

RE: ESTABLISHMENT OF A FULL-TIME RECEPTIONIST POSITION AT THE BURNABY
ART GALLERY

Council on 1980 January 28 received a letter from April Jones, Volunteer Co-ordinator with the Century Park Museum Association, in which support was expressed for the Burnaby Volunteer Centre. The discussion which followed resulted in the adoption of the following motion:

"THAT this item of correspondence be referred to the Parks and Recreation Commission for consideration as a method of using volunteers rather than paid staff for the Arts Council Receptionist and further that the letter also be referred to the Grants and Publicity Committee."

Following is a report from the Parks and Recreation Administrator on this matter.

RECOMMENDATION:

1. THAT the report of the Parks and Recreation Administrator be received for information purposes.

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1980 February 21

TO: MUNICIPAL MANAGER

FROM: ADMINISTRATOR, PARKS AND RECREATION

SUBJECT: BURNABY VOLUNTEER CENTRE
CORRESPONDENCE AND PETITIONS (Council Meeting 1980 January 28)

Recommendation

1. THAT this report be received for information.

REPORT

The Municipal Clerk advised that a letter from the Volunteer Co-ordinator, Heritage Village Museum, had been referred to the Parks and Recreation Commission for consideration as a method of using volunteers rather than paid staff for the Art Gallery Receptionist.

The attached report was received by the Commission at its meeting of 1980 February 20 and the recommendation contained therein was adopted.



Dennis Gaunt,
Administrator

AG:df
Attach

RE: BURNABY VOLUNTEER CENTRE - HERITAGE VILLAGE MUSEUM

RECOMMENDATIONS:

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1. THAT the Commission continue to endorse the establishment of a full time Receptionist position at the Burnaby Art Gallery.
2. THAT a copy of this report be sent to Council.

REPORT

ITEM	5
MANAGER'S REPORT NO.	15
COUNCIL MEETING	1980 02 25

The following is a report responding to the attached correspondence concerning the use of volunteers rather than paid staff to fill the position of Art Gallery Receptionist.

BACKGROUND:

At its meeting of 1979 November 21, the Parks and Recreation Commission received a brief from the Board of Directors of the Burnaby Art Gallery Association, providing its reasons for requesting a permanent receptionist.

The brief explained that in the early years of the Art Gallery volunteer help was adequate. However, to deal effectively with intensified Gallery use, it has become necessary that the receptionist be completely familiar with the community and gallery operations. Volunteers now are able to commit themselves to only a half day every two weeks and so do not have sufficient exposure to the day-to-day requirements of the job. This lack of continuity prevents volunteers from becoming fully conversant with the Art Gallery exhibits and other services.

The Board of Directors also felt that a permanent receptionist would eventually be able to answer many inquiries presently directed to permanent staff as well as providing assistance with many routine jobs.

Based on the Board's submission, the Commission decided to include funding for the permanent receptionist position in the 1980 grant to the Burnaby Art Gallery.

The Board's comments were subsequently supported in a conversation between the Administrator and Pat De Vries, Volunteer Co-ordinator for the Burnaby Art Gallery on 1979 December 28. Ms. De Vries reiterated the difficulty of filling the receptionist position particularly during the summer months and at Christmas. She emphasized the importance of complete familiarity, not only with the Art Gallery but also with voluntary work procedure, to ensure a consistent quality of service. The high turnover of volunteers in this position and the unreliability of service was an unnecessary annoyance to permanent Art Gallery staff and Gallery users alike. She expressed a clear recommendation that the receptionist position be filled by a staff person.

CURRENT SITUATION:

The Art Gallery will, of course, continue to use volunteers in other areas of its operation such as the Picture Loan Service, the Shopping Bag, and to provide general assistance on weekends and during the set-up of exhibitions.

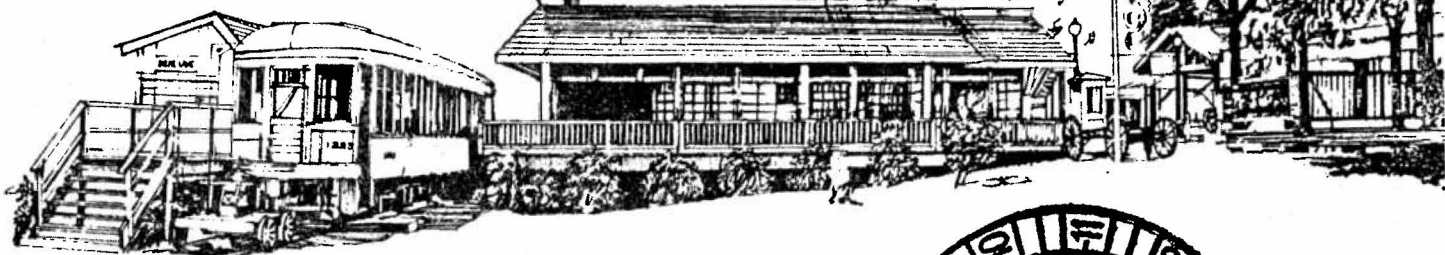
In view of the support expressed by the Gallery Board and staff and by the Volunteer Co-ordinator for the Gallery, staff would suggest that the Commission continue to endorse the establishment of a full time receptionist position at the Burnaby Art Gallery.

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Heritage Village Museum

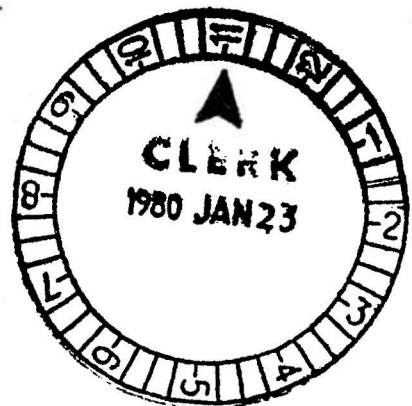
CENTURY PARK MUSEUM ASSOCIATION

4900 DEER LAKE AVENUE, BURNABY, B.C., V5G 3T6 PHONE 294-1231



January 22, 1980

The Hon. David Mercier and Council,
Burnaby Municipal Hall,
4949 Canada Way,
Burnaby, B.C.
V5G 1M2



Dear Mr. Mayor;

I am pleased to write a letter in support of the Burnaby Volunteer Centre.

I have had a great deal of co-operation from the Burnaby Volunteer Centre in several areas, primarily in the number of excellent volunteers they have referred to Heritage Village Museum. They have a very efficient follow-up system and are in touch with me on a regular basis regarding the progress of the referred volunteers.

The Burnaby Volunteer Centre also has an excellent training programme on volunteer/staff relationships that has been very helpful to Heritage Village Museum.

The Burnaby Volunteer Centre is an extremely valuable community resource, and given adequate financial support could be of even more service to the people of Burnaby.

Yours truly,

April Jones

April Jones,
Volunteer Co-ordinator,
Heritage Village Museum

/avj :- AGENDA 1980 01 28
:- COPY-MANAGER
- TREASURER

