volunteers in either country. In Denmark, all archives except the National Archives deliver quantitative information on volunteers to the national cultural statistics (https://danskearkiver.dk/raad-og-vejledning/kulturstatistik/). The closest thing to a Nordic comparative study on the subject is a report made by Oslo Economics on behalf of the Norwegian Ministry of Culture as a preparatory study for a new archives legislation (Oslo Economics 2018). In the study, the archival landscape of Norway, Denmark, Finland and Sweden are described and compared in terms of legislation, organisation and responsibilities.

[1] https://www.samfunnsforskning.no/prosjekter/kulturinstitusjoner-og-frivillighet-ii/index.html

The engagement of volunteers is mentioned when the modes of access and outreach are presented in each national context. The study is however not based on statistics or goes in depth on the subject of volunteering. For inspirational material produced outside of Scandinavia, The National Archives of the US's document detailing their approach to user participation among volunteers at archives can be recommended (The National Archives 2012).

In sum, a general overview of the way archives work with volunteers in Scandinavia is lacking, including how archives approach what volunteer work entails in terms of tasks and responsibilities, an identification of challenges and needs, and comparisons between countries. This report constitutes a first step towards achieving such an overview. However, more work is needed.

1.2 Background

The mapping and the report have been carried out within the framework of a Nordplus Adult funded project named "*Leading and Learning - Connecting Nordic Museums and Archives in Volunteer Leadership*" (2021-2024). This project, in turn, is building on three previous projects which have been focusing more specifically on mapping volunteer work at museums and creating educational material for volunteer managers at museums (Kuhlefelt & Wollentz 2022). These projects have been named *Pride, Joy and Surplus Value* (Christidou & Hansen 2015), *Level Up: Securing Quality in Managing Volunteers* (Hildebrandt 2018) and *The Nordic Academy of Volunteer Management* (Kuhlefelt & Wollentz 2022). These projects' results have shown that volunteering in heritage institutions encourages active citizenship, life-long learning and supports well-being by diminishing stress and social isolation. For many museums volunteers add value through their knowledge, by creating a welcoming atmosphere and reaching out to wider audiences. However, the *Level Up-survey* has shown that many museums are unfamiliar with best practice in managing volunteers and the legal frameworks in their countries. Furthermore, these projects identified the benefit of finding synergies to the archive sector, and that there is an apparent lack of research on the topic of volunteer management at archives. We therefore concluded that a mapping was required. One aim is that the results of the mapping at archives can make it easier to develop useful and adaptable resources and educational material suitable for volunteer managers at both museums and

archives, which will be available online (https://nckultur.org/projekt/leading-and-learning/).

The following project partners are working in *Leading and learning*: The Nordic Centre of Heritage Learning and Creativity (NCK) as project coordinator, The Association Archives of Jämtland, Jamtli, Skansen, Aalborg City Archives, the National Archives in Finland, The Finnish Labour Museum Werstas and the National Archives of Norway.

1.3 Definition of volunteers

The project group has worked on finding a definition which can help to narrow down the concept of volunteers within the archives sector. We acknowledge that the definition of volunteerism can be entangled with other closely related interactions between archives and their users such as crowdsourcing and participatory archives. Where should we draw the line around the subject which we intend to investigate? This is important as we ask the archives to what extent they engage volunteers.

In this context, volunteers and volunteering in archives entails

- People who contribute to the archives' work through completing defined tasks without getting a salary
- People who can be identified by the archive
- The volunteering can take place online or onsite at the archive or in combination (hybrid)
- The volunteering can be administered and led by the archive itself or by an organisation which the archive collaborates with

There may also be a wish of the archive for the volunteering of a person to be sustained over a period rather than just a one-time event. This is mentioned to distinguish volunteering from crowdsourcing initiatives. Volunteering can be a socially meaningful activity, but it does not have to be - there may be other reasons than social ones that motivate a volunteer.

1.4 Different forms of relationships

The term volunteer is often in its widest form used to signify a person who contributes to a cause which benefits others without getting paid to do so and who does so freely. One fundamental question is then if the volunteer action is seen as something which can or should be governed by the institution. Many archives collaborate with non-profit organisations such as genealogy associations or local history societies, which all rely on volunteer work. If these collaborations rely on volunteer work but the work is made in the name of the non-profit organisation, what is then the relationship between the archives and the volunteer?

One example could be how a genealogy association uses the archives' reading room or computer room to guide beginners in how to use church registers in their own genealogical research. This helps the archives staff since they do not need to answer the questions themselves, but should and can the archives have a say in how the activity is carried out? What do you do if you discover that a volunteer from the organisation is giving out the wrong information, or behaves in a way which you as an organisation do not find appropriate?

Here it might help to use Nina Simon's framework for participatory practices in museums as a thinking tool. She distinguishes between four categories of participation: contribution, collaboration, co-creation and hosting, where the level of control on the institution's part decreases gradually and leaving more room for the participants to influence the outcome of the activity (Simon 2010, p. 184 ff). Volunteer work can often be understood as only concerning the most controlled type of participation as in contributing participatory practices where volunteers help with tasks pre-defined and controlled mostly by the staff. However, it might help to acknowledge that other forms of volunteer leadership are possible as well where the institution sets up the framework but gives a large amount of freedom to the volunteers in how the activity is arranged. Being a hosting institution (on the other side of the participatory spectrum) still demands volunteer leadership but of a different kind - you make the boundaries and the setting clear but have faith and trust in the volunteers planning and organising activities themselves. The example above with the genealogy association can be understood as a hosting situation where you may still lead and make boundaries but leave the rest to the association. To see

that you still can and should have power over the framework may help to deepen the understanding of what a volunteer leadership could look like.

It is therefore useful to distinguish between different types of relationships: direct and indirect.

Direct relationship

In this case, there is a direct bond between the archives and the volunteer. It is the archives who manage everything surrounding the relationship to the volunteer. It is the archives who recruit the volunteers.

Indirect relationship

In an indirect relationship to the volunteer there is a middleman between the archives and the volunteer, often in the form of an association where the volunteer is a member and where he or she is engaged in volunteer work. The volunteer work done at or for the archives may then be part of a bigger commitment to the association. The relationship is here canalised in several directions: There is one relationship between the archives and the association on a general level (for example in the form of a head of board or staff of the association, or sometimes several different people), one relationship between the association and the volunteer, and one between the archives and the volunteer (which might also include several people on the archives side). These relationship levels may differ in closeness. In these indirect relationships, it may be more difficult to grasp the level of volunteer leadership from the archives side.

1.5 Methodology

The questions for the survey and interviews were developed jointly within the project consortium (see Appendix 1 & 2), consisting of both qualitative and quantitative indicators, as well as the possibility to provide more elaborate comments and reflections. It was distributed by the archive partner in each country, primarily through email lists within the archive sector in each respective country, social media posts within archive groups on Facebook and relevant newsletters, with the aim to reach as broadly as possible. We received 23 answers in Sweden, 44 answers in Norway, 21 answers in Finland, and 33 answers in Denmark. That amounts to a total

of 121 responses. The response rate was higher in Norway and Denmark than in Sweden and Finland which is important to take into consideration during the presentation of the results and the analysis. Follow-up interviews were carried out with a selection of respondents from each country (2 from Sweden, 2 from Norway, 2 from Denmark and 1 from Finland), and were semi-structured carried out through Teams, meaning that a set of questions were prepared and followed, but also that the interviews were open in the sense that additional follow-up questions could be added depending on the specific interview. The exception is the interview in Finland, which was not possible to carry out through Teams. Instead, the respondent was sent the questions in a word-file which were answered and sent back through email. In this report we present the core findings from the survey and the interviews, as well as make some analysis and comparisons between countries. The complete results of the survey are included in Appendix 3.

2.The National Frameworks for Volunteering

Before presenting the results from the survey and the interviews, we will outline the national frameworks setting the foundation for volunteering at archives in each respective country. Primary focus will be on the following issues:

- the archives and volunteer landscapes of each country
- the responsibility of the archive in relation to volunteers
- at least one case study from each country

We will present the national frameworks in the following order: Denmark, Finland, Norway and Sweden.

2.1 The national framework in Denmark, compiled and written by Bente Jensen

In Denmark there are basically three types of archives.

The National Archives which cover the state level. Until 2014 there were regional archives too, but they are now a part of the National Archives in one common organisation. The National Archives hold records created by the state institutions and can have municipal records too. The national archives also hold archives from organisations and persons of national importance.

The City Archives. There are around 30 city archives in Denmark. The archives are based in a municipality and hold municipal records. They receive funding from the municipalities. Some of the City Archives do also hold private archives (archives from persons, societies, organisations, businesses) – others do not. Those are pure administrative archives close to the management of the municipality and their scope is not cultural heritage functions such as outreach. In other municipalities the city archives also have a function as local archives.

The national and the city archives are public archives. Their practice and scope are regulated by the Danish archives law (https://danskelove.dk/arkivloven).

The local archives – there are around 400 local archives in Denmark. They are characterised by being managed entirely by volunteers, volunteers leading volunteers, and organised as societies. Often, the local archives receive support from the municipalities, some are independent societies. In some municipalities there is a cooperation between the local archives and city archives around development and financing. The local archives are only allowed to hold private archives. They often cover a small geographical location: a parish or one of the former municipalities.

Organisations: In Denmark there are two archives' organisations: SLA, The Society of Local Archives, and ODA the Organization of Archives. The members of SLA are mainly local archives but also a few city archives. Members of ODA are mainly city archives but also a few local archives.

Given the characteristics of the members of SLA, the organisation has a focus on volunteer work. For many years SLA has organised courses, which teach new volunteers how to work with archives. The education is structured in six modules with themes, that takes the volunteer through the workflow of the archives: What is an archive, Archive administration and the local archive's collections and their preservation, Work with the archives and the local archive's other collections, Photography, Outreach, and relation to the world and last: Management, collaboration, and the archive manager's tasks. The volunteers can combine their own combination of modules.

The last module is especially designed for the chairperson of the local archives.

Day 1 - Management and collaboration
- Communication
- The leadership role
- Cooperation
- Objectives and evaluations
- Communication and conflict management

Day 2 - The archivist's tasks
- Statutes and instructions
- Responsibility and work organisation
- Archive collaboration
- Administration, operation and finance (including price policy)
(https://danskearkiver.dk/arkivkurser/)

The content of this course is the nearest we come to the content of the *Leading and Learning* project and the material, developed in this project, could be of use for this module.

The strategy of SLA also underlines the need to "to strengthen the training of archive managers and archive employees in order to thereby improve their skills and increase the quality of archival work".
(https://danskearkiver.dk/organisationen/strategi-og-arbejdsplan/)

ODA and the City Archives are not based on volunteers but on professional archivist's work, people with an academic background in history, information management etc. Given that many of the city archives have a background as local archives they do work with volunteers. ODA does not prioritise educating the archivists to manage volunteers. Also there is a consciousness about what are tasks for the archivists and what can be done by volunteers. Some of these tasks were earlier taken care of by people, who were unemployed and who worked in the archives for longer periods of time through labour market regulations. Right now it is generally only possible to work under these circumstances in the archives during a short period of time (6 weeks), which does not make it profitable for the archives to teach people archives work.

There are no national volunteer organisations in Denmark that the volunteer work refers to. Traditionally volunteer work is seen as work in the social sector or in sport organisations. But in general, there is a growing interest in supporting volunteer work from the state and municipalities and the archives are endorsed to use volunteers mainly for social reasons such as well-being. Most municipalities have a strategy for volunteers that the city archives can refer to (eg. Aalborg Municipality

https://www.aalborg.dk/om-kommunen/politikker-og-strategier/kultur-fritid-og-samfund/frivilligstrategi)

Quantitative national overview

Every year SLA and ODA coordinate that all archives (448) except the National Archives deliver numbers to a national cultural statistic (https://danskearkiver.dk/raad-og-vejledning/kulturstatistik/).

Numbers of interest are the number of volunteers which range from 50 (Copenhagen City Archives, 2022) to a few volunteers as low as one. 20 archives have more than 20 volunteers. There is no pattern but out of 448 archives only 15 do not work with volunteers. Interesting is also the enormous number of hours the volunteers work for the archives (2022 – 649.549 hours), which is also reflected in the results of the survey we distributed in this project. The high numbers also reflect the local archives with only volunteers. The statistics do not go into depth with the nature of work, and whether the volunteers work digitally from home, or whether they are onsite.

A conclusion here is that archives of all kinds, from national, to city, to local archives, work with volunteers in Denmark.

Tasks of the volunteers

The statistics do not reveal what the many volunteers actually do – and the volunteer's relation with the archives. The survey of *Leading and learning* reveals more in depth what kind of tasks (see next chapter). But when you look at the workflow you will see that quite a lot of volunteers work close to the collections, describing e.g. photos and documents – but quite a high number also have tasks related to the users.

In some of the very big projects using volunteers in Denmark, they work digitally with transcription. These include tasks that are close to the concept of crowdsourcing. Here are some examples:

National Archives in Denmark

The National Archives have a long tradition using digital volunteers. Especially in transcription projects initiated by the genealogical societies based on the

digitalization of the church registers and the censuses. Volunteers transcribe and do also digitise (https://www.rigsarkivet.dk/for-frivillige-i-rigsarkivet/).

The crowdsourcing projects are numerous (see https://cs.rigsarkivet.dk/). The group also has a (private) Facebook group, where the members communicate. Almost a million personal names, place names, and events are entered each year in the National Archives' entry projects.

Another option is to digitise. Volunteers digitise records at the various departments of the National Archives in Denmark. Communication and doing something together is a motivation – and it is also a way to recruit volunteers (https://cs.rigsarkivet.dk/).

Copenhagen City Archives

Copenhagen City Archives cooperate with digital volunteers and have done it since 2010 mainly in transcription projects. The highly motivated participants go from project to project. The start was Copenhagen Police registration forms, which was information about citizens from 1890 - 1923. The initiative to the project did not come from the archives but from the genealogical societies. It had not been done before. The transcription was carried out on a website and the communication was also web based. 500 people took part, but it was carried through by 50 dedicated volunteers. A day of the year is a User's Day to strengthen the relation between the digital volunteers and the archives staff. Next transcription project launched in 2016 was the burial records 1861-1940. Now the project is part of the daily work: https://kbharkiv.dk/deltag/bliv-frivillig-i-koebenhavns-stadsarkiv/

The archives have investigated the motivation, which range from altruism to an interest in family history in general to recognition, attention and praise. The conclusion of the city archives is that the work must be firmly enshrined in the organisation of the city archive as it is demanding. The archives have a strategy for volunteering. It also demands an agile way to work (https://kbharkiv.dk/deltag/bliv-frivillig-i-koebenhavns-stadsarkiv/koebenhavns-stadsarkivs-strategi-for-frivillige/ and Benoit, III, and Eveleigh 2019).

Other city archives
Other city archives work with a mix of "digital" (online) and physical (onsite) volunteers. E.g. Aarhus City Archives have had transcription projects with both online based and onsite based volunteers doing archival description in the archives collection database (see https://stadsarkiv.aarhus.dk/frivillig/projekter-for-frivillige/).

Quite a lot of city archives such as Randers City Archives, Aalborg City Archives and in a big scale Odense City Archives work with volunteers on site doing archival description handling large archives e.g. press photography archives.

Local archives: The more than 400 local archives where volunteers are managing volunteers are not a part of the survey, which the *Leading and Learning* project launched. It was decided by the SLA board not to share the survey with voluntarily driven archives. In the local archives the core is voluntary work, which means that all work tasks are taken care of by volunteers.

The national frame

In Denmark, like in the other Nordic countries, regulations such as the Danish archives law and GPDR affect the range of archives the volunteers are allowed to work with. In the public archives it means that archives younger than 75 years with personal information are not a possibility for volunteers to work with.

Some archives, but not many, according to the survey of *Leading and learning,* have an individual agreement with the volunteer. At the public archives and most local archives it is crucial that volunteers sign an agreement of confidence.

What the volunteers in general can work with is framed in the municipalities by the "kommunefuldmagt". Volunteers cannot work with public tasks, which should be done by employees of the municipality.

Rules in the work sector mean that you cannot work as a volunteer if you are unemployed and applying for jobs. If you are on "efterløn" (early retirement) it is not possible either, but sometimes exceptions can be made. Students can work as

volunteers, and of course people who are retired. These rules mean a lot for the recruitment and the age of the volunteers as the age of retirement gets higher and higher, people getting older and older.

Key insight in the Danish national framework

Volunteering in archives is widely used in Denmark. The Danish cultural statistics and the survey of the *Leading and Learning* project support this insight. There is a long tradition in Denmark, which might derive from the numerous local archives. Another positive and supporting factor is the cooperation with the genealogical societies. An early start with filming the archives (1960s) and later the digitalisation of the frequently used documents by family historians, such as church registers and censuses, have been a starting point. The material has been published free to use on the internet, which has also been a motivation and background for the transcribing projects. The use of volunteers has grown, it is endorsed in general by the strategy and aims of the Danish state and the municipalities, as it supports social well-being.

2.2 The national framework in Finland, compiled and written by Vesa Anntila

National Archives (abbreviation KA), (in 1869–1994 the State Archives and in 1816–1869 the Senate Archives) is a state agency responsible for archiving in Finland. It is administratively under the Ministry of Education and Culture. The National Archives previously formed the Finnish Archives together with seven provincial archives, but in 2017 the provincial archives were merged into the National Archives and the structures of the old archives were dismantled.

At the same time, the Military Archives were merged with the National Archives. Municipalities and cities have their own self-proclaimed public archives. They operate in accordance with the instructions of the National Archives.

The task of the National Archives is to ensure the preservation of the documents of the authorities belonging to the national cultural heritage and to act as an expert authority for archival activities, as well as to promote the preservation of private documents belonging to the national cultural heritage and to acquire them in its collections. In addition, the archive makes the documentary cultural heritage it preserves available to researchers. It also participates in research and development activities in its field.

There are several private central archives in Finland, each with its own specialty. They compile archives of communities and individuals in their field and keep them open to researchers. These archives both broaden and refine the picture of Finnish people and society. Private archives receive government funding.

What is volunteering?

It is work without pay as well as contract. Volunteering is not a contractual relationship with an employer. It may be common for a volunteer to receive other benefits, such as food, drink, or free access to events. A volunteer at the National Archives participates in digitization on his or her own time and with his or her own insurance. The tasks are limited. Volunteering is monitored and guided. They work with the original documents under supervision.

Volunteers produce teaching material for artificial intelligence

The National Archives of Finland has started a handwriting recognition campaign asking for volunteers' help in transcribing texts from the 1700s and 1800s. Transcribed texts, so-called teaching materials, are used to develop handwriting models that can read handwritten text. Digitised materials are processed using a handwriting model, resulting in machine-readable texts from handwritten materials.

This kind of artificial intelligence technology has been used in the National Archives' Court books search online service (https://tuomiokirjat.kansallisarkisto.fi/), which offers more than three million pages of 1800s court records in machine-read format. It is possible to perform Google-type searches on machine-read texts, which makes it possible to search for information from a large amount of material. In addition, machine-read text is easier to read than original, handwritten text. The National Archives of Finland has incorporated both the recognition and crowdsourcing of handwritten text, i.e. the involvement of a larger audience, into its operations. The volunteers' expertise and help have been requested, for example, for war diary work in the summer of 2022 and for saving research data from the Finns in Russia project in 2023. The handwriting work of the 1700s and 1800s, which have now begun, have been a smaller-scale project than before, as transcribing handwritten texts from these centuries requires special knowledge of old handwriting and knowledge of the Swedish language.

Volunteers were sought through the Social Media channels of the National Archives of Finland, and a small but efficient group of skilled volunteers was recruited. Cooperation with the University of Eastern Finland also helped with the work. The transcription work is done in an application called Transkribus Lite. Transkribus (https://readcoop.eu/transkribus/) is an OCR service maintained by the READ cooperative that can be used to create teaching materials, practice handwriting models and machine-read untranscripted material uploaded to the application. The application is free to use on the internet. A wide range of materials from the collections of the National Archives were selected for the handwriting recognition effort, including letters, memoirs and diaries, and the digital images were uploaded to the Transkribus application. Digital images in Transkribus are first recognized by page layout, which draws lines on the image that the machine recognizes as having

text. After that, the text can be transcribed letter by letter and punctuation mark by punctuation mark. When transcribing, it is important to write the text exactly as it appears in the image. Typos made by the original author will not be corrected.

From the point of view of the National Archives, the transcription work carried out by volunteers has been enormously important. Coordinating handwriting recognition efforts has been rewarding but time-consuming. However, there is strength in cooperation and knowledge sharing. Large-scale handwriting models that work as well as they should require hundreds of thousands, even more than a million, transcribed words, and such a number is not created overnight. The purpose of creating handwriting models is not only to benefit the National Archives and its objectives, but also to help historians in their work and genealogists to trace historical sources.

For historians, cooperation has been equally important. Community support for the use of the Transkribus programme has improved personal capacity to use digital humanities methods in research. Many questions related to the Transkribus application have been answered in volunteers' group chats and online meetings. Thanks to the extensive training material, the future handwriting model will be of higher quality than a researcher alone could produce.

Volunteers in digitisation work

The registers of the parishes are digitised in the National Archives partly by free labour. Volunteers are working on digitization. Volunteers from genealogy associations digitise the parish registers. The genealogical association must make a commitment that it will be financially liable for any damages. The contract is also made with individual people. They are allowed to digitise church records or other documents that contain information from more than a hundred years ago. This is required by law. Volunteers receive high-quality images from the National Archives database. That, in turn, benefits their own genealogy. These devices will be available at six different National Archives offices by the end of 2023. The operation is now underway in Helsinki, Jyväskylä, Oulu, Turku and Hämeenlinna. The equipment is our own and developed to be simple to use. A group of volunteers is trained to digitise. Volunteers can suggest material they think is important. The wishes are

being fulfilled. So the work benefits both. One device is used by six volunteers and they are able to digitise one-metre church books a week.

Interviews with five colleagues

I interviewed five colleagues in other archives, private and public, about why they have not initiated work on including volunteers. Representatives of other archives were mainly interested in hearing about the possibilities. Of these five persons, The Labour Archives in Finland and Central Archives for Finnish Business Records should be mentioned in particular. Their officials assumed that in the near future the activities of the archives they represent would be extended to voluntary activities. The small private archives of the associations were left out of the interviews. Such archives have their own permanent staff and planned professional archival work.

The volunteers of the National Archives want to promote the amount of machine read text and digital copies of actual documents by digitising them. The benefit is mutual. The relationship with volunteers is organised through the university or the genealogist associations. In a way, the relationship is professional and distant. Rather, the National Archives organises the facilities, equipment and training, but the social network of volunteers is formed through genealogists' associations (so-called indirect relationship as described above).

Overall, there is limited experience of working with volunteers at archives in Finland, which also comes across in the survey results presented in the next chapter. There was no experience of volunteers in any other archive among those I interviewed. Only those who worked in the military archives could share their experiences. Fifteen years ago there was volunteer work in the Military archives, as volunteers sorted and cleaned the extra documents from the archives. The volunteers classified and organised the archive. Despite several years of effort, volunteering did not yield enough benefits for the Military archives.

Key insight - Pioneering work

Legislation makes it more difficult to expand voluntary activities. In Finland, like in

the other European countries, regulations such as the Finnish archives law and GPDR affect the range of archives the volunteers are allowed to work with. In the public archives it means that archives younger than 100 years with personal information are not a possibility for volunteers to work with. All in all, legislation is an obstacle to extensive voluntary work. Documents younger than a hundred years are not allowed to be processed by people outside of the organisation. It can also be expressed as a lack of professional background, but the main obstacle is legislation. The National Archives has old material that is being digitised well by volunteers.

Another reason for the lack of volunteering in archives is the lack of resources. The large amount of actual work makes even planning difficult. In my view, archives containing documents older than a hundred years could be more actively used. There are only a few such archives in Finland because the activities are concentrated. Other operators in the archive field are just starting to consider using a volunteer. The interest revealed in the interviews predicts that, in addition to the National Archives, there may be other archives in the future that promote volunteer work.

2.3 The national framework in Norway, compiled and written by Jon Are Vøien

What is volunteering?

Voluntary work is defined as work where you do not have an ordinary employment relationship and that you do not receive a salary. It may be common for a volunteer to receive benefits other than salary, e.g. food, drink or free admission to events.

When looking at the work of volunteering within the archive sector in Norway, one must have knowledge of what the archive landscape is like. It varies from the National Archives and down to smaller public and private actors. How to use volunteers is very different and must be seen based on the type of archive institution it is, equipment and locations suitable for use by volunteers, public or private archives and the age and content of the archives. Perhaps one must also look at what kind of culture the individual institution has had with the use of voluntary labour. Activities together with volunteers must be weighed against the efforts the archives' employees must contribute versus what kind of gain one gets from the volunteers' work. The National Archives has long had a collaboration with volunteers in various projects. Within what type of projects, I will return to. When we talk about volunteers, these can both represent only themselves or through an association.

The archive landscape in Norway

The National Archives Services in Norway
The National Archives Services of Norway is an independent government authority under the Ministry of Culture, and comprehends the National Archives, eight regional state archives (statsarkivene), the Sámi Archives and the Norwegian Health Archives. The National Archives has archive repositories located in 10 different places in Norway. In addition, the National Archives has a depot in Mo i Rana together with the National Library.
The National Archives' main tasks are to take care of archival material from government agencies, make the material available for use, oversee archival work in state, counties, and municipalities, and help keep private archives.

The National Archives (Riksarkivet) preserve the non-current records of government ministries and other central offices. Documents from these institutions are brought to the National Archives when they are out of administrative use.

The Regional State Archives (statsarkivene) preserve documents from the regional and local branches of the state administration in their districts. They also keep private archives.

There are a total of 275,000 metres of archives in the National Archives. Out of this, approximately 38,000 metres are private archives.

Intermunicipal archives (IKA)

Intermunicipal archives are independent intermunicipal companies that provide various archive-related services for their owners. The names are usually abbreviated IKA and most often followed by the name of the county the institution covers. Intermunicipal archives are usually organised in accordance with the Act on Intermunicipal Companies or in accordance with the Local Government Act. An IKA can cover one or more counties, and apart from Akershus, there are IKAs that cover all the country's counties.

IKA usually has two main tasks: **consulting in modern archive formation for owners**, and custody tasks. The consulting service covers most aspects of modern archive formation, such as archive planning and purchasing and configuration of case / archive systems. Archive planning includes the preparation of local regulations, routines, registration of the archives' content and structure and documentation of electronic archive systems. **Depot tasks** include receiving, checking, and storing older / closed archives, making them available and disseminating them from the archives. Most IKAs offer custody services for both archives produced in paper format and archives produced in electronic form.

IKA's finances are mainly built up around annual contributions from all owners, often calculated based on population in the municipalities.

Byarkiver (City Archives)

Most major cities in Norway have established their own city archive. It varies slightly from city to city when they were established, but what they all have in common is that they store archives created within the city municipality. Most city archives store

private archives from local actors. They all store the city's or municipality's historical archives.

Digitalarkivet (The Digital Archive)

The Digital Archive is the National Archives' website for publishing digitised archive material. The website includes both sources that are transcribed (searchable) and scanned. The most important searchable sources are the nationwide censuses from 1801, 1865, 1900, 1910 and 1920. In addition, there are many transcribed church books and emigrant protocols.

The website was opened on 23 January 1998 as a collaborative project between the National Archives (State Archives in Bergen) and the Department of History at the University of Bergen. Initially, the solution was only for transcribed sources. From 2005, it has been expanded with scanned sources. For more than 20 years, the Digital Archive has presented archive material in digital form. You can search structured data and digitised photographs, read full-text transcripts, browse scanned images, watch videos and / or hear digitised audio. The digital archive is open to everyone and free to use.

Early after the Digital Archive was launched, local history associations and family associations contacted to offer their help in transcribing the archive sources that existed at the Digital Archive. It was primarily the church books that were relevant. The Augustus registration program or template was created for this purpose by a private person around the year 2000 and was tested by the genealogy association "Genealogy and Data" (Slekt og Data). Augustus is still in use but will be replaced by new and more modern and flexible online solutions.

As more scanned archive sources were published in the Digital Archive, the need arose for more sources to be transcribed. Volunteers have been involved in more and more projects where transcription has been the task.

The National Archives digitises large amounts of archive pages annually. Approximately 15 million images are posted on the Digital Archive annually. This is about our most requested archive sources. In the sources you will most often find names of people and are therefore in demand from those who conduct genealogy or local history research. Other researchers also benefit from the digitised sources in the Digital Archive.

On 17 September 2017, the Digital Archive opened its publishing platform. There are now more than 35 institutions that publish their archive sources on the Digital Archive. This means that all archive institutions can now publish digitised material on The Digital Archive. This allows more volunteers to contribute to transcribing or indexing the archive sources. The access must be made by the institution that has entered the sources. Some Inter municipal archives and city archives have some of their older archives in the Digital Archive. A few have also received help from volunteers to transcribe parts of this material. Institutions that have done this are IKA Hordaland and Oslo City Archives.

The National Archives has been commissioned by the Government to create a national joint solution for receiving, preserving, and publishing historical data and archives for more than just the state's archives. The solution will store and publish material from both the state, municipality and private sector such as archive institutions, libraries, museums and relevant private archives.

Voluntary projects related to the Digital Archive from the National Archives

Volunteers participate in several transcription projects through the Digital Archive. The oldest ***census lists from the 17th century*** involve the help of some volunteers to transcribe. This is challenging due to Gothic handwriting. Therefore, only a few volunteers do this.

Nationwide census for the cities 1870. It covered about 50 cities. The transcription is performed in excel according to a specific layout. It is a great advantage that you know about writing from the 19th century. The work is done on your own PC at home. You also do not need any special access to the Digital Archive to participate. You will be assigned a specific street to transcribe. The registration template will be sent together with instructions on how to do the transcription. 22 volunteers have helped us with the transcription. It has now been transcribed.

The most comprehensive volunteer project that takes place through the Digital Archive is to ***proofread transcribed church books***. Through a partnership agreement with 3 companies (Ancestry, FamilySearch and MyHeritage), they

transcribed all church books for the period 1800-1920 that were in the Digital Archive. This amounted to almost 40 million transcribed information fields.

The transcript that was posted had a good deal of errors both in terms of personal names and farm and place names. The influx of people who used the sources and pointed out errors gradually became so great that we had to do something. We did not have the capacity to correct individual errors, so we had to think bigger. Could we use volunteers to correct errors and omissions in the transcript?

We posted a small note during the Digital Archive's volunteer projects that it was now possible to correct the information in exchange for them taking larger parts of a church book. Many wanted to take part in this work.

The volunteers who want to participate in the project can find a contact form at the Digital Archive. Here you register contact information about yourself (name and email) and information about which church book you want to proofread, and the type of action you want to proofread (baptisms, weddings or funerals).

The volunteers themselves choose which church book they want to go through. We give them the file (Excel). They make corrections and return the file to us when they are finished. We check the quality before they are posted on the Digital Archive again. The work the volunteers do to get this right is important. Being able to search for the correct name gives the archive source significantly better quality and makes it easier to find the right person.

We started with this in the autumn of 2020, and until the end of 2023, more than 1400 files had been sent out to volunteers. Over 1000 files have been returned ready and have been published in the Digital Archive. Up until now, over 150 volunteers have participated in this project, and 1,6 million personal records have been proofread. This project will continue for a long time.

Using volunteers in the 1920 census transcription project

A census contains information about who lived in the different places at a particular time, and you will also find personal information about each inhabitant. This makes them a very important source for researchers (genealogists), history teams and others who want to find out more about their own ancestors. The 1920 census was

digitised in the period 2016-2018. It was a joint project between the National Archives and the National Library, about half at each institution. In all, about 6.66 million pages were scanned (digitised).

The census was digitised in the order in which the documents were archived. In many cases they were not in the order in which they were created, in some places it was pure chaos. Even so, we still took the chance to digitise those as they lay. Because of that, it was necessary to transcribe the information so that the census could be searchable when it was published on the Digital Archive, when the documents turned 100 years old on 1 December 2020. Without searchability it would be an unfriendly census to look at.

The National Archives did not have the resources to carry out the transcription itself, but could we get help from volunteers? In Norway, there is always great interest every time a census becomes freely available, and we assumed that the 1920 census would be no exception. The 1920 census contained more information than any previous census, for example information about housing conditions. The 1920 census was the 13th in a row.

But could we use volunteers to transcribe the identity cards (list) with personal information while they were still out of the public domain?

We decided to do it, on the following terms: They who wanted to participate in the project, had to sign a declaration of confidentiality before gaining access to the, at that time, close area where the digitised images were located. We are referring to the lists that contain the personal information.

All transcription took place by sending an Excel file where you had to enter the metadata that was to be included for the place/municipality you have selected. We also made a guide on how to carry out the transcription.

We had to go out with information that we needed people to transcribe. Many people signed up when we posted information about the project on the Digital Archive and through Facebook, and in fact also through nationwide media (radio).

So that the volunteers could help each other read difficult handwriting we created a separate closed discussion forum on The Digital Archive. A forum where only those

who transcribed had access, those who had signed a declaration of confidentiality. The forum no longer exists.

As many as 650 volunteers have participated in the project, and we reached 96,5 % finish by 1 December 2020. At that time, almost all the 2,649,775 people who lived in Norway in 1920 were registered with the following metadata: Name, gender, age, place of birth, place of residence, occupation, marital status and position in the family.

The National Archives has subsequently had a job of compiling the personal notes in the correct order and connecting these to the residence lists and circuit lists so that the puzzle finally can be completed. This has proven to be more work than expected.

Maybe we should have sorted the documents in the correct order before we digitise them? Then we might have avoided a lot of work with sorting afterwards.

What has the National Archives learned from this project, and will we do it in a similar way another time? The answer is probably no. It has been challenging to use volunteers when you have a deadline on a project. We also did not use an online solution in connection with the transcription, but only Excel. When we sent a file (excel) from us to a volunteer, we had no opportunity to see the progression in the work, until we received the fully registered files with the transcripts. Those who had had files for a long time got a reminder so we could find out how the work went, and how far they had come. A great many reminders were made of how the individual was doing in the work. In some places the progress was very small.

Those who for various reasons withdrew along the way, had to be replaced, and others had to have the assistance and help of others to complete the assigned area. There was lots of administration with splitting and assigning new files.

For the most part, the volunteers were very hardworking, but for some, the work was too much. The Covid 19 also meant that some had to give up, and others had better time to transcribe. It went both ways. What was exciting about the project was that many of the volunteers, the majority, had not done any such work before. They were beginners.

With so many volunteers involved in the project, the quality of the work was generally good.

Transkribus

Transkribus is a platform for text recognition, image analysis and structure recognition of historical documents. The National Archives has used Transkribus in some projects for both printed texts and various handwritten texts. We wanted to try to involve some volunteers in a project that involved proofreading a text interpreted through Transkribus.

Before we could start this project, we had to enter the line structure in the book we selected. We had to transcribe 40 pages of the book ourselves so that Transkribus could recognize the letters. We had to take the transcribed text through Transcript a few times to get a result that was good enough to offer volunteers to proofread.

We searched for volunteers through Facebook and selected 5 volunteers who had expertise in this type of handwriting. We linked these to the project, and they were assigned their work areas in the book. The plan is for each of them to go through 100 pages. We used a book about lawsuits/trials from 1876-1879. The text was written in Latin letters, not Gothic.

It does not matter if everything is not finished. In any case, we must make some stops to take the proofread text through Transcribus several times to see if the results of the scriptural interpretation will be better. Our goal is for more than 90% to be correct.

General information about the National Archives cooperation with volunteers

The purpose of voluntary work for the National Archives is to work together with individuals, groups, partners, and associations to achieve the National Archives' ambitions for better services for all.

There are good opportunities to find meaningful tasks at the National Archives for anyone who is interested in history and technology, and who wants to contribute with voluntary work. By collaborating with the public, we will together be able to contribute to fulfilling several of the users' wishes in a shorter time, and the path from idea to finished result will be shorter.

The National Archives have collaborated with volunteers in various areas for many years. Most of the work takes place digitally through the Digital Archive, but efforts are being made to be able to offer volunteers other tasks that will take place physically in the National Archives locations across the country.

The National Archives will, in close dialogue with relevant actors, find tasks within defined areas that are well suited for user participation. Volunteers will be established within each area where volunteers can contribute.

It is a wish from the National Archives management that we look at how to create an even better collaboration with volunteers, and how to work strategically to make this happen. A group has been set up to look at possibilities and solutions that enable us to offer more types of work that volunteers can participate in. Work that will take place physically in the National Archives locations presents different challenges than when the work takes place digitally. A volunteer is not an employee. It means that a volunteer cannot travel everywhere. Security measures around access control, and where and when they can work must be assessed. When using the National Archives computer equipment, there will be no access to anything other than what is necessary to carry out the voluntary work.

The work is not finished, but one envisages a path where, regardless of the type of work tasks the volunteers are to carry out, there are routines for which agreements are to be signed and which access the person needs. It is the National Archives that sets the conditions for what the volunteer will have the opportunity to work with.

Responsibilities and rights

The National Archives:

• is responsible for and coordinates all the volunteer work that is initiated

• shall make visible the efforts of volunteers through good publicity in various forums and on various platforms, as well as in statistics in annual reports

• is responsible for the results of volunteers' work and may refrain from publishing work that is not in accordance with the instructions

• is free to publish and share results of volunteers' work

• will, if necessary, provide volunteers with access to relevant equipment for work to be carried out in the National Archives' premises

Volunteers:

• will receive training and / or access to guidelines and the like from the National Archives, as well as follow-up along the way

• must use their own equipment for work to be performed from home / online

• must carry out the work in accordance with the instructions given

• shall not replace the staff in the National Archives

• does not receive remuneration for the work carried out in the National Archives

• will be credited for the work in accordance with current guidelines

Risk assessment

The main rule for all types of voluntary work is that the employer must ensure that accidents are prevented. For all activities that deal with the use of volunteers in the National Archives' locations, a risk assessment must be carried out to prevent unwanted incidents. It involves planning for what activity is to take place and what dangers may arise, what may happen and how likely it is that it will happen. The next step is to find out how to prevent the events, and what to do if it still happens. This includes both the protection of persons, equipment to be used and not least the security of original archive documents that the volunteers must handle.

Agreements and cooperation otherwise

The National Archives has a written agreement with Norway's largest family association (Slekt og Data). The agreement includes good cooperation between the parties to provide better services to users. Strengthening the Digital Archive as a national website for digitised and transcribed archive material is also included in the agreement.

The National Archives also collaborates with Slekt og Data when it comes to helping genealogists find archive sources and use the Digital Archive. This takes place at most locations in the National Archives. Some places every week, other places every

month. This relieves the National Archives' staff of guidance. The activity takes place in or near the reading room. Slekt og Data also has the opportunity to use the National Archives' facilities for meetings and gatherings. We also collaborate by conducting Genealogy Day once a year. These events take place at several of the National Archives' locations. Here we collaborate with local family and history associations. In Oslo, we also collaborate with the Oslo City Archives in the implementation, where the local team of Slekt og Data is the organiser. The National Archives and Oslo City Archives provide personnel and premises.

Arranging archives

Most public archives are in good order before they are handed over to the National Archives. These are archives that have gone out of daily use and are to be regarded as historical archives. Normally, these archives are at least 25 years old before they reach an archive depot. Private archives, on the other hand, can come to an archive depot without being arranged.

Most private archives that are delivered to the National Archives are arranged in one way or another. They can be arranged by professional companies, or they can do it themselves under the guidance of the National Archives. This will happen before the archive arrives at the National Archives.

There are rules for how archives must be arranged and registered. To do this correctly, competence is required. The size of a private archive also plays a role. Small archives have in some cases been arranged and registered by employees of the National Archives as part of their ordinary work. If volunteers are to arrange archives, this must be weighed against the knowledge they possess and how much guidance is needed from employees in the National Archives.

Normally, volunteers cannot have access to the archive depots without the company of employees. In the few cases where the National Archives has used volunteers for archive arrangements and registration, employees have retrieved the archive. The arrangement work has taken place in a suitable place in the public area. All archives that are arranged and catalogued are made using the archive system ASTA. Using volunteers in such projects requires a lot of work for the employees. Once a project with an archive has been initiated, it is important that it is completed. If the project is

interrupted for any reason, then the archive may be in more disarray than it was initially.

Key findings

The National Archives Services in Norway is an independent authority under the Ministry of Culture, and comprehended the National Archives, eight regional archives (statsarkivene), the Sami Archives and the Norwegian Health-Archives. There are more than 275. 000 metres of archives in The National Archives, approximately 38. 000 metres are private archives.

The Digital Archive is the National Archives website for publishing digitised archive material. The website includes sources that are only scanned, and sources that are transcribed too (searchable). The site was opened in 1998. The most important/used searchable sources are the nationwide census, the church books and the emigrant lists. The Digital Archives is free to use, and it is open 24-7 every day. There are about 120 million scanned documents in the Digital Archives today. In 2017 the Digital Archives opened its publishing platform. There are now more than 35 institutions that publish their archive sources on the Digital Archive. The Digital Archive will also be the new national joint solution for receiving, preserving and publishing historical data and archives for more than just the state archives.

Some volunteer projects:

Proofread transcribed church books. The project started in 2020. It was initiated because most of the church books from the period 1800- 1920/1930 that had been transcribed previously, contained many errors. We invited volunteers to proofread this and correct the errors they found. Up until now, approximately 150 volunteers have contributed with proofreading. Of around 40 million records, 1,6 million have been proofread and posted again on the Digital Archive.

The 1920 census project. When the National Archives finished scanning the 1920 census in 2016, we needed help with the transcription. We chose to post this as a project for volunteers even though the information in the census was exempt from public disclosure at that time (less than 100 years old). All volunteers who wanted to take part in the project signed a non-disclosure agreement before they were given

access to the material. 650 volunteers participated in the project and they transcribed approximately 2,75 million personal lists from the census. The census is now searchable at the Digital Archive.

The National Archives have, through the Digital Archive, carried out several transcription projects, focusing on emigrant lists, censuses, church registers among others. The volunteers also submit transcripts on their own. The National Archives have just started to let volunteers scan documents, and one volunteer is also organising archives. There is a wish from the National Archives management to work strategically to create even better collaborations with volunteers in the future.

2.4 The national framework in Sweden, compiled and written by Eva Tegnhed

The archive institutions

Working with volunteers and volunteers at archives in Sweden is not very common. At least not if you think about the large amount and the large archives, the public archives - the government archives. These include the National Archives and the archives of the state authorities, the archives of the regions and the municipal archives. Private archives probably traditionally have a greater focus on collaboration with external actors and on enlisting the help of volunteers. There is no major project in progress in Sweden with the aim of digitising or transcribing texts or other documents as it does in Denmark and Norway. However, The National Archives has a collaboration with The Federation of Swedish Genealogical Societies (Svenska Släktforskarförbundet), in which volunteers are helping with the registration of the 1930 census.[2]

Private archives

There is no information about how many private archives there are in Sweden today. At the national level, there are a number of thematic archives, such as the Labor Movement's archives and libraries (Arbetarrörelsens arkiv och bibliotek) and the Swedish-Finns' archives (Sverige-Finländarnas arkiv). At the regional level, there is one (with the Västra Götaland region as an exception that still has several) regional individual archive that is financed through the Cultural Cooperation Model (Kultursamverkansmodellen). These are independent associations with their own statutes and decision-making board and annual meetings, but they also have an assignment and agreement with their respective region. The regional private archives differ in many ways, and are of different sizes in turnover and activity, but all have at least one employee of the association. What is also common is that the cultural plan is the basis for the agreement you sign with your region. The regional cultural plans are in turn based on the national cultural policy goals, which means that the work done at the regional individual archives to a high, but different, degree harmonises with these. Through this, these archives often work more interactively with their

[2] https://sok.riksarkivet.se/om-soktjansten?infosida=indexera-och-registrera

surroundings than, for example, the public archives do. Collaborations within the region with other cultural actors, study associations and more are often considered something good and important. Being available to the public and in dialogue with its visitors are other parameters that are often valued. The public archives have a corresponding degree of greater control from their management perspective and are based on rules and norms that govern this.

At regional and local level, there are a variety of archives that are either thematically oriented or locally historically oriented. Examples of thematic archives are Jämtland Härjedalen's musical archive, Umeå Hardcore archive and the association Sports-archive (Idrottsarkivet) in Helsingborg. These archives are often completely non-profit and have no staff employed. Instead, it is voluntary non-profit forces that show up in their spare time. Sometimes it is appointed individuals who run and manage the business, sometimes the association's board.

Voluntary archives – Local heritage associations (Hembygdsföreningarna)

One actor in the archive area that is not to be forgotten is the local heritage associations, with about 25 000 meters of archives in total. There are several thousand local associations around the country with varying activities. Many turn to the regional private archives to deposit their archive documents, but many others see themselves as their own archive institutions for the local archives that have been collected over the years. Archives similar to those found in regional individual archives or national archives (the regional units within the National Archives) are sometimes stored here. The work in the local community associations is done entirely on a non-profit basis by volunteers.

Labor market policy measures affect how volunteers are viewed

Over the years, several market policy initiatives have been made to stimulate the labor market. Through these efforts, many people have entered the world of cultural heritage and the world of archives. In the 1990s, the so-called “Access-project” was initiated, which aimed to give unemployed academics the opportunity to enter the labor market.

Currently, a governmental remiss-report, From Crisis to Power - Restarting Culture, is out for consultation. In this report, larger initiatives are proposed similar to those in the 1990s, but the question is whether it will be possible to implement them. The labor market today looks completely different, with less qualified unemployed.

In Sweden, there are also different ways of receiving compensation for taking care of people who have been far away from the labor market. This has been used by many archival institutions. The archive generally has a reputation for being a quiet and safe workplace, which suits many. Both regarding volunteers and people from the labor market, the department is set to weigh the effect that can be had by the person who comes up against how much effort the department needs to put in to supervise, find suitable tasks and so on.

External circumstances affect how the volunteers can be admitted to the collections

External circumstances also affect the work with the archives. Laws and regulations regarding government archives must be maintained. The structure of the archives and the lists must follow a certain pattern. In today's active authorities, and their archive, much of the processing takes place digitally. Only a very small part of the documents that are preserved are "historical". The large proportion are documents that are still relevant and that, rather than research, are of interest to one's own authority from an administrative perspective.

Regarding the private archives, the vast majority follow the rules and recommendations issued by the National Archives, but the control and follow-up is less, nor is there any statutory requirement regarding the handling of the archives. Many institutions work extremely professionally but do so within their possibilities regarding financial and human resources. They also work on a voluntary basis, even if they receive a financial contribution from the community. One effect of this is that continuity, routine and order can differ - both between institutions and depending on who is the manager. At the same time, it also provides flexibility for the department to take the help of volunteers in a completely different way than the public archives.
Collaborations with organisations

At the Association Archives in Jämtland County, we work a lot with volunteers. And we do it on several levels. We have a volunteer. A lady who previously worked as an archivist with us and who after retirement was "free" for a few years but then applied to return.
We also collaborate with Jämtland County's antiquarian society and Jämtland's local historians and genealogists. If we start with the latter, we have agreed that they are in our reading rooms when we are open in the evenings and help people who are primarily beginners in genealogy. We do not have the opportunity to sit next to them in the way that a "genealogist on duty" can do.

Genealogy Day is also organised by Jämtland's local historians and genealogists, on our premises and with some of us on site. But it is their activity that is marketed in our program.

The Ancient Writing Society has traditionally been closely linked to staff within, above all, the National Archives in Östersund. The members work on transcribing older documents. Today, however, a shift has been made towards modern materials and everything that is handwritten can be transcribed, even if it is actually quite young material. This has also meant that the Association Archives, and material from association life, have entered the business in a different way. Staff from the archives suggest different documents for transcript, but the individual always chooses for him or herself.

Those who transcribe are then offered monthly meetings with coffee and the opportunity to tell about what they have discovered, show what they need help with and socialise around the common interest. When the material is transcribed, the participants read each other's texts (we are content with "orienting transcripts"). The material is then published on the Ancient writing Society website, which is administered by their chairman.

We also collaborate with various associations that choose to create a local meeting place where they receive and show digital broadcasts of lectures and courses. It can be ABF (Workers' Educational) associations, PRO (Swedish National Pensioners' Organisation), local heritage associations, parishes or the like. The archive is responsible for a lecture that is broadcast. The association is responsible for having a room with a hearing loop, offering coffee and a host for the meetings. Before the

pandemic, we had 15 such collaborations, some of which, however, were public institutions such as libraries. Now the student union “Adult School” (Vuxenskolan) has also picked up the idea and sends it to its meeting places and creates its own arrangements around ours.

The Association archive currently has 452 associations that are members, and another 30 customers who only store their documents with us. Of all active associations that submit documents, we require that they work with their material first, otherwise we charge a fee for the job. This means that they, with advice and some help from us, clear and sort their material before leaving it to us- which often takes several hours. We see gains with this by them throwing away things that are irrelevant (which they can see much more easily than we can), enriching us with things that are missing and creating an order in the material based on the provenance that actually reflects the business. The material is by no means in finished order when it arrives, but it greatly facilitates for us and also strengthens the feeling that the material is owned by and important to the association - not by the Association Archives. We also know that many associations have small archive groups that, based on our courses and lectures, work with naming and providing information for photographs, sorting letter collections and so on. This is done under the auspices of their own association, but often on the basis that they have taken note of our requests and before they have to submit the material to the archive.

The relationship between archives and volunteers

The one person who works as a volunteer at the Association Archives considers that she gets a social context and colleagues as payment for the job. She has someone to have coffee with, a routine to get up and out, and a social context. We do not pay her, but she gets a little wellness allowance (friskvårdsbidrag) and travel allowance for her to come to us. We, in return, get help with arranging archives from a very experienced lady. The lady chooses when she comes and can always say no to the archives we offer her to arrange. She does not do the whole process. The archivist prepares so that everything is in a certain comprehensible order when she gets it. Similarly, after arranging, the archivist must do some work, for example register the material into the digital systems and correct some of the material. We do not put the same demands on our volunteer as on an archive assistant.

We have written a simple agreement with her, stating that she intends to be with us as a volunteer. The insurance we have through our membership in the employers' organisation Fremia applies. We are a small organisation, and the union representative is close to the volunteer in her practical work. As the volunteer does not do the entire chain of work that would be required of a person who is hired, no one sees it as a problem.

Confidentiality - access to the documents

We constantly make selections and do not put anything in the hands of our volunteers or our partner-organisations that could risk keeping our privacy intact. Only our lady volunteer has access to be behind the scenes and has access to the magazines, as she is very familiar with the security system in our building, as well as understanding the need for confidentiality. She works with us for three days a week, and has been for many years, which means that she can be treated equally as an employee in this regard.

Summary on volunteering in Sweden

There are many completely non-profit activities within archives in Sweden, such as local associations and themed archives, but few volunteers in professional archives. Those that do exist work primarily in private archives, which have a greater freedom and a closer relationship with the local community than official archives. The governmental archives are relatively strictly governed by laws and regulations and seldom go beyond the scope of their assignments. The private archives are more often financed and controlled by cultural funds and thus have a more socio-economic orientation where work with inclusion and psychosocial health can be included.

For many years, archive institutions in Sweden have been considered as a back-office job where people with special needs could be accommodated. Many institutions have also received grants from the state to have people who need special jobs. In this way, many simpler tasks have been carried out. However, this has probably affected the sector's view of volunteers and today people are careful to keep the profession high and not take in people without adequate training. Many people within the archive sector in Sweden think that bringing in volunteers threatens professionalism, which is also reflected in the answers to the survey.

3. Survey results

In this chapter, we are presenting the core findings of the survey which was distributed broadly among the archive sector in Denmark (33 answers), Finland (21 answers), Norway (44 answers) and Sweden (23 answers). The survey received 121 answers in total. The survey consisted of 52 questions. However, as it was branching out in different directions depending on how each respondent answered, each respondent did not answer all 52 questions. The questions included basic information about the archive (size, form). If it was using volunteers and if so, to what extent, what motivates the archive to work with volunteers and what tasks do the volunteers receive. If the archive was not using volunteers, we asked why not to determine the main factors and if there is an interest. We also wondered what kind of formal structures that are in place to manage volunteers and what kind of resources would be needed to further develop or start volunteer work at the archive (see appendix 1 for the survey questions).We will present the core findings country by country. Thereafter we will make some comparisons between the countries. The total answers are also available to look through in Appendix 3.

3.1 Denmark

The survey received 33 respondents, out of which 25 work with volunteers (76%). City archives (municipal public archives) are the most common respondents (64%) and a majority (82%) has 1- 5 employees.

The most common reasons for not working with volunteers are lack of resources for supervision followed by security, access problems, regulation and privacy issues and not having suitable tasks for volunteers. It is mostly municipal archives with no private holdings that do not work with volunteers. In other cases, it is stated that the archives do only have few employees, which means they cannot find resources and time to manage volunteers.

50% of the respondents who do not engage volunteers at the moment are interested in doing so in the future, and only 3 archives are not interested. In sum, it seems like most archives in Denmark see a value in working with volunteers.

The most common reasons for having volunteers are that it gives the opportunity to do things that the staff cannot normally do, followed by the volunteers creating added value to the organisation and that it promotes user involvement. It is also a part of the municipal policy to prioritise volunteers, which is mentioned in several comments.

In the comments section, the volunteers' knowledge about local history or specific topics are mentioned as an important asset. One other statement that is repeated is that the volunteers have knowledge and competences not present at the archives:

> In the original language: Det er både et politisk ønske (fra kommunens side) at vi inddrager frivillige, men de vil også potentielt kunne bidrage med lokalviden, som de professionelle ansatte ikke har. På sigt er der desuden potentiale for at få løst opgaver, som der lige nu ikke er ressourcer til.
>
> In English: It is both a political wish (on the part of the municipality) that we involve volunteers, but they would also potentially be able to contribute with local knowledge that the professional employees do not have. In the long term, there is also the potential to solve tasks for which there are currently no resources.

It is also interesting to note, that some archivists see the value in volunteers for strengthening the points of contact between the archive and the rest of society:

> In the original language: Borgere, der har boet i kommunen i mange år har en viden om steder og personer, som er nødvendig for at kunne identificere og registrere billeder. Denne ekspertise mangler. Frivillige vil desuden give mulighed for at få registreret langt større dele af samlingen, end det er muligt med den nuværende normering. Derudover kan frivillige give en legitimitet og en bredere kontaktflade til arkivet i kraft af de borgere, der får et særligt

> tilhørsforhold til både arkivet og kommunen gennem frivilligt arbejde. I (...) kommune lægges der desuden stor vægt på at styrke frivilligt arbejde.
>
> In English: Citizens who have lived in the municipality for many years have a knowledge of places and people, which is necessary to be able to identify and register images. This expertise is lacking. Volunteers will also provide the opportunity to register much larger parts of the collection than is possible with the current standards. In addition, volunteers can give legitimacy and a wider contact surface to the archive by virtue of being citizens who gain a special connection to both the archive and the municipality through voluntary work. In [the] municipality, great emphasis is also placed on strengthening voluntary work.

This connects to how volunteers can become positive ambassadors for the organisation.

A majority of the responding archives have a long experience of working with volunteers, 60% have more than 20 years of experience. Half of the archives use a combination of digital and on site volunteers, no archives have only digital volunteers. The scale of the number of volunteers involved in the archives is somewhat higher in Denmark compared to the other countries. 56% of the responding archives have 11 volunteers or more. The number of working hours from the volunteers are also higher compared to the other countries. 40% states that their volunteers work 1 500 hours or more per year.

68% of the responding archives organise their volunteers themselves (direct relationship) while 24% both organise themselves and together with another organisation (indirect relationship).

For further developing volunteer work, courses about leading volunteers are the most popular option (12 respondents), followed by project funds and a network of colleagues to share experiences on a shared second place (both with 11 respondents). From there follows a toolbox and course about volunteers and their needs (6

respondents each). There is in general a large interest in courses and tools for developing volunteer work at archives in Denmark.

3.2 Finland

The survey received 21 respondents, out of which 7 (33%) respondents are working with volunteers. Two thirds of the respondents were municipal public archives and 85% had less than 10 staff. A quarter of the respondents were actors at the national level. Only two were regional players. 70% of archives were publicly funded. This is explained by the fact that the survey was largely answered by small local archives. Furthermore, in contrast to the other surveys, as there were only 7 archives who worked with volunteers, we received few responses to some of the questions. This makes some of the questions difficult to assess.

The most common reason for not working with volunteers is lack of resources, followed by security issues. For the public archives, the most common reason was security issues which is also seen in the free text answers which almost solely focuses on the security and privacy aspects of involving volunteers:

> In original language: Vapaaehtoisten toimiminen kunnan ylläpitämässä Kotiseutuarkistossa varmasti törmää tietoturvallisuushaasteisiin, sillä keskusarkistosali jossa kotiseutuarkisto sijaitsee, on vahvasti kulkusuojattu. Sinne ei välttämättä myönnettäisi kulkulupia organisaation ulkopuolisille.
>
> In English: The work of volunteers in the [archive] maintained by the municipality will certainly encounter information security challenges, as the central archive hall where the [archive] is located is heavily secured. Access permits would not necessarily be granted to people outside the organisation.

It is also interesting to see that among the free text answers there are respondents who state that they have never even considered the possibility of involving volunteers in their work:

> In original language: Emme ole koskaan kuulleet vapaaehtoisista. Oletan, että tässä ei tarkoiteta työkokeiluja, arkistotoimen perustutkinnon suorittajia eikä korkeakouluharjoittelijoita, joita meillä kyllä on ajoittain.
>
> In English: We have never heard of volunteers. I assume that this does not mean work trials, archival degree holders or university interns, which we do have from time to time.

There seems to be a bit of hesitation regarding involving volunteers in the future among the archives who do not do so at the moment. 50% of the respondents state that they are not sure if they would like to do so, while 25% state that they are not interested and 25% express an interest.

The most common reasons for having volunteers are that it makes it possible to do things that the staff cannot normally do and that the volunteers bring added value to the organisation, followed by the responding archives having a long tradition of volunteer work.

The scale of volunteering in the answering archives is quite modest, a majority has 1 - 5 volunteers followed by 6 - 10. The number of hours done by the volunteers yearly are also quite low, with 0 - 50 hours as the most common answer.

In terms of what is needed to further develop the volunteering work, all suggested options provided in the survey (Appendix 1) received support. However, only 5 archives answered the question. According to the responses, improvements would be brought by project funding to develop volunteer work (4), clear operating policy (3), toolbox for guiding volunteers (2), educations and courses about the needs of volunteers (2) and volunteer management (2), a network of colleagues working with volunteers (2), and mentoring by an experienced colleague (2). As there were archives who had never heard of volunteering at archives, there also seems to be a need to spread knowledge on the possibilities and benefits of managing volunteers at archives. Here, inspiring examples from other archives could be a useful resource.

3.3 Norway

The answers in Norway are evenly distributed from the public and private sectors. The survey received answers from 23 public and 21 private archives with a total of 44 answers. Most of the responding archives operate on a regional or municipal level (20 and 16 respectively). 48% of the responding archives have 1 - 5 employees.

30 out of 44 answering archives work with volunteers (68%). Out of the 14 who do not at the moment, 11 can imagine doing so in the future, while 3 do not know. Not a single respondent states that they are not interested in working with volunteers in the future. There is thus a general interest and will to include volunteers among the Norwegian respondents. The use of volunteers is quite widespread in both the public and the private sector; a majority of the respondents in both sectors use volunteers.

One archivist expressed the value in the following way:

> In original language: Ein viktig grunn er ressursbruk og at det er mange og store arbeidsoppgåver innan samlingsforvaltning, der frivillige kan vere ein god ressurs. Ein annan viktig grunn er kunnskapen vi kan få inn frå engasjerte frivillige. Vi ser også fleire tilleggsverdiar i det å engasjere frivillige i samlingsarbeidet.
>
> In English: An important reason is the use of resources and that there are many large tasks prior to managing the collections, where volunteers can be a good resource. Another important reason is the knowledge we can gain from committed volunteers. We also see more added value in engaging volunteers in the collection work.

Among the archives who do not work with volunteers, the most common reason is the lack of resources for supervising the volunteers, followed by not having proper tasks for them and that they do not receive any requests from potential volunteers, closely followed by security issues. In the comments it seems clear that it is mostly pure municipal archives with no private holdings that do not work with volunteers. The reasons stated are security, access problems and rules. In most cases it is stated that the archives only have few employees, which means they cannot find resources

and time to manage volunteers and in one case to cooperate with the local historical societies or archives.

The most common reason for working with volunteers is that it gives the opportunity to do things the staff cannot normally do, and that it creates added value to the organisation. The fact that it promotes user involvement is also being deemed important by many respondents, when given the possibility to grade the relevance of working with volunteers. There is also a strong political wish in the municipalities to engage with volunteers.

The responding archives are small-scale in terms of number of volunteers per archive: the most common answer is to have 1 - 5 volunteers, followed by 6 - 10. The number of hours done by volunteers varies quite considerably: 20% of the respondents state that their volunteer works for more than 1 500 hours per year, 17% respectively that they work for 51 - 100 hours and 101 - 500 hours. 17% also state that they do not know.

Half of the respondents organise their volunteers by themselves completely (Direct relationship), while 47% both do it by themselves and together with other organisations (Indirect relationship). 1 respondent relies solely on another organisation. Slekt og Data, a national genealogy association is among the most mentioned partners as well as local heritage associations (historielag) and other types of associations.

For further developing volunteer work, the need for a clear policy is highlighted (12), as well as a network of colleagues to share experiences (12) and project funds (13). However, a toolbox with resources (8), courses for volunteer leadership (7) and courses focused on understanding volunteers and their needs (7) are also of relevance. There is thus an expressed interest in tools, courses, and resources for further developing volunteer work at archives in Norway.

3.4 Sweden

The survey was answered by 23 archives, and 13 out of the 23 answering archives work with volunteers (56%). However, this number should be read cautiously as 9

(39%) respondents do not have any employees at all and are hence solely relying on volunteers, while 9 (39%) have 1 - 5 employees. Among the archives with paid staff, 8 out of 14 respondents answer that they do not work with volunteers (57%). Two units work nationally; The National Archives and the Archives of the Swedish-Finns Association.

The reasons for not having volunteers relate to lack of resources for supervising volunteers and security and privacy issues. Not receiving any demands from people interested in being volunteers is also a common reason as well as not having suitable tasks for volunteers to do.

There seems to be a general hesitation towards working with volunteers. 5 archives who do not currently use volunteers do not know if they would like to start, while 2 are not interested and 3 are interested. This hesitation might be traced back to previous labour market initiatives where archives have engaged people who have been unemployed for a long time and/or people with disabilities. Several respondents shared that the experience from these programs is that leading and managing the work takes a lot of effort and time and without too much guidance on how to do so in a way which benefits both the individuals and the archives. As most archives are underfunded and understaffed, there is a general feeling that there is not enough time and resources to supervise the volunteers. This is also described as a challenge among the archives who do welcome volunteers - for a successful volunteer program you need to allocate resources from the professional staff for supervision and guidance of the volunteer work.

The hesitation expresses itself in comments like the following:

> In original language: “Det har tidigare (kanske finns det fortfarande) funnits en idé om att det är för komplicerat för ej utbildad personal, alltså personer som inte är arkivarier, att ordna upp arkiv. Jag uppfattar alltså att det är ett värnande av professionen men också av arkiven, som ligger bakom att volontärer hittills inte anlitats i vårt arkiv.”

> In English: “In the past (perhaps there still is) there was an idea that it is too complicated for untrained staff, i.e. people who are not archivists, to organise archives. So I understand that it is a protection of the profession but also of the archives, which is behind the fact that volunteers have not been employed in our archive so far."

An additional challenge is that Sweden does not have any free digital data until 2018, this affects the work that volunteers can do.

A need and will to strengthen the archivist profession is also showing, with the argument that archival chores should be done by professional archivists. This argument is also connected with the lack of funding - there is a fear that relying on volunteer work risks undercutting demands for increased public funding.

The archives who do work with volunteers (13) state that it gives the archives an opportunity to do things they do not normally do, that it creates added value and that they have a long tradition of involving volunteers. The positive parts of working with volunteers reflect the fact that volunteer work often takes place in completely non-profit associations, without employees, such as local heritage associations. The success factors are partly about social exchange and knowledge transfer between generations, and partly about getting work done that the archives otherwise would not have been able to work with at all. "Getting things done that we wouldn't normally be able to do" also applies to the professional archival institutions that enlist the help of volunteers.

The responding archives are in general small in terms of the number of volunteers per archive - most common is 1 - 5 volunteers. The results are also small-scale in terms of the number of hours they are involved - most common is 0 - 50 hours followed by 51 - 100 hours.

It is most common that the archives themselves organise the volunteers (11 archives out of those answering the question), which suggests a direct relationship seems more common rather than an Indirect relationship.

For further developing volunteer work, out of those answering the question, there is in general an interest in a toolbox with resources/material on how to engage with volunteers (6 respondents). The value in having a network of colleagues to share experiences is also highlighted (6 respondents), and to receive project funds (5 respondents). The need for courses and training is less pronounced among the respondents.

3.5 Comparison between countries

The comparison of the data between the countries should be done with some caution - the number of respondents differs quite a lot, However, one might also use this as an analytical factor in itself - the number of respondents are higher in Norway and Denmark and they show a higher percentage of archives, which use volunteers compared to Sweden and Finland (when only comparing archives with paid staff). This might suggest that the topic of using volunteers in the archives sector is more present in Norway and Denmark compared to Sweden and Finland - and hence the will to answer such a survey might be higher as the question is on the agenda.

The Danish responses stand out in terms of the large number of volunteers that each archive involves as well as the large number of working hours of the volunteers each year.

The **reasons for not involving volunteers** are practically the same in all countries - it relates to scarce resources and security and privacy issues. Also, there seems to be **a lack of clear policy and formal structures** in volunteer management at archives in all countries, even though it varies some. 85% of the responding archives lack policy in Sweden, 80% of the responding archives lack it in Denmark. However, it might be somewhat more common in Norway, as “only” 66% of the responding archives in Norway lack a clear policy. Interestingly, a clear operating policy is also prioritised higher in Norway when asked about what would help the organisation to further develop the work in volunteer management. In Finland, only 7 archives worked with volunteers which makes it difficult to assess the extent. 4 out of those 7 archives had clear operating structures for their volunteer work.

The **reasons for involving volunteer**s are also quite similar - it gives the archives an opportunity to do things they cannot do otherwise and brings added value to the archives. However, an interesting difference is that **Norwegian and Danish archives have rated volunteering as a way of promoting user involvement to a much larger extent than Swedish and Finnish archives.** It indicates that the topic of user involvement is more present in the Norwegian and Danish contexts compared to the Swedish and Finnish. In sum, there may be a larger momentum to work in that direction in archives in Denmark and Norway. There seems to be another understanding of the motivation behind having volunteers, where the focus is more on participatory practices rather than seeing volunteers as free labour. This difference does not seem to have to do with the archives being public or private.

In terms of **what kind of tasks** that the volunteers are engaged in, the answers are quite similar in all four countries and represent a large variety of different tasks. It is worth noting that only 7 archives in Finland answered the question. In general, the most common task is organising the archive (Denmark: 19, Finland: 3, Norway: 21, Sweden: 9). Registration and metadata tagging is also common (Denmark: 20, Finland: 2, Norway: 16, Sweden: 5). However, many other tasks are also common in all countries, such as scanning, collecting and transcribing. Research, outreach, and writing publications are overall less common tasks, even though they occasionally occur.

When it comes to **the age of the volunteers**, pensioners (aged 66+) are by far the most common age in all countries. In Finland, the age group 51-65 are also common. It is highly unusual to work with volunteers younger than 18 years old. In terms of the **gender of the volunteer** it is common that there are equal numbers of women and men. However, there are more female volunteers than male volunteers in Denmark, Finland and Sweden. In Norway, 15 archives have an equal proportion, 8 archives have more male volunteers, and 7 archives have more female volunteers.

The Norwegian archives seem more used to **cooperating with other organisations** in terms of organising their volunteers as nearly half of the respondents do so which is considerably higher than in the other countries. This could be because digital archives have come further in Norway in terms of having a

shared platform, the Digital Archive (https://www.digitalarkivet.no/), and that it reflects the possibility to engage volunteers in archives that are already available online. Through digital archives, engaging volunteers by cooperating with another organisation might become easier to achieve in practice.

In terms of **what kind of resources that would be needed** to further develop the volunteer work at the organisation, there are some interesting differences between the countries. While there is an expressed need of project funds and a toolbox with resources/material on how to work with volunteers in all four countries, the need of courses differs. In Sweden there is a lower interest in courses, while in Denmark it is the most common option to select among respondents. In Norway and Finland, there is an expressed interest in courses, but not as the top category. Interestingly, the need for a clear operating policy is deemed more important in Norway than in the other countries. It is possible that these differences can be read in light of the more limited resources and time in Sweden, e.g. that courses are regarded to be too time-consuming within an already limited time. Based on the comments received in the survey, working with volunteers at archives seems to be of higher priority on a municipality level in both Denmark and Norway, which would also make it easier to justify that necessary time is allocated for such work, including the participation in courses to build competencies.

4. Interview results

Interviews with seven archivists from the Nordic countries have been conducted: two from Denmark, Norway and Sweden and one interview from Finland. The interviewees, who represent public and private archives of various sizes, all have their own experiences of volunteering in archives. The selection of informants has taken place partly via the project's questionnaire, partly via recommendations from the project group.

Six of the interviews have been conducted digitally via Teams, one interview has taken place via email and has been answered in writing. The interviews have been semi-structured (see Appendix 2).

The purpose of the interviews has been to supplement and deepen the questionnaire responses and to give a fuller and more personal picture of the work with volunteers.

The six interviews have been transcribed in the form of summary reports and quotes. The interviewees have been given the opportunity to approve the transcript. The interviewees are presented below.

Denmark

Tina Knudsen Jensen, chief archivist at Randers City Archives

Mette Henriksen, city archivist at Lyngby/Taarbaek City Archives

Norway

Arne Langås, responsible for archives and collections at Falstad Center

Erland Pettersen, head of section at the Oslo City Archives

Sweden

Anna Lena Nilsson, county archivist at Archives Halland

Eva Tegnhed, head of archives at the Association Archives in Jämtland County

Finland

Olli Alm, Information Services and Development Manager, The Central Archives for Finnish Business Records

4.1 The current archives and their voluntary work

The city archives in Randers

Has been working with volunteers since 2003. It has ten volunteers, most of them are former municipal employees, including an architect, one from HR and one from the population register. Tasks: image registration, genealogist inquiries, etc. Most of the volunteers work one day per week; Wednesday or Thursday, often half day 12 to 4 or 9 to 14.

Lyngby Taarbaek City Archives

Has been working with volunteers since 2016. It has eight volunteers: a retired geography professor, a historian and newspaper editor, a former bank clerk and a teacher. There are also volunteers who have had more practical occupations.

Duties: registration, image scanning, answering requests, assisting with arrangements, etc. Most people work one day a week; Tuesday, Wednesday or Thursday.

Oslo City Archives

At the Oslo City Archives, there is a group of volunteers from the organization “Slekt og Data” (Genealogy and Data) which take turns working in the reading room every Thursday from 12 to 6 p.m. They work in pairs and act as guides and course leaders for the visitors who need help. This voluntary work has been going on for about ten years. It started in connection with the TV series "Who do you think you are?".

They also have a retired volunteer who works with transcriptions.

In the past, the archive has had other projects concerning volunteers helping out with transcribing or digitizing archive material.

Falstad Center

At Falstad Center, they have used volunteers for about ten years. The unit for archives and collections has had one volunteer for eight years. Duties: image

scanning, work with prisoner registers and some teaching. The volunteer works one day per week during the winter months.

Falstad Center together with a corresponding center in Kristiansand carries out a project dealing with the registration of former war prisoners. In this project there are 10-12 volunteers who work with this on computers from home. They are recruited via the organization “Slekt og Data”.

The Central Archives for Finnish Business Records

The archive has utilized volunteers in a project to enrich the metadata of materials. For instance, retired telecommunications engineers have digitized and described old photographs from a telecommunications-themed collection in 2022.

There was a group of four men who visited the archive once a week to work. They were provided with a computer, scanner, workstation, and other necessary tools, along with work guidance. The project was carried out in two parts and took approximately one year in total. The first part involved scanning the images, while the second part involved adding metadata to the images.

The archive has previously had similar forms of volunteer work. However, it was on a smaller scale and only involved image recognition.

Archives Halland

Since 2015, there has been one volunteer at the archive. The former head of archives offered to continue working on some specific tasks after her retirement. Main tasks: to register and enter archive lists in the Visual Archive system. The volunteer works a number of times per month by agreement with the staff.

Association Archives Jämtland County & National Archives Östersund

The association archive has had a former employee doing volunteer work on a regular basis for about ten years. The main task is to organize archives. The volunteer works three days a week, 7 hours a day.

“Jämtlands Lokalhistoriker och Släktforskare” (The Association of Local Historians and Genealogist of Jämtland) participates with volunteer work in the archive's reading room. They act as supervisors in genealogy and staff with two people every Tuesday, between 2 and 6 p.m.

Via the association “Jämtland läns fornskriftsällskap” (The Ancient Manuscript Society of Jämtland), two working groups are organized with volunteers who meet regularly at the archive where they work on copies of older source material.

4.2 Recruitment of volunteers

The recruitment of volunteers to the archives interviewed takes place in two ways, either via the archives or through an intermediary, often an association. When the archives collaborate with an association, it is the association that recruits the volunteers and the archive that contributes with appropriate tasks. In the interviews, there are examples from Finland where retired telecom workers via their association have contributed to identifying and digitising images from the telecom industry. In Norway and Sweden there are examples of members of genealogical associations volunteering in the archives' reading rooms and acting as practical tutors in basic genealogy. In some of the current archives, there are plans to create collaboration with associations of friends where interested members could contribute with image identification and digitization of collected memories.

In cases where archives themselves recruit their volunteers, this is often done by people, in most cases pensioners, registering an interest themselves. The reasons for volunteering can be a great interest in local history, often in combination with a desire to be useful and to have a social context. Two of the relevant archives have recruited former employees who themselves took the initiative to become volunteers after their retirement. It can also be about former municipal employees from various sectors who after their retirement contacted the archive to offer to become volunteers.

Several of the interviewees emphasised that it is important that the archives are careful about who they recruit, as Eva Tegnhed says: “It is necessary that it is the right person with the right skills”. The recruitment process is about acting responsibly both towards the volunteers and the archive itself, about taking into consideration both individual aspects as the perspective of the organisation. The importance of taking both of these aspects into consideration when recruiting volunteers is emphasised in the interview with Tina Knudsen: “In the work they do with us, it is the interest that is most important and that they fit into the group.

Whether they have been a hairdresser or a technician is completely irrelevant." She also points to the fact that it is important to make sure that new volunteers will fit into the already existing volunteer group. She continues: "There have been a couple of people who have turned to us and where I have immediately felt that it would not work, it would be wrong in relation to the group we have. It could be something in their personality that makes me think that way. But the biggest reason I say no is because we don't have room for more."

The analysis of the interviews shows that the individual qualities of the volunteers that are emphasised are commitment, personal interest in history, ability to work in a group and accuracy. Though special knowledge in certain subject areas can be a great advantage for the archive, like Mette Henriksen for example describes:

> "The volunteers are mainly pensioners, half of them are academics. We have a retired geography professor, a historian and newspaper editor, a former bank clerk and a teacher. /…/ They are very interested in history and find it exciting to have contact with me and my colleague who is an archivist because we talk a lot about history. It is a mixture of that interest in history and the social context that motivates them."

The interviewees all agreed that educational level and previous professional background are not decisive factors. The personal interest is the most important factor and perhaps also the factor that makes the recruitment of new volunteers challenging.

4.3 Work tasks

Volunteers at archives can have many different types of tasks. The tasks that appear in the archives interviewed are as follows:

- Organise and list archives
- Re-list archives
- Scan and register images
- Register data on prisoners of war
- Transcribe manuscripts

• Respond to genealogist inquiries

• Supervise genealogists

• Help with arrangements

• Help with teaching

In some cases, the volunteers are specialists because of their knowledge in specific topics. This is, for example, the case when genealogists are engaged as practical supervisors in the archives' reading rooms. In the same way, former telecom workers in Finland are used to identify images linked to telecom industry archives. When former employees of an archive continue to work as volunteers after their retirement, they naturally bring a large amount of professional knowledge with them.

The archives that have a relatively large number of volunteers, as in the case of the two Danish municipal archives in the study, like to create a smorgasbord of possible tasks where the volunteers can find tasks that suit them well. It seems important that the archive and the volunteer agree in advance on what is expected and that this is perceived as reasonable by the volunteer.

Erland Pettersen says “It is important that we don't just see it as getting free labor. It must be a mutual effort where both parties get something out of it. Then it is important that there are areas that the volunteers find interesting.”

Several informants have pointed out that it is very important that the volunteers feel an interest in their tasks. This is important in order to create a mutual collaboration between archive and volunteers.

4.4 Training, follow-up and quality

When it comes to training and supervision of the volunteers at the archives, it is usually a question of employed staff continuously supervising and instructing. If the archive has a group of volunteers, there may be regular courses on current topics. Mette Henriksen describes that they “arrange courses once or twice a year where we provide further training in various subjects, for example on registration of images. The volunteers would like to learn more about archival issues.”

The informants mean that follow-up and quality control can take place via random samples or regular follow-ups. Tina Knudsen gives an example of a regular follow-up, “We think we have a very simple system, but we check every Wednesday and Thursday when they go home. Are the numbers the right ones, are the facts accurate? There are things to check and it takes time.” Anna Lena Nilsson says in the interview that “Sometimes we do random tests, because sometimes it goes a little too fast.”

The interviews indicate that there is a twofold dynamic between the view that mutual trust is the key and at the other side that follow-up and quality assurance are needed.

Mette Henriksen points out that “Many people think we should control quality, but I don't. They are able so I don't think it's necessary. If it shows up wrong, we just fix it. We don't control, we trust each other.” While Eva Tegnhed means that “Quality assurance is extremely important. You have to look at the tasks and think about what is reasonable for volunteers to do. Basic metadata, which needs to be historically correct, must not be manipulated.”

It seems that the issue of quality in relation to voluntary work depends on what cause is behind the control of quality. As mentioned before the relevant archives have to rely on the personal interest and inner motivation of the voluntary person. Follow-ups and assurance of actually getting the tasks done can be a problematic issue since the voluntary person as Arne Langås says “use their free time to do the job. So it won't be like an employment relationship.” Quality assurance, on the other hand, can be justified by and be important because the “Basic metadata, which needs to be historically correct, must not be manipulated.” as Eva Tenghed says in the interview. When the informants point at the need of quality control they also mentioned it as a general aspect for all work in archives. As Arne Langås describes it “You need to have a follow-up and quality assurance. You need that regardless of whether they are volunteers or not.” He means that it is important to set requirements for how to perform work tasks, but not with too limited frames. Above all it is fundamental to take into consideration that a volunteer uses their free time to do the job.

4.5 Terms and reward

None of the relevant archives enter into formal and written agreements with their volunteers. The collaboration is instead based on verbal agreements. In some cases,

the interviewees testify that they know that other institutions have introduced agreements or that agreements are something that the principals plan to introduce. Tina Knudsen says “Our municipality encourages us to have volunteers. There is a kind of policy for volunteers in Randers municipality.”

A professional secrecy applies in most cases, and this is something about which the volunteers are informed. Mette Henriksen means that “they are of course bound by professional secrecy. But they primarily have to do with local history and not with official information. They have no contact with official information that deals with the municipality's documents and systems.”

Seeing the secrecy as important also indicates a will to keep up the professional level of the voluntary work. As Tina Knudsen says it is important to have a high standard, and that it is about them as employees at the archive to watch what they say or what they don't. She gives an example “We talk to the volunteers about the fact that they may see material that they should not pass on. In these pictures there may be things that we do not need to pass on. Most of them have previously worked in the municipality, so they know about the professional secrecy.”

How can the archives reward the volunteers even though they work for free? A common model is to invite the volunteers to social activities of the type of Christmas lunch, summer party, lecture, or study trip. This also contributes to social networking between employees and volunteers. In some cases, Christmas presents are also distributed.

4.6 Benefits of volunteering

The interviewees highlight several different advantages and benefits of having volunteers in archive operations. An overall opinion that the informants share is to “get tasks done that otherwise would not be done”. But in contrast to this Mette Henriksen says “Those who are skeptical say that they take our working time and our jobs. I say we get something else back. We get tasks done and we get engaged citizens. I think that is important.”

Another benefit of volunteering is the perspective of the volunteer as an ambassador, as a link between the archive and the society. Eva Tegnhed means that:

> "The archives become better known to the public, an interesting cultural-historical place for more people. We could get help putting photographs and information in context. Of course also get help with practical chores. If we were better known and socially established, we would get more input, richer collections and reflect society in a better way. We could listen to the target group better and develop our accessibility."

Also Mette Henriksen considers the volunteer as a good ambassador and the importance of working with the involvement of citizens.

Except for these advantages volunteers can offer expertise. Erland Pettersen emphasizes the importance of finding volunteers who are passionate about a special area, or a subject. He means that "It is actually the case that very many of these volunteers have more detailed knowledge in the particular subject areas in which they contribute." Olli Alm even means that a volunteer person can "possess a wealth of knowledge on certain subjects that far exceeds what our archive staff could ever know". He continues by arguing that "Therefore, through their contributions, we can achieve higher quality and more accurate archival descriptions".

To sum up the specified arguments:

• The archive can get tasks done that would otherwise not be done

• Volunteers can offer expert knowledge that the archives lack. This contributes to increased quality

• Voluntary work contributes to making historical source material available

• The volunteers can act as good ambassadors for the archive

• The volunteers are given the opportunity to benefit and at the same time get a social context

• The volunteers are given the opportunity to become committed citizens

• Cooperation between different sectors of society – public, private and non-profit, creates synergies

4.7 Challenges with volunteering

When the interviewees report on what to consider when working with volunteers they mention both challenges that the work can entail as well as advantages. Several of the interviewees raise questions about social relationships and the importance of creating reciprocity. Arne Langås says “The social aspect is an important part to consider. We have to make sure that the volunteer doesn't just sit by himself and work. There must be opportunities to talk about both work and other things.” At the same time challenges and dilemmas can be about avoiding conflicts and creating socially functioning groups. It can be resource-intensive and difficult to offer suitable work premises and relevant technical equipment. Requirements for confidentiality and secure systems are experienced by some as a challenge.

In the endeavour to create a reciprocal climate the dialogue is highlighted as important. For example, Erland Pettersen mentions that it must be a mutual effort and that a “good dialogue is needed where we ask ourselves what types of material are interesting for the volunteers, so that we don't just think about what we need to get done. If we do it this way, we will get good subject competence.” This reciprocity is also visible when Tina Knudsen says that “my basic position is that they should feel that they are valued and that they are part of the archive and that we value that they come to us and make a contribution.”

The time aspect is also something that recurs in the ambition to create prerequisites for volunteers to feel included and motivated by meaningful tasks for them. Some of the interviewees mentioned that volunteering takes a lot of time from the employed staff and that you need to be aware of this. It takes time to prepare tasks, to supervise and help, to follow up and assure quality and to be available for a cup of coffee and a chat. In other words, good hosting is needed. Tina Knudsen says “It is a big job and you have to think about what you are doing. But one should not go into it without understanding that it is a task that requires time.”

To value what comes out from the cooperation with volunteers seems to be one motive that makes it worthwhile. As Tina Knudsen express it:

> You should sit down with them and drink coffee and spend time with them. You get something back, you always get that when you work with people. I think it's amazing, they have such exciting stories to tell. Some of my

> colleagues who don't work much with the volunteers think I'm strange. They think the volunteers take so much time. Yes absolutely, but you get so much in return. It is a mutual relationship.

4.8 Volunteering in the future – need for support and inspiration

The situation regarding voluntary activities at archives in the Nordic countries varies greatly between countries and individual archives. Judging by the experiences presented in the interview study, the development has come some way in both Norway and Denmark, while the archives in Sweden and Finland have not made it as far.

The study shows that several of the participating archives would like to develop their voluntary activities and some have concrete plans for new projects, both in terms of crowdsourcing and other types of voluntary work. Erland Pettersen means that “we still have a greater potential than the ones we are now using. /…/One potential that I see is to use volunteers in transcription work.” Also Olli Alm says that “Volunteer work could definitely be developed. We see that retirees and those interested in history are a good target audience.”

Everyone is positive about the opportunity to offer support and help for archives that want to develop their voluntary activities. There is a need for support and inspiration, perhaps in the form of a "best-practice" with advice and tips on how the archives can best organise and lead voluntary activities. Tina Knudsen considers inspiration from others is important, but she also wants to point out that it is important with “tips on what you need to talk to your volunteer about, what types of tasks you can give them. I think it would be nice to have some kind of help on how to get started and what you need to pay attention to. We need to set a standard.”

To conclude there are opportunities for the archive sector to share knowledge and learn from each other.

4.9 Summary

The interview study shows diversity and variation. There are examples more similar to crowdsourcing where volunteers from associations and genealogy groups

contribute by creating various forms of metadata for the archive documents. Knowledgeable genealogists act as tutors for beginners in the archive reading rooms. Volunteers scan images and provide them with information. Volunteers organise and list archives. Volunteers transcribe older manuscripts. Volunteers help with exhibition work and assist with the archive arrangements.

Voluntary work at archives can mean different things and the work can be organised in different ways. The volunteer may be connected to an organisation or to an archive. The work effort can be carried out in one's own home, but usually takes place in a social gathering at an archive.

Despite the differences, the collaboration always needs to be based on some kind of reciprocity where both parties are satisfied. The result can lead to profits for the individual, for the archive and, by extension, also for society at large.

Volunteering at archives takes time for the employed staff. You have responsibility for training, supervision, follow-up and quality, but also for creating interesting tasks and good social contexts. In return, the archives can have important tasks carried out, sometimes with expert knowledge that is otherwise lacking. The volunteers can act as ambassadors for the archives and thereby spread goodwill and an increased interest in the business.

There are challenges and obstacles and precisely for this reason there is also a need for some form of "best practice" with good advice and tips for the archives that want to develop their voluntary activities. It is about sharing the experiences that have already been made in archives around the Nordic region.

5. Analysis and future perspectives

This is a first attempt to map volunteering at Nordic archives in a more comparative and systematic way. By doing so, we have aimed to receive a better understanding of needs and challenges in volunteering within the archive sector. We are also drawing some comparisons between the countries. As mentioned above, we received in total 121 answers to the survey. From Denmark we received 33 answers, from Finland we received 21, from Norway we received 44 and from Sweden we received 23. Of course, this study does not cover all archives and the response rate varies between the countries. Furthermore, many respondents to the Finish survey choose not to answer the final questions making them difficult to assess. The results and the analysis need to be understood with that in consideration. This, in turn, highlights the need for more studies in the future. In addition to the survey, we carried out follow-up interviews with 7 respondents.

5.1 Extent of volunteering

How common it is to involve volunteers at archives varies between countries. In Denmark it is very common, with 76% of the responding archives working with volunteers to some extent. It is also common in Norway, with 68% of the responding archives engaging with volunteers. It is much less common in Finland, where 33% of the responding archives work with volunteers. In Sweden, 56% of the answering archives work with volunteers, but 39% of them are solely relying on volunteers. Out of the archives run by paid staff, the number is much lower. Thus, the overall impression is that volunteering at archives is more widespread in Denmark and Norway, than in Sweden and Finland. Furthermore, there seems to be a larger interest to start working with volunteers in Norway and Denmark among the archives who are currently not doing it.

5.2 Similarities and differences between countries

The reasons for not working with volunteers are similar in all four countries. Scarce resources, lack of time and security and privacy issues are common reasons. It is also worth pointing out that the interviews highlighted a fear of conflicts, the difficulty in creating socially functioning groups and that volunteers would take over and start deciding things themselves. As expressed by one interviewee: “Some of our volunteers are very strong pensioners, they have their own views on things. Sometimes they may want to change our registration practices.”

The reasons for engaging with volunteers are also quite similar between the countries. It provides archives an opportunity to do things they would otherwise not be able to. In addition, it brings added value to the archives. Volunteers can serve as positive ambassadors for the archive, and in general play a role in expanding the role and purpose of archives in society. One interesting difference is that user involvement is rated higher in Norway and Denmark than in Sweden and Finland. It does indicate that participatory practices with volunteers are valued higher in Denmark and Norway, which in turn can be connected to prioritised issues such as lifelong learning, active ageing, and wellbeing. It might not be a coincidence that archives seem to be expected by the municipalities to involve volunteers to a larger extent in Denmark and Norway than in Finland and Sweden. In Finland, there were archives that had never considered engaging with volunteers. In Sweden there seems to be somewhat of a hesitation towards working with volunteers at many archives, as there is a perception that the profession of archivists needs to be protected, e.g. that archival tasks should be done by trained professionals.

Henrik Zipsane (2022) describes that volunteering can be considered a hybrid activity at the intersection between traditional formal teaching and informal learning. This suggests that the formation of volunteer work can be seen in the light of the fact that learning and knowledge today are conducted in many different arenas. These arenas are today considerably more multifaceted and not obviously related to traditional educational institutions. It is worth noting that in Denmark and

Norway, it seems to be on the agenda at municipality level that archives can and perhaps even should form such an arena for learning and knowledge exchange for volunteers. These arenas connect to priorities on regional, national and EU-level. To achieve EU:s core competences for sustainable future citizens, multifaceted educational environments are required.

5.3 Tasks and responsibilities

In all four countries, there is quite a large variety of tasks that volunteers are engaged in. The most common tasks are organising the archive, registration and metadata tagging. However, volunteers are engaged in many other tasks as well, including scanning, collecting and transcribing. Research, outreach, and writing publications are less common but happen in some archives. The interviews also show that volunteers can help in teaching, with organising arrangements and in supervising genealogists.

Technology can enable a lot of tasks. The fact that Norway has a shared digital platform, the Digital Archive (https://www.digitalarkivet.no/), likely makes it easier to engage volunteers in digitising archives online. Furthermore, it might be one reason as to why Norwegian archives are collaborating with other associations/organisations in managing volunteers to a larger extent than in the other three countries. In those cases, volunteer management is organised through an indirect relationship rather than a direct relationship. Furthermore, the use of a clear policy in volunteer management seems more common in Norway, even though it was still used by less than 50% of the responding archives in Norway. At the same time, the need for clear policy was overall prioritised higher by the respondents in Norway. Shared platforms and clear operational structures might make it easier to build different kinds of working relations to volunteers, both direct and indirect ones. However, not all participants in the study express a need for clearer policy or more formal processes. There is also a worry that it would make the volunteer management even more time consuming and resource-demanding than it already is.

5.4 Resources needed to further develop volunteer work at archives

One of the outcomes in the current project, *Leading and Learning,* has been designing educational material for museums and archives to develop volunteer activities. To varying degrees, the participating archives mention the need for a course/training material as a key to increased successful volunteering. Desires for toolboxes are highlighted in the results, although factors such as grants/development funds are also seen as important. The overall need of project funds is likely since there is an expressed challenge in finding the necessary time and resources for volunteer management. Thus, project funds could provide much-needed time and resources to the archive, at least on a short-term scale. In Denmark, the need of courses in managing volunteers are rated as number one out of the possible options provided, while in Sweden the respondents are less interested in courses. However, toolboxes with useful resources and material are highlighted as important in each country. Furthermore, there is a need to share experiences with a network of colleagues. The interviews are also pinpointing the value in getting to know of inspiring examples of volunteer management at other archives to learn from.

The educational material produced in this project can be used to create structures and conditions for shaping and more successfully carrying out volunteer work. Though it is also our endeavour that the phenomenon of volunteering itself, on another level, can be seen as a fluid and creative tool for working towards developing the core competences of future citizens, as well as contributing to important societal priorities such as lifelong learning, active ageing and well-being.

5.5 Future prospects

Much more is needed to get a full picture of volunteering at archives in the Nordic countries. In contrast to the number of projects and studies focusing on volunteering at museums (Christidou & Hansen 2015; Hildebrandt 2018; Kuhlefelt & Wollentz 2022), the archive sector is still relatively unexplored. We still know very little on

what motivates volunteers to start working at archives, as our survey and interviews were focusing on the perspective of the archive professionals, not the volunteers themselves. Furthermore, we did not include Iceland in the study, which would be interesting to include in further studies. Finally, it is highly relevant to test the educational material that we have produced in this project (https://nckultur.org/projekt/leading-and-learning/) at different archives in the Nordic countries, to further adapt and develop it.

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Appendix 1. Survey questions

When distributed the questions were translated into Danish, Finnish, Norwegian and Swedish and sent through Crowdsignal.

Page 1 - Background information about the archives

1. Name of the archives [free text answer]

2. Your position in the archives [free text answer]

3. The archives' geographical scope
- National
- Regional
- Municipal
- Local (as for example in a specific village or neighbourhood)
- Other [free text answer]

4. Are your archives run by a public or private organisation?
- public
- private
  other [free text answer]

5. Number of employees
   [explanatory text] If you represent a branch of a larger archives' organisation, please specify the number of employees in your branch. If you represent an archives which makes part of another organisation such as a museum or university, please specify the number of employees in the archives department.
- 1 – 5
- 6 – 10
- 11 – 20
- 21 – 50
- 51 – 100
- 100+
- We do not have any employees

6. Do you involve volunteers in your archives?

[explanatory text]: We define volunteers in archives in the following way:

People who contribute to the archives' work through completing tasks without getting a salary
People who can be identified by the archive
The volunteering can take place online or onsite at the archive
The volunteering can be managed by the archive itself or by an organisation which the archive collaborates with
The volunteering of a person is sustained over a period of time rather than just a one-time event.

- Yes [is moved onwards to page 3]
- No [is moved onwards to page 2]

Page 2 – Reasons for not involving volunteers

7. You have stated that you do not have volunteers in your archives. In what order of priority would you rate the relevance of the following reasons for not involving volunteers?
   [Explanatory text] Drag the reason with the highest relevance to the top and put the rest in descending order (highest to lowest)

- We do not have suitable tasks for volunteers to work with
- Volunteers make the professional staff redundant
- We do not have resources to supervise volunteers
- Volunteers interfere with the professional staff's work
- We do not get requests from potential volunteers
- Volunteer work comes with safety issues which we cannot handle
- It is not part of our mission to sustain volunteer programs
- Other

8. Please feel free to comment on your answer! [free text answer]

9. Please state if there are other reasons for you not involving volunteers in your archive [free text answer]

10. Would you be interested in involving volunteers in the future?

- Yes
- No
- I do not know

11. If you answered yes, what is the reason for your interest in involving volunteers in the future? [Free text answer]

12. If you answered no, what is the reason for not involving volunteers in the future? [free text answer]

[survey is closed for those who have answered that they do not have volunteers]

Page 3 – Reasons for involving volunteers

13. You have stated that you involve volunteers in your archives' work. In what order of priority would you rate the relevance for your archive of the following reasons for involving volunteers?
    [Explanatory text] Drag the reason with the highest relevance to the top and put the rest in descending order (highest to lowest)

- It allows us to do things we could not normally do
- They create added value to our work
- It is good for our image
- It saves money
- It promotes user involvement
- We have a long tradition of involving volunteers
- We are encouraged by governmental/regional/municipal authorities to involve them
- They are part of funded projects at our archive
- We want to create meaningful activities for people who are more interested than the average user
- We see it as a part of our mission
- We rely solely on volunteer work
- Other

14. Please feel free to comment on your answer! [free text answer]

15. Please state if there are other reasons for you involving volunteers in your archive [free text answer]

Page 4 - Volunteer profile

16. For how long have you involved volunteers in your archives' work?

- Less than a year
- 1 – 5 years
- 6 -10 years
- 11 – 15 years
- 16 – 20 years

- More than 20 years

17. How many volunteers do you involve in your work as of right now?
- 1 – 5
- 5 – 10
- 10 – 20
- 21 – 50
- 51 – 100
- 100 +
- I do not know

18. How many work hours do your volunteers contribute totally per year?
- 0 – 50 hours
- 51 - 100 hours
- 101 – 500 hours
- 501 – 1000 hours
- 1001 – 1500 hours
- More than 1500 hours
- I do not know

19. Do your volunteers undertake their activities physically onsite at your premises, or off-site?
- Onsite
- Off-site
- Both onsite and off-site

20. Does your archive organise volunteers by itself or are the volunteers organised together with or through another organisation (such as a genealogy association, a local history society etc)?
- By the archive itself
- By or in cooperation with another organisation
- Both by the archive itself and together with another organisation

21. If together with another organisation, please specify what kind of organisation: [free text answer]

Page 5 - Volunteer demographics

22. What is the age of your volunteers? [Explanatory text] Rank the options by putting the largest age group first and the smallest age group last.
- Below 18 years old
- 18 - 35 years old
- 36 - 50 years old

- 51 - 65 years old
- 66 - 75 years old
- 75 years +

23. What is the makeup of your volunteers in terms of gender?
- A majority is female
- A majority is male
- We have an equal gender balance among the volunteers

24. To what extent do your volunteers have a professional background in the archives sector?
- None of them has a professional background in the archives sector
- A few of them has a professional background in the archives sector
- Some of them has a professional background in the archives sector
- Many of them has a professional background in the archives sector
- I do not know

25. Feel free to comment regarding the demographics of your archives' volunteers [free text answer]

Page 6 - Volunteer tasks

26. How do you usually choose the volunteer's tasks? Please select the answer that fits your archive's practice best.
- The volunteers tell us what they want to do, and we follow their wishes.
- The volunteers tell us what they want to do, and we try to find a task that comes close.
- We tell the volunteers what we need, and they choose from our list of tasks.
- We put the volunteers where we need them.
- Other

27. What tasks are your volunteers involved in? (Please tick all that apply)
- Receiving and indexing records
- Collecting records
- Documentation (making interviews, taking photos)
- Arranging records
- Acquisition and selection
- Registration and metadata (tagging)
- Transcribing
- Scanning
- Digitisation of film or sound recordings
- Digitisation of records

- Arranging public events (lectures, seminars, open house etc)
- Research and interpretation
- Reading room guarding
- Giving advice/answering questions from archive users
- Outreach/producing content for social media
- Writing publications
- Other

28. Do security restrictions in terms of access to archives premises influence the tasks you give to volunteers?
- Yes
- No

29. Do security restrictions in terms of handling sensitive personal information or classified information influence the tasks you give to volunteers?
- Yes
- No

30. Feel free to leave a comment regarding how security restrictions influence your work with volunteers [free text answer]

Page 7 - Volunteer infrastructure

31. Are you requested by your parent organisation or funding body to have volunteers?
- Yes, it is explicitly stated in our mission statement or similar agreement/contract
- Yes, but it is more vaguely formulated in terms of for example stimulating active citizenship, co-creation, mental or physical health among elderly
- No

32. Who organises the volunteer work at your archive? Tick all that apply
- the volunteers themselves
- a member of staff assigned to individual volunteers
- several staff members assigned to different groups of volunteers
- different members of staff on an informal, ad-hoc basis
- a staff member who does not have it as part of their job officially but does it anyway
- an archives volunteer manager/coordinator
- an archives volunteer manager/coordinator together with other staff members
- the leader of an association which the volunteers are connected to

33. How do you normally recruit volunteers? (Tick all that apply)

- Word of mouth
- Advertisements through social media
- Advertisements in the press
- Links with educational establishments (e.g. student placements)
- Links with other organisations
- Intermediary organisations (e.g. volunteer bureaux)
- Volunteers approach us
- Other (please specify)

34. How do you choose new volunteers? (Tick all that apply)
- Through recommendations from other volunteers and staff
- Through a formal application
- Through a formal interview
- Through an informal chat
- We do not have fixed procedures

35. Does your archive have a policy on the involvement of volunteers?
- Yes
- No

36. Do you sign contracts or agreements with your volunteers?
- Yes
- No

37. Do you provide your volunteers with training?
- Yes
- No

38. If yes, what kind of training do you provide your volunteers with? (Tick all that apply)
- an introduction to the archive's organization
- a guided tour through the premises
- security and safety training
- information on work areas subject to confidentiality
- an introduction to the workspace of the volunteer
- skill training for their particular task
- information on the archive's codes of conduct
- information on reimbursement rules
- rules for registering volunteer work
- rules for reporting volunteer work
- regular updates on the archives' work
- information on equal opportunities and diversity
- conflict management
- job shadowing of experienced volunteer and/or staff members

- specialist courses on different topics (e.g., delivering speeches)
- individual development opportunities connected to their tasks
- peer-to-peer learning among the volunteers

39. Do you provide your volunteers with work material such as computers, scanners, software? (Tick all that apply)
- Yes, for volunteers who work onsite
- Yes, for volunteers who work off-site
- No

40. Do you formally evaluate/quality check the work undertaken by volunteers?
- Yes
- No

41. If yes, please describe your control procedures:

42. How do you reward volunteers?
- Certificates
- Discounts on events/publications
- Thank you' events
- Training opportunities
- Gifts
- Other
- We do not reward them in any specific way

43. How do you acknowledge the volunteers' contributions?
- Through thanking them at public archive events
- Through thanking them during their breaks
- Through thanking them personally
- Through acknowledging them on social media
- Through acknowledging them on the archive's website
- Through acknowledging them in our annual report
- Other

44. Feel free to leave a comment regarding your volunteer infrastructure [free text answer]

Page 8 - Challenges, possibilities and needs

45. What challenges do you associate with including volunteers in your work? [free text answer]

46. What possibilities do you associate with including volunteers in your work? [free text answer]

47. If you have an example of a project where you have included volunteers, please describe it shortly and include links to websites, reports etc. [free text answer]

48. What would help you to facilitate volunteer work at your archive? Multiple choices possible.

- Project funding to develop volunteering
- A clear volunteer policy
- A toolkit for volunteer managing
- Volunteer management training
- Courses about volunteers and their needs
- A network of colleagues working with volunteers
- Mentoring by an experienced colleague
- Other

49. Feel free to comment on what kind of support you would like to have on volunteer management:

50. Feel free to leave any other comments on the subject of volunteers in archives [free text answer]

51. We are going to conduct interviews in order to gain more in-depth knowledge about how Nordic archives involve volunteers in their work. Would you be willing to discuss your volunteering experience further with us?

- Yes
- No

52. If yes, please leave your contact details here (e-mail and phone number)

Appendix 2. Interview questions

About the interviewee
Name, age, place of residence
Background, education, working life
Workplace, title, assignment, role

About the workplace/archive
Number of employees, collections and activities

The volunteer work
The interviewees own experiences of volunteering
-How long has the archive been working with volunteers and on whose initiative?
Describe the volunteer work in detail:
-How many volunteers, how many working hours per week?
-Volunteers' background, gender/age, education
-How does the archive recruit volunteers?
-What kind of education, introduction or supervision can the volunteers receive?
-Describe the volunteers' tasks
-How does it affect privacy issues?
- What are the premises and work environment?
-What are the conditions, working hours, possible restrictions and possible compensation?
- What is the expressed purpose of the volunteer activities?
-Are there any agreement and/or policy for volunteer activities

What are the main benefits of volunteering?
What are the main disadvantages of volunteering?
Can volunteer activities develop and, if so, how? Do you need guidelines and support?
Is volunteering an issue discussed in the archives sector in your country?

Appendix 3. Data from survey

We will here present the results of the survey from each country in the following order: Denmark, Finland, Norway and Sweden. The survey results will be presented in original language, without any edits or translations.

We have left out the following questions when presenting the results:

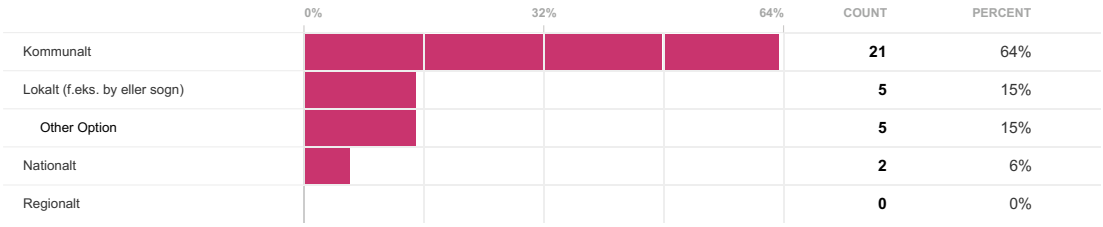
Question 1 regarding the name of the archive, **Question 2** regarding the respondent's role in the archive, **Question 51** regarding the possibility to do a follow-up interviews, and **Question 52** regarding contact details of the respondent.

Results of the survey in Denmark

03 3. Arkivets geografiske dækningsområde

Answers 33 100%

Skips 0 0%

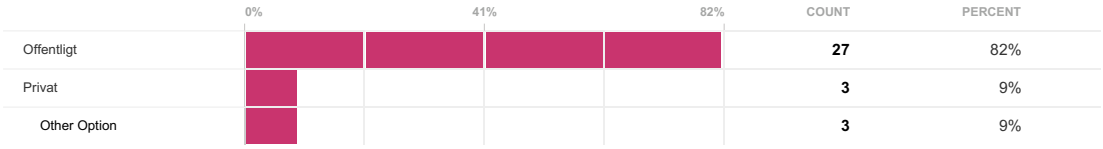


	COUNT	PERCENT
Kommunalt	21	64%
Lokalt (f.eks. by eller sogn)	5	15%
Other Option	5	15%
Nationalt	2	6%
Regionalt	0	0%

04 4. Drives arkivet af en offentlig eller privat organisation?

Answers 33 100%

Skips 0 0%

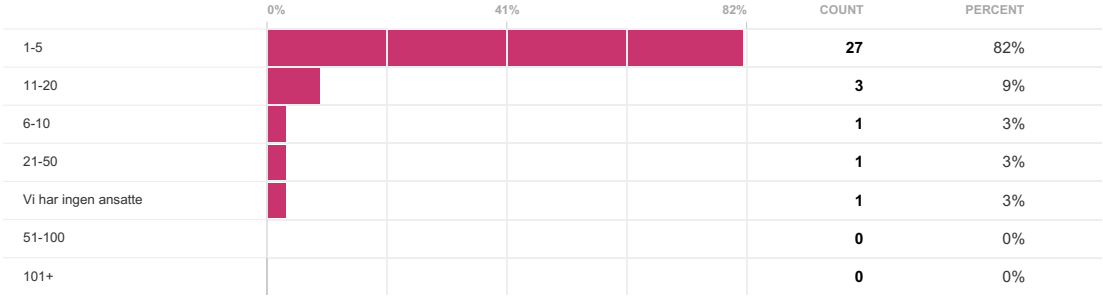


	COUNT	PERCENT
Offentligt	27	82%
Privat	3	9%
Other Option	3	9%

05 5. Antal medarbejdere

Answers 33 100%

Skips 0 0%

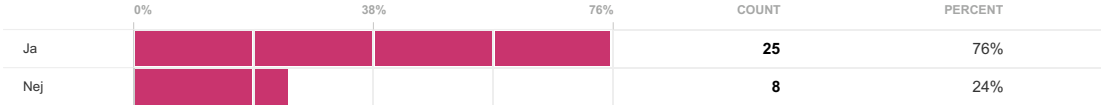


	COUNT	PERCENT
1-5	27	82%
11-20	3	9%
6-10	1	3%
21-50	1	3%
Vi har ingen ansatte	1	3%
51-100	0	0%
101+	0	0%

06 6. Inddrager I frivillige i arkivet?

Answers 33 100%

Skips 0 0%



	COUNT	PERCENT
Ja	25	76%
Nej	8	24%

07 7. I har oplyst, at der ikke er frivillige på arkivet. Vil I i prioriteret rækkefølge relevansen af følgende grunde til ikke at involvere frivillige?

Answers 8 24%

Skips 25 76%

RANK	CHOICE	WEIGHTED RANK
1	Vi har ikke ressourcer til at føre tilsyn med frivillige	1.63
2	Frivilligt arbejde medfører sikkerhedsproblemer, som vi ikke kan håndtere	3.38
3	Vi har ikke egnede opgaver for frivillige at arbejde med	4.00
4	Vi får ikke henvendelser fra potentielle frivillige	4.25
5	Det er ikke en del af vores mission at opretholde frivillige programmer	4.50
6	Frivillige overflødiggør det professionelle personale	6.00
7	Frivillige blander sig i det professionelle personales arbejde	6.00
8	Andet	6.25

08 8. Du er velkommen til at kommentere dit svar:

Answers 6 (18%) Skips 27 (82%)

270,084,869	Det er vanskeligt at rangordne grundene.	Wednesday, Nov 23rd 9:20AM
270,025,567	Som kommunalt arkiv arbejder vi i vidt omfang med arkivalier indeholdende fortrolige personoplysninger. Disse arbejdsopgaver ønsker vi ikke at lade frivillige stå for. Da vi samtidig er et mindre arkiv med 1,5 medarbejdere, er det også et ressourcespørgsmål for os. Vi har i de seneste måneder haft en virksomhedspraktikant tilknyttet, og er blevet lidt overraskede over, hvor stort et ressourceforbrug det indebærer for os - det har måske også gjort os ekstra forbeholdne overfor at inddrage frivillige. Vi overvejer dog pt. inddragelse af frivillige i forhold til konkrete projekter (se svar 11).	Monday, Nov 21st 3:04PM
270,015,801	Med kun én ansat og kun digitale arkivalier i arkivets samlinger (hvor intet endnu er umiddelbart frit tilgængeligt i henhold til arkivlovens tilgængelighedsregler), har jeg ikke engang tænkt på om der kunne være en grund til at forsøge at få frivillige.	Monday, Nov 21st 8:10AM
269,934,454	Frivillige tager for mange ressourcer fra det øvrige arbejde.	Friday, Nov 18th 4:23PM
269,925,083	Vi er et lille kommunearkiv uden formidlingsindsats og uden lokalarkiv. Arkivaren som er eneste ansatte er delt med nabokommunen, dvs. det er kun en halv stilling og der er ikke ressourcer til at holde styr på frivillige. Derudover er der kun minimale opgaver i papirmagasinet og primæropgaven er således digitalarkivering af kommunens IT-systemer.	Friday, Nov 18th 11:54AM
269,923,999	Vi er et lille kommunearkiv uden formidlingsindsats og uden lokalarkiv. Arkivaren som er eneste ansatte er delt med nabokommunen, dvs. det er kun en halv stilling og der er ikke ressourcer til at holde styr på frivillige. Derudover er der kun minimale opgaver i papirmagasinet og primæropgaven er således digitalarkivering af kommunens IT-systemer.	Friday, Nov 18th 11:03AM

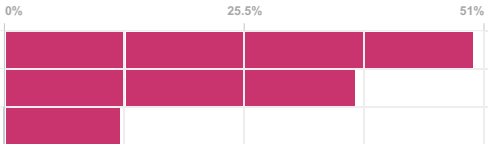
09 9. Angiv venligst, hvis der er andre grunde til, at I ikke inddrager frivillige i arkivet:

Answers 3 (9%) Skips 30 (91%)

270,084,869	Den egentlige grund er nok mest, at vi historisk set aldrig har haft frivillige. Desuden er vi underlagt tyske regler, hvor vi er en del af bedriftsrådet på biblioteket, hvor man ikke er begejstret for frivillige.	Wednesday, Nov 23rd 9:20AM
270,015,801	som skrevet ovenfor er der kun mig som arbejdet med arkivopgaverne og samlingerne egner sig ikke til frivillige.	Monday, Nov 21st 8:10AM
269,927,897	Der er et ønske om at få frivillige i arkivet. Der har dog ikke været tradition for at bruge frivillige. Der har tidligere været et samarbejde mellem arkivet og den lokalhistoriske forening i forhold til at indsamle viden og arkivalier. Dette samarbejde er "uddødt" pga. manglende kræfter/aktivitet i den lokalhistoriske forening. Der er desuden ikke tilstrækkeligt personale til at opstarte brugen af frivillige.	Friday, Nov 18th 1:22PM

10. Kunne I være interesseret i at involvere frivillige i fremtiden? (Mandatory)

Answers 8 (24%) Skips 25 (76%)



	COUNT	PERCENT
Ja	4	50%
Nej	3	38%
Jeg ved ikke	1	13%

11. Hvis I svarede ja, hvad er årsagen til jeres interesse for at involvere frivillige i fremtiden?

Answers 4 (12%) Skips 29 (88%)

270,084,869	Vi overvejer stærkt, om det vil være muligt at inddrage frivillige, idet vi har mange arbejdsopgaver, der kan varetages af frivillige. Vi skal dog være påpasselige med at gå de øvrige danske foreninger i Sydslesvig i bedene, da der er mange på aktive.	Wednesday, Nov 23rd 9:20AM
270,025,567	Vi har pt. overvejelser om, hvordan og i hvilket omfang, vi kan gøre brug af frivillige til at løse nogle konkrete opgaver, som ikke involverer omgang med persondata. I den forbindelse har vi holdt møde med en kollega fra et andet stadsarkiv, som har større erfaring med inddragelse af frivillige. Vi håber, at vi i løbet af 2023 kan begynde at lede efter frivillige til formålet.	Monday, Nov 21st 3:04PM
269,927,897	Borgere, der har boet i kommunen i mange år har en viden om steder og personer, som er nødvendig for at kunne identificere og registrere billeder. Denne ekspertise mangler. Frivillige vil desuden give mulighed for at få registreret langt større dele af samlingen, end det er muligt med den nuværende normering. Derudover kan frivillige give en legitimitet og en bredere kontaktflade til arkivet i kraft af de borgere, der får et særligt tilhørsforhold til både arkivet og kommunen gennem frivilligt arbejde. I Rødovre kommune lægges der desuden stor vægt på at styrke frivilligt arbejde.	Friday, Nov 18th 1:22PM
269,927,378	Det er både et politisk ønske (fra kommunens side) at vi inddrager frivillige, men de vil også potentielt kunne bidrage med lokalviden, som de professionelle ansatte ikke har. På sigt er der desuden potentiale for at få løst opgaver, som der lige nu ikke er ressourcer til.	Friday, Nov 18th 1:03PM

12. Hvis I svarede nej, hvad er årsagen til, at I ikke vil involvere frivillige i fremtiden?

Answers 4 (12%) Skips 29 (88%)

270,015,801	Det forudsætter en ændring af arkivvedtægten, til også at omfatte fysiske kommunale og private arkivalier.	Monday, Nov 21st 8:10AM
269,934,454	Frivillige tager for mange ressourcer fra det øvrige arbejde.	Friday, Nov 18th 4:23PM
269,925,083	Jeg kan ikke umiddelbart se hvilke opgaver de skulle løse inden for arkivets scope.	Friday, Nov 18th 11:54AM
269,923,999	Jeg kan ikke umiddelbart se hvilke opgaver de skulle løse inden for arkivets scope.	Friday, Nov 18th 11:03AM

13. I har oplyst, at arkivet inddrager frivillige i arkivets opgaver. I hvilken prioriteret rækkefølge vil I vurdere vigtigheden for arkivet af følgende grunde til at involvere frivillige?

Answers 25 (76%) Skips 8 (24%)

RANK	CHOICE	WEIGHTED RANK
1	Det giver os mulighed for at gøre ting, vi normalt ikke kunne	2.36
2	De frivillige skaber merværdi til vores arbejde	2.52
3	Det fremmer brugerinddragelse	4.80
4	Arkivet har en lang tradition for at inddrage frivillige	4.88
5	Vi ønsker at skabe meningsfulde aktiviteter for folk, der er mere interesserede end den gennemsnitlige bruger	5.16
6	Vi ser det som en del af vores mission	5.72
7	Det er godt for vores image	7.00
8	Arkivet opfordres af statslige/regionale/kommunale myndigheder til at inddrage dem	7.46
9	Det sparer penge	8.60
10	Vi er udelukkende afhængige af frivilligt arbejde	9.04
11	De frivillige er en del af finansierede projekter på vores arkiv	9.28
12	Andet	11.00

14. Du er velkommen til at kommentere dit svar:

Answers 9 (27%) Skips 24 (73%)

271,539,042	De 45 frivillige, som er fordelt på de 3 lokalarkiver - Slagelse, Korsør, Skælskør - udgør en central del af lokalarkiverne - som ambassadører for arkivets arbejde og opgaver.	Tuesday, Dec 13th 4:11PM
271,059,323	De første fire punkter er helt klart dem, som har mest relevans for vores arkiv.	Wednesday, Dec 7th 11:43AM
271,059,006	De nederste 6 om image og økonomi har ingen relevans for arkivets ønske om at have frivillige.	Wednesday, Dec 7th 11:34AM
270,980,090	Mange af de sidste svarmuligheder passer slet ikke på vores arkiv. De frivillige laver et stort arbejde i arkivet med indregistrering af arkivalier m.m.- Jeg ville aldrig kunne nå det hele i arkivet uden dem. Jeg er kun ansat i 8 timer om ugen - under kommunen.	Tuesday, Dec 6th 2:43PM
270,327,214	Vanskeligt at kommentere på meget korte udsagn...	Monday, Nov 28th 11:38AM
270,323,051	Arkivet har en ansat og arbejde nok til mange flere. vi er ikke fuldstændigt, men stort set afhængige af frivillig arbejdskræft.	Monday, Nov 28th 9:29AM
270,053,675	Vores frivillige gør især et stort arbejde ift. at gøre vores samlinger tilgængelige på internettet ved at transskribere scanninger og registrere vores samlinger i arkibas. Det er opgaver, som vi ofte ikke selv har tid til i hverdagen, men som gør rigtigt meget for vores synlighed.	Tuesday, Nov 22nd 9:59AM
270,025,078	Andet: Vi kan trække på de frivilliges netværk, hvilket gavner os på mange fronter.	Monday, Nov 21st 2:48PM
270,016,646	Vi har ingen frivillige i øjeblikket.	Monday, Nov 21st 9:02AM

15. Angiv venligst, om der er andre grunde til, at arkivet inddrager frivillige på arkivet:

Answers 9 (27%) Skips 24 (73%)

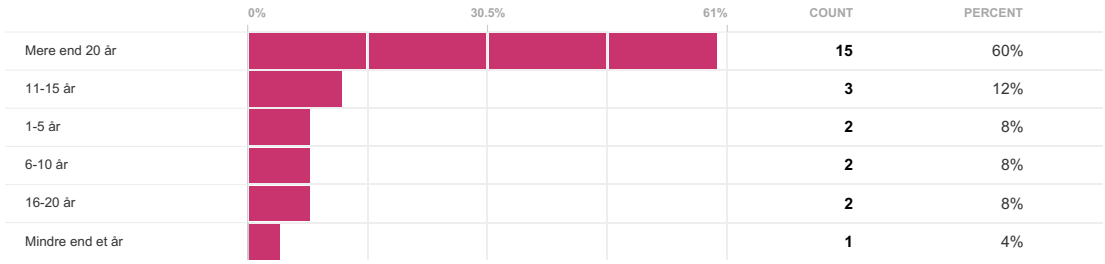
271,064,286	Samskabelse er værdiskabende. Gennem aktiv, radikal brugerinddragelse får forskellige brugere, med forskellige forudsætninger, direkte adgang til - og indflydelse på - bevaring og tilgængeliggørelse af vores fælles kulturarv.	Wednesday, Dec 7th 1:44PM
271,059,323	Nogle frivillige kan besidde en specialviden, som kan højne vores registreringer, og dette vil vi gerne kunne drage nytte af.	Wednesday, Dec 7th 11:43AM
270,980,090	Ud over hjælpen til arkivet, så giver det også en rigtig god stemning i arkivet. Folk kommer som frivillig af mange grunde. Nogle er blevet alene, og har brug for lidt samvær. Andre kommer efter de er blevet pensioneret, for nu kan konen ikke holde dem ud der hjemme mere ;-) Vi har det rart sammen. Mig som ansat og alle de frivillige.	Tuesday, Dec 6th 2:43PM
270,326,822	De tilfører arkivet kompetencer og viden. De betyder, at arkivlederen har en arbejdsplads med kolleger - ellers ville det være en enmandshær. De øger kontaktfladen i lokalområdet.	Monday, Nov 28th 11:25AM
270,323,051	Nogle frivillige er uundværlige i arbejdet. Det kan udgøre en ressource, som ellers ikke kan skaffes.	Monday, Nov 28th 9:29AM
270,058,461	arkivalierne bliver ikke registreret, hvis ikke de frivillige gør det. udelukkende indkomstjournalisering foretages af lønnet uddannet personale.	Tuesday, Nov 22nd 2:10PM
270,053,675	Størstedelen af vores fastansatte arkivarer er ikke lokale, hvorfor vores lokale frivillige hjælper rigtigt meget, når vi har forespørgsler, der kræver en vis lokalhistorisk kendskab til vores kommune. Det er et område hvor vi har stor gavn af vores frivillige.	Tuesday, Nov 22nd 9:59AM
270,018,123	Pga specialviden fx indenfor postkort, som fotografer med droneudstyr (som arkivet ikke har) og som forfattere til årbogsartikler, hvor de frivillige ofte har en specialviden, der er baggrund for nogle interessante artikler.	Monday, Nov 21st 10:14AM
269,930,957	De frivillige har i mange tilfælde kompetencer inden for udvalgte områder, der matcher eller overgår de ansatte arkivarers.	Friday, Nov 18th 2:52PM

16

16. Hvor længe har I involveret frivillige i arkivets opgaver ?

Answers **25** 76%

Skips **8** 24%



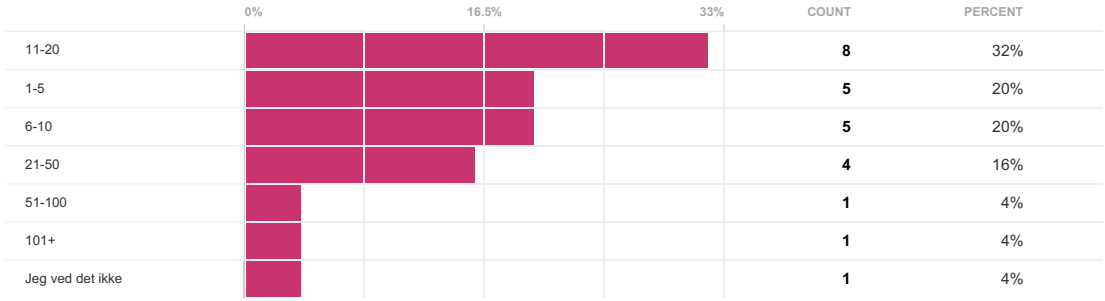
	COUNT	PERCENT
Mere end 20 år	**15**	60%
11-15 år	**3**	12%
1-5 år	**2**	8%
6-10 år	**2**	8%
16-20 år	**2**	8%
Mindre end et år	**1**	4%

17

17. Hvor mange frivillige involverer I i opgaverne lige nu?

Answers **25** 76%

Skips **8** 24%



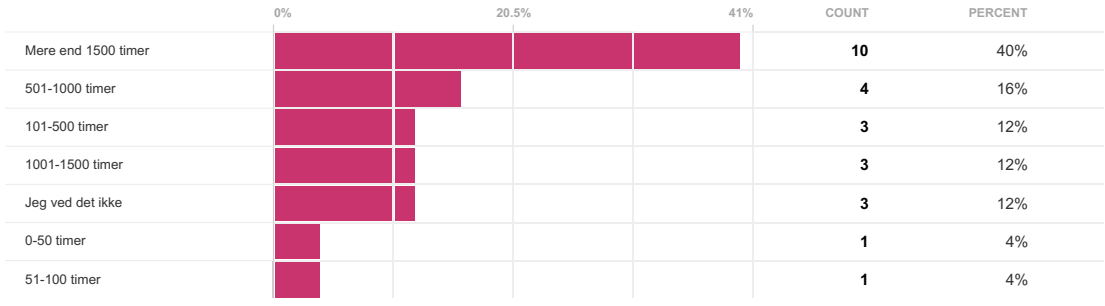
	COUNT	PERCENT
11-20	**8**	32%
1-5	**5**	20%
6-10	**5**	20%
21-50	**4**	16%
51-100	**1**	4%
101+	**1**	4%
Jeg ved det ikke	**1**	4%

18

18. Hvor mange arbejdstimer bidrager de frivillige i alt om året?

Answers **25** 76%

Skips **8** 24%



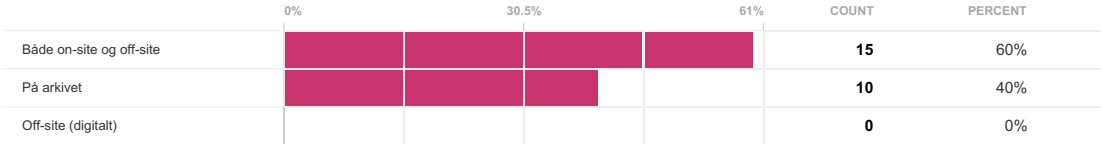
	COUNT	PERCENT
Mere end 1500 timer	**10**	40%
501-1000 timer	**4**	16%
101-500 timer	**3**	12%
1001-1500 timer	**3**	12%
Jeg ved det ikke	**3**	12%
0-50 timer	**1**	4%
51-100 timer	**1**	4%

19

19. Foregår de frivilliges deres opgaver fysisk på stedet i arkivets lokaler eller off-site (digitalt)?

Answers 25 76%

Skips 8 24%



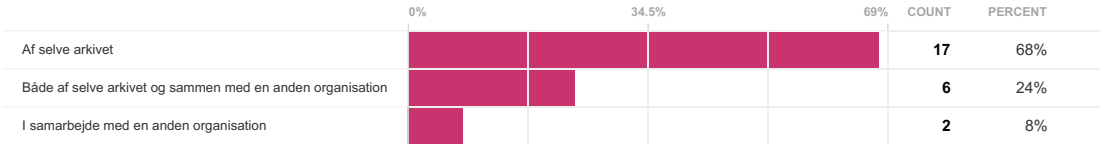
	COUNT	PERCENT
Både on-site og off-site	15	60%
På arkivet	10	40%
Off-site (digitalt)	0	0%

20

20. Organiserer arkivet selv frivillige, eller er de frivillige organiseret gennem en anden organisation (såsom en slægtsforskerforening, et lokalhistorisk selskab)?

Answers 25 76%

Skips 8 24%



	COUNT	PERCENT
Af selve arkivet	17	68%
Både af selve arkivet og sammen med en anden organisation	6	24%
I samarbejde med en anden organisation	2	8%

21

21. Hvis I arbejder sammen med en anden organisation, bedes I angive hvilken type organisation:

Answers 10 30%

Skips 23 70%

271,101,466	Den lokale slægtshistoriske forening	Wednesday, Dec 7th 9:38PM
271,064,286	Bl.a. slægtsforskerforeningerne Danske Slægtsforskere og DIS-Odense.	Wednesday, Dec 7th 1:44PM
270,980,090	De fleste frivillige kommer ind igennem Høng Lokalhistoriske forening - som er en forening til støtte for Høng Lokalhistoriske arkiv. Resten kommer ind via de snakker med andre af de frivillige, og bliver lokket herop. En del frivillige er i gang med at skrive bøger - men det er med Lokalhistorisk forening som primo motor.	Tuesday, Dec 6th 2:43PM
270,555,075	Lokalhistorisk Forening for Gl.-Tønder Kommune	Thursday, Dec 1st 7:38PM
270,327,214	Historiske Foreninger, Slægtshistoriske Foreninger, Ældre Sagen	Monday, Nov 28th 11:38AM
270,323,051	Der er en forening for frivillige på arkivet, som bidrager med koordinering og organisering af det frivillige arbejde.	Monday, Nov 28th 9:29AM
270,114,777	Lokalhistoriske foreninger for Brøndby og Hvidovre	Thursday, Nov 24th 10:39AM
270,112,723	Slægts- og lokalhistorisk forening	Thursday, Nov 24th 8:11AM
270,018,644	Den lokale historiske forening og ditto slægtsforsknings forening	Monday, Nov 21st 10:30AM
270,018,123	Vi arbejder sammen med Slægts- og lokalhistorisk forening + Historisk Udgiverværksted, men selve arbejdet her på arkivet er organiseret af arkivet.	Monday, Nov 21st 10:14AM

22

22. Hvad er sammensætningen af dine frivillige i forhold til alder?

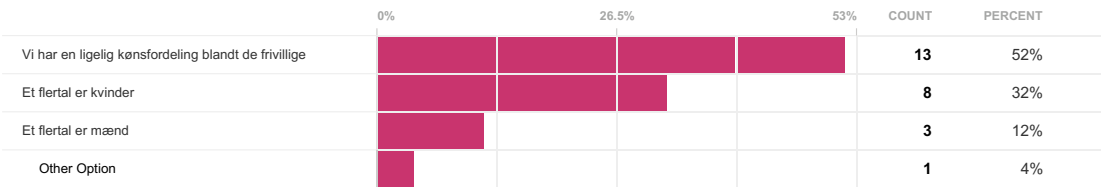
Answers 25 76%

Skips 8 24%

RANK	CHOICE	WEIGHTED RANK
1	66-75 år	1.24
2	75 år+	2.40
3	51-65 år	2.76
4	36-50 år	3.96
5	18-35 år	4.88
6	Under 18 år	5.76

23. Hvad er sammensætningen af de frivillige i forhold til køn?

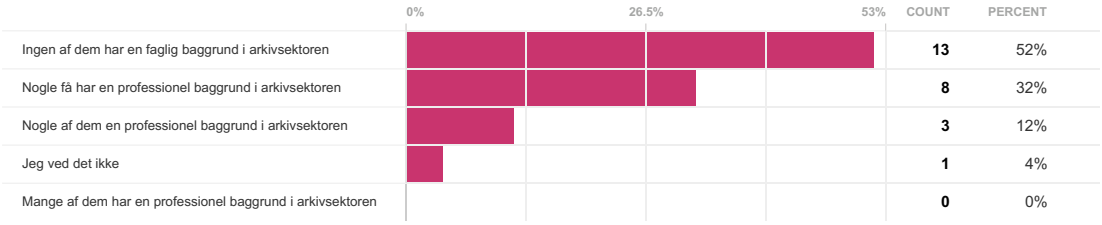
Answers 25 (76%) Skips 8 (24%)



	COUNT	PERCENT
Vi har en ligelig kønsfordeling blandt de frivillige	13	52%
Et flertal er kvinder	8	32%
Et flertal er mænd	3	12%
Other Option	1	4%

24. I hvilket omfang har de frivillige en faglig baggrund i arkivsektoren?

Answers 25 (76%) Skips 8 (24%)



	COUNT	PERCENT
Ingen af dem har en faglig baggrund i arkivsektoren	13	52%
Nogle få har en professionel baggrund i arkivsektoren	8	32%
Nogle af dem en professionel baggrund i arkivsektoren	3	12%
Jeg ved det ikke	1	4%
Mange af dem har en professionel baggrund i arkivsektoren	0	0%

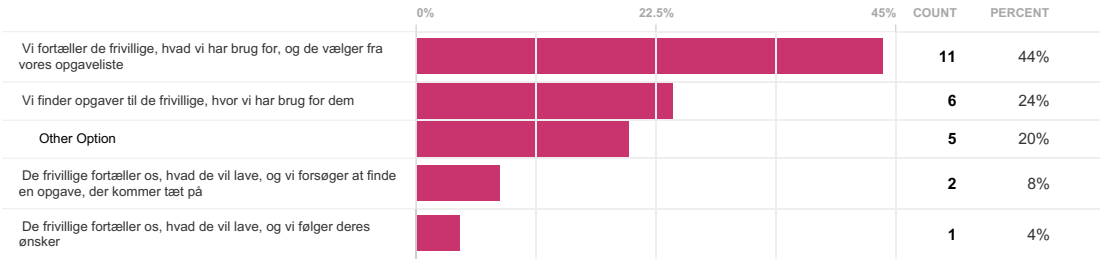
25. Du er velkommen til at kommentere på sammensætningen af arkivets frivillige:

Answers 8 (24%) Skips 25 (76%)

271,101,466	Vi har frivillige, som har været tilknyttet arkivet gennem arkivmarkedssordninger.	Wednesday, Dec 7th 9:38PM
271,064,286	Blandt de frivillige, der fysisk er tilknyttet Arkivet, er fordelingen mellem køn nogenlunde lige. Blandt de frivillige, der donerer til Arkivet hjemmefra, er en mindre overvægt af kvinder. Skønt kun få har en egentlig arkivfaglig baggrund, oplever vi, at flere af vore frivilliges personlige, faglige baggrund ofte har en markant indflydelse på deres valg af frivilligaktiviteter. (fhv. lægesekretærer transskriberer sygdomshistorie, pensionerede fotografer digitaliserer arkivalier osv.)	Wednesday, Dec 7th 1:44PM
270,980,090	Vi har kun frivillige over 65 år.	Tuesday, Dec 6th 2:43PM
270,058,461	de er alle pensionister. vi har bla. en farmaceut, en brandmand, en taxa chauffør, en gis-koordinator, en selvstændig leder,	Tuesday, Nov 22nd 2:10PM
270,054,361	Lige nu har vi kun frivillige, der ikke længere er på arbejdsmarkedet.	Tuesday, Nov 22nd 10:33AM
270,053,675	Vi har udelukkende frivillige kvinder i alderen 66+	Tuesday, Nov 22nd 9:59AM
270,025,078	Ca 1/3 mænd, 2/3 kvinder. Erhvervsmæssigt kommer de mange steder fra, men offentlig forvaltning og undervisningssektor (folkeskole) er der nok flest af.	Monday, Nov 21st 2:48PM
270,018,123	Flere af arkivets frivillige har tidligere været ansat i fleksjob, seniorjob eller har været i afprøvning og har valgt at fortsætte som frivillige efter pensionering.	Monday, Nov 21st 10:14AM

26. Hvordan udvælger I oftest de frivilliges opgaver?

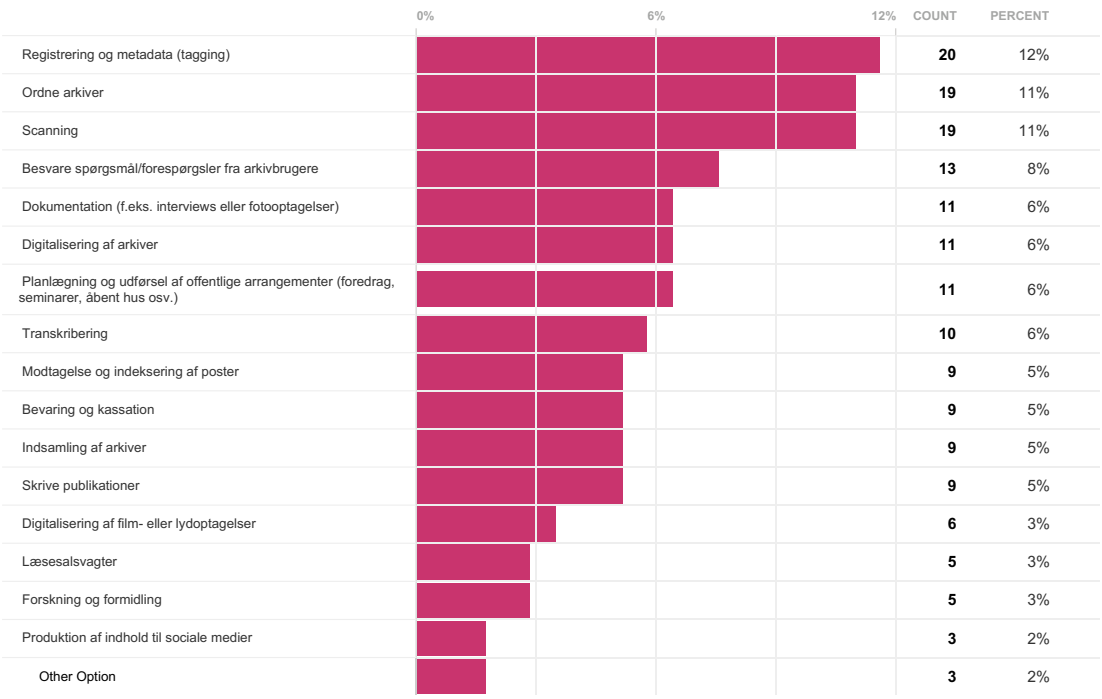
Answers 25 (76%) Skips 8 (24%)



	COUNT	PERCENT
Vi fortæller de frivillige, hvad vi har brug for, og de vælger fra vores opgaveliste	11	44%
Vi finder opgaver til de frivillige, hvor vi har brug for dem	6	24%
Other Option	5	20%
De frivillige fortæller os, hvad de vil lave, og vi forsøger at finde en opgave, der kommer tæt på	2	8%
De frivillige fortæller os, hvad de vil lave, og vi følger deres ønsker	1	4%

27. Hvilke opgaver er de frivillige involveret i?

Answers 25 (76%) Skips 8 (24%)



	COUNT	PERCENT
Registrering og metadata (tagging)	20	12%
Ordne arkiver	19	11%
Scanning	19	11%
Besvare spørgsmål/forespørgsler fra arkivbrugere	13	8%
Dokumentation (f.eks. interviews eller fotooptagelser)	11	6%
Digitalisering af arkiver	11	6%
Planlægning og udførsel af offentlige arrangementer (foredrag, seminarer, åbent hus osv.)	11	6%
Transkribering	10	6%
Modtagelse og indeksering af poster	9	5%
Bevaring og kassation	9	5%
Indsamling af arkiver	9	5%
Skrive publikationer	9	5%
Digitalisering af film- eller lydoptagelser	6	3%
Læsesalsvagter	5	3%
Forskning og formidling	5	3%
Produktion af indhold til sociale medier	3	2%
Other Option	3	2%

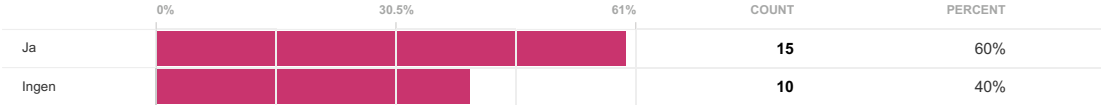
28. Påvirker sikkerhedsbegrænsninger i forhold til adgang til arkivlokalerne de opgaver, I giver de frivillige?

Answers 25 (76%) Skips 8 (24%)

	COUNT	PERCENT
Ingen	14	56%
Ja	11	44%

29. Påvirker sikkerhedsbegrænsninger i forhold til håndtering af følsomme personoplysninger eller klassificerede oplysninger de opgaver, I giver de frivillige?

Answers 25 (76%) Skips 8 (24%)



	COUNT	PERCENT
Ja	15	60%
Ingen	10	40%

30. Skriv gerne en kommentar om, hvordan sikkerhedsbegrænsninger påvirker dit arbejde med frivillige

Answers 11 (33%) Skips 22 (67%)

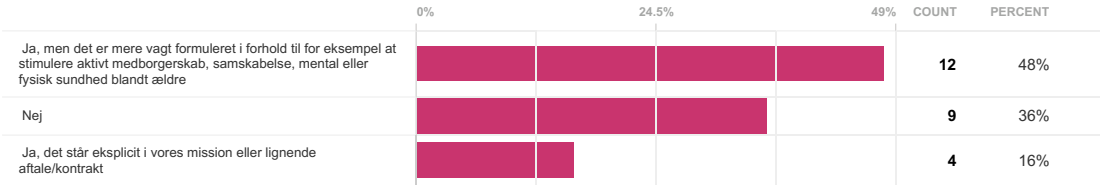
271,101,466	GPDR og sikkerhedsbestemmelser er bestemmende for hvilke opgaver, vi kan inddrage de frivillige i.	Wednesday, Dec 7th 9:38PM
271,064,286	Frivilligindsats, der omfatter direkte adgang til arkivalier (helt- eller delvist uden opsyn) kræver indhentning af sikkerhedsgodkendelse og underskrevet tavshedserklæring. Frivilliges aktiviteter begrænses som tommelfingerregel altid af hensynet til Arkivlovens tilgængelighedsfrister, Databeskyttelsesloven og Persondataforordningen.	Wednesday, Dec 7th 1:44PM
270,980,090	Vi har meget få arkivalier der er klausuleret, og dem er de frivillige ikke i nærheden af.	Tuesday, Dec 6th 2:43PM
270,555,075	Alle frivillige underskriver en tavshedserklæring og orienteres grundigt både ved opstart og løbende om sikkerhed mv.	Thursday, Dec 1st 7:38PM
270,323,051	Ved behandling af arkivalier med følsomme oplysninger og andre GDPR- oplysninger kontrolleres arbejdet eller arkivlederen gør det selv.	Monday, Nov 28th 9:29AM
270,112,723	De frivillige har ikke adgang til vores kommunale arkivalier, da de står på lokationer, hvor de ikke kan komme ind. De frivillige får ikke lov til at arbejde med personfølsomme data	Thursday, Nov 24th 8:11AM
270,058,461	de underskriver en frivilligkontrakt ved opstart, hvori der bl.a. står forhold omkring tavshedspligt og pligt til at overholde gældende lovgivning som arkivlov og gdpr mv.	Tuesday, Nov 22nd 2:10PM
270,054,361	Vores frivillige har ikke adgang til vores kommunale samlinger, kun de lokalhistoriske. Det betyder ikke så meget i mit arbejde med de frivillige - blot at der er opgaver, jeg ikke kan sætte dem til at udføre.	Tuesday, Nov 22nd 10:33AM
270,053,675	Fordi vi er et kommunalt arkiv med mange følsomme personoplysninger, har de frivillige ikke adgang til vores arkivmagasin, så vi finder det materiale frem som de skal arbejde med. Ligeledes er der opgaver, som f.eks. at ordne og rense arkivserier med følsomme personoplysninger, som de ikke kan arbejde med.	Tuesday, Nov 22nd 9:59AM
270,025,078	De frivillige arkivmedarbejdere har adgang til hele arkivets samling, også følsomme personoplysninger. De lønnede sikrer, at de frivillige er orienteret om gældende regler og procedurer.	Monday, Nov 21st 2:48PM
269,923,890	Vi har ikke en generel sikkerhedsbegrænsning for frivillige, men alle har ikke adgang til alt. Vi afpasser adgang til behov defineret af arbejdsopgave	Friday, Nov 18th 10:59AM

31

31. Bliver I bedt af arkivets moderorganisation eller dem, der financierer arkivet, om at have frivillige?

Answers **25** 76%

Skips **8** 24%



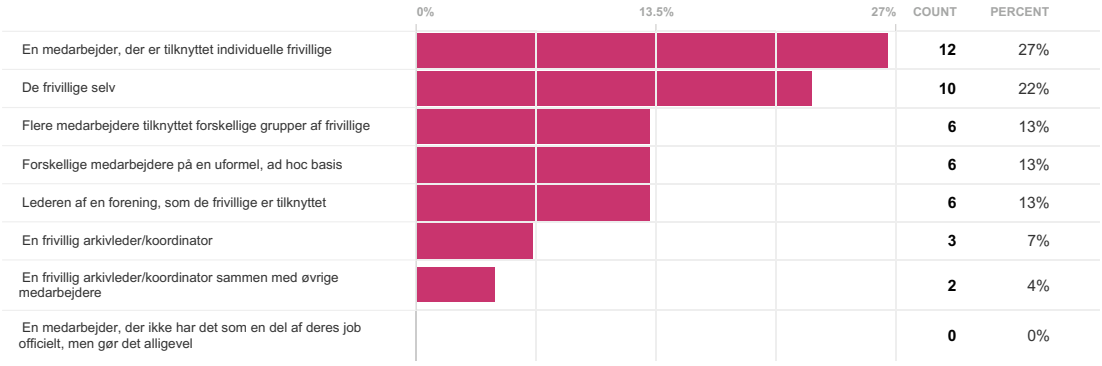
	COUNT	PERCENT
Ja, men det er mere vagt formuleret i forhold til for eksempel at stimulere aktivt medborgerskab, samskabelse, mental eller fysisk sundhed blandt ældre	12	48%
Nej	9	36%
Ja, det står eksplicit i vores mission eller lignende aftale/kontrakt	4	16%

32

32. Hvem organiserer det frivilliges arbejde på arkivet?

Answers **24** 73%

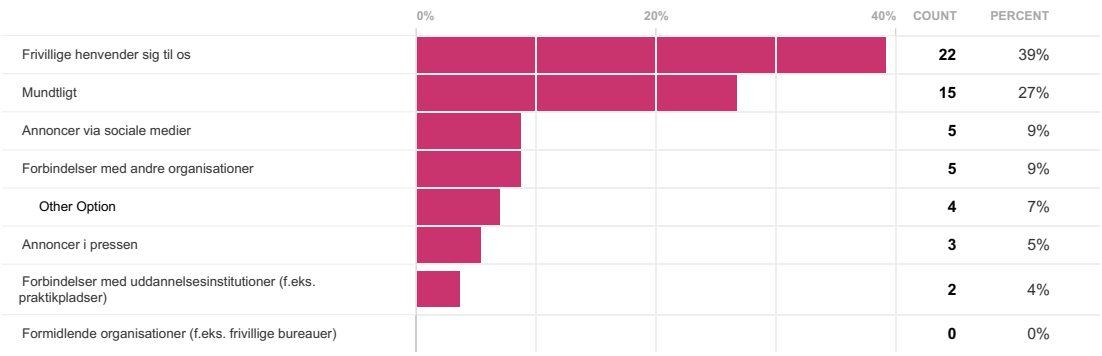
Skips **9** 27%



	COUNT	PERCENT
En medarbejder, der er tilknyttet individuelle frivillige	12	27%
De frivillige selv	10	22%
Flere medarbejdere tilknyttet forskellige grupper af frivillige	6	13%
Forskellige medarbejdere på en uformel, ad hoc basis	6	13%
Lederen af en forening, som de frivillige er tilknyttet	6	13%
En frivillig arkivleder/koordinator	3	7%
En frivillig arkivleder/koordinator sammen med øvrige medarbejdere	2	4%
En medarbejder, der ikke har det som en del af deres job officielt, men gør det alligevel	0	0%

33. Hvordan rekrutterer I oftest frivillige?

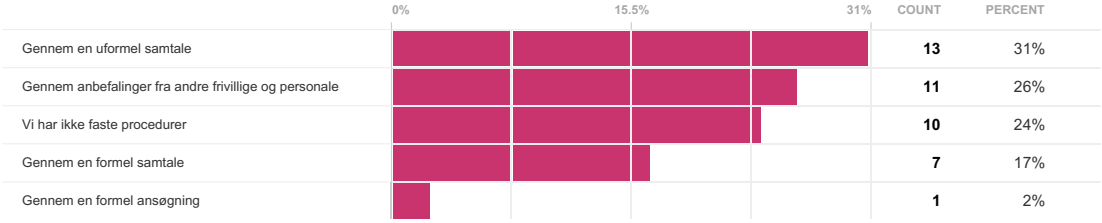
Answers 25 (76%) Skips 8 (24%)



	COUNT	PERCENT
Frivillige henvender sig til os	22	39%
Mundtligt	15	27%
Annoncer via sociale medier	5	9%
Forbindelser med andre organisationer	5	9%
Other Option	4	7%
Annoncer i pressen	3	5%
Forbindelser med uddannelsesinstitutioner (f.eks. praktikpladser)	2	4%
Formidlende organisationer (f.eks. frivillige bureauer)	0	0%

34. Hvordan vælger arkivet nye frivillige?

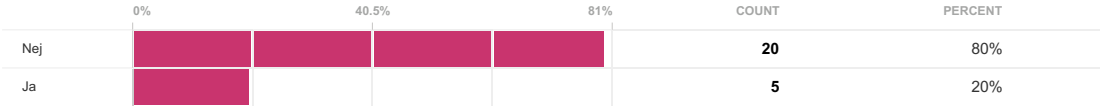
Answers 25 (76%) Skips 8 (24%)



	COUNT	PERCENT
Gennem en uformel samtale	13	31%
Gennem anbefalinger fra andre frivillige og personale	11	26%
Vi har ikke faste procedurer	10	24%
Gennem en formel samtale	7	17%
Gennem en formel ansøgning	1	2%

35. Har arkivet en politik for inddragelse af frivillige?

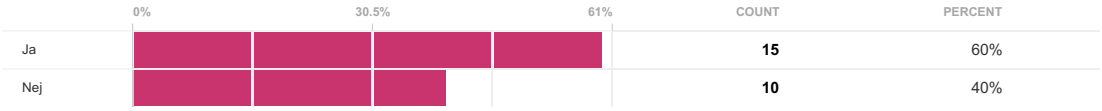
Answers 25 (76%) Skips 8 (24%)



	COUNT	PERCENT
Nej	20	80%
Ja	5	20%

36. Underskriver du kontrakter eller aftaler med de frivillige?

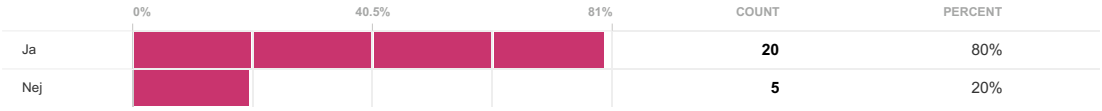
Answers 25 (76%) Skips 8 (24%)



	COUNT	PERCENT
Ja	15	60%
Nej	10	40%

37. Tilbyder du de frivillige uddannelse?

Answers 25 (76%) Skips 8 (24%)



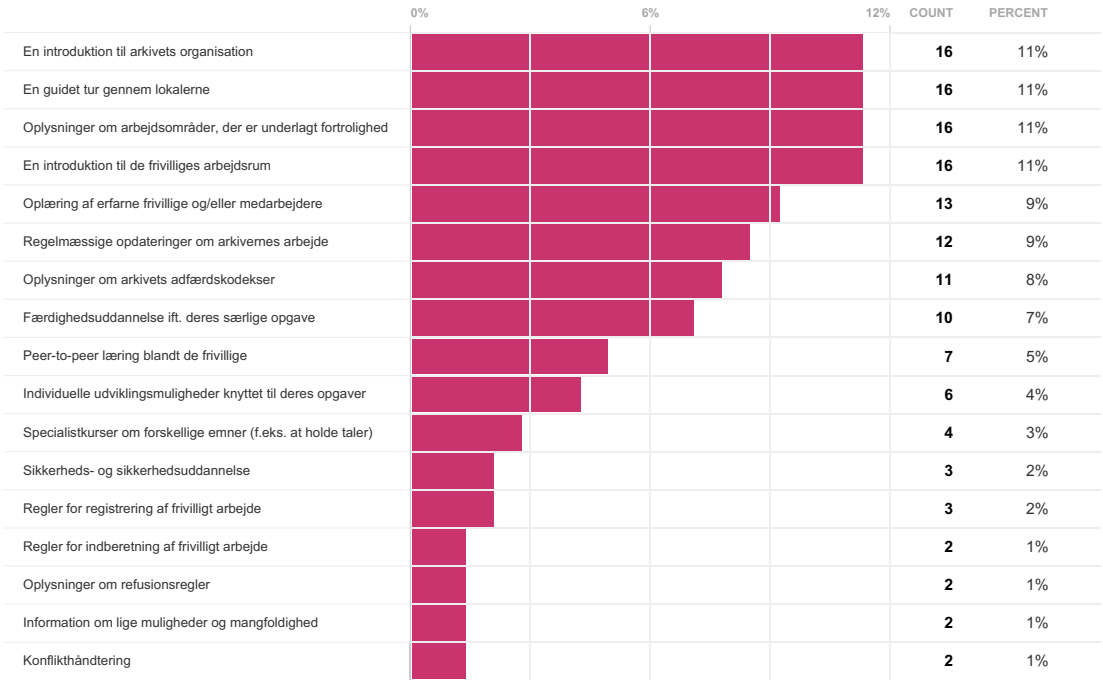
	COUNT	PERCENT
Ja	20	80%
Nej	5	20%

38

38. Hvis ja, hvilken form for uddannelse tilbyder I de frivillige?

Answers **19** 58%

Skips **14** 42%



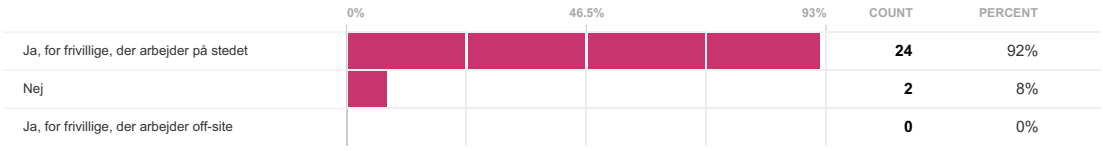
	COUNT	PERCENT
En introduktion til arkivets organisation	16	11%
En guidet tur gennem lokalerne	16	11%
Oplysninger om arbejdsområder, der er underlagt fortrolighed	16	11%
En introduktion til de frivilliges arbejdsrum	16	11%
Oplæring af erfarne frivillige og/eller medarbejdere	13	9%
Regelmæssige opdateringer om arkivernes arbejde	12	9%
Oplysninger om arkivets adfærdskodekser	11	8%
Færdighedsuddannelse ift. deres særlige opgave	10	7%
Peer-to-peer læring blandt de frivillige	7	5%
Individuelle udviklingsmuligheder knyttet til deres opgaver	6	4%
Specialistkurser om forskellige emner (f.eks. at holde taler)	4	3%
Sikkerheds- og sikkerhedsuddannelse	3	2%
Regler for registrering af frivilligt arbejde	3	2%
Regler for indberetning af frivilligt arbejde	2	1%
Oplysninger om refusionsregler	2	1%
Information om lige muligheder og mangfoldighed	2	1%
Konflikthåndtering	2	1%

39

39. Forsyner du dine frivillige med arbejdsmateriale såsom computere, scannere, software?

Answers **25** 76%

Skips **8** 24%



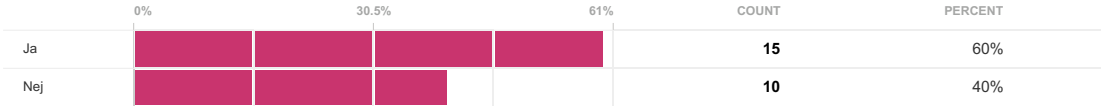
	COUNT	PERCENT
Ja, for frivillige, der arbejder på stedet	24	92%
Nej	2	8%
Ja, for frivillige, der arbejder off-site	0	0%

40

40. Evaluerer/kvalitetskontrollerer du formelt det arbejde, der udføres af frivillige?

Answers **25** 76%

Skips **8** 24%



	COUNT	PERCENT
Ja	15	60%
Nej	10	40%

41

41. Hvis ja, beskriv venligst dine kontrolprocedurer:

Answers **13** 39%

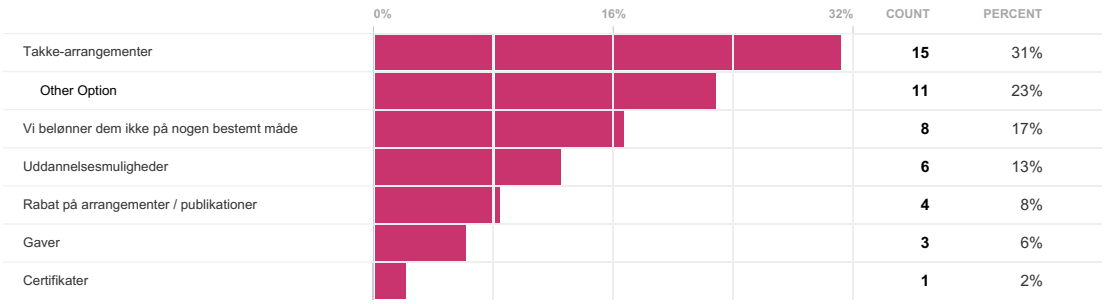
Skips **20** 61%

271,539,042	I forhold til registrering er det den ansatte arkivar, der sikrer kontrol af korrekte oplysninger. En indbyrdes "kontrol" blandt frivillige og ansatte, som italesættes på månedlige arkivmøder.	Tuesday, Dec 13th 4:11PM
271,101,466	ved registrering og scanning gennemgår vi posterne i databasen, Arkibas. ved deltagelse i arrangementer (f.eks. slægtsforsknings-events) har vi løbende samtaler med repræsentanter for slægtshistorisk forening	Wednesday, Dec 7th 9:38PM
271,064,286	Data/metadata doneret af frivillige valideres. Oftest ugentligt eller månedligt. Transskriberede data korrekturlæses, standardiseres og/eller efterbehandles ugentligt eller dagligt. Kvaliteten af vejledning fra frivillige på læsesale (mv.) evalueres løbende. Herunder på årlige brugermøder. Indscannede arkivalier kvalitetskontrolleres månedligt (herunder: opløsning, filformat, registrering og indhold). Indholdet af de indscannede arkivalier kontrolleres mod gældende publiceringsbestemmelser og lovgivning. Disse afgøres i samråd med Rigsarkivets jurister og direktion.	Wednesday, Dec 7th 1:44PM
271,059,323	Vi gennemgår registreringerne i Arkibas samt selve kassen og dens indhold. Hvis der er fejl, gennemgår vi dem med den frivillige, så det kan forbedres ved næste registrering.	Wednesday, Dec 7th 11:43AM
270,980,090	Når de registrer i arkibas, skal de alle tjekkes inden de bliver offentliggjort. Så vi ikke overtræder Persondataloven eller ophavsloven.	Tuesday, Dec 6th 2:43PM
270,555,075	Jeg gennemgår typisk registreringer efter at have stået til rådighed undervejs i processen; indsatsen foregår altid i en løbende dialog, med mulighed for at stille spørgsmål og få svar med det samme.	Thursday, Dec 1st 7:38PM
270,323,051	stikprøver	Monday, Nov 28th 9:29AM
270,058,461	i starten gives sidemandsoplæring, herefter er der afsat fast tidsintervaller af til snak/tjek af registreringer mv og dialog om dette. dernæst gennem gensidig tillid til, at alle spørgsmål er velkomne og tages seriøst, og at den frivillige hellere skal spørge en gang mere, end en gang for lidt.	Tuesday, Nov 22nd 2:10PM
270,054,361	Jeg tjekker gerne jævnligt, om de frivillige følger ophavsretsloven og ikke publicerer billeder, de ikke må.	Tuesday, Nov 22nd 10:33AM
270,053,675	Det afhænger af opgaven. Vi kontrollerer ikke deres transskriberinger. Men nogle gange kontrollerer vi deres registreringer i arkibas f.eks.	Tuesday, Nov 22nd 9:59AM
270,025,078	Gennem supervision evaluerer vi i den enkelte gruppe (registrerings-)opgaverne. I årsplanen udstikkes udviklingsområder, der arbejdes med det kommende år. Der vil være særlig fokus på supervision på dette område.	Monday, Nov 21st 2:48PM
270,018,644	Stikprøver af registreringer	Monday, Nov 21st 10:30AM
270,018,123	Især i forbindelse med oplæring checker jeg fx registreringer i Arkibas, så vi sammen kan gennemgå evt. muligheder for forbedring. I forbindelse med byvandringer o.l. snakker jeg arrangementet igennem med den frivillige, der ofte tager den slags formidling.	Monday, Nov 21st 10:14AM

42. Hvordan belønner du frivillige?

Answers **25** 76%

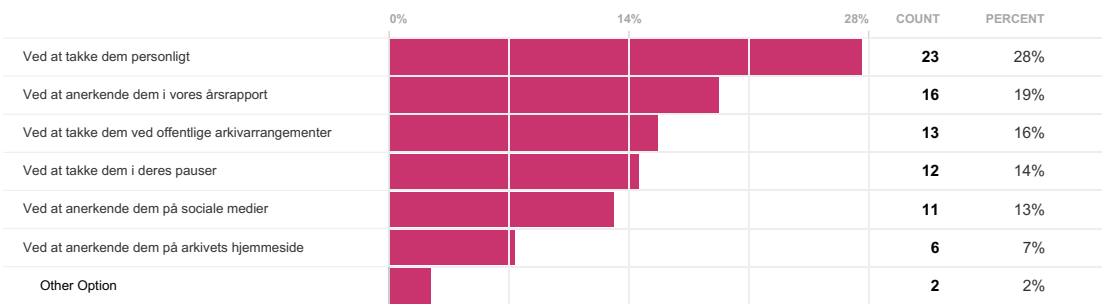
Skips **8** 24%



43. Hvordan anerkender du de frivilliges bidrag?

Answers **25** 76%

Skips **8** 24%



44. Du er velkommen til at skrive en kommentar vedrørende organiseringen af de frivillige på arkivet:

Answers **4** 12%

Skips **29** 88%

270,326,822	Kommentar til sp. 32 "Hvem organiserer": uklar formulering. Jeg er lønnet leder og organiserer de frivillige. Jeg ved ikke, om det hører under "En frivillig arkivleder/koordinator". Til sp. 38 om uddannelse: jeg mangler svarmuligheden: Deltagelse i SLAs arkivkurser og -uddannelse. Til sp. 39. Nogle har selv pc med, andre bruge arkivets pc.	Monday, Nov 28th 11:25AM
270,323,051	Spørgsmål nr. 32. "Hvem organiserer det frivilliges arbejde på arkivet?", mangler svarmuligheden Arkivlederen (ansat) organiserer det frivillige arbejde på arkivet?	Monday, Nov 28th 9:29AM
270,054,361	Når vi får nye frivillige ind, så får de en grundig introduktion til arkivets arbejde og vores lokaler. De fleste bliver oplært i Arkibas og sidder her på arkivet og arbejder 1-2 dage om ugen. Men jeg vil nok ikke kalde det en uddannelse, mere en oplæring i arkivets arbejdsprocesser. Og så fylder regler om ophavsret og persondata rigtig meget hos os.	Tuesday, Nov 22nd 10:33AM
270,025,078	Køge Arkiverne er et arkivsamvirke med 4 afdelinger. Byarkivet er bemandet med lønnet personale i åbningstiden. Her arbejder de frivillige mest med registrering og transkribering. På de 3 sognearkiver løser de frivillige flere af arkivets driftsopgaver fra indsamling, journalisering, registrering, magasinering, undersøgelser, forespørgsler, arrangementer og artikler til årsskriftet under jævnlig (hver 14. dag) supervision af lønnet personale.	Monday, Nov 21st 2:48PM

45. Hvilke udfordringer forbinder I med at inkludere frivillige i arkivets arbejde?

Answers **21** 64%

Skips **12** 36%

271,539,042	Frivillige bestemmer selv hvor mange timer de vil arbejde med arkivet, men en tillid til de frivillige og jævnlige arkivmøder, hvor arkivets arbejde diskuteres minimerer udfordringerne.	Tuesday, Dec 13th 4:11PM
271,101,466	at finde tid til vejledning og social omgang balancen og relationen til det lønnede personale	Wednesday, Dec 7th 9:38PM
271,064,286	Frivilligt arbejde er ikke gratis arbejde. Det bør anses for en fast driftsopgave, at facilitere et solidt netværk af frivillige. Det kræver konstant dialog og mægling mellem forskellige interessenter, og - langt hen ad vejen - oprettelsen af personlige (tillids) forhold til de frivillige. Den nødvendige bemanding, og allokering af de nødvendige ressourcer, kan ofte være en udfordring.	Wednesday, Dec 7th 1:44PM
271,059,323	Det kan være svært i en travl hverdag at stå til rådighed, når de frivillige er på stedet samt at have nok materiale klar til dem. Det afhænger meget af den frivillige, hvor selvkørende de er.	Wednesday, Dec 7th 11:43AM
271,059,006	Der er kun glæder, men det er svært at nå at følge med dem mht. registrering, oprydning og i det hele taget det videre arbejde med det flotte arbejde de har foretaget.	Wednesday, Dec 7th 11:34AM
270,980,090	Udfordringerne kan være, at de til tider snakker meget - om 100 andre ting end arkivarbejdet. Vi er beliggende på et bibliotek, hvor der sidder ansatte der gerne skal have lidt ro. Men vi har fundet en god vej, og med åben dialog fundet en vej. Der er nu plads til alle.	Tuesday, Dec 6th 2:43PM
270,555,075	Arkivleder er ansat med 10 timer om ugen - arkivets åbningstid udgør 6 timer - de frivilliges indsats lægges typisk i de 10 timer, arkivleder er til stede - og der er derfor pres på arkivleder ift. forberedelse, tilrettelæggelse, løbende opfølgning og vejledning, evaluering osv. af de frivilliges indsats.	Thursday, Dec 1st 7:38PM
270,326,822	Rekruttering af nye	Monday, Nov 28th 11:25AM
270,323,051	- Det kan være svært at finde de rette kompetencer, blandt de især ældre frivillige. - Det kan være svært at afskedige uegnede frivillige, uden af fremstå utaknemmelig (Han arbejder jo gratis. Han vil jo så gerne...) - Det er upopulært at udtrykke, at ikke alle og enhver egner sig til arbejdet som frivillig.	Monday, Nov 28th 9:29AM
270,114,777	Relationen er anderledes end en regulært ansat, og det har ind imellem givet anledning til problemer og uoverensstemmelser med frivillige primært pga. manglende forventningsafstemning.	Thursday, Nov 24th 10:39AM
270,060,662	Det kræver tid og ressourcer at arbejde med frivillige, for eksempel faglig oplæring, sparring og social engagement.	Tuesday, Nov 22nd 3:25PM
270,058,461	det tager arbejdstid for den lønnede, at have frivillige til at stå for registreringsarbejde. Det skal respekteres i den store organisation ift tid/opgave fordeling.	Tuesday, Nov 22nd 2:10PM
270,057,124	At den frivillige bliver for gammel til at kunne udføre opgaven tilfredsstillende.	Tuesday, Nov 22nd 1:12PM
270,054,361	For et lille arkiv som os kan arbejdet med frivillige være meget ressourcekrævende. Meget tid går med at besvare spørgsmål, hjælpe dem med stort og småt og løbende oplære nye frivillige. Derudover har vi opstartet en ny frivillig fotogruppe, der har haft en svær opstart - simpelthen fordi, det er en ny type frivillige, vi ikke har arbejdet med før.	Tuesday, Nov 22nd 10:33AM
270,053,675	Det kan ofte være svært at møde deres behov for forskelligartede opgaver. Fordi en stor del af vores materiale er personfølsomt. Nogle er mest interesseret i kun at transskribere scannet materiale, andre vil gerne prøve nogle forskellige opgaver, hvorfor vi nogle gange bliver udfordret i at finde på nye opgaver til dem.	Tuesday, Nov 22nd 9:59AM
270,025,078	Det er tidskrævende. Kvaliteten, særlig mht. ensartethed i registreringerne lider under manglende overblik/indsigt/systematik fra de frivilliges side. Der kan opstå en vis jalousi mellem lønnede og frivillige; begge grupper kan reagere på, hvis den anden gruppe bliver rost i for høje toner.	Monday, Nov 21st 2:48PM
270,018,644	Koordinering og kvaliteten af arbejdet	Monday, Nov 21st 10:30AM
270,018,123	Det at have tid til at tale med de frivillige og skabe et fællesskab, når man samtidig har mange andre opgaver. Begrænset økonomi til at anskaffe udstyr til de frivillige.	Monday, Nov 21st 10:14AM
270,016,646	Vi er i konkurrence med museet og andre organisationer om at "kapre" de frivilige.	Monday, Nov 21st 9:02AM
269,930,957	Det er for os vigtigt at have klare aftaler om copyright til de frivilliges arbejde.	Friday, Nov 18th 2:52PM
269,923,890	Det er ressourcekrævende at inkludere frivillige, at lede frivillige, at oplære, undervise. Det er let at undervurdere den indsats, der skal til, for at inddrage frivillige i arkivarbejde	Friday, Nov 18th 10:59AM

46. Hvilke muligheder forbinder I med at inkludere frivillige i arkivets arbejde?

Answers **19** 58%

Skips **14** 42%

271,539,042	Vidtrækkende muligheder - frivillige har ambassadørrollen, mange der afleverer har en større tryghed ved at afleverer, hvis de også kender de frivillige. Kendskabet til arkivets arbejde bliver større, når også vores frivillige fortæller om arkivets muligheder. Arkivet når ud til langt flere brugere ved hjælp af de frivillige.	Tuesday, Dec 13th 4:11PM
271,101,466	der er store muligheder, som vi ikke har udforsket-	Wednesday, Dec 7th 9:38PM
271,064,286	Brugerinddragelse. Prioritering af tilgængeliggørelse, i overensstemmelse med brugernes ønsker og behov. Digitalisering samlingerne. Herunder af hyppigt anvendt materiale, som ikke umiddelbart ville være gjort tilgængeligt af vores egen organisation. Aktivering af kompetencer fra brugere med forskellige forudsætninger - fra forskellige landsdele. Tilgængeliggørelse (såsom søgbarhed) af uoverskueligt materiale (både i omfang og indhold). Netværksmøder med gode, inspirerende, respektindgydende ildsjæle.	Wednesday, Dec 7th 1:44PM
271,059,323	Vi kan få registreret og kvalificeret materiale, som vi ellers ikke ville have haft tid til at få registreret. Vores frivillige er som oftest meget engagerede i lokalområdet og har derfor en stor viden og lyst til at yde en indsats for bevaringen af lokalhistorien.	Wednesday, Dec 7th 11:43AM
271,059,006	De kan historien for området, som kun de kan bidrage med. Ting man ikke ved, når man ikke har boet her hele livet. Udbrede kendskabet til arkivet og lokalhistorien. Der er så mange muligheder.	Wednesday, Dec 7th 11:34AM
270,980,090	De er altid i godt humør - og det smitter :-) De er en kæmpe hjælp i arkivet. Og de vil rigtig gerne hjælpe til ved arrangementer og lign.	Tuesday, Dec 6th 2:43PM
270,555,075	At arkivet kan spænde meget bredere end det er muligt med en ansat arkivleder i 10 timer om ugen.	Thursday, Dec 1st 7:38PM
270,326,822	Arkivet ville være et helt andet uden frivillige medarbejdere, og det ville ikke kunne nær så meget.	Monday, Nov 28th 11:25AM
270,323,051	Lokalviden, engegement, ambassadører, netværk, flere om arbejdet...	Monday, Nov 28th 9:29AM
270,114,777	Borgerengagement- og glæde og meningsfuld fritid for de frivillige, udførelse af opgaver vi som ansatte normalt ikke når, tilgængeliggørelse af materiale og nye historier der dukker op i kølvandet på især deres transskriptions- og registreringsarbejde.	Thursday, Nov 24th 10:39AM
270,060,662	Det giver os stor anerkendelse i den kommunale organisation. Vi får løst opgaver, og de fungerer som gode ambassadører for arkivet i lokalsamfundet.	Tuesday, Nov 22nd 3:25PM
270,058,461	de yder en fantastisk indsats ift registrering af arkivmateriale.	Tuesday, Nov 22nd 2:10PM
270,057,124	At kunne trække på den enorme lokale viden, som de frivillige har. At kunne trække på deres erhvervskompetencer og forbindelser i lokalsamfundet.	Tuesday, Nov 22nd 1:12PM
270,054,361	Vi har mange opgaver, som ikke ville blive løst uden de frivilliges store indsats. Hos os er det særligt i arbejdet med at indsamle, sortere og registrere den lokalhistoriske samling. Og så drager vi stor nytte af, at de frivillige har en lokalhistorisk viden, vi kan trække på. De er eksperterne på deres respektive lokalområder. Og den store viden, de kommer med, vil vi ikke være foruden.	Tuesday, Nov 22nd 10:33AM
270,053,675	Vi kan digitalisere og synliggøre meget mere end hvis vi ikke havde de frivillige. Vi kan give en bedre service til vores brugere ved at vores frivillige kan bidrage med lokalhistorisk kendskab.	Tuesday, Nov 22nd 9:59AM
270,025,078	Vi når opgaver, vi aldrig ville nå uden dem. Vi kan holde åbent på 4 adresser fremfor bare 1. De har lokal viden og netværk, vi aldrig vil få i samme grad. Det bliver en "større arbejdsplads" med flere sociale muligheder, end hvis vi blot var de få lønnede medarbejdere.	Monday, Nov 21st 2:48PM
270,018,644	Nå flere arbejdsopgaver og som ambassadører ude i lokalsamfundet	Monday, Nov 21st 10:30AM
270,018,123	Øget kvalitet i fx registreringer pga frivilliges lokalkendskab. Øget kendskab i og til lokalområdet, da de frivillige virker som ambassadører for arkivet. Bedre mulighed for at formidle den lokale historie med flere frivillige forfattere, rundvisere og oplægsholdere.	Monday, Nov 21st 10:14AM
269,923,890	Forankring af lokal viden i arkivet Frivillige er ambassadører for arkivet Frivillighed og stort engagement bidrager til godt arbejdsmiljø	Friday, Nov 18th 10:59AM

47. Hvis I har et eksempel på et projekt, hvor I har inkluderet frivillige, bedes I beskrive det kort. Angiv gerne links til hjemmesider, rapporter osv.

Answers **9** 27%

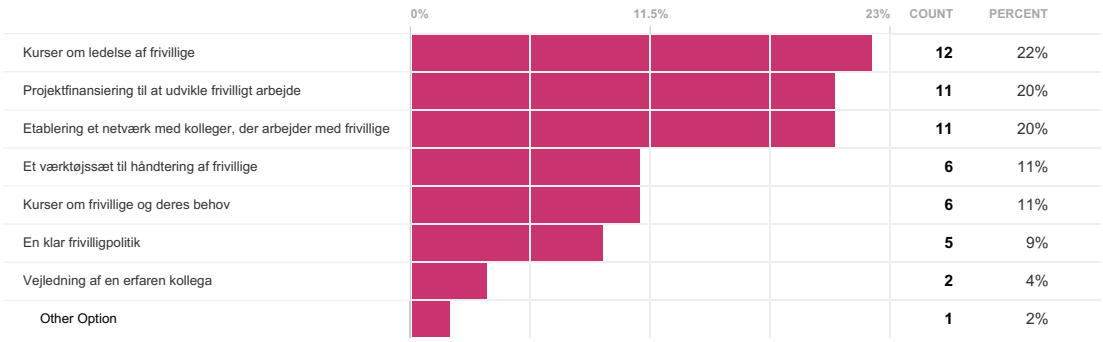
Skips **24** 73%

271,539,042	Arkivernes Dag Udstillinger i løbet af året Arkivmøder Forskellige jubilæer Registrering af gravsten	Tuesday, Dec 13th 4:11PM
271,064,286	Dansk Demografisk Database: https://ddd.dda.dk/ddd.htm (Kildeindtastningsprojektet) rummer 22,7 millioner frivilligt-transskriberede poster. Har rundet sit 30. leveår. Vokser fortsat med omtrent 800.000 personregistreringer årligt. Indtastningsportalen: https://cs.rigsarkivet.dk/. Herfra modtages omtrent 250.000 afskrevne dokumenter årligt. Frivillige fotografer digitaliserer omtrent én million dokumenter pr. år. størstedelen af disse publiceres på Arkivalieronline: https://www.rigsarkivet.dk/arkivalieronline/	Wednesday, Dec 7th 1:44PM
271,059,006	De frivillige bidrager meget med det der ikke bliver offentliggjort, men som gør hverdagen lettere.	Wednesday, Dec 7th 11:34AM
270,555,075	Indsamling og registrering (inkl. scanning) af aflevering af negativer fra fotograf. Udarbejdelse af lister over indhold i aflevering af billeder fra fotograf-firma. Udarbejdelse af app med historier fra lokalarkiver. Aktiviteter og arrangementer ifm markering af Genforeningen i 2020 (udgivelse af bog med tilhørende vandre-udstilling)	Thursday, Dec 1st 7:38PM
270,327,214	ledelse af frivillige	Monday, Nov 28th 11:38AM
270,057,124	Skanning og registrering af 80.000 negativer fra Nakskov Skibsværft. https://veluxfoundations.dk/da/nakskov-lokalhistoriske-arkiv	Tuesday, Nov 22nd 1:12PM
270,018,644	Projektet Ole Rasch Fotosamling. 300.000 negativer, som skal scannes og lægges ind. Lige nu er der scannet 102.000 fotos og af dem registreret 4.482 fotoalbums	Monday, Nov 21st 10:30AM
270,018,123	Registrering i Arkibas generelt. Formidling i skoletjenesten fx havnevandringen https://www.norddjurs-skoletjeneste.dk/grenaa-egnsarkiv/vandring-grenaa-havn-og-havneby/ Fotos til rapporten vedr. indsamling i forbindelse med corona. https://www.rigsarkivet.dk/wp-content/uploads/2022/08/Rapport-fra-Privatarkivudvalget-over-undersoegelse-af-danske-kulturarvsinstitutioners-dokumentation-af-coronakrisen_2021.pdf	Monday, Nov 21st 10:14AM
269,930,957	www.retrodigitalisering.dk	Friday, Nov 18th 2:52PM

48. Hvad ville hjælpe jer med at lette arbejdet med frivillige på arkivet?

Answers **20** 61%

Skips **13** 39%



	COUNT	PERCENT
Kurser om ledelse af frivillige	12	22%
Projektfinansiering til at udvikle frivilligt arbejde	11	20%
Etablering et netværk med kolleger, der arbejder med frivillige	11	20%
Et værktøjssæt til håndtering af frivillige	6	11%
Kurser om frivillige og deres behov	6	11%
En klar frivilligpolitik	5	9%
Vejledning af en erfaren kollega	2	4%
Other Option	1	2%

49. Kommenter gerne, hvilken form for støtte, du gerne vil have, til at udvikle ledelse af frivillige:

Answers **7** 21%

Skips **26** 79%

271,064,286	Bredere samarbejde på tværs af organisationer og landegrænser.	Wednesday, Dec 7th 1:44PM
271,059,323	Sparing og viden om, hvordan man bedst organiserer frivilligt arbejde samt får gavn og glæde af de frivilliges kompetencer.	Wednesday, Dec 7th 11:43AM
270,555,075	Enten flere timer til arkivleder, eller ansættelse af kollega, der kan fungere på lige fod som arkivleder som tovholder, inspirator, vejleder, projektlder, osv. ift. frivillige.	Thursday, Dec 1st 7:38PM
270,327,214	økonomisk, faglig	Monday, Nov 28th 11:38AM
270,323,051	Jeg ville gerne have støtte til at beskrive politikker og værktøjer og frivilligkontrakter, uden at skulle researche og skrive dem selv, uden netop de kompetencer.	Monday, Nov 28th 9:29AM
270,058,461	penge til flere lønnede timer, så der ville være flere timer der kan bruges til at hjælpe de frivillige. Og penge til flere pc arbejdspladser.	Tuesday, Nov 22nd 2:10PM
270,018,644	At kommunen ikke kun havde officiel fokus på frivilligt social arbejde, men ville inddrage hele den frivillige sektor	Monday, Nov 21st 10:30AM

50. Du er velkommen til at skrive andre kommentarer om emnet frivillige i arkiver:

Answers **2** 6%

Skips **31** 94%

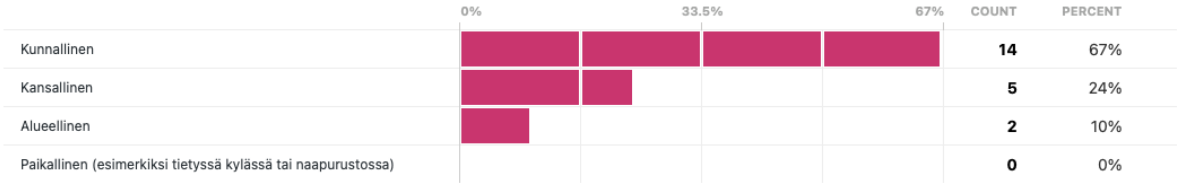
271,059,006	Det er umuligt at have et arkiv uden at have frivillige der bidrager til det - på hver deres måde - nogle med fotos, andre med viden, og andre igen med to frivillige hænder.	Wednesday, Dec 7th 11:34AM
270,054,361	I efteråret 2022 var jeg på et 4-dages kursus i ledelse af frivillige hos Ingerfair, hvilket jeg varmt kan anbefale andre at gøre. Dér fik jeg nogle af de værktøjer, jeg manglede i arbejdet med frivillige. Men som eneste arkivar på det hold sad jeg lidt alene med nogle af de problematikker, vi selv sidder med på arkiverne. Derfor tænker jeg, at vi kunne have enormt meget gavn af at etablere et netværk i arkivregi, hvor os der arbejder med frivillige kunne støtte og hjælpe hinanden.	Tuesday, Nov 22nd 10:33AM

Results of the survey in Finland

03 3. Arkiston maantieteellinen toimintapiiri

Answers 21 91%

Skips 2 9%



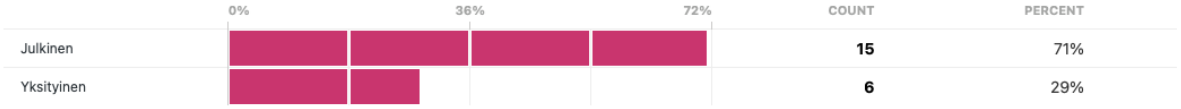
	COUNT	PERCENT
Kunnallinen	14	67%
Kansallinen	5	24%
Alueellinen	2	10%
Paikallinen (esimerkiksi tietyssä kylässä tai naapurustossa)	0	0%

More Details

04 4. Ylläpitääkö arkistoanne julkinen vai yksityinen organisaatio?

Answers 21 91%

Skips 2 9%



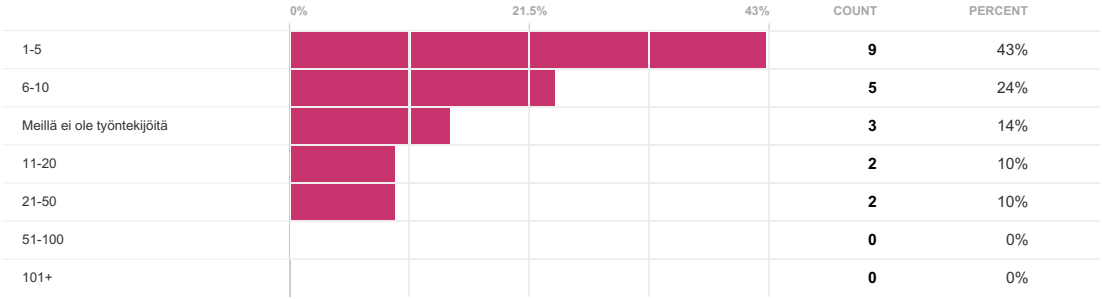
	COUNT	PERCENT
Julkinen	15	71%
Yksityinen	6	29%

05

5. Työntekijöiden lukumäärä

Answers 21 91%

Skips 2 9%



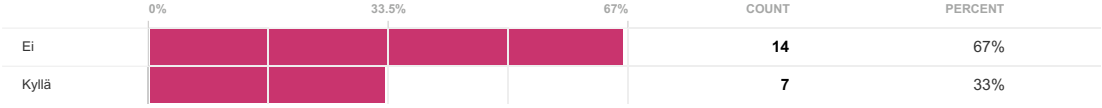
	COUNT	PERCENT
1-5	9	43%
6-10	5	24%
Meillä ei ole työntekijöitä	3	14%
11-20	2	10%
21-50	2	10%
51-100	0	0%
101+	0	0%

06

6. Onko arkistossanne vapaaehtoistyöntekijöitä?

Answers 21 91%

Skips 2 9%



	COUNT	PERCENT
Ei	14	67%
Kyllä	7	33%

07

7. Olet ilmoittanut, että arkistossanne ei ole vapaaehtoisia. Mihin tärkeysjärjestykseen asettaisit seuraavat syyt sille, että ette ole ottaneet vapaaehtoisia osaksi arkistotyötänne?

Answers 16 70%

Skips 7 30%

RANK	CHOICE	WEIGHTED RANK
1	Meillä ei ole resursseja vapaaehtoisten valvomiseen	2.63
2	Vapaaehtoistyöhön liittyy turvallisuuskysymyksiä, joita emme kykene käsittelemään	3.19
3	Emme saa tiedusteluja potentiaalisilta vapaaehtoisilta	3.31
4	Vapaaehtoisohjelmien ylläpito ei ole osa tavoitettamme	3.44
5	Meillä ei ole vapaaehtoisille sopivia tehtäviä	4.00
6	Vapaaehtoiset häiritsevät henkilökunnan työtä	5.81
7	Vapaaehtoiset tekevät työntekijöistä tarpeettomia	6.13
8	Muu	7.50

08

8. Kommentoi vapaasti vastaustasi:

Answers 8 35%

Skips 15 65%

269,330,063	En arkistosihteerinä pysty vastaamaan tietoturvasta vapaaehtoisten kohdalla.	Wednesday, Nov 9th 2:47PM
268,873,830	Vapaaehtoisten työntekijöiden ohjaus vaatii resursseja. Myös vapaaehtoisten työntekijöiden tulee olla vakuutettuja. Hallinnon tuottama aineisto sisältää myös salassa pidettävää tietoa, aineisto on määrätty lakisääteisesti tai kansallisarkiston päätöksellä pysyvästi säilytettäväksi. Vapaaehtoisten tekemä seulonta- ja järjestämistyö on kuitenkin tarkastettava vakituisten työntekijöiden toimesta.	Thursday, Oct 27th 8:42AM
268,835,039	Tietosuojan ja oikeusturvan toteutuminen ovat suurimmat kynnyskysymykset. Lisäksi meillä on sen verran ohut resurssi arkistopuolella, että aikaa perehdyttämiseen ei kertakaikkiaan ole, vaikka työtä kyllä riittäisi tehtäväksi.	Wednesday, Oct 26th 8:48AM
268,832,195	Vapaaehtoisia ei ole ollut mukana toiminnassamme, koska emme ole tiedostaneet tällaisen toimintatavan mahdollisuutta kunnallisessa arkistossa.	Wednesday, Oct 26th 5:44AM
268,776,971	Vapaaehtoistyötä rajoittaa se, että jos henkilö ei ole työsuhteessa, voi olla vaikeaa antaa käyttöoikeuksia järjestelmiin, joita työssä tarvitaan. Kunnallisessa arkistossa käytetään järjestelmiä, jotka ovat laajemmassa käytössä ja käyttöoikeuksien rajaaminen voi olla haasteellista.	Tuesday, Oct 25th 11:17AM
268,774,089	Kyseessä viranomaisen arkisto, joka sisältää paljon opiskelijoihin ja henkilökuntaan liittyviä henkilötietoja ja myös salassa pidettävää tietoa. Arkisto myös kansallisessa mittakaavassa pieni. Vapaaehtoistyövoiman käyttö arkiston järjestelytyössä ei ole relevanttia.	Tuesday, Oct 25th 7:50AM
268,456,245	Emme ole koskaan kuulleet tosiaan näistä vapaaehtoisista, kukaan vapaaehtoinen ei ole kysellyt arkistomme perään lukuun ottamatta jo eläkkeellä olevaa äitiäni.	Thursday, Oct 13th 11:48AM
268,387,004	Meillä on ollut arkistotutkinnon harjoittelua suorittavia, sekä joitain Hausin/työllistymistoimien kautta tulleita, mikäli heitä on meille tarjottu, mutta puhtaasti vapaaehtoisia ei ole ollut tarjolla.	Tuesday, Oct 11th 5:04PM

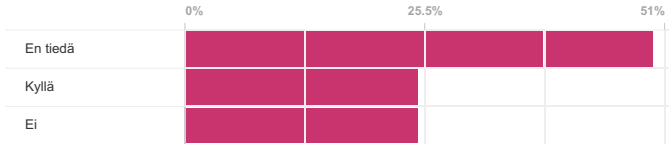
09 9. Kerro muista mahdollisista syistä, joiden takia vapaaehtoisia ei ole otettu osaksi arkiston työtä:

Answers **5** 22% Skips **18** 78%

268,873,830	-	Thursday, Oct 27th 8:42AM
268,832,195	Vapaaehtoisten toimiminen kunnan ylläpitämässä Kotiseutuarkistossa varmasti törmää tietoturvallisuushaasteisiin, sillä keskusarkistosali jossa kotiseutuarkisto sijaitsee, on vahvasti kulkusuojattu. Sinne ei välttämättä myönnettäisi kulkulupia organisaation ulkopuolisille.	Wednesday, Oct 26th 5:44AM
268,774,089	Arkiston työtehtävät kuuluvat palkatun henkilökunnan työtehtäviin ja saadaan hoidettua "virkatöinä".	Tuesday, Oct 25th 7:50AM
268,456,245	Emme ole koskaan kuulleet vapaaehtoisista. Oletan, että tässä ei tarkoiteta työkokeiluja, arkistotoimen perustutkinnon suorittajia eikä korkeakouluharjoittelijoita, joita meillä kyllä on ajoittain.	Thursday, Oct 13th 11:48AM
268,387,004	Työn valvontaan ei aina ehkä riittäisi aikaa. Eikä tiloja tai laitteita, koska komponenttipulan vuoksi koneita on vaikea hankkia, vaikka resursseja olisi.	Tuesday, Oct 11th 5:04PM

10 10. Olisitko tulevaisuudessa kiinnostunut vapaaehtoisten ottamisesta osaksi arkiston työtä? (Mandatory)

Answers **16** 70% Skips **7** 30%



	COUNT	PERCENT
En tiedä	**8**	50%
Kyllä	**4**	25%
Ei	**4**	25%

11 11. Jos vastasit kyllä, miksi olet tulevaisuudessa kiinnostunut vapaaehtoisten osallistumisesta?

Answers **5** 22% Skips **18** 78%

268,873,830	Mikäli vapaaehtoisella on taustaa arkiston järjestämistyöstä, niin on mahdollista, että vapaaehtoista työvoimaa voisi käyttää.	Thursday, Oct 27th 8:42AM
268,832,195	Kunnan kulttuuritoimen kokonaishenkilöstön koko on vain 1,5 htv ja tehtäviä on henkilöstöön verrattuna moninkertaisesti. Vapaaehtoiset voisivat hyvinkin purkaa kasaantuvia arkistotöitä, jotka jäävät helposti muiden töiden "jalkoihin".	Wednesday, Oct 26th 5:44AM
268,456,245	Oletan, että jollain aikavälillä mekin luovumme arkistoholvista, silloin voisi olla hyvä saada vähän apua. Melkein kaikki digitoitu, mutta tuo loppusälä pitäisi setviä vielä ja yksin tätä on hidasta tehdä.	Thursday, Oct 13th 11:48AM
268,387,004	Meillä on tuettu ylipäänsä alalle työllistyvien tai siirtyvien mahdollisuuksia löytää hyvää työkokemusta.	Tuesday, Oct 11th 5:04PM
267,845,949	Jos se olisi hyödyksi molemmille osapuolille niin miksi ei	Tuesday, Sep 27th 4:39PM

12 12. Jos vastasit ei, miksi et ole tulevaisuudessa kiinnostunut vapaaehtoisten osallistumisesta?

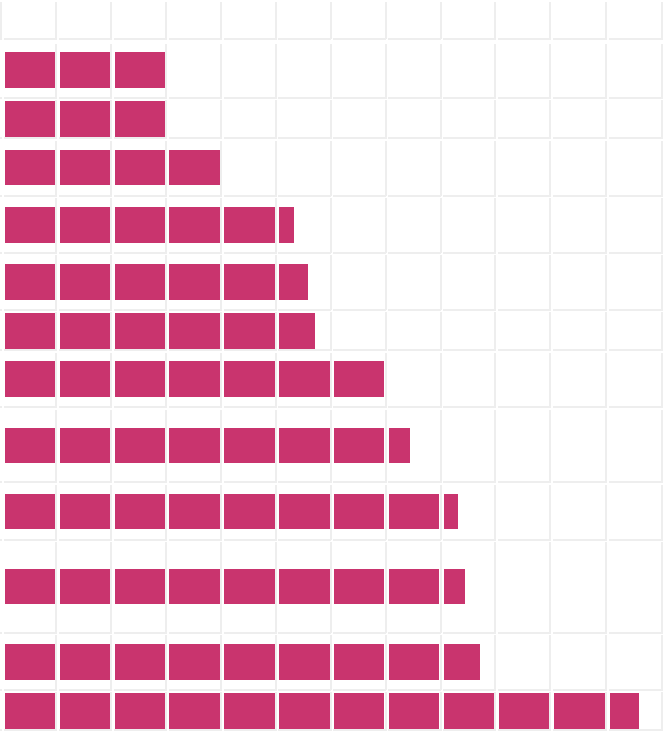
Answers **5** 22% Skips **18** 78%

269,330,063	Tietoturva	Wednesday, Nov 9th 2:47PM
268,832,195	-	Wednesday, Oct 26th 5:44AM
268,777,027	Arkistomateriaali on osaksi arkaluontoista. Arkistot ovat äkkiä sekaisin jos osaamattomat ilman koulutusta olevat henkilöt niihin pääsisivät.	Tuesday, Oct 25th 11:21AM
268,774,268	Vastasin "en tiedä". Turvallisuuskysymykset mietityttävät.	Tuesday, Oct 25th 8:03AM
268,774,089	Tietosuoja/tietoturva nousee esteeksi. Jos olisi tarvetta hetkellisesti ylimääräisellä työvoimalle, se yritettäisiin täyttää esim. korkeakouluharjoittelijan avulla.	Tuesday, Oct 25th 7:50AM

13. Olet ilmoittanut, että arkistossanne on vapaaehtoisia. Mihin tärkeysjärjestykseen asettaisit seuraavat syyt sille, että olette ottaneet vapaaehtoisia osaksi arkistonne työtä?

Answers 7 (30%) Skips 16 (70%)

RANK	CHOICE	WEIGHTED RANK
1	Se mahdollistaa asioita, joita emme tavallisesti voisi tehdä	3.00
2	He tuovat lisäarvoa työllemme	3.00
3	Meillä on pitkät perinteet vapaaehtoistyön suhteen	4.00
4	Se edistää asiakkaiden osallistumista	5.29
5	Se on hyödyksi julkisuuskuvallemme	5.57
6	Se säästää rahaa	5.71
7	Katsomme sen olevan osa tehtäväämme	7.00
8	Valtiolliset/alueelliset/kunnalliset viranomaiset kannustavat vapaaehtoisten osallistamiseen	7.43
9	Olemme täysin riippuvaisia vapaaehtoistyöstä	8.29
10	Haluamme luoda mielekästä toimintaa niille, jotka ovat keskimääräistä asiakasta kiinnostuneempia	8.43
11	He ovat osa arkistomme rahoitettuja projekteja	8.71
12	Muu	11.57



14. Kommentoi vapaasti vastaustasi:

Answers 2 (9%) Skips 21 (91%)

268,775,947	Kitee-seuran kotiseutuarkisto on täysin vapaaehtoistoiminnan varassa.	Tuesday, Oct 25th 10:19AM
268,417,039	"Ystävien" toiminta tuo arkistolle näkyvyyttä ja monipuolistaa toimintaamme. Kirjaillat tuovat uudenlaista käyttäjäkuntaa arkistoon ja vaikka välillä joutuu hiukan näkemään vaivaa tilaisuuksien eteen, näkisin sen olevan sen arvoista.	Wednesday, Oct 12th 6:34AM

15. Kerro muista mahdollisista syistä sille, miksi olette ottaneet vapaaehtoisia osaksi arkistotyötänne:

Answers 3 (13%) Skips 20 (87%)

268,774,165	Kuntoutus, oppisopimus, työllistäminen, harjoittelu	Tuesday, Oct 25th 7:56AM
268,774,064	Toimimme julkisilla varoilla ja tehtävämme on mahdollistaa harjoittelut ja työssäoppimiset sekä muut työllisyyden tukitoimet. Sote aikana meillä oli paljon vajaakuntoisia sekä kuntoutujia, kun arkistot olivat isommat	Tuesday, Oct 25th 7:48AM
268,417,702	Esimerkiksi Kaustisen kansanmusiikkijuhlilta taltioitujen valokuvien tunnistamisessa vapaehtoiset ovat tärkeässä roolissa. Vuosikymmenien takaiset kuvat eivät avaudu nykyisille työntekijöille, mutta eläköityneet työntekijät ja entiset esiintyjät tunnistavat paikkoja ja esiintyjiä ja jopa tilaisuuksia - myös itsensä kuvista, jos viitetietoja ei ole	Wednesday, Oct 12th 7:28AM

16. Kuinka kauan vapaaehtoiset ovat osallistuneet arkistotyöhön?

Answers 7 30%

Skips 16 70%

	COUNT	PERCENT
Alle vuoden	2	29%
1-5 vuotta	2	29%
Yli 20 vuotta	2	29%
16-20 vuotta	1	14%
6-10 vuotta	0	0%
11-15 vuotta	0	0%

17. Kuinka monta vapaaehtoista osallistuu tällä hetkellä työhönne?

Answers 7 30%

Skips 16 70%

	COUNT	PERCENT
1-5	4	57%
6-10	2	29%
11-20	1	14%
21-50	0	0%
51-100	0	0%
101+	0	0%
En tiedä	0	0%

18. Kuinka monta tuntia vapaaehtoiset työskentelevät vuoden aikana?

Answers 7 30%

Skips 16 70%

	COUNT	PERCENT
0-50 tuntia	3	43%
101-500 tuntia	2	29%
51-100 tuntia	1	14%
1001-1500 tuntia	1	14%
501-1000 tuntia	0	0%
Yli 1500 tuntia	0	0%
En tiedä	0	0%

19. Työskentelevätkö vapaaehtoisenne tiloissanne paikan päällä vai muualla?

Answers 7 30%

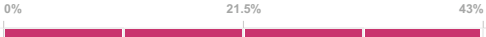
Skips 16 70%

	COUNT	PERCENT
Paikan päällä	4	57%
Sekä paikan päällä että muualla	3	43%
Muualla	0	0%

20. Organisoiko arkistonne vapaaehtoiset itse, vai organisoidaanko heidät jonkin toisen organisaation (esim. sukututkimusyhdistys, paikallinen historiaseura yms.) kanssa tai sen kautta?

Answers 7 30%

Skips 16 70%



	COUNT	PERCENT
Arkisto organisoi itse	3	43%
Toisen organisaation kautta tai yhteistyössä sen kanssa	2	29%
Sekä arkisto itse että yhteistyössä toisen organisaation kanssa	2	29%

21. Jos yhdessä toisen organisaation kanssa, kerro minkälainen organisaatio:

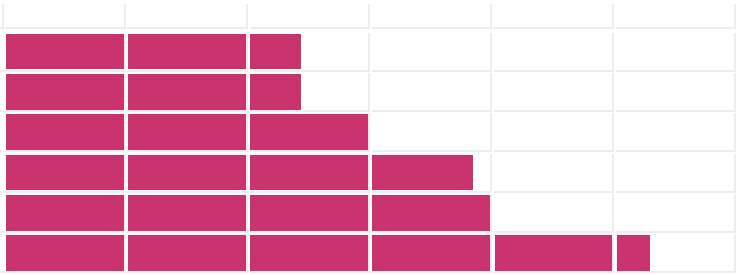
Answers 3 (13%) Skips 20 (87%)

268,774,165	Työllisyysorganisaatio, eläkeorganisaatiot, koulut	Tuesday, Oct 25th 7:56AM
268,774,064	Keva ja kuntotusta järjestävät tahot	Tuesday, Oct 25th 7:48AM
268,417,039	Ystävien yhdistys	Wednesday, Oct 12th 6:34AM

22. Mikä on vapaaehtoistenne ikäjakauma?

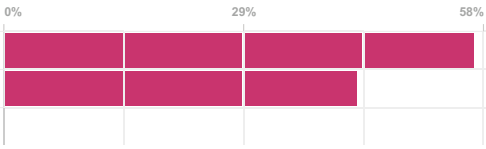
Answers 7 (30%) Skips 16 (70%)

RANK	CHOICE	WEIGHTED RANK
1	51–65-vuotiaat	2.43
2	66–75-vuotiaat	2.43
3	75+ -vuotiaat	3.00
4	18–35-vuotiaat	3.86
5	36–50-vuotiaat	4.00
6	Alle 18-vuotiaat	5.29



23. Mikä on vapaaehtoistenne sukupuolijakauma?

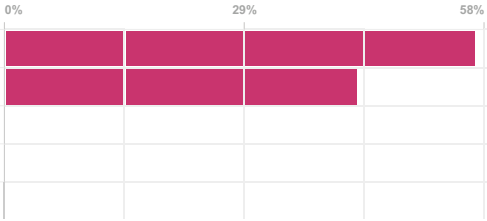
Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Suurin osa on naisia	4	57%
Vapaaehtoisissa on tasaisesti kumpaakin	3	43%
Suurin osa on miehiä	0	0%

24. Missä määrin vapaaehtoisillanne on arkistoalan ammattitaustaa?

Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Yhdelläkään ei ole arkistoalan ammattitaustaa	4	57%
Muutamalla on arkistoalan ammattitausta	3	43%
Joillakin on arkistoalan ammattitausta	0	0%
Useilla on arkistoalan ammattitausta	0	0%
En tiedä	0	0%

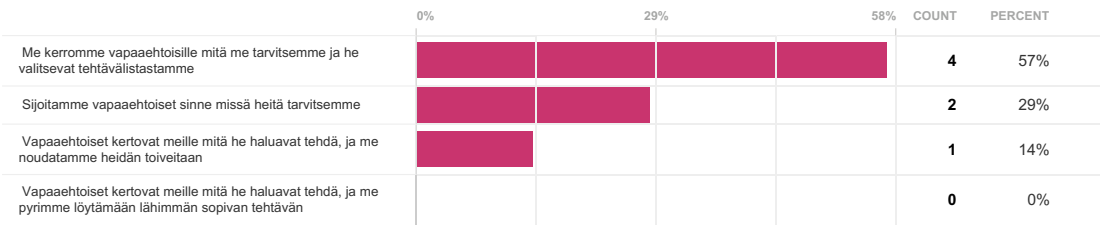
25. Kommentoi vapaasti tilastotietoja arkistonne vapaaehtoisista:

Answers 2 (9%) Skips 21 (91%)

268,417,702	Kunnassamme järjestetään syksyllä Taiteen päivä Musiiki ry:n toimesta, olemme usein järjestäneet tuolloin arkistojen aarteita hetken, jolloin kaikki ovat tervetulleita tunnistamaan kuvia ja jopa videon pätkiä - usein asialla samat henkilöt vuodesta toiseen. Ryhmä ei muuten kokoonnu säännöllisesti, mutta voimme muuten ottaa heihin yhteyttä, jos tarvitsemme apua esim. kuvien, videoiden, äänitteiden tunnistamiseen samoin esineiden osalta. Myös tietokantamme käyttäjät antavat informaatiota tietokannassa olevista kuvista tai tallenteiden sisällysluetteloista.	Wednesday, Oct 12th 7:28AM
268,417,039	Väki on ikääntynyttä ja nuorempia on vaikea saada sitoutumaan toimintaan.	Wednesday, Oct 12th 6:34AM

26. Miten yleensä valitsette vapaaehtoisten tehtävät?

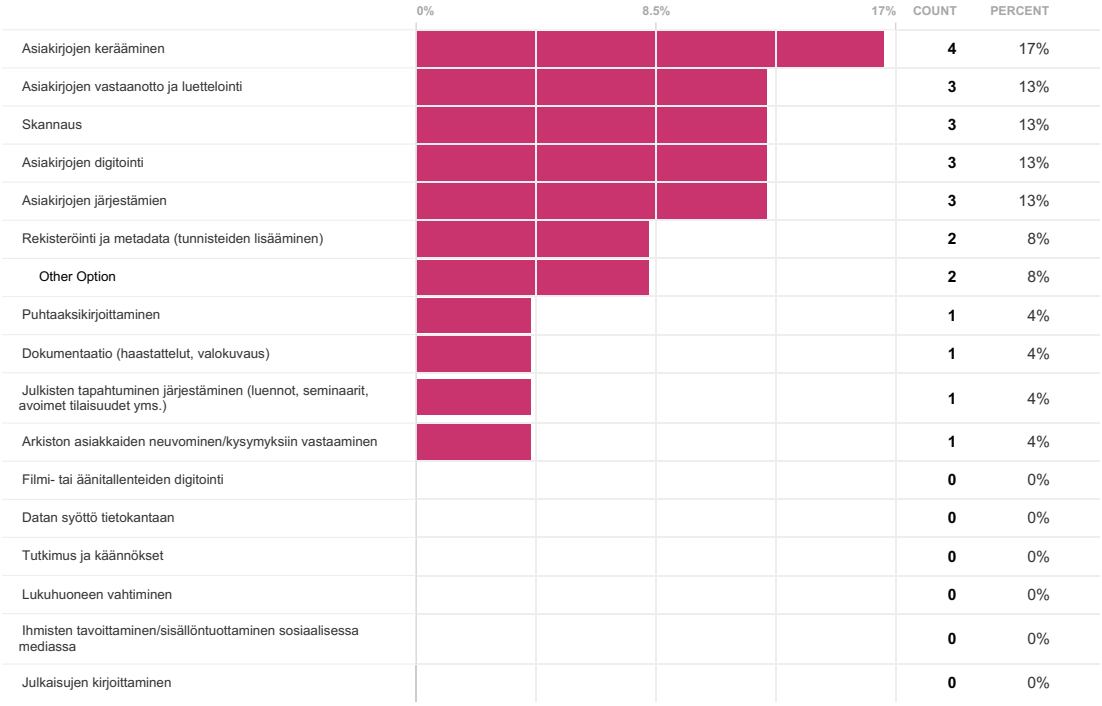
Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Me kerromme vapaaehtoisille mitä me tarvitsemme ja he valitsevat tehtävälistastamme	4	57%
Sijoitamme vapaaehtoiset sinne missä heitä tarvitsemme	2	29%
Vapaaehtoiset kertovat meille mitä he haluavat tehdä, ja me noudatamme heidän toiveitaan	1	14%
Vapaaehtoiset kertovat meille mitä he haluavat tehdä, ja me pyrimme löytämään lähimmän sopivan tehtävän	0	0%

27. Minkälaisiin tehtäviin vapaaehtoiset osallistuvat?

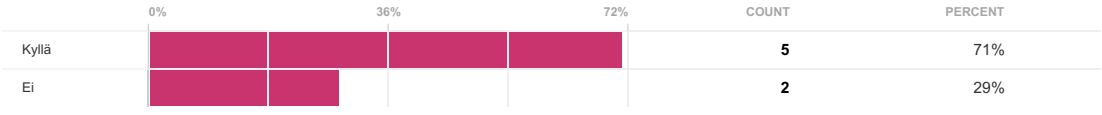
Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Asiakirjojen kerääminen	4	17%
Asiakirjojen vastaanotto ja luettelointi	3	13%
Skannaus	3	13%
Asiakirjojen digitointi	3	13%
Asiakirjojen järjestämien	3	13%
Rekisteröinti ja metadata (tunnisteiden lisääminen)	2	8%
Other Option	2	8%
Puhtaaksikirjoittaminen	1	4%
Dokumentaatio (haastattelut, valokuvaus)	1	4%
Julkisten tapahtuminen järjestäminen (luennot, seminaarit, avoimet tilaisuudet yms.)	1	4%
Arkiston asiakkaiden neuvominen/kysymyksiin vastaaminen	1	4%
Filmi- tai äänitallenteiden digitointi	0	0%
Datan syöttö tietokantaan	0	0%
Tutkimus ja käännökset	0	0%
Lukuhuoneen vahtiminen	0	0%
Ihmisten tavoittaminen/sisällöntuottaminen sosiaalisessa mediassa	0	0%
Julkaisujen kirjoittaminen	0	0%

28. Vaikuttavatko arkistojen sisäänpääsy/kulkurajoitukset tehtäviin, joita annatte vapaaehtoisille?

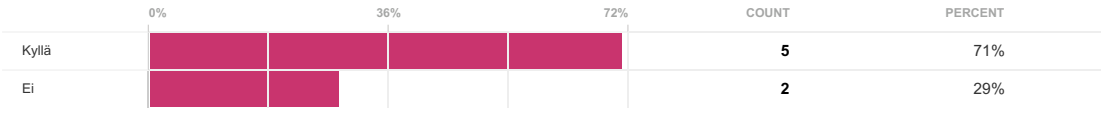
Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Kyllä	5	71%
Ei	2	29%

29. Vaikuttavatko arkaluonteisten henkilötietojen tai salaiseksi luokitellun aineiston käsittelyrajoitukset tehtäviin, joita annatte vapaaehtoisille?

Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Kyllä	5	71%
Ei	2	29%

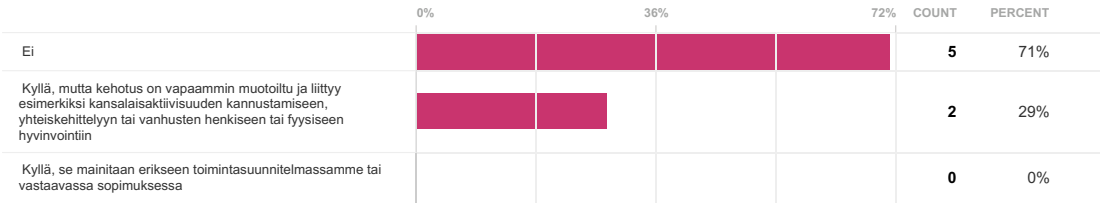
30. Kerro vapaasti turvallisuusrajoitusten vaikutuksista työhönne vapaaehtoisten kanssa:

Answers 1 (4%) Skips 22 (96%)

268,417,702 Vapaaehtoiset eivät pääse syöttämään tietoja tietokantaan, mutta voivat tietokannan kautta lähettää korjausehdotuksia valokuvien luettelointitietoihin. Wednesday, Oct 12th 7:28AM

31. Kehottaako esihenkilönne tai rahoittajanne teitä hankkimaan vapaaehtoisia osaksi työtänne?

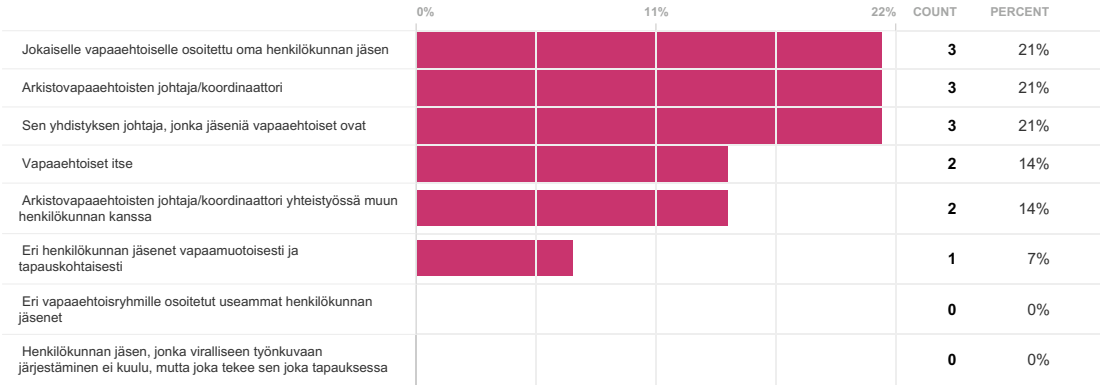
Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Ei	5	71%
Kyllä, mutta kehotus on vapaammin muotoiltu ja liittyy esimerkiksi kansalaisaktiivisuuden kannustamiseen, yhteiskehittelyyn tai vanhusten henkiseen tai fyysiseen hyvinvointiin	2	29%
Kyllä, se mainitaan erikseen toimintasuunnitelmassamme tai vastaavassa sopimuksessa	0	0%

32. Kuka organisoi vapaaehtoistyöt arkistossanne?

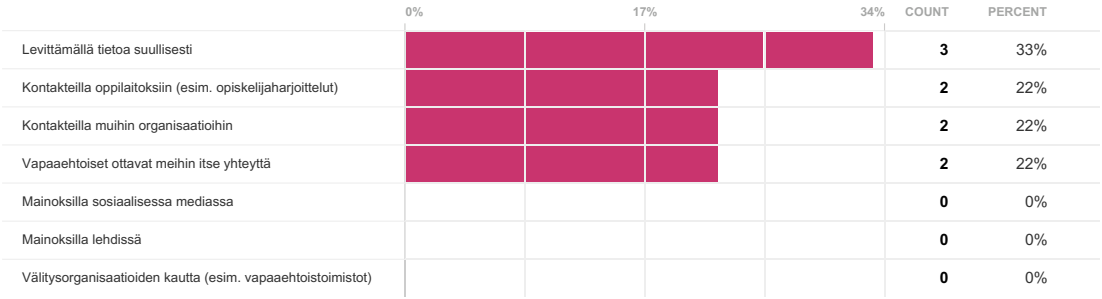
Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Jokaiselle vapaaehtoiselle osoitettu oma henkilökunnan jäsen	3	21%
Arkistovapaaehtoisten johtaja/koordinaattori	3	21%
Sen yhdistyksen johtaja, jonka jäseniä vapaaehtoiset ovat	3	21%
Vapaaehtoiset itse	2	14%
Arkistovapaaehtoisten johtaja/koordinaattori yhteistyössä muun henkilökunnan kanssa	2	14%
Eri henkilökunnan jäsenet vapaamuotoisesti ja tapauskohtaisesti	1	7%
Eri vapaaehtoisryhmille osoitetut useammat henkilökunnan jäsenet	0	0%
Henkilökunnan jäsen, jonka viralliseen työnkuvaan järjestäminen ei kuulu, mutta joka tekee sen joka tapauksessa	0	0%

33. Millä tavoin rekrytoitte tavallisesti vapaaehtoisia?

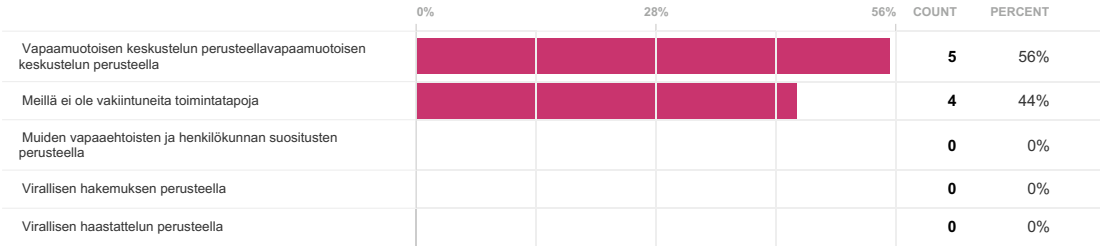
Answers 5 (22%) Skips 18 (78%)



	COUNT	PERCENT
Levittämällä tietoa suullisesti	3	33%
Kontakteilla oppilaitoksiin (esim. opiskelijaharjoittelut)	2	22%
Kontakteilla muihin organisaatioihin	2	22%
Vapaaehtoiset ottavat meihin itse yhteyttä	2	22%
Mainoksilla sosiaalisessa mediassa	0	0%
Mainoksilla lehdissä	0	0%
Välitysorganisaatioiden kautta (esim. vapaaehtoistoimistot)	0	0%

34. Kuinka valitsette uudet vapaaehtoiset?

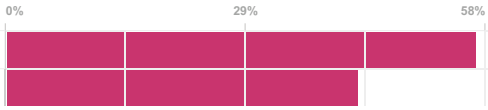
Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Vapaamuotoisen keskustelun perusteellavapaamuotoisen keskustelun perusteella	5	56%
Meillä ei ole vakiintuneita toimintatapoja	4	44%
Muiden vapaaehtoisten ja henkilökunnan suositusten perusteella	0	0%
Virallisen hakemuksen perusteella	0	0%
Virallisen haastattelun perusteella	0	0%

35. Onko arkistollanne vapaaehtoisten osallistumiseen liittyviä toimintaperiaatteita?

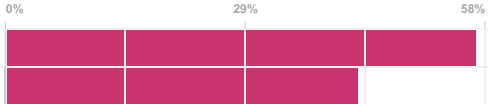
Answers 7 30% | Skips 16 70%



	COUNT	PERCENT
Kyllä	4	57%
Ei	3	43%

36. Allekirjoitatteko sitoumuksia tai sopimuksia vapaaehtoistenne kanssa?

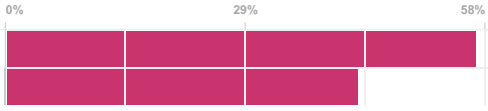
Answers 7 30% | Skips 16 70%



	COUNT	PERCENT
Kyllä	4	57%
Ei	3	43%

37. Tarjoatteko vapaaehtoisillenne koulutusta?

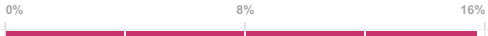
Answers 7 30% | Skips 16 70%



	COUNT	PERCENT
Kyllä	4	57%
Ei	3	43%

38. Jos kyllä, minkälaista koulutusta tarjoatte vapaaehtoisillenne?

Answers 5 22% | Skips 18 78%



	COUNT	PERCENT
Opastetun kierroksen arkiston tiloissa	3	16%
Tietoa kulkurajoituksen alaisista työtiloista	3	16%
Esittelyn vapaaehtoisen omaan työtilaan	3	16%
Tietoa arkiston käyttäytymissäännöistä	3	16%
Kokeneen vapaaehtoisen ja/tai henkilökunnan jäsenen työn seuraaminen	2	11%
Johdannon arkiston organisaatioon	1	5%
Säännöllisiä päivityksiä arkiston työhön liittyen	1	5%
Vertaisoppimista vapaaehtoisten kesken	1	5%
Koulutusta työtehtävissä tarvittaviin taitoihin	1	5%
Turvallisuuskoulutuksen	1	5%
Tietoa kulukorvaussäännöistä	0	0%
Vapaaehtoistyön raportointisäännöt	0	0%
Tietoa yhtäläisistä mahdollisuuksista ja monimuotoisuudesta	0	0%
Konflinktinratkaisua	0	0%
Erikoistumiskursseja eri aiheista (esim. puheiden pito)	0	0%
Yksilöllisiä, tehtäviin liittyviä kehittymismahdollisuuksia	0	0%
Vapaaehtoistyön rekisteröintisäännöt	0	0%

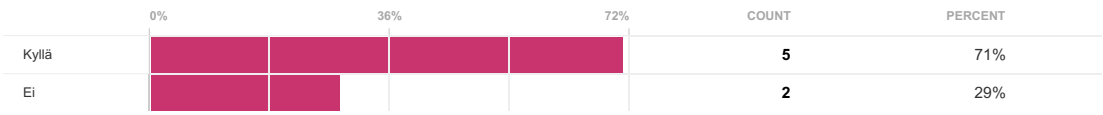
39. Tarjoatteko vapaaehtoisillenne työvälineitä kuten tietokoneita, skannereita ja ohjelmistoja?

Answers 6 26% | Skips 17 74%

	COUNT	PERCENT
Kyllä, paikan päällä työskenteleville	4	67%
Ei	2	33%
Kyllä, muualla työskenteleville	0	0%

40. Arvioitteko muodollisesti/tarkistatteko vapaaehtoisten tekemän työn laadun?

Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Kyllä	5	71%
Ei	2	29%

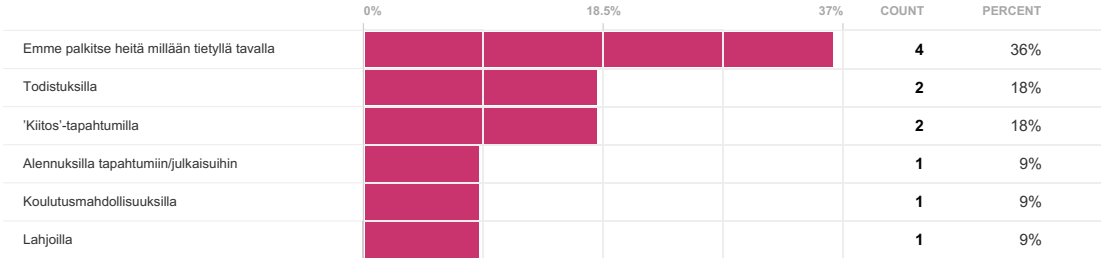
41. Jos kyllä, kuvaile arviointimenetelmiänne:

Answers 2 (9%) Skips 21 (91%)

268,774,064	Suoritettujen tehtävien arviointi kesken ja työn päätyttyä	Tuesday, Oct 25th 7:48AM
268,417,702	Tapaus- ja aineistokohtaista	Wednesday, Oct 12th 7:28AM

42. Kuinka palkitsette vapaaehtoisia?

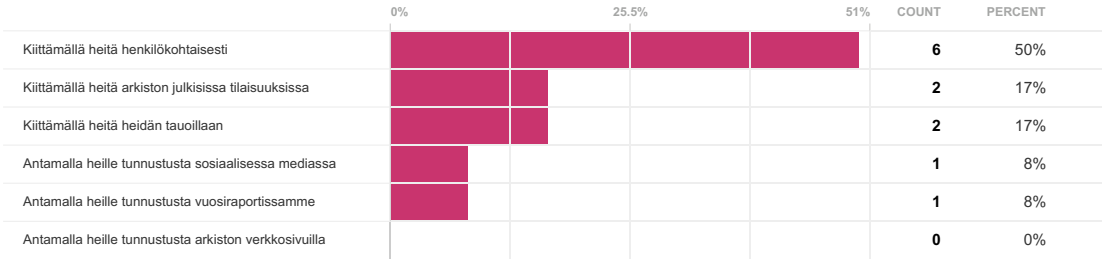
Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Emme palkitse heitä millään tietyllä tavalla	4	36%
Todistuksilla	2	18%
'Kiitos'-tapahtumilla	2	18%
Alennuksilla tapahtumiin/julkaisuihin	1	9%
Koulutusmahdollisuuksilla	1	9%
Lahjoilla	1	9%

43. Kuinka annatte tunnustusta vapaaehtoisten työpanokselle?

Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Kiittämällä heitä henkilökohtaisesti	6	50%
Kiittämällä heitä arkiston julkisissa tilaisuuksissa	2	17%
Kiittämällä heitä heidän tauoillaan	2	17%
Antamalla heille tunnustusta sosiaalisessa mediassa	1	8%
Antamalla heille tunnustusta vuosiraportissamme	1	8%
Antamalla heille tunnustusta arkiston verkkosivuilla	0	0%

44. Kommentoi vapaasti vapaaehtoisinfrastruktuurianne:

Answers 0 (0%) Skips 23 (100%)

There is no data to display.

45. Mitä haasteita liität vapaaehtoisten kanssa työskentelemiseen?

Answers 2 (9%) Skips 21 (91%)

268,774,165	Erilaiset motivaatiot ja taitotasot	Tuesday, Oct 25th 7:56AM
268,417,039	Sitoutuminen voi olla vaihtelevaa ja vapaaehtoiset saattavat ottaa liikaa tilaa toimissaan. Selkeät säännöt on paikallaan. Ei ole päätäntävaltaa mitä esitellään. Arkistoa ei aina kuunnella vaan valitaan esiteltävät kirjat omien intressien perusteella.	Wednesday, Oct 12th 6:34AM

46. Mitä mahdollisuuksia liität vapaaehtoisten kanssa työskentelemiseen?

Answers 2 (9%) Skips 21 (91%)

268,774,165	Jokaiselta opimme uutta	Tuesday, Oct 25th 7:56AM
268,417,039	Saa erilaisia ihmisiä arkistoon ja arkiston sisältöjen piiriin. Tuo näkyvyyttä kun kirjailtoja mainostetaan tiedotusvälineissä ja somessa.	Wednesday, Oct 12th 6:34AM

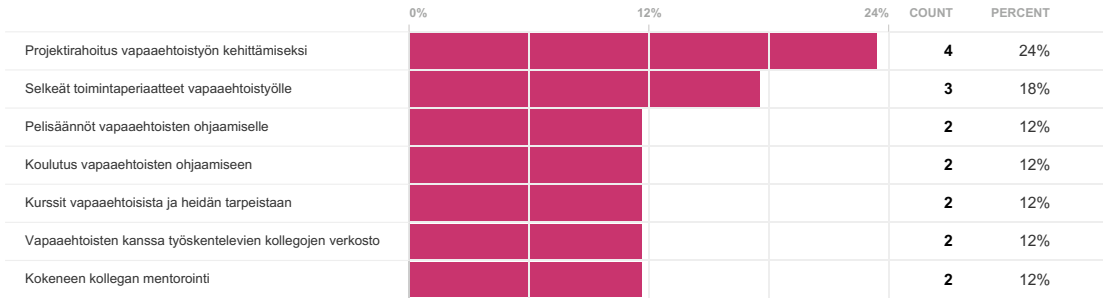
47. Jos sinulla on esimerkki projektistanne, jossa vapaaehtoisia on ollut mukana, kuvaile sitä lyhyesti ja liitä mukaan linkit verkkosivuille, raportteihin yms.

Answers 0 (0%) Skips 23 (100%)

There is no data to display.

48. Mikä helpottaisi vapaaehtoistyötä arkistossanne?

Answers 5 (22%) Skips 18 (78%)



	COUNT	PERCENT
Projektirahoitus vapaaehtoistyön kehittämiseksi	4	24%
Selkeät toimintaperiaatteet vapaaehtoistyölle	3	18%
Pelisäännöt vapaaehtoisten ohjaamiselle	2	12%
Koulutus vapaaehtoisten ohjaamiseen	2	12%
Kurssit vapaaehtoisista ja heidän tarpeistaan	2	12%
Vapaaehtoisten kanssa työskentelevien kollegojen verkosto	2	12%
Kokeneen kollegan mentorointi	2	12%

49. Kerro vapaasti minkälaista tukea haluaisit saada vapaaehtoisten ohjaamiseen:

Answers 1 (4%) Skips 22 (96%)

268,775,947	Koulutusta arkistoaineiston käsittelyyn ja järjestämiseen	Tuesday, Oct 25th 10:19AM

50. Jätä vapaasti muitakin kommentteja arkistovapaaehtoisiin liittyen:

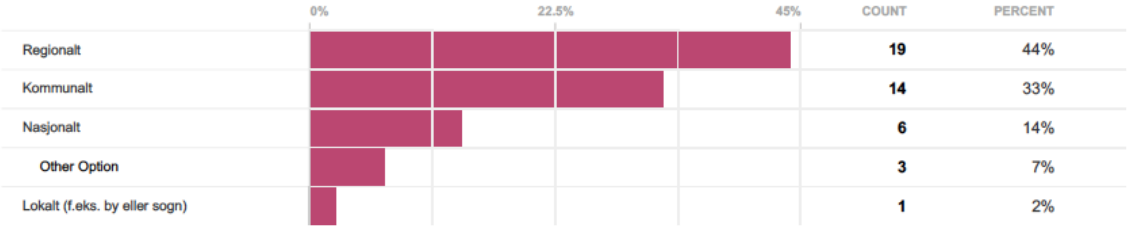
Answers 0 (0%) Skips 23 (100%)

There is no data to display.

Results of the survey in Norway

03 3. Arkivets geografiske dekningsområde

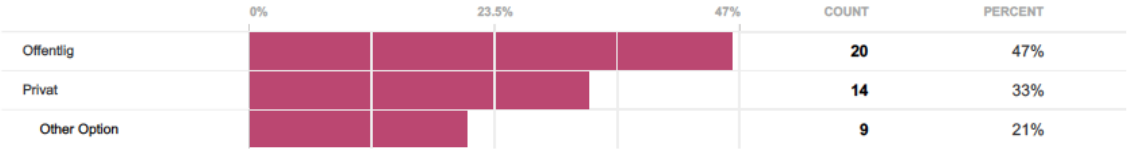
Answers 43 (96%) Skips 2 (4%)



	COUNT	PERCENT
Regionalt	19	44%
Kommunalt	14	33%
Nasjonalt	6	14%
Other Option	3	7%
Lokalt (f.eks. by eller sogn)	1	2%

04 4. Drives arkivet av en offentlig eller en privat organisasjon?

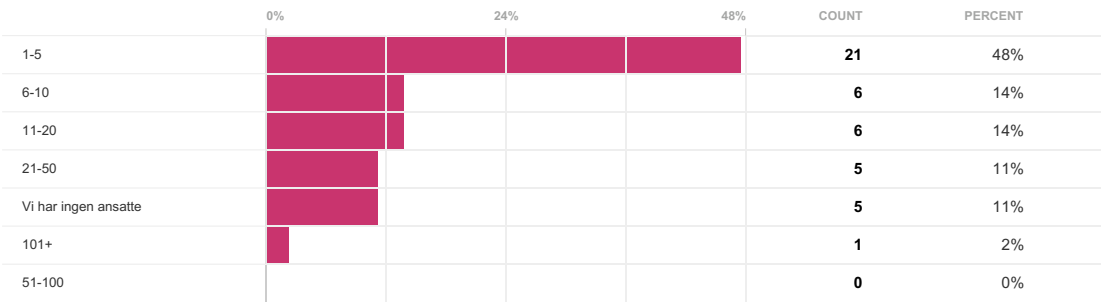
Answers 43 (96%) Skips 2 (4%)



	COUNT	PERCENT
Offentlig	20	47%
Privat	14	33%
Other Option	9	21%

05 5. Antall medarbeidere

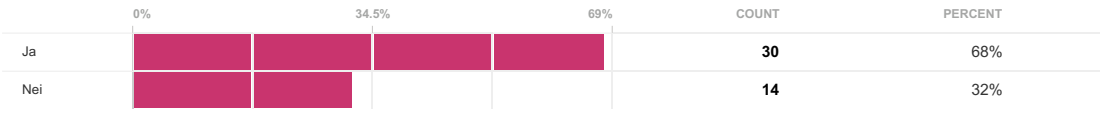
Answers 44 98%
Skips 1 2%



	COUNT	PERCENT
1-5	21	48%
6-10	6	14%
11-20	6	14%
21-50	5	11%
Vi har ingen ansatte	5	11%
101+	1	2%
51-100	0	0%

06 6. Involverer dere frivillige i arkivet?

Answers 44 98%
Skips 1 2%



	COUNT	PERCENT
Ja	30	68%
Nei	14	32%

07 7. Du har opplyst at det ikke arbeider frivillige i arkivet. I hvilken prioritert rekkefølge vil du vurdere relevansen av følgende grunner for ikke å involvere frivillige?

Answers 15 33%
Skips 30 67%

RANK	CHOICE	WEIGHTED RANK
1	Vi har ikke ressurser til å føre tilsyn med de frivillige	2.33
2	Vi har ikke egnede oppgaver som frivillige kan arbeide med	3.33
3	Vi får ikke henvendelser fra potensielle frivillige	3.93
4	Frivillig arbeid medfører sikkerhetsutfordringer, som vi ikke kan håndtere	4.00
5	Frivillige blander seg i det profesjonelle personalets arbeid	5.27
6	Annet	5.53
7	Frivillige gjør det profesjonelle personalet overflødig	5.80
8	Det er ikke en del av vårt oppdrag å delta i frivillige programmer	5.80

08 8. Kommenter gjerne svaret ditt:

Answers 11 24%
Skips 34 76%

272,610,506	Utanom "annet" er ikkje alternativa i spørsmål 7 særleg dekkande, det er ikkje ein spesiell aktiv årsak til at frivillige ikkje vore involverte tidlegare. Vi har i strategi og langtidsplanar planar om å engasjere frivillige innan samlingsforvaltninga allereie frå 2023, og har så vidt starta med å engasjere frivillig i arbeidet med gjenstandssamlingane, men ikkje arkiva.	Wednesday, Dec 21st 11:24PM
271,389,964	Me har hatt frivillige tidlegare som har hatt kjennskap til det me skulle arkivera.	Monday, Dec 12th 10:47AM
271,142,342	Hovedjobb er bibliotek. Liten stilling i arkiv. Mindre enn 20 %. Usikker på kapasitet til opplæring til selvstendig arbeid i arkivet.	Thursday, Dec 8th 1:52PM
268,562,781	Vi mangler fysisk og digital infrastruktur som kan ivareta sikkerhet for arkivmaterialet/digitale systemer og kvalitetssikring av frivillig arbeid.	Monday, Oct 17th 1:52PM
268,429,403	Det har ikke vært praksis med frivilligarbeid ved institusjonen. Temaet har ikke vært oppe til debatt i særlig grad de seneste årene heller. Det utelukkes ikke at organisert frivillig arbeid kan være aktuelt i fremtiden. Den eneste frivilligheten vi nyter godt av per i dag er brukere som sender inn opplysninger om digitaliserte dokumenter via kommentarfelt, e-post eller annet.	Wednesday, Oct 12th 3:17PM
268,420,207	Grunnen til at vi for tiden ikke har ressurser er at arkivet er under omorganisering. Da mener jeg at arkivmagasinet bygges om. Når det er ferdig har jeg et ønske om å innhente frivillig hjelp til ordning og katalogisering med mer.	Wednesday, Oct 12th 10:05AM
268,368,870	Bruk av frivillige har blitt diskutert internt hos oss ved mange anledninger og som del av strategiarbeidet. Vi har god kontakt med historielagene i våre kommuner, og kunne godt tenkt oss å tilby de å jobbe som frivillige hos oss. Mangel på egnete lokaler og personalressurser gjør at dette for tiden ikke er gjennomførbart.	Tuesday, Oct 11th 1:42PM
268,254,384	Vi har "Annet" på topp. Annet er at vi per i dag ikke har tilrettelagt for frivillige. Vi har ofte personer på arbeidstrening o.lign. og det har vært vår prioritering til nå.	Friday, Oct 7th 8:20AM
268,225,371	Vi holder på å starte opp med frivillig arbeid nå, dette har vært på planen i lang tid, men ble stoppet av først feil med utstyret og deretter hindringer som følge av korona.	Thursday, Oct 6th 1:47PM
268,223,629	Vi har et lite arkiv, med en omfang på et 20-talls hyllemeter.	Thursday, Oct 6th 12:34PM
268,221,092	Spørsmålet om frivillige skal involverast i arbeidet har ikkje stilt seg hjå oss. Men det er ei idé å vere ope for meglegheita. Men hovudproblemet er nok at det ikkje finnest privat interesserte i alle fall her lokalt.	Thursday, Oct 6th 10:22AM

09 9. Vennligst svar, hvis det er andre grunner til ikke å bruke frivillige i arkivet:

Answers **3** 7%

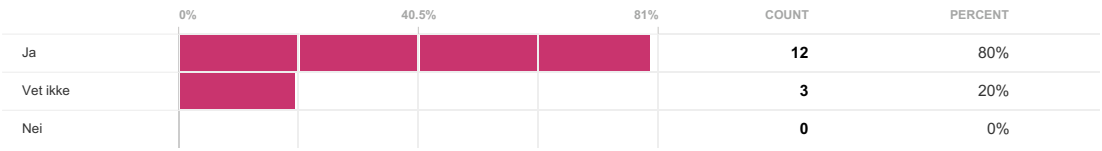
Skips **42** 93%

272,610,506	Det har ikkje vore ei prioritert oppgåve tidlegare. Arbeidet med samlingane, som registrering og digitalisering, har tidlegare heller ikkje vore der at det har vore riktig tid å engasjere frivillige. Det arbeidet som har vore gjort innan samlingsforvaltning siste åra, med å skaffe oversikt, gjer at det no er fleire oppgåver som er relevante å engasjere frivillige for.	Wednesday, Dec 21st 11:24PM
271,389,964	Dårleg tilgang på frivillige, og lite interne ressurser til å følgja dei opp.	Monday, Dec 12th 10:47AM
268,429,403	Det er viktig at de frivillige har riktig erfaring og kunnskap som gjør at oppfølgingen ikke blir for omfattende.	Wednesday, Oct 12th 3:17PM

10 10. Kunne du være interessert i å involvere frivillige i fremtiden? (Mandatory)

Answers **15** 33%

Skips **30** 67%



	COUNT	PERCENT
Ja	**12**	80%
Vet ikke	**3**	20%
Nei	**0**	0%

11 11. Hvis du svarte ja, hva er årsaken til din interesse for å involvere frivillige i fremtiden?

Answers **11** 24%

Skips **34** 76%

272,610,506	Ein viktig grunn er ressursbruk og at det er mange og store arbeidsoppgåver innan samlingsforvaltning, der frivillige kan vere ein god ressurs. Ein annan viktig grunn er kunnskapen vi kan få inn frå engasjerte frivillige. Vi ser også fleire tilleggsverdiar i det å engasjere frivillige i samlingsarbeidet.	Wednesday, Dec 21st 11:24PM
271,389,964	Ved rett person med interesse for arkivet.	Monday, Dec 12th 10:47AM
271,142,342	Om rette personen kan være behjelpelig med å organisere/systematisere eit arkivstykke, ville jo det være flott.	Thursday, Dec 8th 1:52PM
268,778,943	Tilgjengeliggjøring.	Tuesday, Oct 25th 12:54PM
268,562,781	Frivillige er en viktig ressurs.	Monday, Oct 17th 1:52PM
268,429,403	Store etterslep på ompakking og registrering av samlinger, hvor særlig fotoarkiver kan være særlig aktuelle til denne type arbeid.	Wednesday, Oct 12th 3:17PM
268,420,207	De er en veldig god ressurs, og jeg trenger hjelpen de kan tilby.	Wednesday, Oct 12th 10:05AM
268,368,870	Mange historieinteresserte sitter på stor lokalhistorisk kunnskap og vil kunne være gode bidragsytere, og historiefortellere.	Tuesday, Oct 11th 1:42PM
268,254,384	Se svar over	Friday, Oct 7th 8:20AM
268,225,371	vi har mange oppgaver som passer for frivillig arbeid og som vi ikke har ressurser til seg. vi har teknisk utstyr/digitaliseringsutstyr som i liten grad blir brukt og som vi ønsker å utnytte for å bedre tilgangen til arkivene.	Thursday, Oct 6th 1:47PM
268,221,092	Dei kan vere ei stor ressurs med lokalhistoriske arkiv, dei kan også vere meget behjelpelege med det praktiske arbeidet i arkivet, noko som samlingsavdelinga eigentleg ikkje har nok kapasitet.	Thursday, Oct 6th 10:22AM

12

12. Hvis du svarte nei, hva er årsaken til at du ikke vil involvere frivillige i fremtiden?

Answers **0** 0%

Skips **45** 100%

There is no data to display.

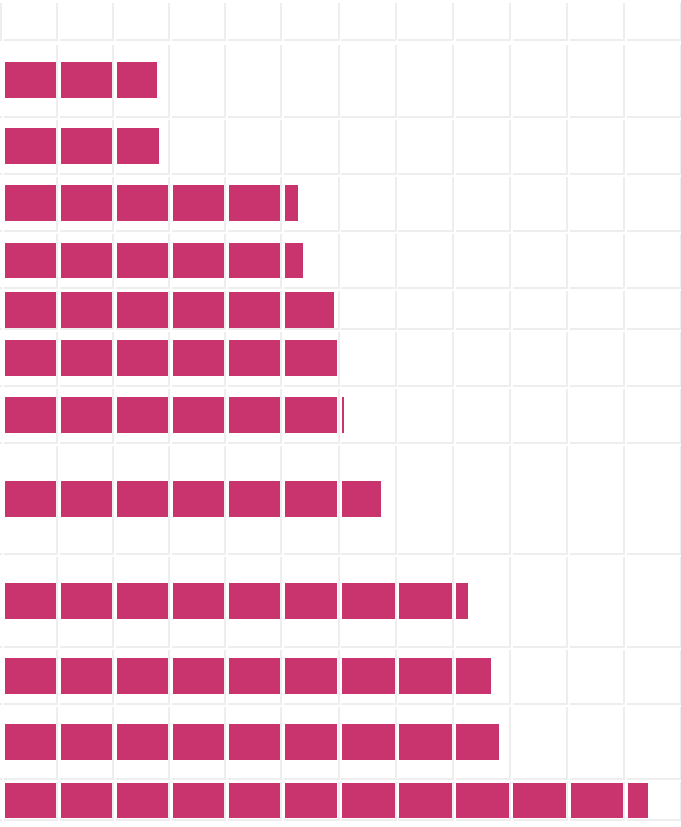
13

13. Du har opplyst at arkivet bruker frivillige i arkivarbeidet. I hvilken prioritert rekkefølge vil du vurdere relevansen for arkivet av følgende grunner for å involvere frivillige?

Answers **32** 71%

Skips **13** 29%

RANK	CHOICE	WEIGHTED RANK
1	Det gir oss muligheter til å gjøre ting vi normalt ikke kunne gjort	2.78
2	De frivillige skaper merverdi til vårt arbeid	2.84
3	Det fremmer brukermedvirkning	5.25
4	Arkivet har en lang tradisjon med å bruke frivillige	5.34
5	Det sparer penger	5.94
6	Det er godt for vårt omdømme	6.00
7	Vi ser det som en del av vårt oppdrag (samfunnsoppdrag)	6.03
8	Vi ønsker å skape meningsfulle aktiviteter for folk som er mer interesserte enn den gjennomsnittlige bruker	6.75
9	Arkivet oppfordres av statlige/regionale/kommunale myndigheter til å involvere dem	8.22
10	Vi er utelukkende avhengig av frivillig arbeid	8.66
11	De frivillige er en del av finansierte prosjekter i vårt arkiv	8.81
12	Annet	11.38



14. Kommenter gjerne ditt svar:

Answers 13 (29%) Skips 32 (71%)

271,391,927	Det er kun 3 lønnede ansatte i vårt Senter: Regnskapsmedarbeider, Vaktmester og Rengjører.	Monday, Dec 12th 11:40AM
271,389,964	Me har ikkje frivillige for tida, men har brukt det tidlegare.	Monday, Dec 12th 10:47AM
271,388,451	Frivillige sit i mange tilfelle med unik kompetanse som er viktig i bevaringsarbeidet.	Monday, Dec 12th 9:44AM
271,228,560	Vi har ett prosjekt som var finansiert av kulturrådet for en tid tilbake, hvor vi transkriberte de eldste kommunale protokollene fra flere forskjellige kommuner. Prosjektet er nå avsluttet, men de frivillige ønsket å fortsette. Vi ønsker å fortsette vårt prosjekt med de frivillige fordi det utfordrer oss, i tillegg til at vi får gode resultater som publiseres fortløpende.	Friday, Dec 9th 3:28PM
271,214,878	Listen over relevansen kan stå uendret.	Friday, Dec 9th 11:37AM
271,211,111	Museet ble startet av frivillige i sin tid, og de som startet museet er fremdeles involvert i registrering av dokumenter og foto. De har stor kjennskap til materialet. Det er derfor praktisk for museet at de skriver ned de opplysningene hun har om f.eks personer på foto. De fem nederste punktene på listen over er ikke relevante for oss i det hele tatt.	Friday, Dec 9th 9:47AM
268,970,847	Det viktigste med bruken av frivillige er den kompetansen de frivillige bringer inn i arbeidet som i stor grad gir merverdi. F.eks knyttet til bestandskunnskap eller annet som ikke er en del av arkivets egen kompatanse.	Monday, Oct 31st 2:54PM
268,423,423	Ved å engasjere frivillige, i stor grad pensjonister, får vi mange slags kompetanse som ellers ville koste dyrt. De frivillige er med av interesse, ikke for økonomien skyld. Vår vertskommune, Flesberg, gir oss gratis hus og lys og varme. det er til stor hjelp.	Wednesday, Oct 12th 12:47PM
268,328,541	Vi gjenopptar for tiden samarbeid med frivillige grupper som har vært ute en god stund 2-3 frivillige har vært tilstede hele tiden	Monday, Oct 10th 11:36AM
268,262,357	Vanskeleg å rangere då utsagna har ulikt fokusområde.	Friday, Oct 7th 1:00PM
268,258,866	Formålet med frivillig arbeid hos oss er å jobbe sammen for å oppnå digital bevaring og formidling av kulturarven samt å bidra til at studentene får relevant arbeidserfaring.	Friday, Oct 7th 11:07AM
268,222,842	Arkivarbeidet ville ikke blitt utført uten hjelp fra de frivillige	Thursday, Oct 6th 11:55AM
268,222,220	Den frivillige innsatsen utgjør anslagsvis 3-4 årsverk, mens lønnet stillinger bare utgjør 0,2 årsverk. Derfor ville det vært umulig å drive arkivet på en fornuftig måte uten frivillig innsats.	Thursday, Oct 6th 11:20AM

15. Vennligst svar, om det er andre grunner til at arkivet bruker frivillige:

Answers 11 (24%) Skips 34 (76%)

271,391,927	Arkivet vårt er basert på frivillighet.	Monday, Dec 12th 11:40AM
271,389,964	Har brukt frivillige som hadde god kjennskap til del av arkivet.	Monday, Dec 12th 10:47AM
271,189,957	Økonomi	Thursday, Dec 8th 11:14PM
268,557,479	Nei	Monday, Oct 17th 9:55AM
268,347,201	Økonomiske	Monday, Oct 10th 8:40PM
268,328,541	Vi har store samlinger (foto, glassplatenegativer) som allerede er prioritert som truet som vi ikke har mulighet til å ta oss av uten de frivillige.	Monday, Oct 10th 11:36AM
268,262,357	Det er ofte naudsynt for å tilegne seg metadata til arkiva. Særleg relevant for foto- og musikkarkiv.	Friday, Oct 7th 1:00PM
268,258,866	Det hjelper også med flere operatører til å oppnå fastsatte mål og heve produksjonsgrad. Vi ved IKAH Hordaland opplever frivilliges engasjement som et gjensidig samarbeid som alle parter får nytte av, og som vi setter stor pris på.	Friday, Oct 7th 11:07AM
268,257,334	De frivillige besitter info om arkivet vi har. Informasjon som ikke er å finne andres steder	Friday, Oct 7th 10:13AM
268,254,067	Frivillige har i visse tilfelle større kompetanse og kunnskap enn det de ansatte har.	Friday, Oct 7th 8:00AM
268,222,220	Lokalhistorisk kompetanse og lokale nettverk.	Thursday, Oct 6th 11:20AM

16. Hvor lenge har dere involvert frivillige i arkivarbeidet?

Answers 30 (67%) Skips 15 (33%)

	COUNT	PERCENT
Mer enn 20 år	11	37%
6-10 år	7	23%
16-20 år	7	23%
1-5 år	3	10%
Mindre enn et år	2	7%
11-15 år	0	0%

17. Hvor mange frivillige er involvert i arbeid nå?

Answers 30 (67%) Skips 15 (33%)

	COUNT	PERCENT
1-5	14	47%
6-10	9	30%
11-20	4	13%
Jeg vet ikke	2	7%
101+	1	3%
21-50	0	0%
51-100	0	0%

18. Hvor mange arbeidstimer bidrar de frivillige totalt med årlig?

Answers 30 (67%) Skips 15 (33%)

	COUNT	PERCENT
Mer enn 1500 timer	6	20%
51-100 timer	5	17%
101-500 timer	5	17%
Jeg vet ikke	5	17%
501-1000 timer	4	13%
1001-1500 timer	3	10%
0-50 timer	2	7%

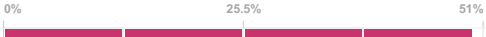
19. Foregår de frivilliges oppgaver fysisk på stedet i arkivets lokaler eller hjemmefra/digitalt?

Answers 30 (67%) Skips 15 (33%)

	COUNT	PERCENT
Både i arkivets lokaler og annet sted/digitalt	18	60%
På arkivet	12	40%
På et annet sted/digitalt	0	0%

20. Organiserer arkivet selv frivillige, eller er de frivillige organisert gjennom en annen organisasjon (så som en slektsforskerforening, lokalhistorisk forening)?

Answers 30 (67%) Skips 15 (33%)



	COUNT	PERCENT
Av selve arkivet	15	50%
Både av selve arkivet og sammen med en annen organisasjon	14	47%
I samarbeid med en annen organisasjon	1	3%

21. Hvis dere arbeider sammen med en annen organisasjon, vær snill å spesifiser type organisasjon:

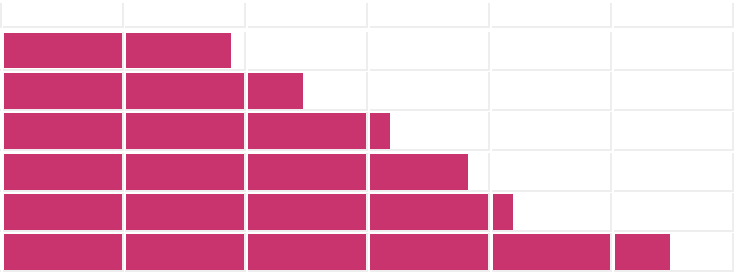
Answers	Skips
14	31
31%	69%

272,449,421	Samarbeidsavtale med Norges største slektsorganisasjon "Slekt og Data" som bistår med Slektshjelp for nybegynnere innenfor slektsforskning på våre lesesaler og samarbeid om Slektsforskerdagen. Vi har også bidrag fra andre slektshistorieforeninger om Slektshjelp på ulike lokasjoner i Arkivverket. vi har ellers dialog og info rundt aktuelle utviklingsprosjekter i Arkivverket.	Tuesday, Dec 20th 11:22AM
271,386,709	Hol Historielag, Fekjos venner, Geilojordets venner	Monday, Dec 12th 8:38AM
271,228,560	Vi samarbeider med historielag i Innlandet og Slekt og Data Oppland.	Friday, Dec 9th 3:28PM
268,994,789	Gol historielag	Tuesday, Nov 1st 11:24AM
268,970,847	Slekt og Data, i enkelte tilfeller historielag i Oslo. Andre organisasjoner har tidligere vært involvert.	Monday, Oct 31st 2:54PM
268,597,796	Arbeidstrening gjennom NAV, er blant annet et opplegg vi har hatt. Da har de fått lister med arkiv som ble ført opp på ASTA. Et større arkiv har tidligere blitt sortert og pakket av Næringshistorie Nordmøre, og vi jobber for å få til et nytt opplegg med denne foreningen.	Tuesday, Oct 18th 7:20AM
268,423,423	Flesberg Historielag	Wednesday, Oct 12th 12:47PM
268,328,541	Hol historielag	Monday, Oct 10th 11:36AM
268,257,334	Informanter, historielag og museumsforeninger	Friday, Oct 7th 10:13AM
268,254,708	Slektsforskerforening Universitetet i Stavanger	Friday, Oct 7th 8:35AM
268,254,067	Samarbeid med lokallag av slekt og data	Friday, Oct 7th 8:00AM
268,224,105	Samvirke Arbeiderbevgelsens arkiv i Telemark	Thursday, Oct 6th 12:52PM
268,222,842	Historielaget Stiftelsen MeråkerMusea	Thursday, Oct 6th 11:55AM
268,222,220	Sameia Fotoarkiv (frivillig organisasjon der de som arbeider som frivillige i arkivet er medlemmer), Eiker Historielag (økonomisk støtte + kontaktnett) + diverse tidsavgrensede og tematisk avgrensede innsamlingsprosjekter i samarbeid med museer, frivillige organisasjoner, grendeutvalg, venneforeninger o.l.	Thursday, Oct 6th 11:20AM

22. Hvordan ser alderssammensetningen på de frivillige ut?

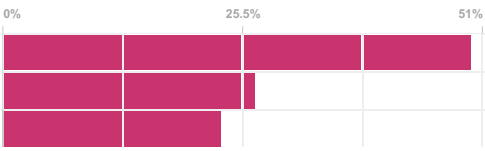
Answers	Skips
30	15
67%	33%

RANK	CHOICE	WEIGHTED RANK
1	66-75 år	1.90
2	75 år+	2.47
3	51-65 år	3.17
4	36-50 år	3.83
5	18-35 år	4.17
6	Under 18 år	5.47



23. Hvordan er sammensetningen av de frivillige i forhold til kjønn?

Answers	Skips
30	15
67%	33%

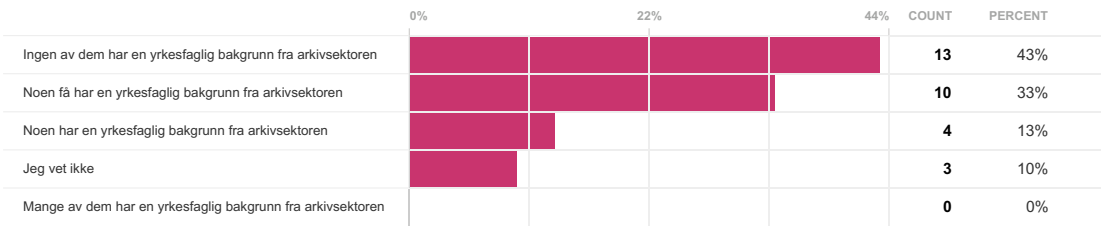


	COUNT	PERCENT
Vi har en lik kjønnsfordeling blant de frivillige	15	50%
Et flertall menn	8	27%
Et flertall kvinner	7	23%

24

24. I hvilket omfang har de frivillige en yrkesfaglig bakgrunn fra arkivsektoren?

Answers	Skips
30	15
67%	33%



	COUNT	PERCENT
Ingen av dem har en yrkesfaglig bakgrunn fra arkivsektoren	13	43%
Noen få har en yrkesfaglig bakgrunn fra arkivsektoren	10	33%
Noen har en yrkesfaglig bakgrunn fra arkivsektoren	4	13%
Jeg vet ikke	3	10%
Mange av dem har en yrkesfaglig bakgrunn fra arkivsektoren	0	0%

25

25. Kommenter gjerne på demografien for de frivillige ved ditt arkiv:

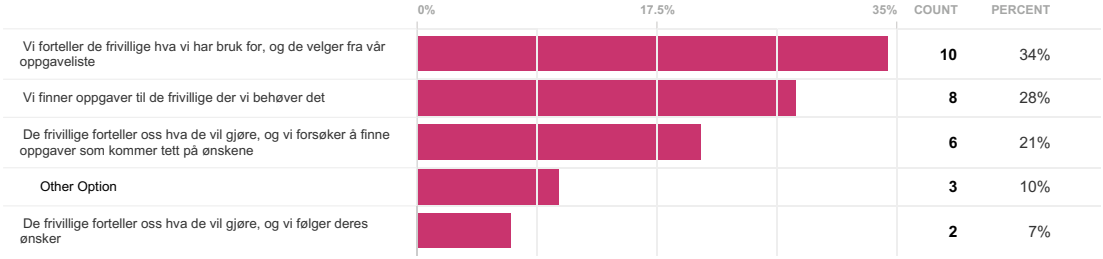
Answers	Skips
12	33
27%	73%

272,449,421	Vi vet hvem de frivillige er, men alder og kjønnsfordeling kan være vanskelig å si noe eksakt om. Den yrkesfaglige bakgrunnen vet vi lite om, kun sporadisk. men at de er historie og slektsinteresserte er det ingen tvil om.	Tuesday, Dec 20th 11:22AM
271,386,709	De frivillige kommer fra hele Hol kommune, men mest Hol sentrum og Geilo	Monday, Dec 12th 8:38AM
271,211,111	Vi har kun frivillige i aldersgruppen 66-75 år	Friday, Dec 9th 9:47AM
268,994,789	Ein frivillig har bakgrunn som bibliotekar	Tuesday, Nov 1st 11:24AM
268,970,847	Det er ett flertall av pensjonister blant de frivillige.	Monday, Oct 31st 2:54PM
268,597,796	Lokalt, Kristiansund og omeng	Tuesday, Oct 18th 7:20AM
268,425,778	De fleste er fra området. Både pensjonister og unge yrkesaktive mennesker er frivillige.	Wednesday, Oct 12th 2:00PM
268,328,541	Jeg er nyansatt i et arkiv som ikke har hatt særlig kontakt med frivillige på flere år, bortsett fra 2-3 ildsjeler. Vi setter i gang en damegruppe som har vært her tidligere (Fotoklubb tilhørende Hol Historielag) i løpet av november. Disse skal ordne og registrere en av de eldre fotosamlingene som har stått i esker i snart 20 år. Forhåpentligvis vil de fortsette på neste uarkiverte samling.	Monday, Oct 10th 11:36AM
268,258,866	Frivillige som deltar på digitaliseringsprosjekter hos oss er vanligvis studenter på bachelorprogram i historie, kulturvitenskap eller arkeologi.	Friday, Oct 7th 11:07AM
268,257,334	De frivillige er oftest pensjonister og eldre som er i besittelse av kunskap museet trenger men kankjse ikke har selv	Friday, Oct 7th 10:13AM
268,222,842	Mann 81 Mann 71 Dame 86 Dame 65 Mann 29	Thursday, Oct 6th 11:55AM
268,222,220	De fleste er mest aktive de første årene etter at de har blitt pensjonister.	Thursday, Oct 6th 11:20AM

26

26. Hvordan velger dere ut arbeidsoppgaver til de frivillige?

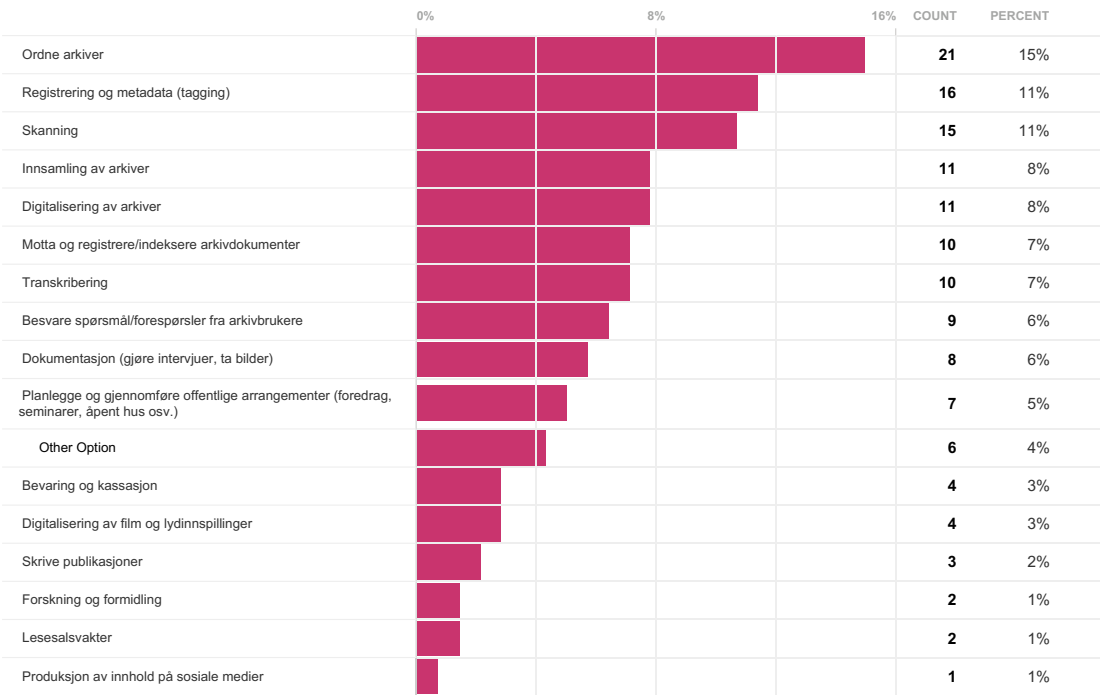
Answers	Skips
29	16
64%	36%



	COUNT	PERCENT
Vi forteller de frivillige hva vi har bruk for, og de velger fra vår oppgaveliste	10	34%
Vi finner oppgaver til de frivillige der vi behøver det	8	28%
De frivillige forteller oss hva de vil gjøre, og vi forsøker å finne oppgaver som kommer tett på ønskene	6	21%
Other Option	3	10%
De frivillige forteller oss hva de vil gjøre, og vi følger deres ønsker	2	7%

27. Hvilke oppgaver er de frivillige involvert i?

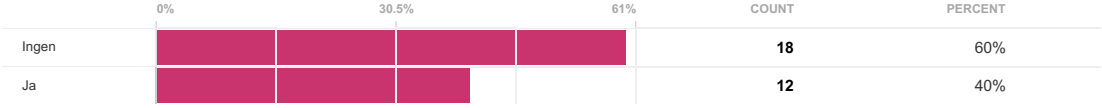
Answers 30 (67%) Skips 15 (33%)



	COUNT	PERCENT
Ordne arkiver	21	15%
Registrering og metadata (tagging)	16	11%
Skanning	15	11%
Innsamling av arkiver	11	8%
Digitalisering av arkiver	11	8%
Motta og registrere/indeksere arkivdokumenter	10	7%
Transkribering	10	7%
Besvare spørsmål/forespørsler fra arkivbrukere	9	6%
Dokumentasjon (gjøre intervjuer, ta bilder)	8	6%
Planlegge og gjennomføre offentlige arrangementer (foredrag, seminarer, åpent hus osv.)	7	5%
Other Option	6	4%
Bevaring og kassasjon	4	3%
Digitalisering av film og lydinnspillinger	4	3%
Skrive publikasjoner	3	2%
Forskning og formidling	2	1%
Lesesalsvakter	2	1%
Produksjon av innhold på sosiale medier	1	1%

28. Påvirker sikkerhetsbegrensninger når det gjelder tilgang til arkivlokaler oppgavene dere gir til frivillige?

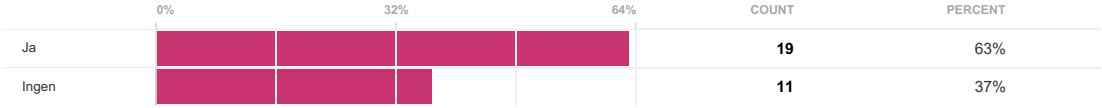
Answers 30 (67%) Skips 15 (33%)



	COUNT	PERCENT
Ingen	18	60%
Ja	12	40%

29. Påvirker sikkerhetsbegrensninger når det gjelder håndtering av sensitive personopplysninger eller klassifisert informasjon de oppgavene dere gir til frivillige?

Answers 30 (67%) Skips 15 (33%)



	COUNT	PERCENT
Ja	19	63%
Ingen	11	37%

30. Skriv gjerne en kommentar om hvordan sikkerhetsrestriksjoner påvirker ditt arbeid med frivillige:

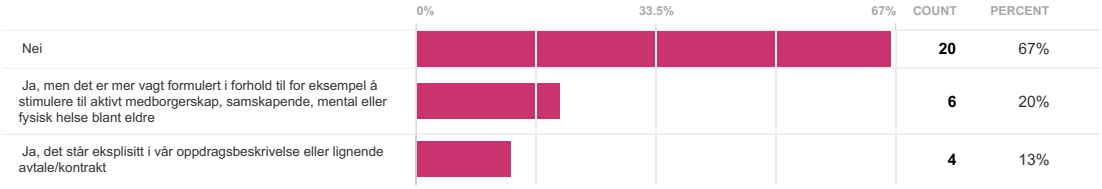
Answers 17 (38%) Skips 28 (62%)

272,449,421	Frivillige må bruke publikumsområdene. Sensitive personopplysninger eller sikkerhetsgradert materiale kan normalt ikke benyttes frivillige. Unntak har vært personopplysninger som er lovregulert med sperrefrister. Vi har brukt frivillige til slikt materiale men da har taushetserklæring blitt undertegnet først.	Tuesday, Dec 20th 11:22AM
272,276,685	De frivillige arbeider ikke direkte i arkivmagasin, men får tilgjengelig arkivmateriale de jobber med i bokser på tralle.	Monday, Dec 19th 9:21AM
271,391,927	Tilgangen til arkivet er begrenset ved hjelp av et nøkkelsystem.	Monday, Dec 12th 11:40AM
271,388,451	I arbeidet med offentlege arkiv er det ein del som lovmessig regulerer tilgang. I arbeidet med privatarkiv er det våre interene arkivrutinger og evt. inngåtte avtalar som ville kunne regulere.	Monday, Dec 12th 9:44AM
271,386,709	Vi vurderer bruken av frivillige mht. tilgang til lokalene, sannsynlighet for feilmarginer (digitalisering/filbehandling) og personvern.	Monday, Dec 12th 8:38AM
271,228,560	Vi har samlinger 6 ganger i året, og våre frivillige jobber med digitaliserte protokoller fra 1800-tallet. Vi har ingen utfordringer med sikkerhetsrestriksjoner.	Friday, Dec 9th 3:28PM
271,214,878	Den enkelte frivillige medarbeideren kan velge å undertegne et løfte om taushetsplikt, og kan da få tilgang til sensitivt arkivmateriale. Svært få frivillige har ønsket å undertegne.	Friday, Dec 9th 11:37AM
271,211,111	Vi har strenge sikkerhetsrestriksjoner, men de frivillige er medlemmer av den jødiske menigheten, og har derfor tilgang til bygget. Arbeidet de utfører er lokalt i arkivet og medfører liten fare for at personopplysninger blir spredt.	Friday, Dec 9th 9:47AM
268,970,847	Enkelte typer arkiver må håndteres av ansatte grunnet Taushetspliktsbestemmelser. Det er også enkelte adgangsbegrensinger i magasinene som påvirker tilgang.	Monday, Oct 31st 2:54PM
268,452,929	Av hensyn til personvern behandles sensitivt materiale kun av ansatte eller av et fåtall utvalgte frivillige. Behandling av sensitivt materiale er et viktig punkt i opplæringen av de frivillige.	Thursday, Oct 13th 8:32AM
268,425,778	Det er ingen spesielle begrensninger, men de frivillige behandler ikke innsynssaker og lignende saker som krever behandling av sensitive opplysninger.	Wednesday, Oct 12th 2:00PM
268,423,423	Alle deltagere på arkivet blir fortalt om regler. om lover og begrensninger så langt vi kjenner til de.	Wednesday, Oct 12th 12:47PM
268,328,541	Vi må ta hensyn til personvernet knyttet til foto og dokumentasjon og sørge for å informere tilstrekkelig. I vårt tilfelle gjelder dette de få foto som er klausulerte. Hvilke foto som kan publiseres på Digitalt Museum og bruk av lisenser er ikke de frivillige involvert i pr. nå.	Monday, Oct 10th 11:36AM
268,258,866	Sikkerhetsrestriksjoner påvirker ikke vårt arbeid med de frivillige, når det gjelder tilgang til lokalene er de vanligvis følget av en av de ansatte, og når det gjelder håndtering av sensitive opplysninger, reglene er avklart med første oppmøte og frivillige må signere avtalen om taushetsplikt.	Friday, Oct 7th 11:07AM
268,257,334	Frivvillige bruker ikke vårt arkiv men de tilføyer en verdi til vårt arkiv.	Friday, Oct 7th 10:13AM
268,222,842	Skjema for taushetserklæring må signeres ved ny-rekruttering, fordi nye aktører kanskje ikke har med seg like mye livserfaring og holdninger som er nødvendig.	Thursday, Oct 6th 11:55AM
268,222,220	Dette oppleves ikke som noen viktig begrensning - det er nok arbeidsoppgaver.	Thursday, Oct 6th 11:20AM

31. Blir dere bedt av arkivets hovedorganisasjon, eller dem som finansierer arkivet, om å bruke frivillige?

Answers **30** 67%

Skips **15** 33%

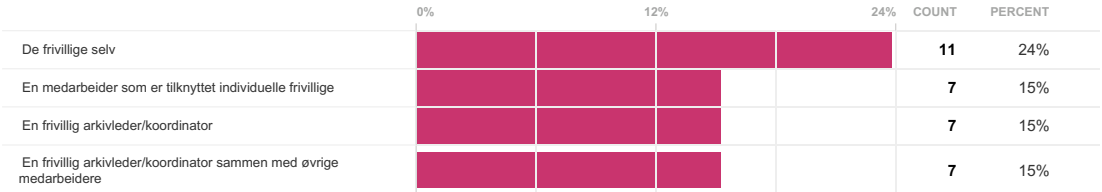


	COUNT	PERCENT
Nei	20	67%
Ja, men det er mer vagt formulert i forhold til for eksempel å stimulere til aktivt medborgerskap, samskapende, mental eller fysisk helse blant eldre	6	20%
Ja, det står eksplisitt i vår oppdragsbeskrivelse eller lignende avtale/kontrakt	4	13%

32. Hvem organiserer det frivillige arbeidet ved arkivet?

Answers **30** 67%

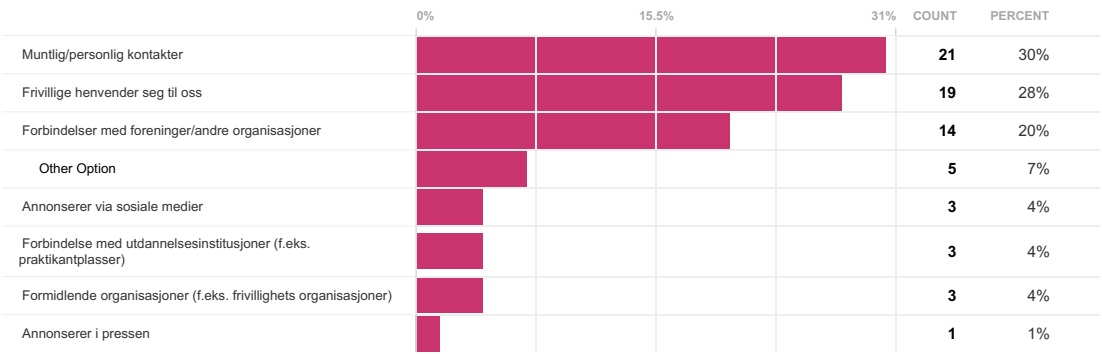
Skips **15** 33%



	COUNT	PERCENT
De frivillige selv	11	24%
En medarbeider som er tilknyttet individuelle frivillige	7	15%
En frivillig arkivleder/koordinator	7	15%
En frivillig arkivleder/koordinator sammen med øvrige medarbeidere	7	15%
Forskjellige medarbeidere på en uformell ad hoc basis	5	11%
Flere medarbeidere som er tilknyttet forskjellige grupper av frivillige	4	9%
En medarbeider som offisielt ikke har den som del av jobben, men gjør det likevel	3	7%
Lederen av en forening som de frivillige er tilknyttet	2	4%

33. Hvordan rekrutterer dere frivillige?

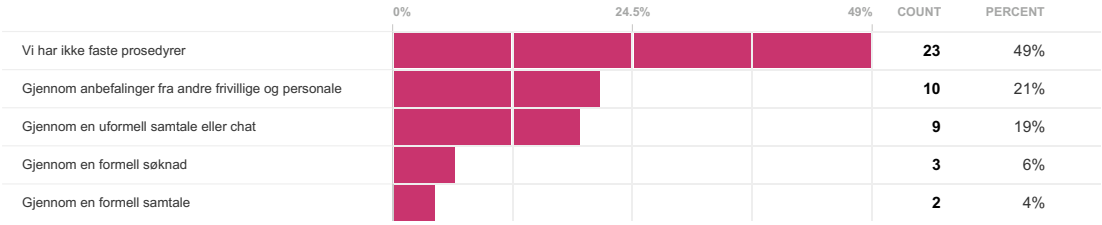
Answers 29 (64%) Skips 16 (36%)



	COUNT	PERCENT
Muntlig/personlig kontakter	21	30%
Frivillige henvender seg til oss	19	28%
Forbindelser med foreninger/andre organisasjoner	14	20%
Other Option	5	7%
Annonserer via sosiale medier	3	4%
Forbindelse med utdannelsesinstitusjoner (f.eks. praktikantplasser)	3	4%
Formidlende organisasjoner (f.eks. frivillighets organisasjoner)	3	4%
Annonserer i pressen	1	1%

34. Hvordan velger arkivet nye frivillige?

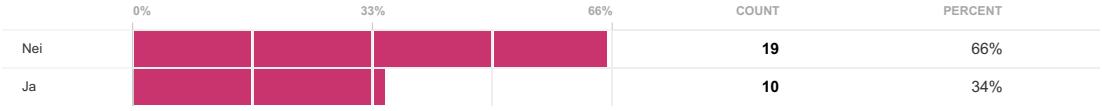
Answers 29 (64%) Skips 16 (36%)



	COUNT	PERCENT
Vi har ikke faste prosedyrer	23	49%
Gjennom anbefalinger fra andre frivillige og personale	10	21%
Gjennom en uformell samtale eller chat	9	19%
Gjennom en formell søknad	3	6%
Gjennom en formell samtale	2	4%

35. Har arkivet en policy for involvering av frivillige?

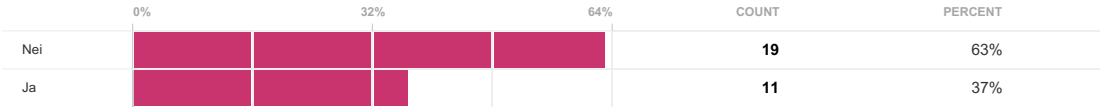
Answers 29 (64%) Skips 16 (36%)



	COUNT	PERCENT
Nei	19	66%
Ja	10	34%

36. Underskriver dere kontrakter eller avtaler med de frivillige?

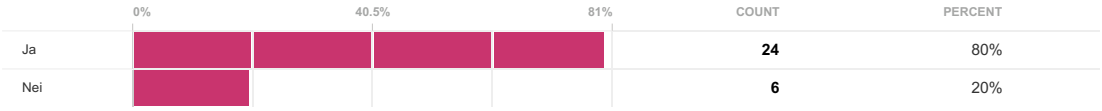
Answers 30 (67%) Skips 15 (33%)



	COUNT	PERCENT
Nei	19	63%
Ja	11	37%

37. Tilbyr dere de frivillige opplæring/utdanning?

Answers 30 (67%) Skips 15 (33%)

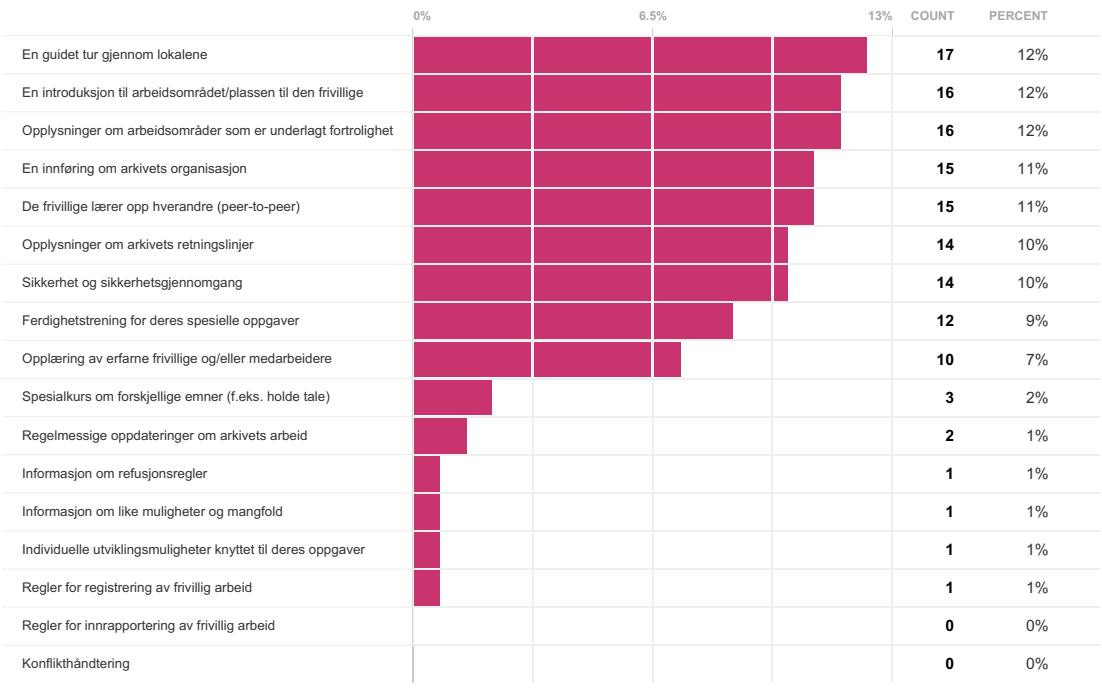


	COUNT	PERCENT
Ja	24	80%
Nei	6	20%

38

38. Hvis ja, hvilken form for opplæring/utdannelse tilbyr du de frivillige?

Answers	Skips
23	22
51%	49%

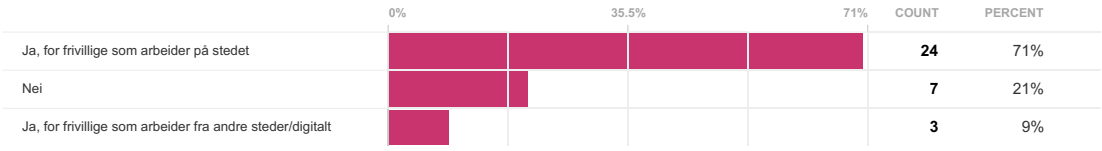


	COUNT	PERCENT
En guidet tur gjennom lokalene	17	12%
En introduksjon til arbeidsområdet/plassen til den frivillige	16	12%
Opplysninger om arbeidsområder som er underlagt fortrolighet	16	12%
En innføring om arkivets organisasjon	15	11%
De frivillige lærer opp hverandre (peer-to-peer)	15	11%
Opplysninger om arkivets retningslinjer	14	10%
Sikkerhet og sikkerhetsgjennomgang	14	10%
Ferdighetstrening for deres spesielle oppgaver	12	9%
Opplæring av erfarne frivillige og/eller medarbeidere	10	7%
Spesialkurs om forskjellige emner (f.eks. holde tale)	3	2%
Regelmessige oppdateringer om arkivets arbeid	2	1%
Informasjon om refusjonsregler	1	1%
Informasjon om like muligheter og mangfold	1	1%
Individuelle utviklingsmuligheter knyttet til deres oppgaver	1	1%
Regler for registrering av frivillig arbeid	1	1%
Regler for innrapportering av frivillig arbeid	0	0%
Konflikthåndtering	0	0%

39

39. Stiller arkivet opp med arbeidsverktøy til de frivillige, slik som pc, skanner og software?

Answers	Skips
30	15
67%	33%

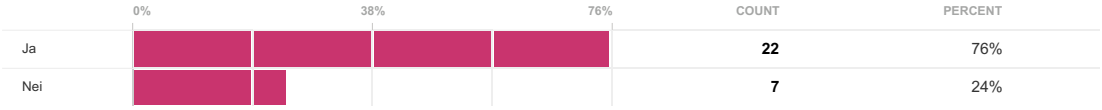


	COUNT	PERCENT
Ja, for frivillige som arbeider på stedet	24	71%
Nei	7	21%
Ja, for frivillige som arbeider fra andre steder/digitalt	3	9%

40

40. Evaluerer eller fører dere kvalitetskontroll med det arbeidet som utføres av frivillige?

Answers	Skips
29	16
64%	36%



	COUNT	PERCENT
Ja	22	76%
Nei	7	24%

41

41. Hvis ja, vennligst beskriv kontrollprosedyrene:

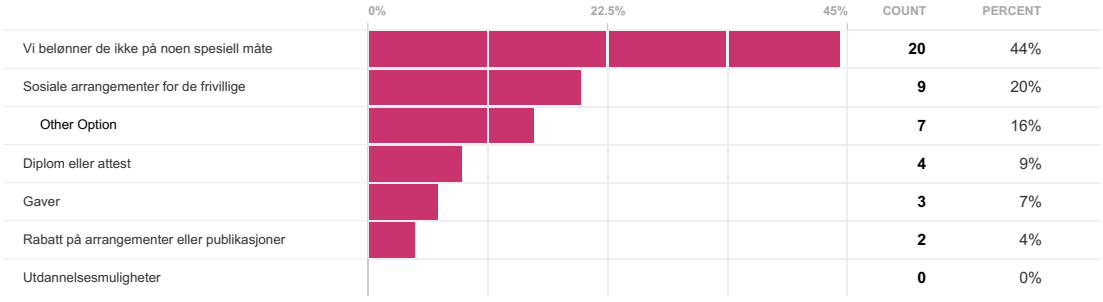
Answers	Skips
21	24
47%	53%

272,449,421	Ved transkribering er det kontroll av strukturen, at det transkriberte metadataene er kommet på riktig plass. Ved korrektur gås det nøyere gjennom at det transkriberte er korrekt. Graden av kontroll avhenger av den frivilliges kompetanse og erfaring.	Tuesday, Dec 20th 11:22AM
272,276,685	F.eks. Antall foto metatagget, skannet.	Monday, Dec 19th 9:21AM
271,391,927	Erfarne frivillige sjekker regelmessig skanning/teksting av bilder og dokumenter.	Monday, Dec 12th 11:40AM
271,388,451	Arbeidet vert innlemma i våre systemer og våre arkiv. Kvalitetssikringa skjer der og undervegs.	Monday, Dec 12th 9:44AM
271,386,709	De frivillige jobber for tiden med ordning av negativer. Kvalitetskontroll foregår ved kontinuerlige diskusjoner/vurderinger, samt ved at jeg i ettertid skal avfotografere alle negativene (og kontrollere nr. registreringer etc)	Monday, Dec 12th 8:38AM
271,211,111	De frivillige skriver ned informasjon om dokumenter og foto. Ansatt samlingsforvalter fører så informasjonen inn i digital protokoll (dokumenter) og i Primus (foto)	Friday, Dec 9th 9:47AM
268,970,847	Svar i 40 gjelder frivillige som bidrar til ordning og katalogisering.	Monday, Oct 31st 2:54PM
268,900,335	Arkiver kvalitetssikres av arkivar	Friday, Oct 28th 9:55AM
268,688,162	Kvalitetssikring av de registrerte katalogopplysningene og kvalitet på skanning	Friday, Oct 21st 7:19AM
268,597,796	Underveis og etter arbeidet går vi over det som har blitt digitalisert eller pakket.	Tuesday, Oct 18th 7:20AM
268,452,929	Ettergår kvalitet ved registrering gjennom stikkprøver. De frivillige skriver også logg som gjennomgås.	Thursday, Oct 13th 8:32AM
268,425,778	Vi følger opp underveis, og sjekker hva de har gjort. F eks at metadata er ført korrekt.	Wednesday, Oct 12th 2:00PM
268,423,423	Andre frivillige har som oppgave å rette ev.feil i opplysninger som blir lagt ut, eller arkivert.	Wednesday, Oct 12th 12:47PM
268,328,541	Jeg svarer på noen av spørsmålene over med tanke på hvordan jeg vil gjøre det når vi kommer i gang med de frivillige. De ildsjelene som er her allerede har i stor grad lært opp meg så de er selvgående.	Monday, Oct 10th 11:36AM
268,262,357	Arbeidet vert innlemma i våre systemer og våre arkiv. Kvalitetssikringa skjer der og undervegs.	Friday, Oct 7th 1:00PM
268,258,866	Frivillige får god opplæring om bruk av utstyr til digitalisering, samt håndtering av arkivmateriale til skanning, de blir følget opp til de har god kontroll i arbeidsprosessen og så fortsetter de å jobbe selvstendig. Skannede filer gjennomgås for kvalitetskontrollsjekk av koordinatoren før de godkjennes til opplastning på Digitalarkivet. Frivillige blir informert om eventuelle feil og det som kunne gjøres på en bedre måte.	Friday, Oct 7th 11:07AM
268,257,334	Gjennomgan etter endt arbeidperiode. Samt at noen fra organisasjonen er med eller er involvert på annen måte i arbeide de frivillige gjør	Friday, Oct 7th 10:13AM
268,254,708	Tett oppfølging/kontroll til å begynne med - gradvis mindre etter hvert som vi ser at personen mestrer oppgavene	Friday, Oct 7th 8:35AM
268,254,067	Arkivmedarbeidere hos oss gjennomgår jevnlig arbeidet til de frivillige før det legges inn i produksjonssystemer og arkiveres. Arbeidet innebærer: Korrektur, kvalitetssjekk, stikkprøver på verifisering av data	Friday, Oct 7th 8:00AM
268,222,842	Følger med under arbeidet og ser over etterpå.	Thursday, Oct 6th 11:55AM
268,222,220	Når ordning av et arkiv er fullført, tar daglig leder en gjennomgang/evaluering sammen med den frivillige. Kontroll med andre oppgaver gjøres gjennom uformelle tilbakemeldinger.	Thursday, Oct 6th 11:20AM

42. Hvordan belønnes de frivillige?

Answers **30** 67%

Skips **15** 33%

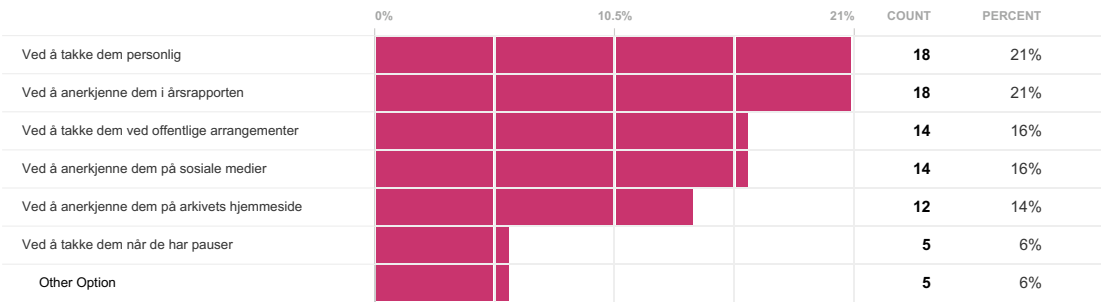


	COUNT	PERCENT
Vi belønner de ikke på noen spesiell måte	**20**	44%
Sosiale arrangementer for de frivillige	**9**	20%
Other Option	**7**	16%
Diplom eller attest	**4**	9%
Gaver	**3**	7%
Rabatt på arrangementer eller publikasjoner	**2**	4%
Utdannelsesmuligheter	**0**	0%

43. Hvordan anerkjennes de frivilliges bidrag?

Answers **28** 62%

Skips **17** 38%



	COUNT	PERCENT
Ved å takke dem personlig	**18**	21%
Ved å anerkjenne dem i årsrapporten	**18**	21%
Ved å takke dem ved offentlige arrangementer	**14**	16%
Ved å anerkjenne dem på sosiale medier	**14**	16%
Ved å anerkjenne dem på arkivets hjemmeside	**12**	14%
Ved å takke dem når de har pauser	**5**	6%
Other Option	**5**	6%

44. Du er velkommen til å skrive en kommentar om organiseringen av de frivillige ved arkivet:

Answers **7** 16%

Skips **38** 84%

271,391,927	Vi er 4 personer som danner et arbeidsutvalg hvis det oppstår behov for hurtige avgjørelser: Styreleder, nestleder, daglig leder og en koordinator. Vi planlegger for 4 styremøter i året. Vi er 7-8 personer i styret hvor alle har et definert ansvarsområde i virksomheten. Ved behov tar vi et Driftsmøte hvor alle tilstede den dagen deltar.	Monday, Dec 12th 11:40AM
271,386,709	Jeg og min makker organiserer arbeidet som foregår i arkivet, venneorganisasjonene knyttet til kulturminnearbeidet organiserer seg selv, men veiledning fra oss.	Monday, Dec 12th 8:38AM
271,214,878	38 frivillige medarbeidere har i løpet av de 52 årene arkivet har bestått bidratt med frivillig arbeid; i 12 av dem har det vært ansatt en fagleder i redusert stilling. Pr. d.d. består staben kun av frivillige medarbeidere. Mange har bidratt med frivillig arbeid hver dag mens andre møter en til flere dager i uka.	Friday, Dec 9th 11:37AM
268,798,400	Den akslerede teknologiske utviklingen og omfattende samfunnsdigitaliseringen har ikke private arkiver uten offentlige midler til å kunne følge opp med bare frivillige. Av sikkerhets grunner kan ikke frivillige som man ikke vet hvor lenge de blir, er ikke tilfredstillende.	Tuesday, Oct 25th 5:41PM
268,328,541	Som nevnt så har jeg ikke erfaring med å organisere den aktuelle gruppen av frivillige enda. Det er min forgjenger (nå med en liten stilling ut vår 2023) som vil organisere arbeidet med å ordne/registrere. I denne undersøkelsen fikk jeg mange innspill til hvordan jeg kan tenke og jeg tar spesielt med meg to ting: - muligheten for å knytte til meg yngre/ungdommer fra ulike ståsted i samfunnet - viktigheten av anerkjennelse/dokumentasjon	Monday, Oct 10th 11:36AM
268,222,842	Det er viktig å legge til rette med trivsel i lokalene, kaffeservering og eller oppmerksomhet. Hilsing ved ankomst og avskjed hver uke, deltagelse på juleavslutning og ellers jevnlig fremheve verdien av deres innsats for fellesskapet :)	Thursday, Oct 6th 11:55AM
268,222,220	Det er vanskelig å si hvor mange som til en hver tid bidrar som frivillige i arkivet, siden engasjementet kan variere over tid og i mange tilfeller er knyttet til spesielle prosjekter. Dette kan også være prosjekter der innsamling av dokumentasjon bare utgjør en mindre del av (f.eks. registrering av kulturminner). Mye arbeid gjøres også gjennom uformelle nettverk, der bare noen få av de som deltar er direkte knyttet til arkivet.	Thursday, Oct 6th 11:20AM

45. Hvilke utfordringer forbinder du med å inkludere frivillige i arkivets arbeid?

Answers **24** 53%

Skips **21** 47%

272,449,421	Det krever innsats også fra Arkivverket med bruk av ressurser til opplæring og oppfølging. Krever også ressurser ved arrangementer der Arkivverket bidrar sammen med frivillige.	Tuesday, Dec 20th 11:22AM
272,276,685	En utfordring går på opplæring. Spesielt gjelder dette programvare for å utføre jobben. Legger vi som arkivinstitusjon ned mange timer for å lære opp en frivillig så ønsker vi at den frivillige jobber hos oss i en lengre periode. Noen kan bli skremt av for vanskelig programvare. Noe programvare har blitt bedre med årene, som for eksempel teksting av foto. Mens for registrering av arkiv i ASTA er ikke noe alle er komfortabel med og derfor har ikke vi en frivillig gjeng som registrerer arkiv.	Monday, Dec 19th 9:21AM
271,391,927	Hos oss hadde det ikke blitt noe Lokalhistorisk Senter uten de frivillige da vi organiserte virksomheten i 2004.	Monday, Dec 12th 11:40AM
271,388,451	Det krever god oppfølging. Ellers meiner eg bestemt at oppsidene er fleire enn nedsidene.	Monday, Dec 12th 9:44AM
271,386,709	Det medfører noe medarbeid, men gevinsten er mye større. Utfordringen er å finne handlingsrekker og prosedyrer alle følger på samme måte. Det er ikke vanskelig å kontrollere da vi alle er tilstede samtidig.	Monday, Dec 12th 8:38AM
271,228,560	I transkriberingsprosjektet er alt digitalt, noe som har vært utfordrende for flere fordi de ikke har hatt utstyr. Dette har vært løst ved at lokale bibliotek har reservert møterom/lesesal ved deres hjemsted, og utlån av utstyr fra oss på samlingene. De frivilliges digitale kompetanse har det ikke vært noe å utsette på, det har vært mangelen på rett utstyr som har vært problematisk for den enkelte. Vi har ikke erfart noen utfordringer ved å inkludere frivillige i dette prosjektet, tvert imot.	Friday, Dec 9th 3:28PM
271,214,878	Egentlig ingen, og erfaringen vår er at enkelte frivillige slutter etter kort tid hvis de ser at arbeidsoppgavene ikke passer for dem eller er tilrettelagt slik de forventet.	Friday, Dec 9th 11:37AM
271,211,111	At flere mennesker har tilgang til arkivet kan potensielt føre til mer rot og unøyaktigheter. Vi har opplevd at noen foto og dokumenter er savnet, men vi vet ikke om det skyldes de frivillige eller om de ansatte på museet har forlagt dem.	Friday, Dec 9th 9:47AM
271,189,957	Lære de opp	Thursday, Dec 8th 11:14PM
268,970,847	Det er å finne gode arenaer som inkluderer andre enn de mer tradisjonelle arkivbrukerne i frivillig arbeid i arkivene.	Monday, Oct 31st 2:54PM
268,900,335	Personopplysninger som er sensitive, ordning av analoge privatarkiver er utfordrende, det blir mye oppfølging og kvalitetssikring -	Friday, Oct 28th 9:55AM
268,688,162	- holde dem fornøyde med oppgavene - følge opp resultatene - alder og arbeidskapasitet	Friday, Oct 21st 7:19AM
268,597,796	Dette krevet veldig mye tid fra museets ansatte. Spesielt når en helt forening skal jobbe med arkivet, så har man fort en 8-10 personer i arkivet som du må følge opp og kvalitetssikre arbeidet til.	Tuesday, Oct 18th 7:20AM
268,557,479	Ingen	Monday, Oct 17th 9:55AM
268,452,929	Teknisk/digitale utfordringer for pensjonister, opplæring i bruk av skjønn (og å se egne begrensninger til å ikke bruke skjønn der man er usikker), holde kontroll gjennom kvalitetsoppfølging.	Thursday, Oct 13th 8:32AM
268,425,778	Ingen spesielle.	Wednesday, Oct 12th 2:00PM
268,328,541	Framdrift, regelmessighet og nøyaktighet er noen områder det kan bli utfordringer. Det er fordi man må balansere forventninger/instrukser opp mot de frivilliges motivasjon.	Monday, Oct 10th 11:36AM
268,262,357	De treng vanligvis tett oppfølging, noko som igjen betingar at det er ressursar hjå oss.	Friday, Oct 7th 1:00PM
268,258,866	Det er ingen spesielle utfordringer.	Friday, Oct 7th 11:07AM
268,254,708	Krever mye ressurser internt å følge opp og organisere arbeidet - kan være vanskelig å prioritere dette i en travel hverdag med krevende driftsoppgaver	Friday, Oct 7th 8:35AM
268,254,067	1) Krever ressurser fra arkivinstitusjoner i form av timeforbruk for ansatte: planlegging, opplæring, oppfølging, kontroll, støtte	Friday, Oct 7th 8:00AM
268,224,105	Utfordringen har å gjøre med hvordan arkivet og museet sjøl organiserer arbeidet.	Thursday, Oct 6th 12:52PM
268,222,842	Alderdom Ting tar tid Personavhengig Tidkrevende å sette av tid til å "se" og anerkjenne alle	Thursday, Oct 6th 11:55AM
268,222,220	Men en fast stillingsressurs på 0,2 årsverk er det en utfordring å gi opplæring og veiledning, spesielt i startfasen. For mange pensjonister kan også mangel på digital kompetanse være et problem. Dessuten er størrelsen på lokalene en begrensning - vi er avhengige av at en del av det frivillige arbeidet gjøres hjemme, noe som går ut over det sosiale fellesskapet og som dermed antakelig også er negativt for rekrutteringen.	Thursday, Oct 6th 11:20AM

46 **46. Hvilke muligheter forbinder du med å involvere frivillige i arkivets arbeid?**

Answers	Skips
23	22
51%	49%

272,449,421	Vi har store muligheter for å få gjort arbeid som Arkivverket ikke har mulighet for selv, blant annet berike våre arkiver som befinner seg på Digitalarkivet ved å tilføre metadata som gjør arkivene søkbare. De frivillige sitter på en stor kunnskap om håndskrift fra forskjellige tidsperioder. Mange av de frivillige har også god historisk kompetanse.	Tuesday, Dec 20th 11:22AM
272,276,685	Det gir oss en verdi i at vi får gjort arbeidsoppgaver som vi vanligvis ville brukt mye lengre tid på å gjøre fordi arbeidslisten/kalenderen for oss faste ansatte er full og vel så det. Vi er opptatt av å gi de frivillige et eierskap i oppgaven, slik at det ikke bare er jobber som må gjøres, men det er jobber som den frivillige interesserer seg i å gjøre. For eksempel: en slektsforsker som får i oppgave å transkribere slektshistoriedokument eller digitalisere foto.	Monday, Dec 19th 9:21AM
271,391,927	De som engasjerer seg sitter inne med en stor grad av lokalhistorisk kunnskap.	Monday, Dec 12th 11:40AM
271,388,451	De frivillige innehar unik kompetanse om det materialet vi ber dei om å arbeide med. I tillegg får vi vinn/vinn situasjonar. Det vil seie at det både er i vår interesse og i deira interesse at arbeidet vert gjort.	Monday, Dec 12th 9:44AM
271,386,709	Egentlig uendelig, det er stor iver og engasjement. Men det må være en faglig ledelse, særlig i forbindelse med arkiveringsprosessen (registrering, digitalisering) og bruk av Primus, Digitalt Museum og Asta. Som ny er det viktig for meg å bli kjent med arkivmaterialet, jeg mener ikke at et arkiv kan drives av frivillige.	Monday, Dec 12th 8:38AM
271,228,560	Å lese gotisk er en ferdighet som krever øvelse, så vi erfarer at vi får gjort mye mer enn vi forestilte oss ved starten av prosjektet i 2017/2018. De frivillige har jobbet målrettet, og vi har publisert mange transkripsjoner takket være dem. Ved å bruke transkripsjonen og originalprotokollen, blir de eldste protokollene tilgjengelig for alle! Mulighetene blir at originalmateriale blir gjort tilgjengelig for allmenheten.	Friday, Dec 9th 3:28PM
271,214,878	Driften av det kommunale arkivet er, og har vært, avhengig av frivillige medarbeidere i alle år. Uten "frivilligheten" hadde ikke arkivet eksistert,	Friday, Dec 9th 11:37AM
271,211,111	Mer effektiv og nøyaktig kunnskapsoverføring fra de frivillige (som har mye kunnskap) til museet.	Friday, Dec 9th 9:47AM
268,970,847	Det er ett stort potensial i å utnytte merverdien i kompatansen de frivillige bidrar med.	Monday, Oct 31st 2:54PM
268,900,335	Lokalbefolkningen blir bedre kjent med lokalhistorien, arkivet blir bedre kjent med personer som kan ha tilhørighet til noen av organisasjonene og foreningene som allerede finnes i arkivet og bidra med mer kunnskap	Friday, Oct 28th 9:55AM
268,688,162	- Tilgang til kompetanse vi ikke har - Øke produksjonen - Hyggelig arbeidsmiljø	Friday, Oct 21st 7:19AM
268,597,796	Vi får stadig inn større arkiv etter foreninger som ikke lengre har den samme lagringskapasiteten, eller noen av ildsjelene dør ut og ingen vil ta over arbeidet med å bevare det fysiske arkivet. Med frivillige kan vi få gjort unna enklere oppgaver med for eksempel ompakking av esker, registrering og flytting. Mye av dette hadde ikke latt seg gjøre uten frivillige, da museet ikke har prioritert arbeid med arkiv.	Tuesday, Oct 18th 7:20AM
268,557,479	Personlig kontakt og sosialt mangfold	Monday, Oct 17th 9:55AM
268,452,929	Skaper engasjement, bygger eierskap, øker fremdrift.	Thursday, Oct 13th 8:32AM
268,425,778	Muligheter for å få god hjelp og finne ressurspersoner som hjelper til fordi dem liker det.	Wednesday, Oct 12th 2:00PM
268,328,541	Ved regelmessighet og rutiner rundt dette arbeidet kan vi oppnå: - et levende miljø i arkivet - samfunnsengasjerte mennesker som får fornyet tro på arkivets funksjon (som mange har mistet i de siste årene) - samarbeid mellom grupperinger (de eldre kan oppsøke de eldste og andre for å innhente informasjon) - framsnakking av arkivet - ikke minst framdrift i eget vedtaksbestemt arbeid	Monday, Oct 10th 11:36AM
268,262,357	Mange. Først og fremst i arbeidet med framskaffing og registrering av metadata til arkivmateriale og i innsamling av arkivmateriale. Frivillige har ofte den kjennskapen og kunnskapen som skal til for å få tak i materiale og å påføre det relevant informasjon.	Friday, Oct 7th 1:00PM
268,258,866	Det en gjensidig samarbeid begge partene får nytte av: med flere operatører får vi mulighet til å øke produksjonen mens de frivillige får en god erfaring og attest om utført jobb og kanskje får de også lyst å jobbe med digitaliseringen eller generelt innen arkivbransjen.	Friday, Oct 7th 11:07AM
268,257,334	De frivillig er en ekstra resurs til arbeidet samt det sakper engasjemnet i lokalmiljøet	Friday, Oct 7th 10:13AM
268,254,708	Mulig å gjøre mer materiale tilgjengelig for flere raskere	Friday, Oct 7th 8:35AM
268,254,067	1) Gir oss tilgang på ressurser og kompetanse som vi ikke kan skaffe oss over egne budsjetter 2) Skaper kontakt og relasjoner med noen av våre dyktigste og mest interesserte brukere 3) Gir oss våre medarbeider ideer og motivasjon til å utvikle og forbedre vårt arbeid og utvikle nye prosjekter	Friday, Oct 7th 8:00AM
268,224,105	Jeg anser mulighetene for å være svært store.	Thursday, Oct 6th 12:52PM
268,222,842	Sammen er vi dynamitt! Flere tenker bedre enn èn Synergier Samhold Nye prosjekt og idèer	Thursday, Oct 6th 11:55AM

47. Hvis du har et eksempel på et prosjekt hvor dere har involvert frivillige, kan du beskrive det kort? Bruk gjerne link til hjemmeside, rapporter osv.

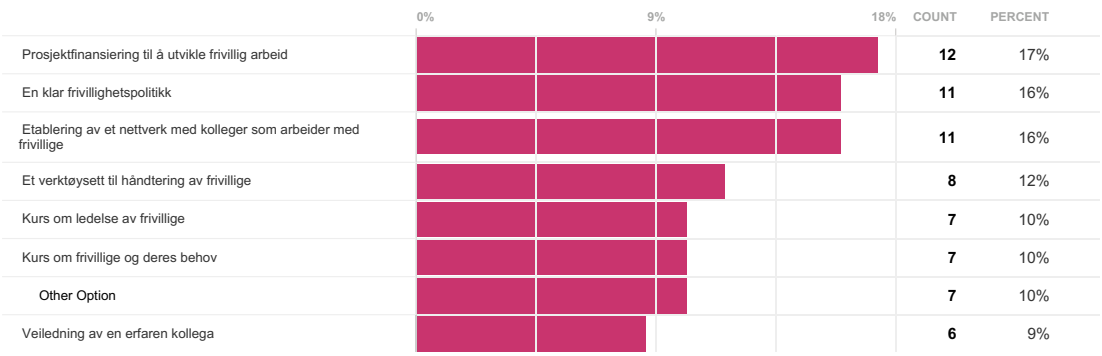
Answers	Skips
18	27
40%	60%

272,449,421	https://www.digitalarkivet.no/content/contribution-tasks Linken over henviser til ulike dugnader frivillige kan bidra inn i. Vi hadde en stor dugnad mellom 2018 - 2020 der frivillige transkriberte personsedlene til folketellingen 1920. Der deltok ca. 650 frivillige, og alle som var med måtte undertegne taushetserklæring da arkivet var sperret da transkriberingen foregikk.	Tuesday, Dec 20th 11:22AM
272,276,685	Vi har en frivillig som skriver av bestillingsprotokoller for Fotograf Birkeland. På den måten blir det mulig å søke digitalt i et excel-dokument og man sparer protokollene for videre slitasje. Vi har også en frivillig som digitaliserer foto fra Romsdals Budstikke, regionavisen vår. Bildene blir tilgjengelig i vårt fotoarkiv. Vi har også flere som tekster foto, som med sin kunnskap kan bidra til at informasjonen om bildene våre i fotoarkivet blir bedre dokumentert og formidlet.	Monday, Dec 19th 9:21AM
271,391,927	Historien om Horten Verft er gitt ut i bokform i 3 bind: Skipsbygger'n på Horten. Det er også skrevet detaljerte historiebøker om utviklingen av Horten by.	Monday, Dec 12th 11:40AM
271,388,451	Vi nyttar frivillige særleg i stadnamn og fotoprosjekter. Eit døme på fotobevaringsprosjekt er bevaringsarbeid i samband med den viktige fotografen Malvin Horne i Florø. Sjå video her: https://www.facebook.com/watch/?v=304603741307363	Monday, Dec 12th 9:44AM
271,386,709	Ordning av to fotosamlinger som begge inneholder mer enn 10 000 foto Skiltplan for Fekjo kulturminnepark Skilting av Hovdestølen fangstanlegg Arrangement og bygningsmessige tiltak på Geilojordet gardsmuseum	Monday, Dec 12th 8:38AM
271,228,560	Opptatt i Norges dokumentarv: register over husmenn i Torpa 1865: https://www.kulturradet.no/vis-mowartikkel/-/1869-mow-husmennene-i-torpa Denne protokollen er transkribert inn i en database av tre av våre frivillige: https://www.visarkiv.no/thorpen/husmandsplasser_pub_list.php	Friday, Dec 9th 3:28PM
271,214,878	Digitalisering av kirkebøker: I mer enn 10 år har frivillige digitalisert alle kirkelige handlinger som har blitt delt i Digitalarkivet. (På grunn av en IT - tabbe ble et stort antall registrerte data slettet, men 3 frivillige medarbeidere har påtatt seg ansvaret for å digitalisere det tapte materialet på nytt.)	Friday, Dec 9th 11:37AM
268,688,162	- Registrering av Dagbladets (enorme) fotoarkiv - Kvalitetssikring av katalogopplysninger over gjenstander	Friday, Oct 21st 7:19AM
268,452,929	Norsk digitalt fangearkiv - www.fanger.no. De frivillige jobber seg gjennom bokser med kildemateriale og bruker opplysningene derifra til å oppdatere profilsider. De lenker også ut til aktuelle dokumentsider i Digitalarkivet.	Thursday, Oct 13th 8:32AM
268,328,541	Dette er et prosjekt som skal igangsettes om ikke lenge: Tusenvis av negativer (glassplater, planfilm og negativer) ligger i esker og skal gjennom hele arkiveringsprosessen fra ordning til publisering på nett (alt skal digitaliseres, men ikke nødvendigvis registreres i Primus). De frivillige skal håndtere den praktiske delen: ordne - katalogisere/registrere. I hvilken grad jeg skal involvere de frivillige i digitalt arbeid tar jeg stilling til når jeg blir kjent med dem.	Monday, Oct 10th 11:36AM
268,262,357	VI har teke i mot eit stort fotoarkiv i frå Florø (Hornesamlinga) der frivillige vert involvert og jobbar direkte i våre datasystemer. Frivilligarbeidet er leda av datra til fotografen. Vi bruker også frivillige i musikkarbeidet vårt.	Friday, Oct 7th 1:00PM
268,258,866	https://ikah.no/frivillige-hjaa-ika-hordaland.6359491-532477.html	Friday, Oct 7th 11:07AM
268,257,334	Arraangementer hvor frivillige holdt kafe.	Friday, Oct 7th 10:13AM
268,254,708	Har tatt frivillige fra Slekt og Data inn for digitaliseringsarbeid, og også hatt ett samarbeid om slektsgranskerbistand på lesesalen/medlemsmøter og slektsgranskerdagen	Friday, Oct 7th 8:35AM
268,254,067	Prosjekt KUBENs portrettsamling. En stor samling av fotoportretter fra 1800-tallet og fram til ca 1960 er digitalisert, og det er registrert detaljerte slektshistoriske persondata om hver eneste avbildet person. Detaljerte persondata (metadata om personer) er i hovedsak utført av frivillige i foreningen Slekt og Data Aust-Agder. Portrettsamlingen kan sees her: https://agderbilder.agderfk.no/fotoweb/archives/5004-Aust-Agder-museum-og-arkiv/?txnm=5ede766c2cb3e187d1580349	Friday, Oct 7th 8:00AM
268,224,105	Allierte organisasjoner gjør mye nyttig hver for seg. Eksemplene kan være Rjukanbanens venner og styret i Arbeiderbevegelsens arkiv i Telemark.	Thursday, Oct 6th 12:52PM
268,222,842	Bildekvelder https://merakerhistorielag.no/2022/02/27/billedkveld-3-mars/	Thursday, Oct 6th 11:55AM
268,222,220	Vi har gjennomført flere lokale innsamlingsprosjekter, spesielt med foto, men også film/video, intervjuer og annen dokumentasjon. For tida har vi et slikt prosjekt i Hokksund i samarbeid med Hellefoss Elveeierlag Østsiden Jeger & Fiskerforening og Nøstetangen Museum. Det er rigget til utstyr for digitalisering av foto, film og lydopptak (intervjuer), slik at de frivillige i stor grad kan utføre arbeidet selv, med der Eiker Arkiv bidrar ved behov. Det er foreløpig ikke opprettet noen hjemmeside for prosjektet.	Thursday, Oct 6th 11:20AM

48. Hva ville hjelpe dere med å lette arbeidet med frivillige ved arkivet?

Answers **25** 56%

Skips **20** 44%



	COUNT	PERCENT
Prosjektfinansiering til å utvikle frivillig arbeid	12	17%
En klar frivillighetspolitikk	11	16%
Etablering av et nettverk med kolleger som arbeider med frivillige	11	16%
Et verktøysett til håndtering av frivillige	8	12%
Kurs om ledelse av frivillige	7	10%
Kurs om frivillige og deres behov	7	10%
Other Option	7	10%
Veiledning av en erfaren kollega	6	9%

49. Kommenter gjerne hvilken form for støtte du ønsker til å utvikle ledelse av frivillige:

Answers **8** 18%

Skips **37** 82%

272,449,421	Juridiske vurderinger blir stadig mer aktuelt ettersom opplysninger legges ut på nett. Et samarbeid mellom jurister og oss som arbeider med frivillige og arkiver er kjærkomment. Det å komme sammen med andre som også arbeider med frivillige og ta opp aktuelle problemstillinger med den og se hvordan de har løst tilsvarende saker. Dele på erfaringer med arbeidsmåter og løsninger. Er det noe som kan overføres av lure grep.	Tuesday, Dec 20th 11:22AM
271,391,927	Se svar på pkt. 48.	Monday, Dec 12th 11:40AM
271,386,709	For meg ser det ut til at å bruke pensjonister til frivillig arbeid er en ukomplisert og selvgående prosess. Ved bruk av yngre personer i arbeidstrening etc. skulle jeg gjerne hatt tilgang på langsiktige løsninger og en frivillighetspolitikk.	Monday, Dec 12th 8:38AM
268,597,796	Kurs om ledelse av frivillige er absolutt noe vi trenger. Koordinering av dette arbeidet er veldig viktig.	Tuesday, Oct 18th 7:20AM
268,425,778	Har ingen meninger om dette.	Wednesday, Oct 12th 2:00PM
268,328,541	- Kurs om ledelse av frivillige - Kunnskap om hvordan vi kan bruke frivillige på en samfunnsnyttig måte - Samarbeide med frivillige der arbeidet får en større gevinst for den frivillige	Monday, Oct 10th 11:36AM
268,258,866	Det kan være f.eks. et kurs som kan hjelpe med å forbedre kvaliteten i koordinasjon, hvordan å holde oversikt og hva den må inkludere, rapport skriving o.l. og som kan avklare enda bedre hensikt og regelverk over engasjementet av frivillige i en virksomhet, for dem som ikke har erfaring i koordinering av frivillige.	Friday, Oct 7th 11:07AM
268,222,842	Struktur i form av budsjett (tidsbruk) og tydelige forventninger fra øverste hold	Thursday, Oct 6th 11:55AM

50. Du er velkommen til å skrive andre kommentarer om emnet frivillige i arkive:

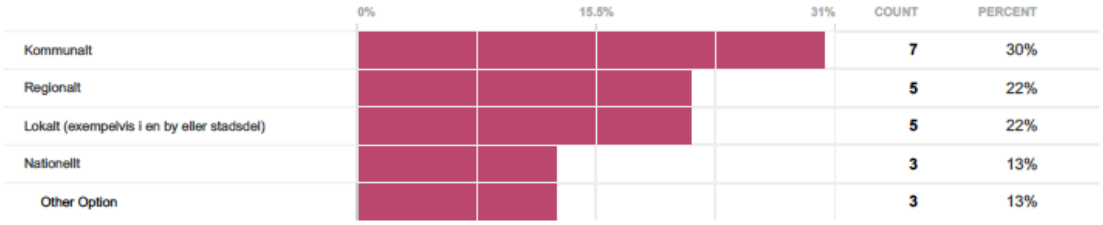
Answers	Skips
5	40
11%	89%

272,449,421	Vi vil utvikle vårt samarbeid om frivillighet internt i Arkivverket. Den videre strategi og nye arbeidsoppgaver knyttet til frivillighet skal drøftes på nyåret 2023	Tuesday, Dec 20th 11:22AM
271,386,709	Jeg ønsker meg informasjon om hvordan jeg kan sysselsette en uføre med mål om å delvis/gradvis komme tilbake til arbeidslivet. Jeg tror det er viktig at denne personen motiveres på mange områder, ikke minst med faglig og økonomisk gevinst.	Monday, Dec 12th 8:38AM
268,798,400	Det var volsomt fokusert på frivillig arbeid. Jeg har vært leder i arkivet i 10 år og det er lite interesse med frivillig arbeid over flere år i et langsiktig perspektiv. For private arkiver som ikke får noen offentlige støtte som må basere seg på medlemskontingent og bevilgninger. Nå må de offentlige innkludert Arkivverket ta større ansvar for de private arkivene og gi de økonomiske muligheter til å være med på digitaliseringen. Et alternativ er at de private arkivene knyttes sterker opp mot museene. Det er kjent at Fylkeskommunen skal ha større ansvar for private arkiver. Det venter vi på og foreløbig har vi ikke sett noe til dette.	Tuesday, Oct 25th 5:41PM
268,328,541	Slik jeg har oppfattet det er arkivområdet i altfor stor grad avhengige av frivillig arbeid. Det finnes en rekke pensjonister som har drevet arkiv på frivillig basis i betydelig stillingsprosent i årevis. Slik har de lært politikere til å tenke at et lokalt arkiv driver seg selv uten å reflektere for mye over hvor avhengig sektoren er av faglig kompetanse innen både arkivfaget og som en del av kulturminnevernet. Arkivfaglige prosesser med tilhørende lovverk er ikke noe man bare kan, heller ikke fagkunnskap om fysisk arkivering av fotomateriell, som er det mest omfattende arbeidsområdet her hos oss. En stor konkurrent til arkivering og kulturminnevern er avfallsdeponiet i nærheten. Hvis arkivskapere ikke får anledning til å gjøre gode avtaler innen en akseptabel tidsramme kan viktig dokumentasjon forsvinne.	Monday, Oct 10th 11:36AM
268,258,866	Generelt har vi hatt en god og berikende erfaring med frivillige på våre prosjekter, de er pliktoppfyllende og flinke unge mennesker vi er glade å ha samarbeid med.	Friday, Oct 7th 11:07AM

Results of the survey in Sweden

03 3. Arkivets geografiska räckvidd

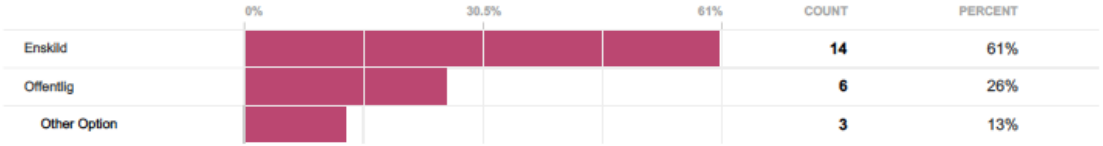
Answers 23 (100%) Skips 0 (0%)



	COUNT	PERCENT
Kommunalt	7	30%
Regionalt	5	22%
Lokalt (exempelvis i en by eller stadsdel)	5	22%
Nationellt	3	13%
Other Option	3	13%

04 4. Drivs arkivet du arbetar på inom offentlig eller enskild sektor?

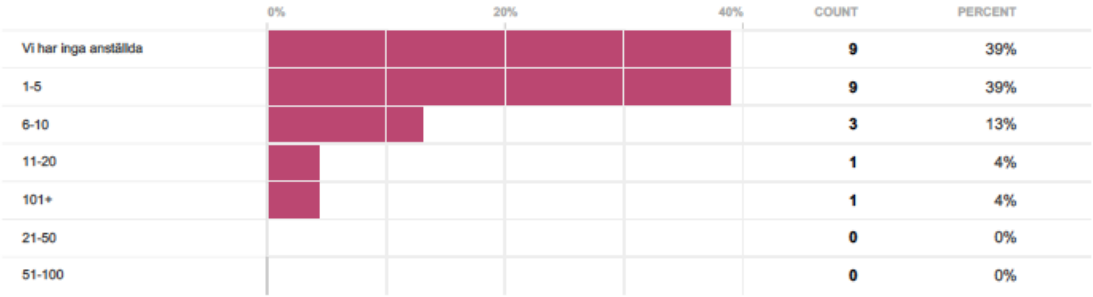
Answers 23 (100%) Skips 0 (0%)



	COUNT	PERCENT
Enskild	14	61%
Offentlig	6	26%
Other Option	3	13%

05 5. Antal anställda

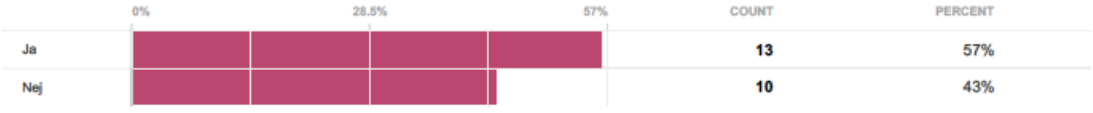
Answers 23 (100%) Skips 0 (0%)



	COUNT	PERCENT
Vi har inga anställda	9	39%
1-5	9	39%
6-10	3	13%
11-20	1	4%
101+	1	4%
21-50	0	0%
51-100	0	0%

06 6. Arbetar ni med volontärer/ideella insatser vid ditt arkiv?

Answers 23 (100%) Skips 0 (0%)



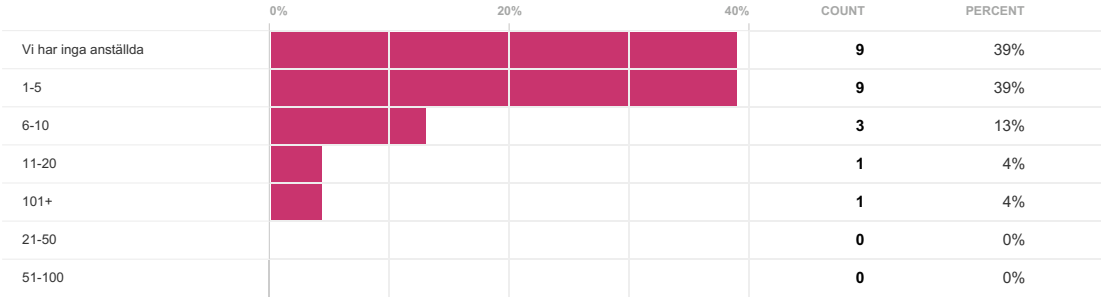
	COUNT	PERCENT
Ja	13	57%
Nej	10	43%

05

5. Antal anställda

Answers **23** 100%

Skips **0** 0%



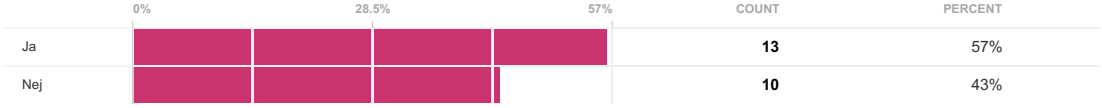
	COUNT	PERCENT
Vi har inga anställda	9	39%
1-5	9	39%
6-10	3	13%
11-20	1	4%
101+	1	4%
21-50	0	0%
51-100	0	0%

06

6. Arbetar ni med volontärer/ideella insatser vid ditt arkiv?

Answers **23** 100%

Skips **0** 0%



	COUNT	PERCENT
Ja	13	57%
Nej	10	43%

07

7. Du har uppgett att ni inte har volontärer i ert arkiv. I vilken prioritetsordning skulle du bedöma relevansen av följande skäl till det?

Answers **10** 43%

Skips **13** 57%

RANK	CHOICE	WEIGHTED RANK
1	Vi har inte resurser att handleda någon tillfällig	2.40
2	Volontärarbete skulle innebära olika frågor kring säkerhet och sekretess som vi inte kan hantera	3.50
3	Vi får inte förfrågningar från någon om att vara volontär	4.30
4	Vi har inte lämpliga uppgifter för volontärer att arbeta med	4.50
5	Det ingår inte i vårt uppdrag	5.00
6	Volontärer skulle göra den ordinarie personalen överflödig	5.10
7	Volontärer skulle störa det ordinarie arbetet	5.10
8	Övrigt	6.10

08

8. Kommentera gärna ditt svar:

Answers **9** 39%

Skips **14** 61%

274,488,299	Som statlig myndighet kan vi inte bygga verksamheten på ideell arbetskraft. Volontärer reser andra frågor, fackliga t ex.	Thursday, Jan 19th 4:27PM
274,412,153	ArkivCentrum Örebro län anser att arbete i arkivdepå ska ske av kvalificerad, utbildad och sekretessbedömd personal och att det därför ska vara ett betalt arbete. Viktigt för att höja/behålla arkivarieyrkets status. Volontärer kan utföra arbete periodvis och i "projektform", där kvalificerad arkivarie närvarar som projektledare. Volontärarbete kan företrädesvis förekomma i utåtriktat arbete, som värdskap för föreläsningar osv.	Wednesday, Jan 18th 3:34PM
274,411,336	Vi är väldigt intresserade av att lära av hur andra arkiv arbetat med volontärer. Vi behöver väldigt mycket personresurser för att ordna upp en massa arkiv och där funderar vi på möjligheten att ta in volontärer och vad det skulle innebära för verksamheten. Vi vet att det finns dem som gärna skulle vilja hjälpa till på sådan basis. Vi skulle också kunna tänka oss att ta emot volontärer online för t.ex. transkriberingsarbete.	Wednesday, Jan 18th 3:26PM
271,419,937	Vi är en ideell förening som arbetar ideellt.	Monday, Dec 12th 6:22PM
271,065,481	Arbetsuppgifterna är lagom till en anställd. Däremot skulle det då och då vara bra med en volontär som kan hjälpa till med mer praktiska saker som inte innebär att arkivera. Men då under handledning av anställd.	Wednesday, Dec 7th 2:07PM
269,385,419	Frågan har inte varit uppe på vårt arkiv. i Usa där jag tidigare bott var volontärer vanligt. Ofta i samband med arkiv som i stort sett aldrig blev färdiga eftersom det var just frivilligt. Volontärerna kom och gick efter behag och tog kunskapen med sig som de fick av arbetet. Svårigheter att ställa krav på kvalitet eftersom det inte är yrkesutbildade. Frågan är hur bra detta är. Personligen är jag avvaktande mot volontärer både på arkiv och museum. Det degraderar kulturen. Ingen skulle ju ta in volontärer på en ingenjörsfirma. Vid ett tillfälle kan det passa: större publika evenemang men inte annars. Vi har ju redan detta i viss form då vi samverkar med föreningar.	Friday, Nov 11th 8:37AM
268,965,100	Vi skulle inte kunna handleda volontärer.	Monday, Oct 31st 11:12AM
268,777,056	Sekretesshandlingar i vår arkivdepå	Tuesday, Oct 25th 11:23AM
268,001,729	För få arbetsuppgifter	Saturday, Oct 1st 8:11AM

09 9. Ange om det finns andra skäl till att ni inte involverar volontärer i ert arkiv:

Answers **6** 26%

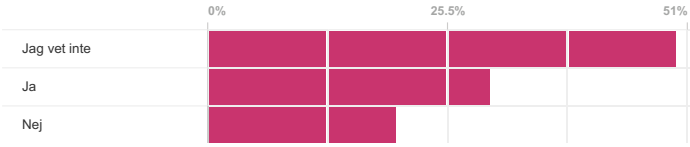
Skips **17** 74%

274,488,299	Vi har haft - vet inte hur det ser ut idag dock - andras volontärer här i perioder, som fått sitta i läsesalen och beställa fram material. Exv. organisation där leverans av arkivmaterial var en räddningsaktion, och volontärer (ofta pensionerade fd. anställda som kan organsiationen) ordnat upp materialet här.	Thursday, Jan 19th 4:27PM
274,411,336	Det har tidigare (kanske finns det fortfarande) funnits en idé om att det är för komplicerat för ej utbildad personal, alltså personer som inte är arkivarier, att ordna upp arkiv. Jag uppfattar alltså att det är ett värnande av professionen men också av arkiven, som ligger bakom att volontärer hittills inte anlitats i vårt arkiv.	Wednesday, Jan 18th 3:26PM
271,419,937	Vi har inte tillgång till volontärer.	Monday, Dec 12th 6:22PM
269,385,419	Sekretessen är viktig och vi har ju mycket av detta i ett kommunalt arkiv. Men i princip skulle vi kunna isolera volontärerna från detta. Som sagt så har volontärer inte varit aktuellt. Under årens lopp har istället personer i rehab och från Arbetsförmedlingen tagits in utan tillräcklig handledning och vi rättar kontinuerligt tokigheter från dessa personer. Jag gjorde klart direkt när jag tillträdde min tjänst att vi ska driva ett professionellt arkiv, det är ingen skräphög för människor som inte har något vettigare för sig. De personer som vi tagit in i rehab under min tid har varit få, intresserade och har fått god handledning och då funkar det. Men det tar resurser och vi är redan underbemannade.	Friday, Nov 11th 8:37AM
268,965,100	Sekretess	Monday, Oct 31st 11:12AM
268,777,056	-	Tuesday, Oct 25th 11:23AM

10 10. Skulle du vara intresserad av att involvera volontärer i framtiden? (Mandatory)

Answers **10** 43%

Skips **13** 57%



	COUNT	PERCENT
Jag vet inte	**5**	50%
Ja	**3**	30%
Nej	**2**	20%

11 11. Om du svarade ja, vad är orsaken till att du skulle vara intresserad av att involvera volontärer i framtiden?

Answers **4** 17%

Skips **19** 83%

274,412,153	För att få extra ögon och händer i utåtriktat arbete. Att vara fler som kan väcka intresse och använda sina nätverk för arkivets räkning.	Wednesday, Jan 18th 3:34PM
274,411,336	Se vårt svar ovan (punkt 8). Jag läste precis i tidskriften Arkiv om Huddinge stadsarkiv/kommunarkiv som använt volontärer för att uppordna en stor arkivskuld. Skulle vara intressant att veta mer om hur de gick tillväga i praktiken.	Wednesday, Jan 18th 3:26PM
269,385,419	I rätt sammanhang skulle det kunna fungera. Då tänker jag på en begränsad uppgift/projekt med en tydlig plan och mål.	Friday, Nov 11th 8:37AM
268,983,682	Finns mycket arbete att göra som inte hinns med och volontärer kan också bli goda ambassadörer för arkivet.	Monday, Oct 31st 10:27PM

12. Om du svarade nej, vad är anledningen till att du inte är intresserad av att involvera volontärer i framtiden?

Answers **3** 13%

Skips **20** 87%

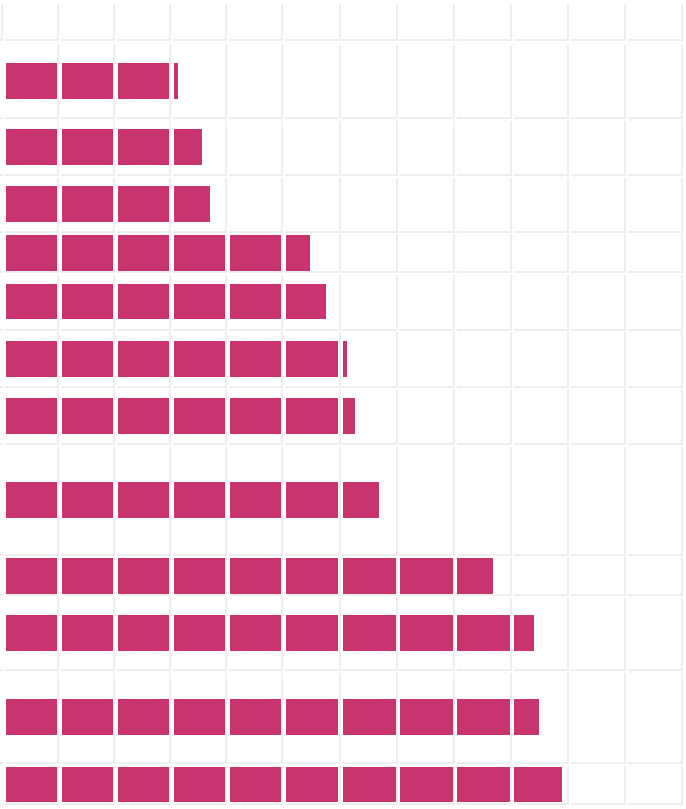
274,488,299	Jag har väglett många volontärer genom åren och det har varit fantastiskt givande. Men igen, de har inte arbetat för oss.	Thursday, Jan 19th 4:27PM
268,965,100	Resursbrist	Monday, Oct 31st 11:12AM
268,001,729	För få arbetsuppgifter	Saturday, Oct 1st 8:11AM

13. Du har uppgett att ni tar hjälp av volontärer i ert arkivarbete. Om du rangordnar orsakerna till att ni gör detta, hur ser det ut då?

Answers **13** 57%

Skips **10** 43%

RANK	CHOICE	WEIGHTED RANK
1	Det gör att vi kan göra saker som vi normalt inte skulle kunna göra	3.08
2	De skapar mervärde i vårt arbete	3.54
3	Vi har en lång tradition av att involvera volontärer	3.69
4	Det sparar pengar	5.46
5	Det främjar vårt arbete med fokus på medskapande	5.77
6	Vi ser det som en del av vårt uppdrag	6.08
7	Vi förlitar oss enbart på volontärarbete	6.23
8	Vi vill skapa meningsfulla aktiviteter för personer som är mer intresserade av arkivverksamheten än genomsnittsanvändaren	6.69
9	Det är bra för vår image	8.69
10	De är en del av externfinansierade projekt vid vår institution	9.38
11	Vi uppmuntras av statliga/regionala/kommunala bidragsgivare att involvera dem	9.46
12	Övrigt	9.92



14. Kommentera gärna ditt svar:

Answers **9** 39%

Skips **14** 61%

274,421,902	Främst styrelseledamöter eller pensionerade arkivanställda	Wednesday, Jan 18th 5:58PM
269,398,552	Arkivet är en ideell förening vars verksamhet styrs av en styrelse som arbetar ideellt. Tidigare har fler volontärer hjälpt till med olika uppgifter då finansieringen alltid varit i knappaste laget.	Friday, Nov 11th 7:09PM
269,373,713	Vi köper tjänster av vårt regionala enskilda arkiv, men att lyfta, forska i, tillgängliggöra etc sköts av den ideella föreningen. Det är över tio år sedan vi senast hade anställd personal.	Thursday, Nov 10th 6:53PM
268,921,742	Att involvera volontärer handlar om mycket - de gör insatser som vi aldrig skulle hinna/kunna/finansiera, det skapar mervärden för oss och dem, det intresserar andra än bara oss själva = publik verksamhet och kunskapsspridning, etc.	Saturday, Oct 29th 5:59AM
268,170,115	Som ideell förening så finns det ingen annan möjlighet än att sköta vårt arkiv med frivilliga. En i styrelsen har arbetat med arkiv i sitt yrkesliv.	Wednesday, Oct 5th 2:18PM
268,025,946	Vi är en helt ideell organisation	Sunday, Oct 2nd 8:39AM
268,002,978	Föreningens arkiv liksom övriga verksamheter drivs helt på ideell basis.	Saturday, Oct 1st 10:22AM
268,000,930	De flesta alternativen är irrelevanta. Folkrörelsearkivet är ett litet arkiv som ägs av dess medlemmar. Det finns inga som helst resurser till något annat än ideellt arbete, vilket utförs av styrelsens medlemmar.	Saturday, Oct 1st 6:41AM
267,991,962	Som en liten hembygdsförening är det volontärarbete som gäller. Den person som arbetar med vårt arkiv har tidigare varit kommunarkivarie och den kunskapen tar föreningen tillvara.	Friday, Sep 30th 5:34PM

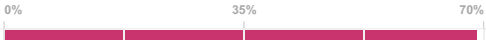
15. Ange om det finns andra skäl till att ni involverar volontärer i ert arkiv:

Answers 2 (9%) Skips 21 (91%)

274,822,186	Vi har rötterna i folkrörelserna så det känns naturligt att inkludera ideella krafter, det sker dessutom på deras initiativ och utifrån deras förutsättningar och när de har möjlighet. Vi kan inte bygga upp våra verksamhet på ideellt arbete, men det är viktigt för oss på flera plan.	Tuesday, Jan 24th 10:02AM
268,156,919	Som ideell förening har man inte så mycket val om man inte har möjlighet att finansiera något genom projektpengar.	Wednesday, Oct 5th 6:05AM

16. Hur länge har ni hållit på med att ta hjälp av volontärer vid ert arkiv?

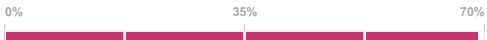
Answers 13 (57%) Skips 10 (43%)



	COUNT	PERCENT
Mer än 20 år	9	69%
1-5 år	2	15%
6-10 år	1	8%
11-15 år	1	8%
Mindre än ett år	0	0%
16-20 år	0	0%

17. Hur många volontärer involverar ni just nu?

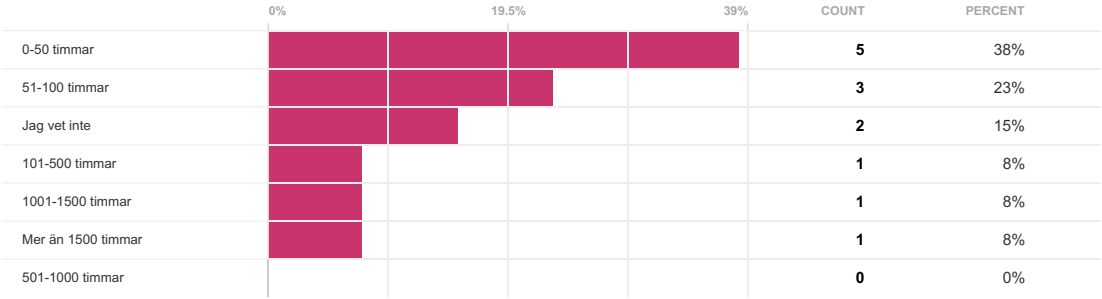
Answers 13 (57%) Skips 10 (43%)



	COUNT	PERCENT
1-5	9	69%
6-10	3	23%
11-20	1	8%
21-50	0	0%
51-100	0	0%
101+	0	0%
Jag vet inte	0	0%

18. Hur många arbetstimmar lägger era volontärer på er verksamhet totalt per år?

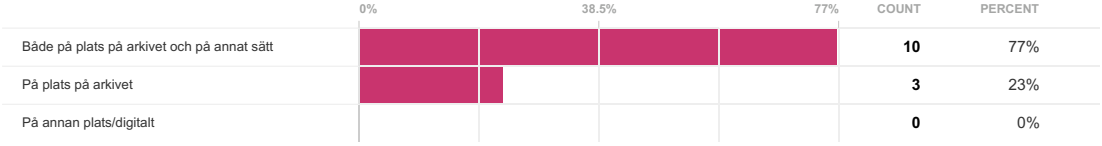
Answers 13 (57%) Skips 10 (43%)



	COUNT	PERCENT
0-50 timmar	5	38%
51-100 timmar	3	23%
Jag vet inte	2	15%
101-500 timmar	1	8%
1001-1500 timmar	1	8%
Mer än 1500 timmar	1	8%
501-1000 timmar	0	0%

19. Utför era volontärer sina aktiviteter fysiskt på plats i era lokaler, eller t.ex. hemifrån eller digitalt?

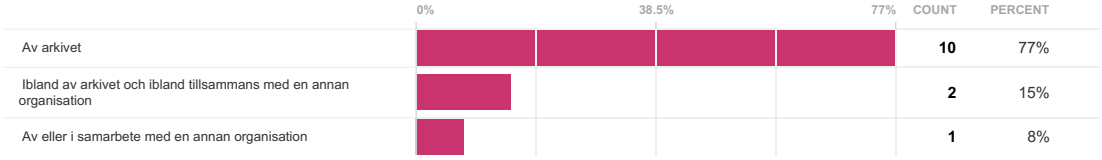
Answers 13 (57%) Skips 10 (43%)



	COUNT	PERCENT
Både på plats på arkivet och på annat sätt	10	77%
På plats på arkivet	3	23%
På annan plats/digitalt	0	0%

20. Organiserar ditt arkiv volontärerna på egen hand eller är volontärerna organiserade tillsammans med eller genom en annan organisation (t.ex. en släktforskarförening, en lokalhistorisk förening etc)?

Answers 13 (57%) Skips 10 (43%)



	COUNT	PERCENT
Av arkivet	10	77%
Ibland av arkivet och ibland tillsammans med en annan organisation	2	15%
Av eller i samarbete med en annan organisation	1	8%

21. Om det sker tillsammans med någon annan organisation, ange vilken typ av organisation:

Answers 3 (13%) Skips 20 (87%)

274,822,186	Studieförbund	Tuesday, Jan 24th 10:02AM
274,411,149	släktforskarförening, avskriftsförening	Wednesday, Jan 18th 1:11PM
268,921,742	Stiftelsens ideella vänförening. Stiftelsen äger samlingarna, vänföreningen skapar aktiviteter kring samlingarna.	Saturday, Oct 29th 5:59AM

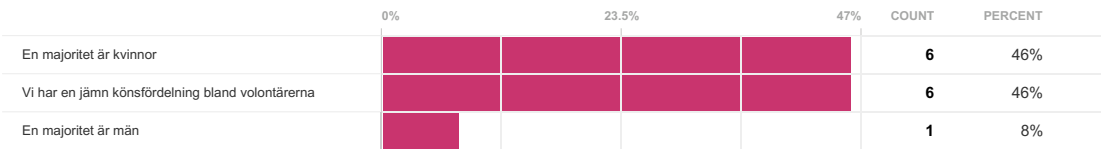
22. Hur ser åldersfördelningen ut bland era volontärer?

Answers 13 (57%) Skips 10 (43%)

RANK	CHOICE	WEIGHTED RANK
1	66-75 år	1.23
2	75 år+	2.46
3	51-65 år	3.54
4	36-50 år	4.15
5	18-35 år	4.54
6	Under 18 år	5.08

23. Hur ser könsfördelningen ut bland era volontärer?

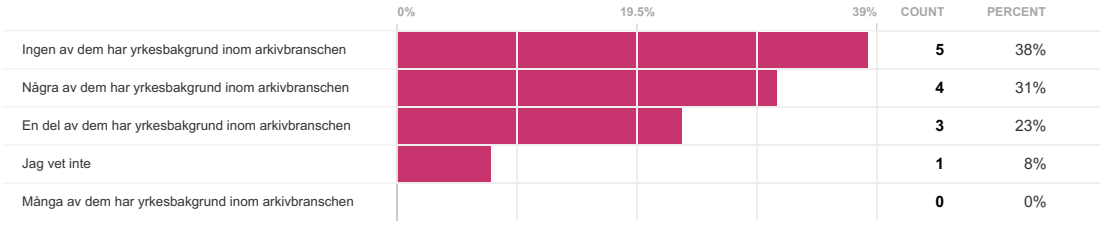
Answers 13 (57%) Skips 10 (43%)



	COUNT	PERCENT
En majoritet är kvinnor	6	46%
Vi har en jämn könsfördelning bland volontärerna	6	46%
En majoritet är män	1	8%

24. I vilken utsträckning har era volontärer en yrkesbakgrund inom arkivbranschen?

Answers 13 (57%) Skips 10 (43%)



	COUNT	PERCENT
Ingen av dem har yrkesbakgrund inom arkivbranschen	5	38%
Några av dem har yrkesbakgrund inom arkivbranschen	4	31%
En del av dem har yrkesbakgrund inom arkivbranschen	3	23%
Jag vet inte	1	8%
Många av dem har yrkesbakgrund inom arkivbranschen	0	0%

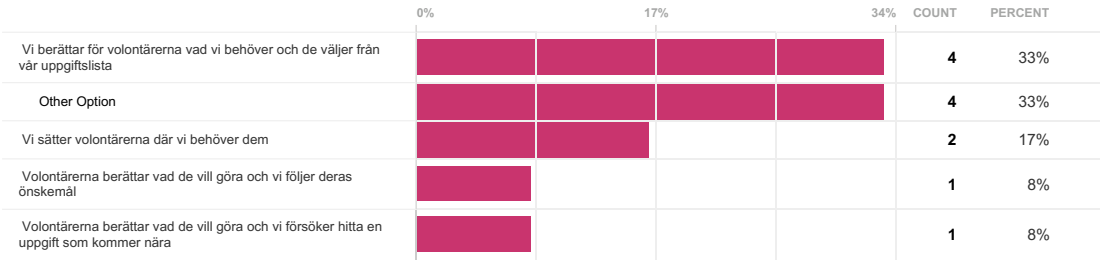
25. Kommentera gärna angående demografin för dina arkivs volontärer:

Answers 6 (26%) Skips 17 (74%)

269,398,552	Våra styrelseledamoter representerar arkivets medlemsföreningar vilka har olika verksamhetsområden dock inte primärt arkivverksamhet, (för den står ju vi för.)	Friday, Nov 11th 7:09PM
269,373,713	Styrelsens medlemmar och övriga funktionärer rekryteras främst från huvudmännen (LO, ABF, SAP)	Thursday, Nov 10th 6:53PM
268,921,742	Vi har ganska många ungdomar i verksamheten. En ung kvinna (19 år) arbetsprövar hos oss och brinner för arkiv. Vi har också sommarungdomar, pensionärer, m.fl.	Saturday, Oct 29th 5:59AM
268,170,115	En har erfarenhet från arbete med arkiv. Arbetet sköts i nuläget av några i styrelsen	Wednesday, Oct 5th 2:18PM
268,156,919	Hembygdsföreningens volontärer har hög medelålder. Traditionellt har det varit mest män, men sedan jag tillkom har vi fått in fler kvinnor.	Wednesday, Oct 5th 6:05AM
267,991,962	Vi har en kvinna som är 70 år som arbetar som volontär i arkivet och har yrkesbakgrund inom arkivbranschen.	Friday, Sep 30th 5:34PM

26. Hur brukar ni välja ut volontärens arbetsuppgifter?

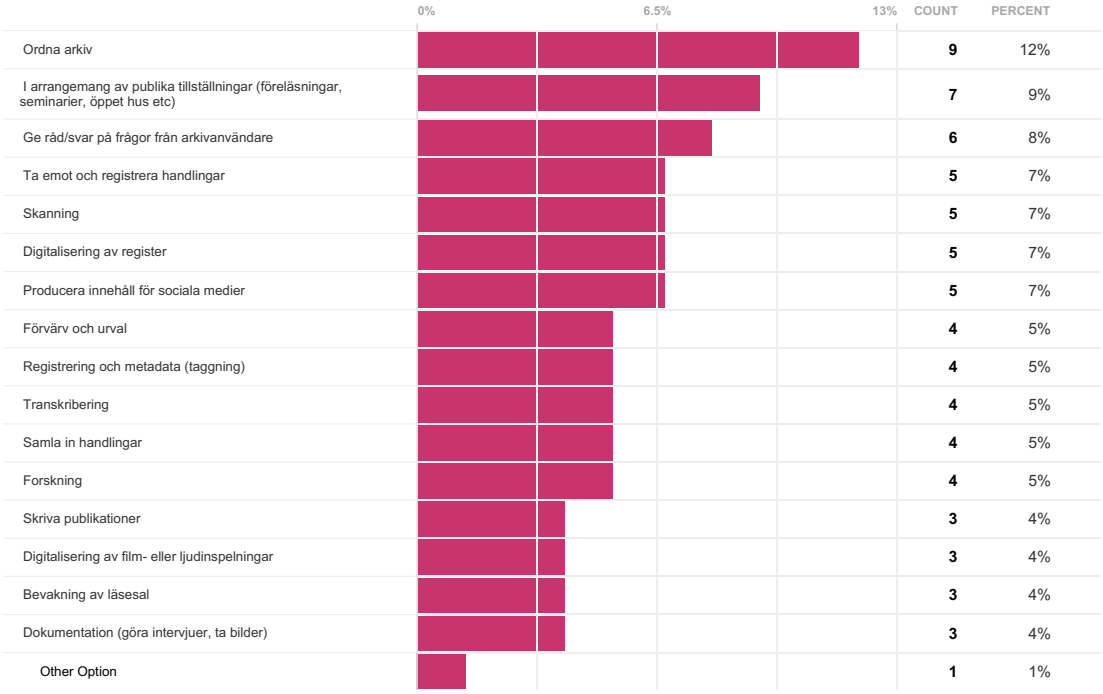
Answers 12 (52%) Skips 11 (48%)



	COUNT	PERCENT
Vi berättar för volontärerna vad vi behöver och de väljer från vår uppgiftslista	4	33%
Other Option	4	33%
Vi sätter volontärerna där vi behöver dem	2	17%
Volontärerna berättar vad de vill göra och vi följer deras önskemål	1	8%
Volontärerna berättar vad de vill göra och vi försöker hitta en uppgift som kommer nära	1	8%

27. Vilken form av uppgifter är era volontärer involverade i?

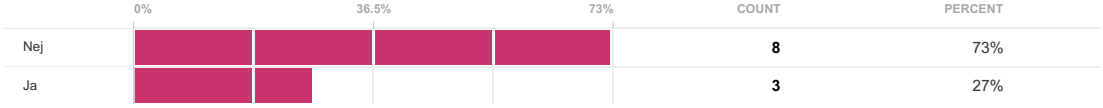
Answers 11 (48%) Skips 12 (52%)



	COUNT	PERCENT
Ordna arkiv	9	12%
I arrangemang av publika tillställningar (föreläsningar, seminarier, öppet hus etc)	7	9%
Ge råd/svar på frågor från arkivanvändare	6	8%
Ta emot och registrera handlingar	5	7%
Skanning	5	7%
Digitalisering av register	5	7%
Producera innehåll för sociala medier	5	7%
Förvärv och urval	4	5%
Registrering och metadata (taggning)	4	5%
Transkribering	4	5%
Samla in handlingar	4	5%
Forskning	4	5%
Skriva publikationer	3	4%
Digitalisering av film- eller ljudinspelningar	3	4%
Bevakning av läsesal	3	4%
Dokumentation (göra intervjuer, ta bilder)	3	4%
Other Option	1	1%

28. Påverkar era säkerhetsföreskrifter rörande tillgång till arkivlokaler de arbetsuppgifter ni ger till volontärer?

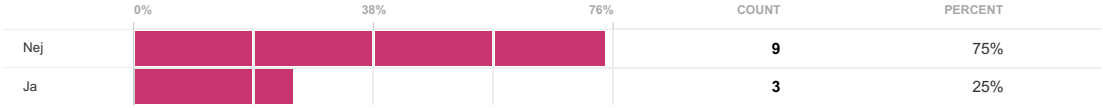
Answers 11 (48%) Skips 12 (52%)



	COUNT	PERCENT
Nej	8	73%
Ja	3	27%

29. Påverkar era säkerhetsföreskrifter rörande hantering av känslig personinformation eller sekretessbelagd information de arbetsuppgifter du ger till volontärer?

Answers 12 (52%) Skips 11 (48%)



	COUNT	PERCENT
Nej	9	75%
Ja	3	25%

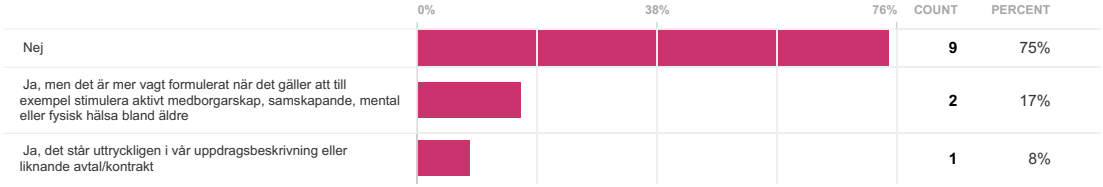
30. Lämna gärna en kommentar om hur säkerhetsföreskrifter påverkar ert arbete med volontärer:

Answers 2 (9%) Skips 21 (91%)

268,921,742	GDPR (SUCK!) och även rent sekretessbelagt material som bara arkivutbildade hanterar.	Saturday, Oct 29th 5:59AM
268,000,930	Volontärerna är styrelsemedlemmar i arkivet och alltså fullt involverade i alla delar av verksamheten.	Saturday, Oct 1st 6:41AM

31. Har ert arkiv i uppdrag av er huvudorganisation eller huvudsakliga finansiär att ha volontärer?

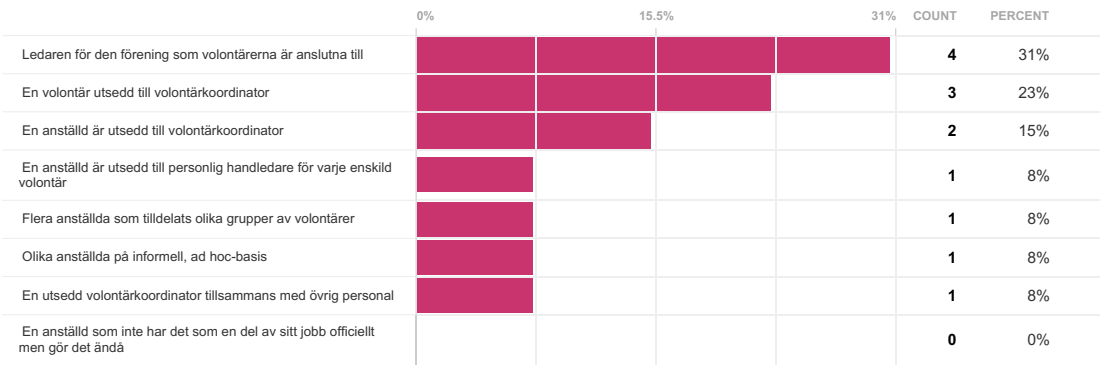
Answers 12 (52%) Skips 11 (48%)



	COUNT	PERCENT
Nej	9	75%
Ja, men det är mer vagt formulerat när det gäller att till exempel stimulera aktivt medborgarskap, samskapande, mental eller fysisk hälsa bland äldre	2	17%
Ja, det står uttryckligen i vår uppdragsbeskrivning eller liknande avtal/kontrakt	1	8%

32. Vem organiserar volontärarbetet på ert arkiv?

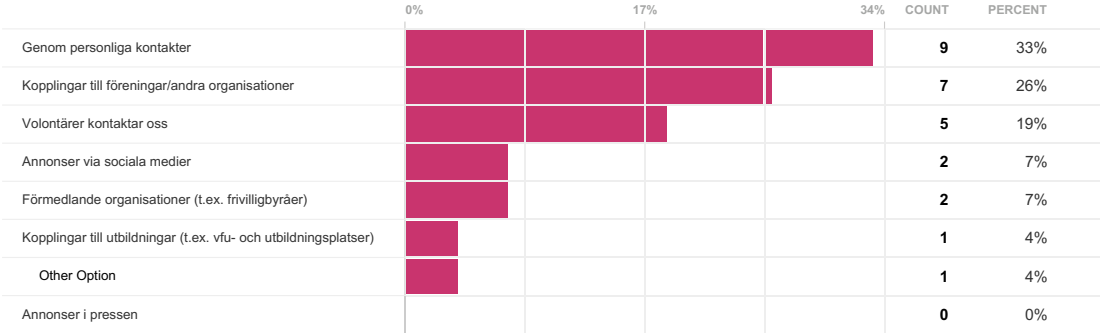
Answers 10 (43%) Skips 13 (57%)



	COUNT	PERCENT
Ledaren för den förening som volontärerna är anslutna till	4	31%
En volontär utsedd till volontärkoordinator	3	23%
En anställd är utsedd till volontärkoordinator	2	15%
En anställd är utsedd till personlig handledare för varje enskild volontär	1	8%
Flera anställda som tilldelats olika grupper av volontärer	1	8%
Olika anställda på informell, ad hoc-basis	1	8%
En utsedd volontärkoordinator tillsammans med övrig personal	1	8%
En anställd som inte har det som en del av sitt jobb officiellt men gör det ändå	0	0%

33. Hur rekryterar ni normalt volontärer?

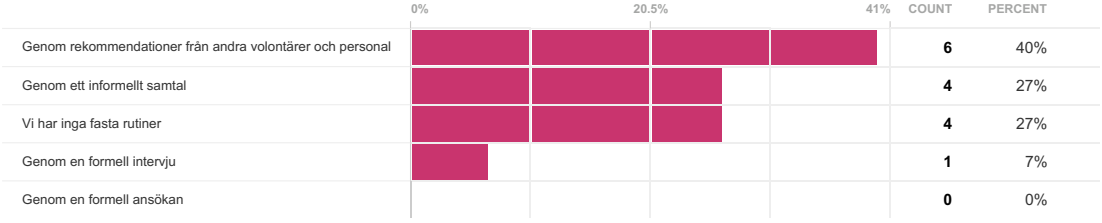
Answers 12 (52%) Skips 11 (48%)



	COUNT	PERCENT
Genom personliga kontakter	9	33%
Kopplingar till föreningar/andra organisationer	7	26%
Volontärer kontaktar oss	5	19%
Annonser via sociala medier	2	7%
Förmedlande organisationer (t.ex. frivilligbyråer)	2	7%
Kopplingar till utbildningar (t.ex. vfu- och utbildningsplatser)	1	4%
Other Option	1	4%
Annonser i pressen	0	0%

34. Hur väljer ni nya volontärer?

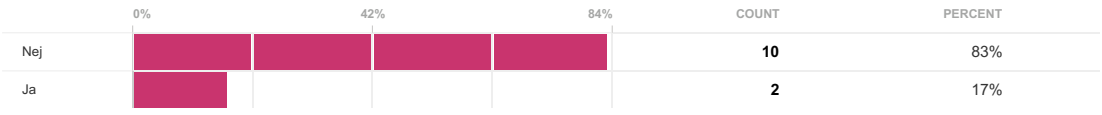
Answers 11 (48%) Skips 12 (52%)



	COUNT	PERCENT
Genom rekommendationer från andra volontärer och personal	6	40%
Genom ett informellt samtal	4	27%
Vi har inga fasta rutiner	4	27%
Genom en formell intervju	1	7%
Genom en formell ansökan	0	0%

35. Har ert arkiv en policy för engagemang av volontärer?

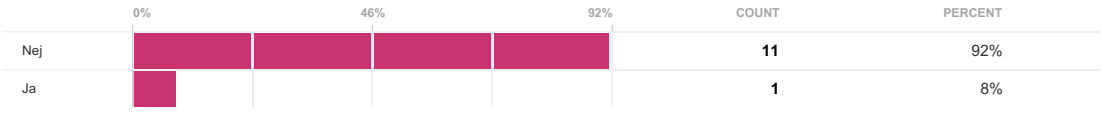
Answers 12 (52%) Skips 11 (48%)



	COUNT	PERCENT
Nej	10	83%
Ja	2	17%

36. Skriver ni kontrakt eller avtal med era volontärer?

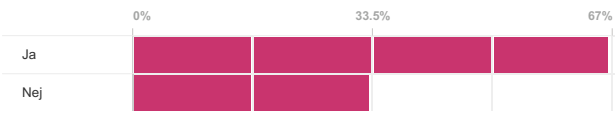
Answers 12 (52%) Skips 11 (48%)



	COUNT	PERCENT
Nej	11	92%
Ja	1	8%

37. Ger ni era volontärer utbildning?

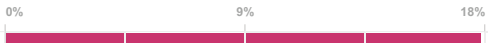
Answers 12 (52%) Skips 11 (48%)



	COUNT	PERCENT
Ja	8	67%
Nej	4	33%

38. Om ja, vilken typ av utbildning ger ni era volontärer?

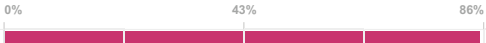
Answers 9 (39%) Skips 14 (61%)



	COUNT	PERCENT
En introduktion till arkivets organisation	7	18%
En guidad tur genom lokalerna	6	15%
Kollegialt lärande bland volontärerna	5	13%
Färdighetsträning för just sin uppgift	4	10%
Information om sekretessbelagda arbetsområden	3	8%
En introduktion till volontärens arbetsplats	3	8%
Information om arkivets uppförandekoder	3	8%
Säkerhets- och trygghetsutbildning	3	8%
Regelbundna uppdateringar om arkivens arbete	2	5%
Individuella utvecklingsmöjligheter kopplade till sina arbetsuppgifter	2	5%
Jobbskuggning av erfarna volontärer och / eller anställda	1	3%
Information om ersättningsregler	0	0%
Regler för hur volontärarbetet ska rapporteras	0	0%
Information om lika möjligheter och mångfald	0	0%
Konflikthantering	0	0%
Specialkurser om olika ämnen (t.ex. att hålla tal)	0	0%
Regler för hur volontärarbetet ska registreras	0	0%

39. Förser ni era volontärer med arbetsmaterial som datorer, skannrar, programvara?

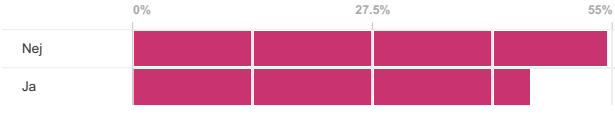
Answers 7 (30%) Skips 16 (70%)



	COUNT	PERCENT
Ja, för volontärer som arbetar på plats	6	86%
Ja	1	14%
Ja, för volontärer som arbetar på annan plats	0	0%

40. Utvärderar/kvalitetssäkrar ni det arbete som utförs av volontärer?

Answers 11 (48%) Skips 12 (52%)



	COUNT	PERCENT
Nej	6	55%
Ja	5	45%

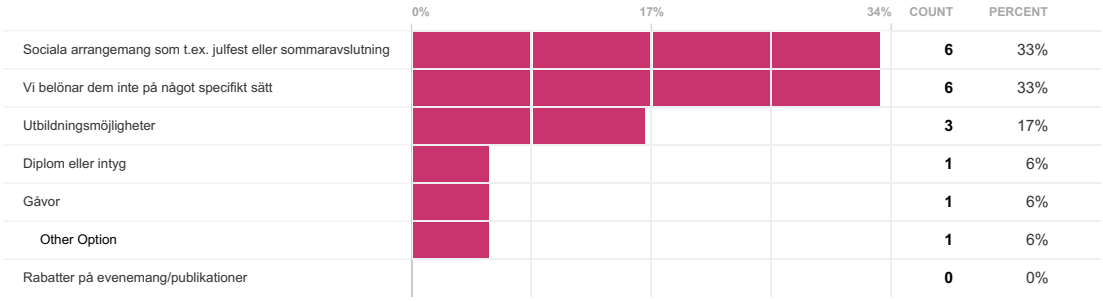
41. Om ja, beskriv era kontrollförfaranden:

Answers 4 (17%) Skips 19 (83%)

274,421,902	Kontrolläser i efterhand om det handlar om transkribering eller registrering.	Wednesday, Jan 18th 5:58PM
269,373,713	Fråga 34: Våra förtroendevalda som jobbar ideellt i arkivet väljs av årsmötet. Styrelsen utser övriga funktionärer Fråga 39 Nej, men dator, skanner mm finns på expeditionen	Thursday, Nov 10th 6:53PM
268,921,742	Introduktionsutbildning som följs upp kontinuerligt, avstämning efter avslutad arbetsuppgift, kontinuerlig rådgivning vid osäkerhet kring arbetsuppgift, etc.	Saturday, Oct 29th 5:59AM
268,170,115	Det gör vi gemensamt i gruppen	Wednesday, Oct 5th 2:18PM

42. Hur belönar ni volontärer?

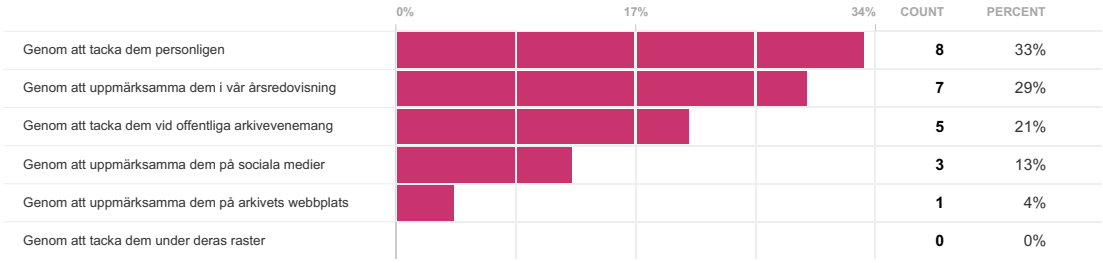
Answers 12 (52%) Skips 11 (48%)



	COUNT	PERCENT
Sociala arrangemang som t.ex. julfest eller sommaravslutning	6	33%
Vi belönar dem inte på något specifikt sätt	6	33%
Utbildningsmöjligheter	3	17%
Diplom eller intyg	1	6%
Gåvor	1	6%
Other Option	1	6%
Rabatter på evenemang/publikationer	0	0%

43. Hur uppmärksammar ni volontärernas bidrag?

Answers 10 (43%) Skips 13 (57%)



	COUNT	PERCENT
Genom att tacka dem personligen	8	33%
Genom att uppmärksamma dem i vår årsredovisning	7	29%
Genom att tacka dem vid offentliga arkivevenemang	5	21%
Genom att uppmärksamma dem på sociala medier	3	13%
Genom att uppmärksamma dem på arkivets webbplats	1	4%
Genom att tacka dem under deras raster	0	0%

44. Lämna gärna en kommentar angående er volontärinfrastruktur:

Answers 3 (13%) Skips 20 (87%)

269,373,713	Alla dessa frågor är svåra att svara på när man har en helt ideell driven verksamhet.	Thursday, Nov 10th 6:53PM
268,170,115	Hela vår förenings verksamhet utförs ideellt ca 4 500 timmar/år	Wednesday, Oct 5th 2:18PM
268,156,919	Vi har olika ansvarsgrupper och gör både regelbundna insatser (ex tar fram och digitaliserar material till medlemsblad) och större insatser vid donation eller flytt/omorganisation. Varje del har olika volontärinsatser. Det löpande arbetet sker i mån av tid och hälsa. Det är jag och den pensionerade fd ansvariga som gör det mesta. Vår fotogrupp har precis haft stora förluster av drivande eldsjäl som dog, varför den gruppen har paus. Jag önskar jag haft fler intresserade volontärer!	Wednesday, Oct 5th 6:05AM

45. Vilka utmaningar förknippar du med att inkludera volontärer/ideella i ert arbete?

Answers 9 (39%) Skips 14 (61%)

274,822,186	Det är generellt att de är väldigt engagerade och det är inte alltid lätt att styra engagerade personer. Det kan även uppstå motsättningar och man har inte samma möjligheter att möta dessa när de uppstår, det ligger utöver vår egen lilla arbetsstyrka, men det brukar inte vara ett problem	Tuesday, Jan 24th 10:02AM
274,421,902	Det är svårt att hinna med att handleda. Bra om de är självgående, dvs äldre och rutinerade i arkiv.	Wednesday, Jan 18th 5:58PM
269,373,713	Det är precis som att jobba med anställda. Bara det att de ideella bara kommer om man ser till att det är värt besväret och roligt att komma.	Thursday, Nov 10th 6:53PM
268,921,742	1. Det finns risker för felbedömningar som görs vid insamling/dokumentation eller i annat arbete. 2. Även om man har volontärer, krävs finansiella resurser för att fortsätta det arbete som volontärerna påbörjat. Om ett arkiv kommer till oss, en volontär gör "grovjobbet", ska ändå arkivet färdigställas av någon med arkivutbildning = tid och pengar. 3. Att ta emot volontärer kräver också pengar, tid, handledning, m.m. - vilket inte Arbetsförmedling/Försäkringskassa/kommuner har någon som helst förståelse för (!). Samtidigt har vi inte råd att tacka nej när vi får en placering, eftersom mycket arbete kan bli gjort.	Saturday, Oct 29th 5:59AM
268,170,115	Att ge uppmärksamhet, få dem att känna sig sedda. Rekrytering av nya medlemmar som vill engagera sig.	Wednesday, Oct 5th 2:18PM
268,156,919	Hitta intresserat folk som är beredda att binda upp sig på iallafall något mer varaktigt engagemang.	Wednesday, Oct 5th 6:05AM
268,002,978	Svårigheter med återväxten samt att få personer med digital kunskap.	Saturday, Oct 1st 10:22AM
268,000,930	Sårbart: kräver att det finns ideella krafter. Bristande arkivkompetens.	Saturday, Oct 1st 6:41AM
267,991,962	Om volontären inte får en ordentlig introduktion och inte har arkivutbildning och -erfarenhet kan volontärarbetet snarare ställa till problem. Uppfylls utbildnings- och erfarenhetskraven ser vi volontärarbetet som en verklig tillgång.	Friday, Sep 30th 5:34PM

46. Vilka möjligheter förknippar du med att inkludera volontärer/ideella i ert arbete?

Answers **8** 35%

Skips **15** 65%

274,822,186	Kunskapstillförsel och arbetsglädje.	Tuesday, Jan 24th 10:02AM
274,421,902	Bra med äldre personer som kan tillföra äldre kunskaper.	Wednesday, Jan 18th 5:58PM
269,373,713	Vi slipper räkna pengar och arbetstimmar.	Thursday, Nov 10th 6:53PM
268,921,742	Mycket arbete som annars inte hinns med kan bli gjort. Grovjobb kan utföras, vilket sparar tid och pengar. Volontärer är viktiga resurser i arbetet att nå nya målgrupper. Publikt arbete på ett annat sätt, vilket "öppnar upp" arkivet på ett annat sätt. Volontärer kan också göra sådant som vi andra inte hinner, t.ex. ha enklare visningar, besöka skolklasser, m.m.	Saturday, Oct 29th 5:59AM
268,170,115	Stor kompetens. Bra sammanhållning.	Wednesday, Oct 5th 2:18PM
268,156,919	Sysselsättning och social samvaro, som är en del av föreningens funktioner.	Wednesday, Oct 5th 6:05AM
268,002,978	Enda möjligheten för en ideell förening med knappa ekonomiska tillgångar	Saturday, Oct 1st 10:22AM
267,991,962	Vi får arbete gjort som annars skulle bli liggande.	Friday, Sep 30th 5:34PM

47. Om du har ett exempel på ett projekt där ni har inkluderat volontärer/ideella, beskriv det kort och inkludera länkar till webbplatser, rapporter etc.

Answers **4** 17%

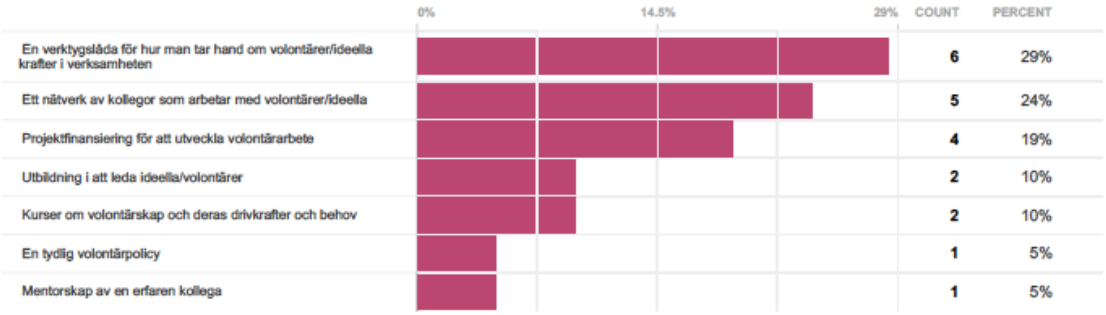
Skips **19** 83%

274,411,149	avskrifter av handlingar: fornskrift.se	Wednesday, Jan 18th 1:11PM
268,170,115	Www.hembygd.se/albo-harad beskriver vår verksamhet	Wednesday, Oct 5th 2:18PM
268,156,919	Jag är själv volontär enligt min definition eftersom jag valt att göra dessa saker ideellt som ett sätt att stötta föreningen. Så jag har svårt att konkretisera något detta lett till. Det som gett störst förändring och utveckling av föreningens arkivverksamhet och vår tillgänglighet är att jag startat lokala grupper på facebook för diskussion och umgänge kring hembygdsintresset.	Wednesday, Oct 5th 6:05AM
267,989,711	Vi har flera exempel på projekt där volontärer har deltagit i stor utsträckning. Flera projekt där arbetslivshistoria har varit inblandade.	Friday, Sep 30th 3:47PM

48. Vad skulle hjälpa dig att utveckla arbetet med ideella/volontärer på ert arkiv?

Answers **7** 30%

Skips **16** 70%



	COUNT	PERCENT
En verktygslåda för hur man tar hand om volontärer/ideella krafter i verksamheten	6	29%
Ett nätverk av kollegor som arbetar med volontärer/ideella	5	24%
Projektfinansiering för att utveckla volontärarbete	4	19%
Utbildning i att leda ideella/volontärer	2	10%
Kurser om volontärskap och deras drivkrafter och behov	2	10%
En tydlig volontärpolicy	1	5%
Mentorskap av en erfaren kollega	1	5%

49. Kommentera gärna vilken typ av stöd du vill ha:

Answers **5** 22%

Skips **18** 78%

274,421,902	Kortare Teamsutbildning eller liknande.	Wednesday, Jan 18th 5:58PM
269,373,713	Projektstöd för att köpa tjänster för projektledning alla möjliga projekt. Vi gör det vi orkar och mäktar med.	Thursday, Nov 10th 6:53PM
268,921,742	PENGAR, PENGAR, PENGAR! Som nämndes tidigare finns INGEN förståelse från det offentliga (AF/FK/Kommun) att handledning av volontärer kostar tid, pengar, kompetens. Jättemycket skulle kunna göras om vi hade fått pengar för att ta emot volontärer.	Saturday, Oct 29th 5:59AM
268,156,919	Jag har inte alls tänkt i formaliserade banor om volontärer innan. Har bara haft en tanke att vi haft en stark föreningskultur som fortgått men som nu i 2000-talet inte är lika självklar. Jag behöver tänka nytt och få nya infallsvinklar för att rekrytera på rätt sätt med rätt förväntningar, en tydlighet och inge en trygghet åt blivande medarbetare.	Wednesday, Oct 5th 6:05AM
268,002,978	Ekonomiskt stöd för digitalisering 0	Saturday, Oct 1st 10:22AM

50. Lämna gärna andra kommentarer i ämnet ideella/volontärer i arkiv:

Answers **2** 9%

Skips **21** 91%

269,373,713	Det är alltid pengar/tid/resurer som avgör hur mycket och vad som blir gjort. Precis som med anställda gäller det att ha rätt person på rätt plats. Det finns så många färdigheter som passar för arbetsuppgifter i ett arkiv, Den som ser de ideella som amatörer menar jag är den största av amatörer. Alla idella är inte proffs, men de har i de flesta fall många kunskaper som arkiven kan dra nytta av - om de är kompetenta nog att förstå det.	Thursday, Nov 10th 6:53PM
268,170,115	Vi passar på att göra en större genomgång nu när vi har en kunnig.	Wednesday, Oct 5th 2:18PM