Archive volunteers: understanding their motivations and impact
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Abstract

The purpose of this study was to design and deliver a pilot survey of archive volunteers to understand their motivations, the impact of volunteering and how these differ by volunteer type. A questionnaire was designed using the Volunteer Functions Inventory. A pilot was carried out at two services and had 38 respondents. The Understanding and Values functions scored highest for motivations and outcomes. The Social function scored lower for motivation than expected. The Career function in motivations and outcomes varies depending on age and retirement status. This paper also describes the pilot lessons and the methodology for a main study.

Keywords: archives, volunteering, motivations, impact, VFI.

Background

Context

There are 111 local authority archives services in England. They collect and make accessible archives relating to their local area. Archives are "the documentary by-product of human activity retained for their long-term value" (International Council on Archives, 2016). Local authority archives services are sometimes funded across multiple authorities or managed as shared services and 'spin-outs' (The National Archives & Local Government Association, 2017, p.2). Volunteers play a key part in the majority of services. In 2016-2017 there were 3,340 volunteers contributing 277,704 hours (CIPFA, 2018).

Archives Unlocked is the new strategic vision for the archive sector in England (The National Archives, 2018). Impact is one of three key themes identified in the strategy. Williams (2018) collated evidence about the impact of volunteering in archives. This included some analysis of surveys of archive volunteers undertaken by Ray (2009) and Williams (2015) which explored volunteer profile, types of volunteering, motivations and benefits.

The results of these surveys give an indication of the motivations of archive volunteers. It has been stated that "categories of volunteering in the archive sector fall into two main groups: career and non-career oriented. A significant minority of volunteers was seeking experience with a view to undertaking a professional qualification, or as a required part of an accredited course they are already on, or in order to enhance their future employability. The clear majority however were volunteering for social reasons and personal enjoyment" (Williams, 2015, p.6).

The surveys also explored the benefits of volunteering. They both asked 'What have been the benefits to you from volunteering?'. The results indicate the majority felt that they had improved their historical knowledge through volunteering and improved their skills (Williams, 2015, pp.12-13). However, these were single opinion items which are not as reliable as sets of questions (Oppenheim, 1992, p.147).

Aims and objectives

The purpose of this study is to design a new survey of local authority archive volunteers in England that would enable the archives sector to understand:

- What are the motivations of archive volunteers?

- How do archive volunteers perceive the impact volunteering has on them?

- Do these motivations and outcomes differ by the type of volunteer? (e.g. category of volunteer, the length of volunteering, age, and the nature of their role).

Design

Sampling plan

The target population is every volunteer in a local authority archives service in England. The Ray (2009) and Williams (2013) surveys used web-based methods and were in essence convenience surveys. It has been argued that "surveys based on large convenience samples are likely to yield less accurate information than a well conducted survey of a smaller sample" (Fricker, 2017, p.165).

For this assignment it has only been possible to pilot the survey in two services. However, the main study would use a cluster sampling technique. Cluster sampling is a useful method where there is no list of individual population members, but there is a list of clusters (Blair, Czaja & Blair, 2014, pp.151-152). In this study the clusters would be the 111 archive services.

The clusters will vary in the number of volunteers they each have. Therefore, PPS sampling would be used to achieve "equal probabilities of selection for individual population members" (Blair, Czaja & Blair, 2014, pp.154). See Appendix A for a list of the clusters and their population size based on the CIPFA return 2016-2017 (CIPFA, 2018). A small number of services did not submit a CIPFA return and would need to be contacted to find out how many volunteers they have.

Setting

A pilot at Wigan Archives and Local Studies and Manchester Central Library was carried out using the same methods that would be used for the main study. An expert panel suggested using hard copy booklets to be self-completed by volunteers at the archive service. A hard copy version is easier to administer than a web version since not all volunteers work with a computer. Administration and resource factors for both the author and the staff meant that a face to face method was not considered. The staff handed the questionnaires out to all their volunteers between 25 March and 23 April 2019.

Measures

About the volunteering. An introductory page was created to provide participants with details about the study's purpose. Care was taken in designing the initial questions (Q1-Q4) to ensure they had "desirable features" (Blair et al., 2014, pp.220-221). They are relevant and are easy to answer. They relate to how long they volunteer, how often, where and the tasks they perform.

Motivations. The Volunteer Functions Inventory (VFI) (Clary et al., 1998) was used since it has become "… the standard instrument to assess volunteer motivation" (Gage & Thapa, p. 413) and "the widespread use of VFI can be explained, among other factors, by its well-grounded theoretical basis and its good psychometric properties" (Chacon, Gutierrez, Sauto, Vecina, & Perez, 2017, p.307). It consists of 30 items divided into six scales and scored using a 7-point Likert-type scale. See Appendix B for a description of the six scales.

Impact. There is a lack of validated surveys measuring the impact of volunteering. Initially this study looked at using impact questions from the 'Time Well Spent' national survey of volunteers (NCVO, 2019). However, they are single opinion items and they use a different scale to VFI which could be confusing for participants. Therefore, the 17 items measuring volunteer outcomes from VFI were used. This would also enable analysis of any correlation between motivations and outcomes. Clary et al. (1998) administered the outcome items to the participants a few weeks after they had completed the motivation items. However, the timescales for this pilot has meant they were completed at the same time.

Demographics. These were deliberately placed at the end (Q6-Q9). Only demographic information that would be useful for data analysis was collected. Ethnicity or disability were not collected in the pilot as there were some GDPR implications for the services. However, these could be included in the main study. The question on gender (Q7) was based on Stonewall guidance (Stonewall, 2016). The final question about future intentions was based on VFI (Q10).

The length of the questionnaire was limited to 8 pages, simple instructions on how to answer each question were provided, the categories were well spaced and different typefaces were used for sections (Blair et al, 2014, p.228).

A question (Q11) at the end of the questionnaire gave volunteers an opportunity to provide feedback. Open ended questions about motivation (Q5b) and impact (Q6b) were also included in the pilot to capture any feedback. Some feedback from participants was also fed back via the staff. The pilot questionnaire can be found in Appendix C.

Expert panel

An early draft was looked over by an expert panel of two archivists who manage volunteers. They suggested some minor changes to the wording of questions. A category about remote volunteers was also added to Question 3.

In general, care was taken to keep the language simple and use words in "everyday use" (Blair et al., 2014, p.228). There was some debate with the expert panel about whether "cataloguing" is a specialist word but it was felt that volunteers would understand its meaning and alternative words were more complex (e.g. archival description).

A code book (see Appendix D) was designed and a template for data input was created in SPSS. The data was manually entered into SPSS from the hardcopy questionnaires.

Reliability and validity

Ideally this pilot study should have used a test re-test reliability method at two different points over a short period (Oppenheim, 2000, p.160). However, this would have put an additional burden on the services. Clary et al. (1998) tested the temporal stability of VFI by having participants complete it at two points in time. They state "The test-retest correlation for the values scale was .78; for understanding and enhancement, .77; for social and career, .68; and for protective, .64 (all ps < .001), indicating that the individual scales are stable over a 1-month interval" (Clary et al., 1998, p.1522).

The VFI creators assessed internal consistency using Cronbach's alpha coefficients for each of the scales. The scales have a high reliability between .80 to .89. (Clary et al., 1998, p.1521). A systematic review of VFI states "The reliability coefficients of the VFI scales range from adequate to good according" (Chacon et al., 2017, p.314).

Cronbach's alphas for the 30 motivation and 17 outcome items in this pilot study were .91 and .88 respectively. This indicates a high level of internal consistency. However, the Values and Understanding functions only scored .46 and .53 respectively in outcomes. The reliability for each scale is shown in Table 2.

Given the small sample size of this pilot factor analysis was not undertaken. However, the systematic review found that "most factor analyses of the VFI confirm the original factor structure, maintaining the six factors" (Chacon et al., 2017, p.314).

Analysis

The mean scores of the six functions were calculated using the same method as the VFI creators (Clary et al., 1998) and other studies (Chacon et al., 2017). See Appendix E for more information on how these are calculated. The data for age and length of volunteering was transformed into two groups and three groups respectively.

There is some controversy about whether Likert scale data can be considered interval data or ordinal data. Some argue that it is ordinal data and parametric analysis such as mean, independent t-tests, analysis of variance are not suitable (Grace, 2008; Chimi & Russell, 2009). Others argue that it can be treated as interval data and parametric tests are fine

(Norman, 2010; Sullivan, Artino & Anthony, 2013). Some studies using VFI (Chacon et al., 2017) have used parametric tests to compare the mean scores with categorical data such as gender or age.

For the main study where the data is normally distributed it would use independent t-tests and one-way Anova to compare the mean scores with categorical data. However, it would also use the nonparametric equivalent to ensure it can be confident about any conclusions (Grace, 2008). See Appendix F for further information on which tests would be used.

In this pilot study since the scores were not normally distributed nonparametric tests have been used (Field, 2018, p.283). A Mann-Whitney test was used to test the difference between two independent groups (Field, 2018, pp.290-291) and a Kruskal-Wallis test for three independent groups (Field, 2018, pp.306-307).

Results

38 volunteers completed the questionnaire (20 from Manchester Central Library and 18 from Wigan Archives and Local Studies). There were also six refusals. All the participants were volunteers based at the service and none were working at home. The average number of hours spent volunteering in the last four weeks was 14.8 (SD=9.83). Table 1 summarises the demographic information and the volunteer types of the participants.

Table 1

Description of demographic information and volunteer types of the participants

Item	Category	Number	Percentage
Gender	Female	22	57.9%
	Male	16	42.1%
Age	16-39	13	34.2%
	40+	24	63.2%
	Prefer not to say	1	2.6%
Retired	Yes	19	50%
	No	19	50%
Full-time student	Yes	5	13.2%
	No	33	86.8%
Main task	Cataloguing	14	36.8%
	Scanning or photography	7	18.4%
	Creating social media content	2	5.3%
	Creating exhibitions or displays	1	2.6%
	Historical research	5	13.2%
	Other	1	2.6%
	Missing answers*	8	21.1%
Length of volunteering	Less than 1 year	16	42.1%
	1–5 years	13	34.2
	6+ years	9	23.7%
Future intentions	Volunteering at this archives service	32	84.2%
	Volunteering at another organisation	3	7.9%
	Not volunteering at all	3	7.9%

* 8 participants selected more than one answer for the main task. This has been coded as a missing answer.

Table 2 shows the results obtained in each of the VFI scales. For motivations the

Understanding function scores highest (M=5.13), followed by Values (M =4.36). The lowest

mean relates to Protective (M=2.89) and Social (M=2.90) functions. For outcomes the Social

function scores highest (M=4.75), followed by Understanding (M=4.53). The lowest means

relate to the Protective (M=2.76) and Career (M=2.92) functions.

Table 2

Description of means, standard deviations and reliability of the VFI scales from this pilot and
Chacon et al. (2017)

VFI scale	Motivations			Outcomes			Motivations (Chacon et al., 2017)		
	Mean	*SD*	*Reliability* (α)	*Mean*	*SD*	*Reliability* (α)	*Mean*	*SD*	*Reliability* (α)
Values	4.36	1.46	.80	4.26	1.35	.46	5.21	1.35	.78
Social	2.90	1.51	.82	4.75	2.14	.86	3.61	1.53	.82
Understanding	5.13	1.32	.82	4.53	1.74	.53	4.26	1.49	.83
Protective	2.89	1.27	.77	2.76	1.73	.85	2.82	1.36	.83
Career	3.04	2.22	.98	2.92	2.25	.98	2.89	1.23	.84
Enhancement	3.67	1.63	.88	4.14	2.04	.97	4.22	1.63	.84
Satisfaction	-	-	-	6.07	1.17	.90	-	-	-

Table 3 shows the results obtained in each of the VFI scales in comparison with age and

retirement status. A Mann-Whitney test indicated that the VFI career motivation scale was

greater for those aged 16-39 (Mdn=5.80) than for those aged 40+ (Mdn=1.10), U=7.50,

z=-4.81*, p < .*001. The same test indicated that the VFI career motivation scale was greater

for those not retired (Mdn=4.20) than for those who are retired (Mdn=1), U=51.5, z=-3.70*,*

*p < .*001.

A Mann-Whitney test indicated that the VFI career outcome scale was greater for those

aged 16-39 (Mdn=6.50) than for those aged 40+ (Mdn=1), U=10, z=-4.83*, p < .*001. The same

test indicated that the VFI career outcome scale was greater for those not retired

(Mdn=3.50) than for those who are retired (Mdn=1), *U*=51.5, *z*=-3.93*, p* < .001.

The same Mann-Whitney tests were undertaken on the other five VFI motivation scales and

six VFI outcome scales, but the results were not statistically significant. See Appendix H for

the SPSS outputs.

Table 3

Description of means of the VFI scales by volunteer age and whether retired

VFI Scale	Groups	Age 1: 16-40 2: 41+		Retired 1: No 2: Yes	
		Motivation mean	*Outcomes mean*	*Motivation mean*	*Outcomes Mean*
Values	1	4.88	4.04	4.65	4.16
	2	4.12	4.40	4.06	4.37
Social	1	2.43	4.58	2.99	4.66
	2	3.17	4.75	2.80	4.84
Understanding	1	5.74	5.23	5.14	4.76
	2	4.85	4.23	5.13	4.29
Protective	1	2.57	2.67	2.89	2.97
	2	3.06	2.83	2.88	2.55
Career	1	5.57	5.46	4.23	4.11
	2	1.68	1.63	1.79	1.74
Enhancement	1	3.72	4.19	3.76	4
	2	3.69	4.10	3.58	4.29
Satisfaction	1	-	6.26		5.84
	2	-	5.98		6.31

Table 4 shows the results obtained in each of the VFI scales in comparison with length of volunteering and future intentions of the volunteers. Kruskal-Wallis tests were undertaken to compare the difference of the VFI scales with length of volunteering, but the results were not statistically significant. See Appendix H for the SPSS outputs. The small sample size for two of the future intention groups meant that no testing was undertaken on this variable.

Table 4.

Description of means of the VFI scales by length of volunteering and future intentions

VFI Scale	Groups	Length of volunteering 1: Less than 1 year 2: 1-5 years 3: 6+ years		Future intentions 1: Volunteering at this archives service 2: Volunteering at another organisation 3: Not volunteering at all	
		Motivation mean	*Outcomes mean*	*Motivation mean*	*Outcomes mean*
Values	1	4.33	4	4.30	4.23
	2	4.64	4.68	4.73	4.33
	3	4.16	4.23	4.60	4.50
Social	1	2.53	3.91	2.83	4.82
	2	3.50	5.73	2.53	3.66
	3	2.89	5	3.93	5
Understanding	1	5.16	4.81	5.20	4.30
	2	5.18	4.73	6	5.83
	3	5.04	3.91	3.53	5.67
Protective	1	2.36	2.34	2.99	2.91
	2	3.62	3.23	2.53	2.33
	3	2.93	2.91	2.20	1.67
Career	1	3.89	3.84	2.81	2.53
	2	2.56	2.50	5.93	5.83
	3	2.22	2	2.60	4.17
Enhancement	1	3.21	3.50	3.83	4.34
	2	4.45	5.09	3.27	3.67
	3	3.54	4.14	2.40	2.50
Satisfaction	1	-	5.91	-	6.16
	2	-	5.92	-	6.73
	3	-	6.45	-	4.53

Discussion

It is unsurprising that the Understanding and Values functions score highest for volunteer motivations. Chacon et al. (2017) have demonstrated that these factors score highest in a variety of settings and amongst different volunteer types. The high Understanding function also supports other archive sector research that states an important reason for volunteering is an interest in history / family history and a "desire to improve skills, particularly archival skills" (Williams, 2015, p.10). Some of the qualitative data from the open-ended questions in this pilot study appears to corroborate this.

"I am interested in local history, about the building and people of the past"

"Lifetime interest in local history and family history. By volunteering I can give back something all the help other have given me over the years"

"Enjoy learning about history that would've otherwise been ignored and helping it reach a wider audience."

Williams (2015) puts a strong emphasis on archive volunteering for social reasons. However, the Social function scored quite low (M=2.90) as a motivation in this pilot. Chacon et al. (2017) show that the Social function usually scores higher than this (M=3.61). Interestingly the Social function scores more highly as an outcome (M=4.75). This suggests that the pilot volunteers were not originally motivated for social reasons, but they do perceive it to be a benefit. This requires further exploration in the main study.

The means in this pilot study of the Career function in both motivations and outcomes varies significantly depending on age and whether the volunteer is retired. Chacon et al. (2017) have demonstrated that the Career function score highest for Under 40s. This corroborates Williams (2015) who argues that some volunteers in the archives sector are looking to enhance their future employability.

In terms of the lessons from the pilot study comments on the feedback question (Q11) were generally positive. A few who didn't want to respond said they didn't enjoy doing surveys. Some people commented on the repetitive nature of the VFI items. Most questions were completed correctly with the exception of the main tasks question (Q3). Participants were asked to only choose one option, but 8 chose more than one. Therefore, this question would be changed for the main study. A few minor changes for other questions would also be made – mainly where participants chose "Other" as an option. A revised questionnaire for the main study can be found in Appendix G.

The open-ended questions (Q4b and Q5b) allowed the pilot study to delve a bit deeper into motivation and impact. For example, it has been shown above that participants showed an interest in history as a motivation. Some studies have used VFI alongside qualitative methods such as open-ended questions or face to face interviews (Chacón, Pérez, Flores, & Vecina, 2010; Hochstetler, 2014). These open-ended questions should remain in the main study.

The other lesson from the pilot was the number of responses. Both services each have over 80 volunteers per year, but only 38 in total completed the questionnaire. The questionnaire

was completed by every volunteer who volunteered at the archive service between 25

March and 23 April 2019. To get a higher and more representative response the

questionnaire needs to be run over a 6-12-month period. This could also allow the

outcomes items to be completed by participants a few weeks after the motivational items.

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Appendix A – list of local authority archives services

Archives service	Number of volunteers according to CIPFA (2018)
Teeside Archives	No return
Durham Record Office	89
Cheshire Archives and Local Studies	70
Lancashire Archives	58
Blackpool History Centre	No return
Hull History Centre	No return
East Riding of Yorkshire Archives and Local Studies Service	22
North East Lincolnshire Archives	1
Explore York	121
Derbyshire Record Office	No return
Leicestershire Record Office	20
Nottinghamshire Archives	No return
Herefordshire Archive and Records Centre	45
Shropshire Archives	132
Staffordshire and Stoke-on-Trent Joint Archives Service	109
Bath Record Office	23
Bristol Archives	33
South West Heritage Trust (Devon)	100
South West Heritage Trust (Somerset)	59
Gloucestershire Archives	59
Plymouth and West Devon Record Office	13
Dorset History Centre	64
Wiltshire and Swindon History Centre	77
Peterborough Archives Service	29
Bedfordshire Archives & Records Service	31
Essex Record Office	133
Medway Archives Centre	No return
Berkshire Record Office	20
Centre for Buckinghamshire Studies	42
East Sussex Record Office, The Keep	41
Portsmouth History Centre	48
Southampton Archives	13
Isle of Wight Record Office	17
Northumberland Archives	59
Cornwall Archives and Cornish Studies Service	100
Tyne and Wear Archives	No return
West Yorkshire Archives Service	33
London Metropolitan Archives	55
Cambridgeshire Archives	26
Cumbria Archive Service	46

Hampshire Record Office	47
Hertfordshire Archives and Local Studies	151
Kent History Centre	11
Lincolnshire Archives	8
Norfolk Recod Office	41
North Yorkshire County Record Office	72
Northamptonshire Record Office	No return
Oxfordshire History Centre	14
Suffolk Record Office	63
Surrey History Centre	141
Warwickshire County Record Office	61
West Sussex Record Office	53
Worcestershire Archive and Archaeology Service	30
Manchester	113
Oldham	23
Trafford	No return
Rochdale	6
Salford	7
Stockport	5
Tameside	25
Trafford	10
Wigan	50
Bolton	No return
Knowsley	12
Liverpool	11
St. Helens	23
Sefton	No return
Wirral	6
Barnsley	13
Doncaster	10
Rotherham	4
Sheffield	3
Birmingham	8
Coventry	11
Dudley	91
Sandwell	4
Solihull	No return
Walsall	No return
Wolverhampton	19
Barking and Dagenham	21
Barnet	No return
Bexley	17
Brent	13
Bromley	12

Camden	5
Croydon	No return
Ealing	4
Enfield	8
Greenwich	4
Hackney	53
Hammersmith and Fulham	13
Haringey	No return
Harrow	No return
Havering	No return
Hillingdon	3
Hounslow	7
Islington	5
Kensington and Chelsea	13
Kingston upon Thames	15
Lambeth	3
Lewisham	8
Merton	16
Newham	10
Redbridge	8
Richmond upon Thames	28
Southwark	3
Sutton	23
Tower Hamlets	45
Waltham Forest	1
Wandsworth	2
Westminster	62

Appendix B – The VFI scales

Based on Cary et al (1998).

- Values function. The person is volunteering in order to express or act on important values, such as humanitarianism and helping the less fortunate.

- Understanding function. The volunteer is seeking to learn more about the world and/or exercise skills that are often unused.

- Enhancement function. The individual is seeking to grow and develop psychologically through involvement in volunteering.

- Career function. The volunteer has the goal of gaining career-related experience through volunteering.

- Social function. The volunteering allows the person to strengthen one's social relationships.

- Protective function. The individual uses volunteering to reduce negative feelings, such as guilt, or to address personal problems.

Appendix C – pilot questionnaire

Archives Volunteer Questionnaire

Thank you for taking the time to complete this questionnaire on your volunteering at this archives service. For the purposes of this questionnaire volunteering is defined as:

"…any activity that involves spending time, unpaid, doing something that aims to benefit the environment or someone (individuals or groups) other than, or in addition to, close relatives." (National Council for Voluntary Organisations)

This questionnaire has been designed by Kevin Bolton. I work in archives and am currently undertaking a MSC in 'Social Research and Evaluation' at the University of Huddersfield. This questionnaire forms part of my university assignment for a module in 'Questionnaire and Survey Design. I am piloting this questionnaire with volunteers at this archives service.

All responses are confidential and anonymous. The results will be analysed and presented in a report for my university assignment. A copy of this report will be provided to the archives service. I am also happy to share the report with people completing the questionnaire.

The purpose of a pilot questionnaire is to test it with a small group before using it more widely. Following this pilot I may amend the questionnaire. I am then hoping it can be used at more archives services in England. This will help the archives sector understand the motivations of volunteers and the difference it makes to their lives.

If you have any questions then do not hesitate to contact me on u1872660@unimail.hud.ac.uk or 07813063783.

Kevin Bolton

ABOUT YOUR VOLUNTEERING

1. How long have you been volunteering at this archives service for?

Please tick one box.

☐ Less than 1 year

☐ 1–2 years

☐ 3-5 years

☐ 6-10 years

☐ 11+ years

2. In the last four weeks approximately how many hours have you spent volunteering at this archives service?

_ _ _ hours

3. Where do you undertake your volunteering for this archives service?

Please tick the most appropriate box.

☐ I am based at home and rarely have to visit the archives service

☐ I am based at the archives service

☐ Other (please specify) ………………………………….

4. What tasks do you do at the archives service?

If you feel you do more than one task please tick the box for the main task you do in column A and any other tasks in the column B. If you only do one task just tick a box in column A.

Task	A Main task undertaken (please tick one box)	B Other tasks undertaken (optional – tick all that apply)
Cataloguing (including indexing and transcription)	☐	☐
Scanning or photography	☐	☐
Organising or helping to run events	☐	☐
Providing advice or information to the public in person	☐	☐
Answering email or written enquiries	☐	☐
Creating social media content	☐	☐
Creating exhibitions or displays	☐	☐
Undertaking oral history interviews	☐	☐
Historical research	☐	☐
Other (please specify)	………………………… ………………………… ………………………… …………………………	………………………….. ………………………….. ………………………….. …………………………..

REASONS FOR VOLUNTEERING

5a. Using the 7-point scale below, please indicate how important or accurate each of the following possible reasons for volunteering is for you in doing volunteer work at this archives service

Please circle one number.

not at all important/accurate for you 1 2 3 4 5 6 7 extremely important/accurate for you	
Volunteering can help me get my foot in the door at a place where I'd like to work	1 2 3 4 5 6 7
My friends volunteer	1 2 3 4 5 6 7
I am concerned about those less fortunate than myself	1 2 3 4 5 6 7
People I'm close to want me to volunteer	1 2 3 4 5 6 7
Volunteering makes me feel important	1 2 3 4 5 6 7
People I know share an interest in community service	1 2 3 4 5 6 7
No matter how bad I've been feeling, volunteering helps me to forget about it	1 2 3 4 5 6 7
I am genuinely concerned about the particular group I am serving	1 2 3 4 5 6 7
By volunteering I feel less lonely	1 2 3 4 5 6 7
I can make new contacts that might help my business or career	1 2 3 4 5 6 7
Doing volunteer work relieves me of some of the guilt over being more fortunate than others	1 2 3 4 5 6 7
I can learn more about the cause of the archives service	1 2 3 4 5 6 7
Volunteering increases my self-esteem	1 2 3 4 5 6 7
Volunteering allows me to gain a new perspective on things	1 2 3 4 5 6 7
Volunteering allows me to explore different career options	1 2 3 4 5 6 7

I feel compassion toward people in need	1 2 3 4 5 6 7
Others with whom I am close place a high value on community service	1 2 3 4 5 6 7
Volunteering lets me learn things through direct, hands on experience	1 2 3 4 5 6 7
I feel it is important to help others	1 2 3 4 5 6 7
Volunteering helps me work through my own personal problems	1 2 3 4 5 6 7
Volunteering will help me to succeed in my chosen profession	1 2 3 4 5 6 7
I can do something for a cause that is important to me	1 2 3 4 5 6 7
Volunteering is an important activity to the people I know best	1 2 3 4 5 6 7
Volunteering is a good escape from my own troubles	1 2 3 4 5 6 7
I can learn how to deal with a variety of people	1 2 3 4 5 6 7
Volunteering makes me feel needed	1 2 3 4 5 6 7
Volunteering makes me feel better about myself	1 2 3 4 5 6 7
Volunteering experience will look good on my resume/CV	1 2 3 4 5 6 7
Volunteering is a way to make new friends	1 2 3 4 5 6 7
I can explore my own strengths	1 2 3 4 5 6 7

5b Are there any other reasons you volunteer at this archives service?

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THE DIFFERENCE VOLUNTEERING HAS MADE TO YOU

6a. Using the 7-point scale below, please indicate the amount of agreement or disagreement you personally feel with each statement. Please be as accurate and honest as possible, so we can better understand this archives service.

Please circle one number.

Strongly disagree 1 2 3 4 5 6 7 Strongly Agree	
In volunteering with this archives service, I made new contacts that might help my business or career	1 2 3 4 5 6 7
People I know best know that I am volunteering at this archives service	1 2 3 4 5 6 7
People I am genuinely concerned about are being helped through my volunteer work at this archives service	1 2 3 4 5 6 7
From volunteering at this archives service, I feel better about myself	1 2 3 4 5 6 7
Volunteering at this archives service allows me the opportunity to escape some of my own troubles	1 2 3 4 5 6 7
I have learned how to deal with a greater variety of people through volunteering at this archives service	1 2 3 4 5 6 7
As a volunteer in this archives service, I have been able to explore possible career options	1 2 3 4 5 6 7
My friends found out that I am volunteering at this archives service	1 2 3 4 5 6 7
Through volunteering here, I am doing something for a cause that I believe in	1 2 3 4 5 6 7
My self-esteem is enhanced by performing volunteer work in this archives service	1 2 3 4 5 6 7
By volunteering at this archives service, I have been able to work through some of my own personal problems	1 2 3 4 5 6 7
I have been able to learn more about the cause for which I am working by volunteering with this archives service	1 2 3 4 5 6 7

I am enjoying my volunteer experience	1 2 3 4 5 6 7
My volunteer experience has been personally fulfilling	1 2 3 4 5 6 7
This experience of volunteering with this archives service has been a worthwhile one	1 2 3 4 5 6 7
I have been able to make an important contribution by volunteering at this archives service	1 2 3 4 5 6 7
I have accomplished a great deal of "good" through my volunteer work at this archives service	1 2 3 4 5 6 7

6b Are there any other things you have got out of volunteering at this archives service?

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<u>ABOUT YOU</u>

7. What best describes your gender?

Please tick one box.

☐ Female

☐ Male

☐ Prefer not to say

☐ Prefer to self-describe:………………………..

8. What is your age?

Please tick one box.

☐ 16-19

☐ 20-24

☐ 25-29

☐ 30-34

☐ 35-39

☐ 40-44

☐ 45-49

☐ 50-54

☐ 55-59

☐ 60-64

☐ 65-69

☐ 70-74

☐ 75-79

☐ 80 or over

☐ Prefer not to say

9. Employment status. Are you currently…?

Please tick all boxes that apply.

☐ Working full time (30 hours or more per week)

☐ Working part time (8-29 hours per week)

☐ Working part time (Less than 8 hours per week)

☐   A full-time student

☐   Retired

☐   Unemployed

☐   Looking after home or family

☐   Other (please specify)………………………………

10. One year from now, will you be?

Please tick your best guess as of today.

☐ Volunteering at this archives service

☐ Volunteering at another organisation

☐ Not volunteering at all

GENERAL FEEDBACK

11. Was there anything you did not understand in this questionnaire? What could be made clearer?

……………………………………………………………………………………………

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Thank you very much for completing this questionnaire. Can you please return it to a member of archives and local studies staff.

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Appendix D – code book for questionnaire

Archives Volunteer Questionnaire: Code book

General rules

- Missing answer: enter 99
- Refused to answer: enter 88
- If a participant selects more than one answer on a question where they were only asked to select one answer: code as a missing answer (enter 99)
- Include a column with the Archon code of the archives service.
- Include a variable with the participant ID (archoncode/0001, 0002, 0003 etc.)

1. How long have you been volunteering at this organisation for?

Please tick one box.

Record with the code shown below in red in "HowLong" Column

☐ Less than 1 year (1)

☐ 1–2 years (2)

☐ 3-5 years (3)

☐ 6-10 years (4)

☐ 11+ years (5)

2. In the last four weeks approximately how many hours have you spent volunteering at this organisation?

Record the actual number (maximum three digits) in "ManyHours" column.

_ _ _ hours

- Record as a number (maximum three digits)

3. Where do you undertake your volunteering for this organisation?

Please tick the most appropriate box.

Record with the code shown below in red in "Where" Column

☐ I am based at home and rarely have to visit the organisation (1)

☐ I am based at the organisation (2)

☐ Other (please specify) (3)……………………………….

4. What tasks do you do at this organisation?

If you feel you do more than one task please tick the box for the main task you do in column A and any other tasks in the column B. If you only do one task just tick a box in column A.

4A record with the number shown below in red in "MainTask" column.

4B record with Yes/No (1/0) for each task in "OtherTask1" etc.

Task	A Main task undertaken (please tick one box)	B Other tasks undertaken (optional – tick all that apply)
Cataloguing (including indexing and transcription) (1)	☐	☐
Scanning or photography (2)	☐	☐
Organising or helping to run events (3)	☐	☐
Providing advice or information to the public in person (4)	☐	☐
Answering email or written enquiries (5)	☐	☐
Creating social media content (6)	☐	☐
Creating exhibitions or displays (7)	☐	☐
Undertaking oral history interviews (8)	☐	☐
Historical research (9)	☐	☐
Other (please specify) (10)	…………………………… …………………………… …………………………… ……………………………	………………………….. ………………………….. ………………………….. …………………………..

5a. Using the 7-point scale below, please indicate how important or accurate each of the following possible reasons for volunteering is for you in doing volunteer work at this organisation.

Please circle one number.

Record number (1-7) in column "VFI1" etc.

not at all important/accurate for you 1 2 3 4 5 6 7 extremely important/accurate for you	
1 Volunteering can help me get my foot in the door at a place where I'd like to work	1 2 3 4 5 6 7
2 My friends volunteer	1 2 3 4 5 6 7
3 I am concerned about those less fortunate than myself	1 2 3 4 5 6 7
4 People I'm close to want me to volunteer	1 2 3 4 5 6 7
5 Volunteering makes me feel important	1 2 3 4 5 6 7
6 People I know share an interest in community service	1 2 3 4 5 6 7
7 No matter how bad I've been feeling, volunteering helps me to forget about it	1 2 3 4 5 6 7
8 I am genuinely concerned about the particular group I am serving	1 2 3 4 5 6 7
9 By volunteering I feel less lonely	1 2 3 4 5 6 7
10 I can make new contacts that might help my business or career	1 2 3 4 5 6 7
11 Doing volunteer work relieves me of some of the guilt over being more fortunate than others	1 2 3 4 5 6 7
12 I can learn more about the cause for which I am working	1 2 3 4 5 6 7
13 Volunteering increases my self-esteem	1 2 3 4 5 6 7
14 Volunteering allows me to gain a new perspective on things	1 2 3 4 5 6 7
15 Volunteering allows me to explore different career options	1 2 3 4 5 6 7

16 I feel compassion toward people in need	1 2 3 4 5 6 7
17 Others with whom I am close place a high value on community service	1 2 3 4 5 6 7
18 Volunteering lets me learn things through direct, hands on experience	1 2 3 4 5 6 7
19 I feel it is important to help others	1 2 3 4 5 6 7
20 Volunteering helps me work through my own personal problems	1 2 3 4 5 6 7
21 Volunteering will help me to succeed in my chosen profession	1 2 3 4 5 6 7
22 I can do something for a cause that is important to me	1 2 3 4 5 6 7
23 Volunteering is an important activity to the people I know best	1 2 3 4 5 6 7
24 Volunteering is a good escape from my own troubles	1 2 3 4 5 6 7
25 I can learn how to deal with a variety of people	1 2 3 4 5 6 7
26 Volunteering makes me feel needed	1 2 3 4 5 6 7
27 Volunteering makes me feel better about myself	1 2 3 4 5 6 7
28 Volunteering experience will look good on my resume/CV	1 2 3 4 5 6 7
29 Volunteering is a way to make new friends	1 2 3 4 5 6 7
30 I can explore my own strengths	1 2 3 4 5 6 7

THE DIFFERENCE VOLUNTEERING HAS MADE TO YOU

6a. Using the 7-point scale below, please indicate the amount of agreement or disagreement you personally feel with each statement. Please be as accurate and honest as possible, so we can better understand this organisation.

Please circle one number.

Record number (1-7) in column "VFI31" etc.

Strongly disagree 1 2 3 4 5 6 7 Strongly Agree	
31 In volunteering with this organisation, I made new contacts that might help my business or career	1 2 3 4 5 6 7
32 People I know best know that I am volunteering at this organisation	1 2 3 4 5 6 7
33 People I am genuinely concerned about are being helped through my volunteer work at this organisation	1 2 3 4 5 6 7
34 From volunteering at this organisation, I feel better about myself	1 2 3 4 5 6 7
35 Volunteering at this organisation allows me the opportunity to escape some of my own troubles	1 2 3 4 5 6 7
36 I have learned how to deal with a greater variety of people through volunteering at this organisation	1 2 3 4 5 6 7
37 As a volunteer in this organisation, I have been able to explore possible career options	1 2 3 4 5 6 7
38 My friends found out that I am volunteering at this organisation	1 2 3 4 5 6 7
39 Through volunteering here, I am doing something for a cause that I believe in	1 2 3 4 5 6 7
40 My self-esteem is enhanced by performing volunteer work in this organisation	1 2 3 4 5 6 7
41 By volunteering at this organisation, I have been able to work through some of my own personal problems	1 2 3 4 5 6 7
42 I have been able to learn more about the cause for which I am working by volunteering with this organisation	1 2 3 4 5 6 7

43 I am enjoying my volunteer experience	1 2 3 4 5 6 7
44 My volunteer experience has been personally fulfilling	1 2 3 4 5 6 7
45 This experience of volunteering with this organisation has been a worthwhile one	1 2 3 4 5 6 7
46 I have been able to make an important contribution by volunteering at this organisation	1 2 3 4 5 6 7
47 I have accomplished a great deal of "good" through my volunteer work at this organisation	1 2 3 4 5 6 7
48 From volunteering at this organisation, I have developed new skills and experience	1 2 3 4 5 6 7
49 My mental health and well-being has improved by performing volunteer work in this organisation	1 2 3 4 5 6 7
50 From volunteering at this organisation, I have felt less isolated	1 2 3 4 5 6 7
51 Volunteering at this organisation has enhanced my confidence	1 2 3 4 5 6 7

ABOUT YOU

7. What best describes your gender?

Please tick one box.

Record with the code shown below in red in "Gender" Column

☐ Female (1)

☐ Male (2)

☐ Prefer not to say (88)

☐ Prefer to self-describe:………………………….. (3)

8. What is your age?

Record with the code shown below in red in "Age" Column

☐ 0-9 (1)

☐ 10-17 (2)

☐ 18-24 (3)

☐ 25-34 (4)

☐ 35-44 (5)

☐ 45-54 (6)

☐ 55-64 (7)

☐ 65-74 (8)

☐ 75+ (9)

☐ Prefer not to say (88)

9. Employment status. Are you currently…?

Please tick all boxes that apply.

Record with Yes/No (1/0) for each task in "EmploymentStatus1" etc.

☐ Working full time (30 hours or more per week) (1)

☐ Working part time (8-29 hours per week) (2)

☐ Working part time (Less than 8 hours per week) (3)

☐   A full-time student (4)

☐   Retired (5)

☐   Unemployed (6)

☐   Looking after home or family (7)

☐   Other (please specify)………………………………. (8)

10. One year from now, will you be?

Please tick your best guess as of today.

Record with the code shown below in red in "Future" Column

☐ Volunteering at this organisation (1)

☐ Volunteering at another organisation (2)

☐ Not volunteering at all (3)

Appendix E – VFI scoring sheet

Based on Cary et al. (1998).

Motivations

VFI Career	Mean of the item responses: VFI1 +VFI10 + VFI15 + VFI21 + VFI28
VFI Social	Mean of the item responses: VFI2 + VFI4 + VFI6 + VFI17 + VFI23
VFI Values	Mean of the item responses: VFI3 + VFI8 + VFI16 + VFI19 + VFI22
VFI Understand	Mean of the item responses: VFI12 + VFI14 + VFI18 + VFI25 + VFI30
VFI Enhance	Mean of the item responses: VFI5 + VFI13 + VFI26 + VFI27 + VFI29
VFI Protect	Mean of the item responses: VFI7 + VFI9 + VFI11 + VFI20 + VFI24

Outcomes

VFI Career	Mean of the item responses: VFI31 + VFI37
VFI Social	Mean of the item responses: VFI32 + VFI38
VFI Values	Mean of the item responses:

	VFI33 + VFI39
VFI Understand	Mean of the item responses: VFI36 + VFI42
VFI Enhance	Mean of the item responses: VFI34 + VFI40
VFI Protect	Mean of the item responses: VFI35 + VFI41
VFI Satisfaction	Mean of the item responses: VFI43 + VFI44 + VFI45 + VFI46 + VFI47

Appendix F – data analysis methods

Dependent variable	Independent variable	Parametric test	Non parametric test
Mean scores of the six functions of the VFI (Values, Career, Understanding, Social, Enhancement, and Protective) – motivation or outcome	Category of volunteer: based at archive or a remote volunteer? Two groups.	Independent-samples t-test	Mann-Whitney test
As above	Category of volunteer: future intentions. Three groups.	One-way Anova	Kruskal-Wallis test
As above	Gender. Two groups.	Independent-samples t-test	Mann-Whitney test
As above	Age. Two groups: Transform data to: 39 and under and 40 and over.	Independent-samples t-test	Mann-Whitney test
As above	Retired or other employment statuses (e.g. Full time student, unemployed etc.): two groups (yes/no)	Independent-samples t-test	Mann-Whitney test

As above	Nature of role: main tasks undertaken. 9 groups.	One-way Anova	Kruskal-Wallis test
As above	Length of service. 5 groups or transform into two groups: 0-5 years and 6+ years.	Independent-samples t-test (for two groups) One-way Anova (for 3+ groups)	Man-Whitney test (for two groups) Kruskal-Wallis test (for 3+ groups)
As above	Frequency of volunteering (scale of data). Transform data into 2-3 groups.	As above	As above
Mean scores of the six functions of the VFI (Values, Career, Understanding, Social, Enhancement, and Protective) – outcomes	Mean scores of the six functions of the VFI (Values, Career, Understanding, Social, Enhancement, and Protective) – motivation	Pearson's correlation. (Note - it does not distinguish between an independent and dependent variable). Or linear progression.	Spearman's Correlation Coefficient

Appendix G – amended questionnaire following pilot (to be used in main pilot)

Changes are in red

ABOUT YOUR VOLUNTEERING

1. How long have you been volunteering at this archives service for?

Please tick one box.

☐ Less than 1 year

☐ 1–2 years

☐ 3-5 years

☐ 6-10 years

☐ 11+ years

2. In the last four weeks approximately how many hours have you spent volunteering at this archives service?

_ _ _ hours

3. Where do you undertake your volunteering for this archives service?

Please tick the most appropriate box.

☐ I am based at home and rarely have to visit the archives service

☐ I am based at the archives service

☐ Other (please specify) ………………………………….

4. What is the main task you do you at the archives service?

Please tick one box

☐ Cataloguing (including indexing and transcription)

☐ Scanning or photography

☐ Organising or helping to run events

☐ Providing advice or information to the public in person (including family history help desks)

☐ Answering email or written enquiries

☐ Creating social media content

☐ Creating exhibitions or displays

☐ Undertaking oral history interviews or transcribing interviews

☐ Historical research (including family history)

☐ Other (please specify) …………………………………………………….

REASONS FOR VOLUNTEERING

5a. Using the 7-point scale below, please indicate how important or accurate each of the following possible reasons for volunteering is for you in doing volunteer work at this archives service

Please circle one number.

not at all important/accurate for you 1 2 3 4 5 6 7 extremely important/accurate for you	
Volunteering can help me get my foot in the door at a place where I'd like to work	1 2 3 4 5 6 7
My friends volunteer	1 2 3 4 5 6 7
I am concerned about those less fortunate than myself	1 2 3 4 5 6 7
People I'm close to want me to volunteer	1 2 3 4 5 6 7
Volunteering makes me feel important	1 2 3 4 5 6 7
People I know share an interest in community service	1 2 3 4 5 6 7
No matter how bad I've been feeling, volunteering helps me to forget about it	1 2 3 4 5 6 7
I am genuinely concerned about the particular group I am serving	1 2 3 4 5 6 7
By volunteering I feel less lonely	1 2 3 4 5 6 7
I can make new contacts that might help my business or career	1 2 3 4 5 6 7
Doing volunteer work relieves me of some of the guilt over being more fortunate than others	1 2 3 4 5 6 7
I can learn more about the cause of the archives service	1 2 3 4 5 6 7
Volunteering increases my self-esteem	1 2 3 4 5 6 7
Volunteering allows me to gain a new perspective on things	1 2 3 4 5 6 7
Volunteering allows me to explore different career options	1 2 3 4 5 6 7

I feel compassion toward people in need	1 2 3 4 5 6 7
Others with whom I am close place a high value on community service	1 2 3 4 5 6 7
Volunteering lets me learn things through direct, hands on experience	1 2 3 4 5 6 7
I feel it is important to help others	1 2 3 4 5 6 7
Volunteering helps me work through my own personal problems	1 2 3 4 5 6 7
Volunteering will help me to succeed in my chosen profession	1 2 3 4 5 6 7
I can do something for a cause that is important to me	1 2 3 4 5 6 7
Volunteering is an important activity to the people I know best	1 2 3 4 5 6 7
Volunteering is a good escape from my own troubles	1 2 3 4 5 6 7
I can learn how to deal with a variety of people	1 2 3 4 5 6 7
Volunteering makes me feel needed	1 2 3 4 5 6 7
Volunteering makes me feel better about myself	1 2 3 4 5 6 7
Volunteering experience will look good on my resume/CV	1 2 3 4 5 6 7
Volunteering is a way to make new friends	1 2 3 4 5 6 7
I can explore my own strengths	1 2 3 4 5 6 7

5b Are there any other reasons you volunteer at this archives service?

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THE DIFFERENCE VOLUNTEERING HAS MADE TO YOU

6a. Using the 7-point scale below, please indicate the amount of agreement or disagreement you personally feel with each statement. Please be as accurate and honest as possible, so we can better understand this archives service.

Please circle one number.

Strongly disagree 1 2 3 4 5 6 7 Strongly Agree	
In volunteering with this archives service, I made new contacts that might help my business or career	1 2 3 4 5 6 7
People I know best know that I am volunteering at this archives service	1 2 3 4 5 6 7
People I am genuinely concerned about are being helped through my volunteer work at this archives service	1 2 3 4 5 6 7
From volunteering at this archives service, I feel better about myself	1 2 3 4 5 6 7
Volunteering at this archives service allows me the opportunity to escape some of my own troubles	1 2 3 4 5 6 7
I have learned how to deal with a greater variety of people through volunteering at this archives service	1 2 3 4 5 6 7
As a volunteer in this archives service, I have been able to explore possible career options	1 2 3 4 5 6 7
My friends found out that I am volunteering at this archives service	1 2 3 4 5 6 7
Through volunteering here, I am doing something for a cause that I believe in	1 2 3 4 5 6 7
My self-esteem is enhanced by performing volunteer work in this archives service	1 2 3 4 5 6 7
By volunteering at this archives service, I have been able to work through some of my own personal problems	1 2 3 4 5 6 7
I have been able to learn more about the cause for which I am working by volunteering with this archives service	1 2 3 4 5 6 7

I am enjoying my volunteer experience	1 2 3 4 5 6 7
My volunteer experience has been personally fulfilling	1 2 3 4 5 6 7
This experience of volunteering with this archives service has been a worthwhile one	1 2 3 4 5 6 7
I have been able to make an important contribution by volunteering at this archives service	1 2 3 4 5 6 7
I have accomplished a great deal of "good" through my volunteer work at this archives service	1 2 3 4 5 6 7

6b Are there any other things you have got out of volunteering at this archives service?

……………………………………………………………………………………………………

……………………………………………………………………………………………………

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<u>ABOUT YOU</u>

7. What best describes your gender?

Please tick one box.

☐ Female

☐ Male

☐ Prefer not to say

☐ Prefer to self-describe:………………………..

8. What is your age?

Please tick one box.

☐ 16-19

☐ 20-24

☐ 25-29

☐ 30-34

☐ 35-39

☐ 40-44

☐ 45-49

☐ 50-54

☐ 55-59

☐ 60-64

☐ 65-69

☐ 70-74

☐ 75-79

☐ 80 or over

☐ Prefer not to say

9. Employment status. Are you currently…?

Please tick all boxes that apply.

☐ Working full time (30 hours or more per week)

☐ Working part time (8-29 hours per week)

☐ Working part time (Less than 8 hours per week)

☐   A full-time student

☐   A part-time student

☐   Retired

☐   Unemployed

☐   Looking after home or family

☐   Other (please specify)……………………………….

10. One year from now, will you be?

Please tick your best guess as of today.

☐ Volunteering at this archives service

☐ Volunteering at another organisation

☐ Not volunteering at all

Also consider adding disability and ethnicity questions to this section. To be developed.

Thank you very much for completing this questionnaire. Can you please return it to a member of archives and local studies staff.

Appendix H – SPSS Outputs

See attached files.

Appendix I – SPSS data

See attached file.