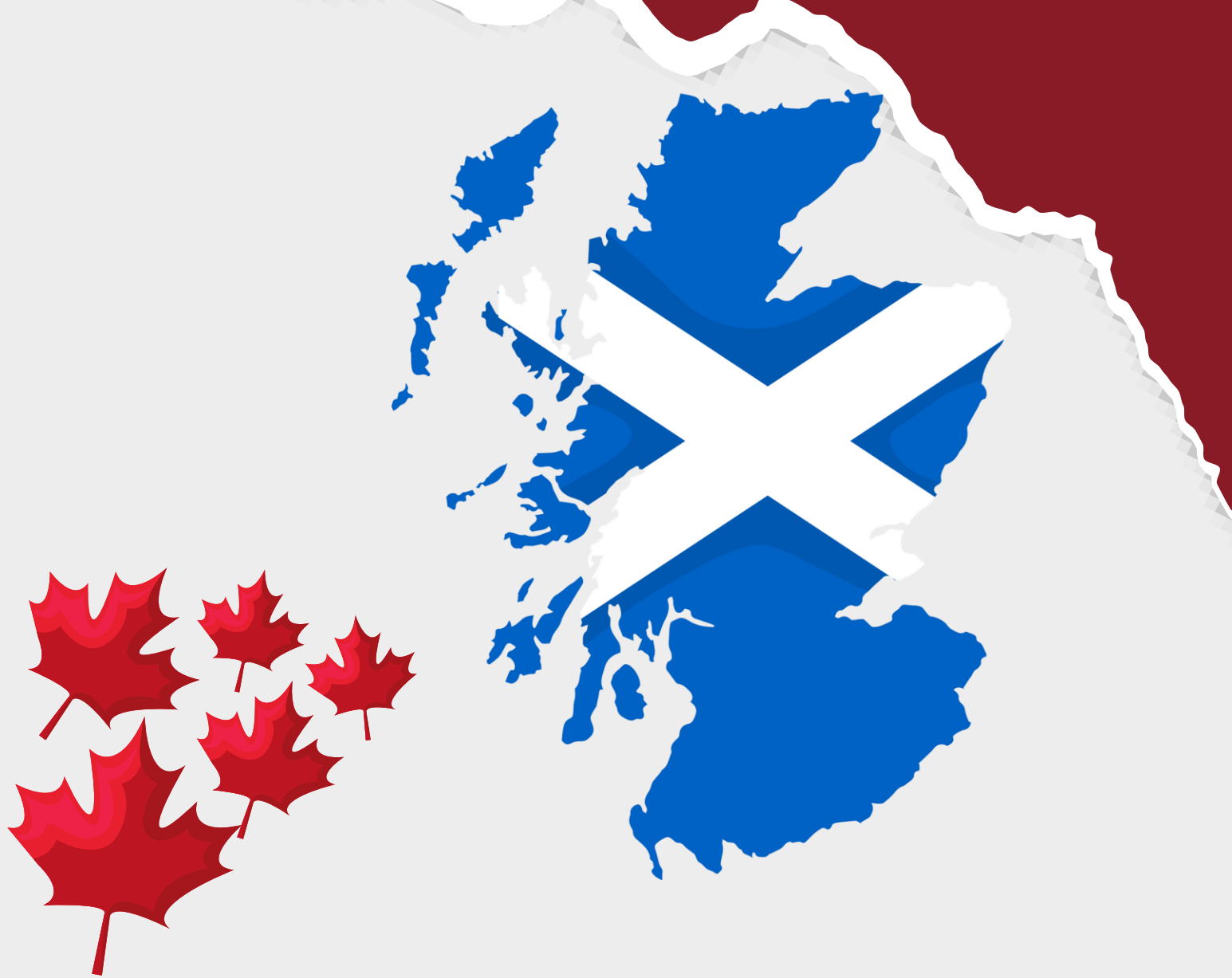


TRIMONTIUM MUSEUM

A tiny -but mighty- museum!
MELROSE

From “shooglie” cases
to Thistle Awards





Presented By Thania M. Flores
Heritage Environment Resources Officer

TRIMONTIUM MUSEUM

1989 - 2019

2000
visitors/year



REFURBISHMENT 2021

HALO 2023-24

FOOTFALL
2021 - 6500
2022 - 8600
2023 - 10600



Thanks to our funders



Themes

1. Developing a strong, consistent, and **fiercely enthusiastic volunteer force.**
2. Creating a **welcoming, inclusive and accessible museum** at all levels.
3. Balancing the great **power of tech** – on a budget– and the –even greater– **power of a personal touch.**



1. Centred on people: VOLUNTEERS

1.1 - TRUSTEES



inspiring helpful
hard-working skills
open-to-new-ideas engaged
believe supportive
welcoming
agile innovative motor
enthusiastic
passionate role-models
committed
knowledgeable

1.2 - VOLUNTEERS

- ***Variety of roles and opportunities***
 - Front of house
 - Archaeology
 - Dressing-up / events
 - Walks & gallery guides
 - Education
 - Cataloguing / archiving
 - Social media
- ***Different programmes***
 - General volunteering
 - Supported volunteering
 - Remote volunteering
 - Youth & Work placements
 - Peer mentoring
 - Volunteer reps



Creating a strong, consistent and fiercely enthusiastic volunteer force



10/20 to 60/100

Volunteer Coordinator

Recruitment

Training & development

Participation & engagement

Communication Channels



Volunteer Appreciation

Connecting Volunteers

Interests, skills & flexibility

Well-being

Celebrated



Volunteer Reps



Field Trips



Training & skill development



Socials & crafting



Mission + Vision + Gratitude



Community involvement

Centred on people: Trustees + Staff + Volunteers



- *Passionate* about our subject matter
- **Welcoming**, friendly and positive attitude
- **Skill sets** are explored and maximized
- **Appreciation & development**
- **Agile & fast moving**

HAPPY PLACE TO WORK!

2. Welcoming. Inclusive. & Accessible



PREMISES

- Wheelchair accessible
- Stools & benches
- Audiovisual subtitles
- Dog friendly



GALLERY RESOURCES

- Torches
- Magnifying glasses
- Large print guides
- Guide translations
- Braille guide
- Hearing loop
- Sensory backpacks



VOLUNTEERS

- Volunteer 'Book'
- Suggestion box
- Volunteer surveys
- Volunteer training
- Supported volunteering
- Diverse opportunities



DIGITAL

- Alt text - Social Media
- Alt text - Website
- SM - Video captions
- Audiovisual subtitles
- The Digital Romans project

2. Welcoming. Inclusive. & Accessible



ECONOMIC BARRIERS

- Free entry days
- Free events
- Free talks
- Special pricing & packages



DISTANCE BARRIERS

- Remote volunteering
- Hybrid talks
- Digital learning resources
- The museum goes to you: schools & care homes



SAFE SPACE

- To visit
- To work
- LGBTQ
- Neurodiversity
- Quiet days
- Culture of inclusion

Working with neurodiverse groups and individuals

UPMO & BANG

- The Digital Romans Project (HLF funded)



3. Balancing tech & personal touch

- Professionally-made films
- Interactive screens
- Site App
- Drone footage
- VR Experience



3. Balancing tech & personal touch



The power of STORYTELLING

The power of DISCOVERY

The power of CONNECTION

The power of EXPERIENCE





ARCHAEOLOGY



MUSEUM, WALKS & TALKS



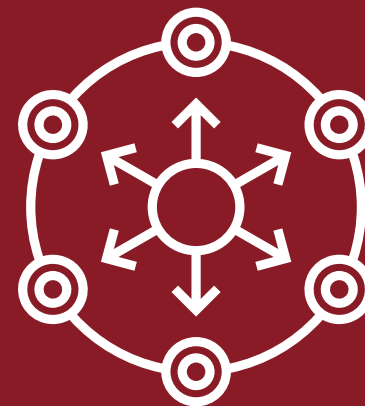
COMMUNITY / EVENTS



WORKSHOPS / SHOP



OUTREACH



EXPERIENCES

Thistle Awards

2023

- Best Visitor Attraction South of Scotland – winner
- Innovation in Tourism – finalist

2024

- Inclusive Tourism – winner
- Rising Star – winner
- Thriving Communities – finalist



Concluding Thoughts



*Maximizing
Resources*



Centred on People



*Never being
complacent*

THANK YOU!

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