

Establishing a Successful Internship Program

Mandy Altimus Pond & Megan Pellegrino

Mandy Altimus Pond



- Archivist, Massillon Museum, began at the Museum in 2004
- She graduated from Kent State University with a BA in history, summa cum laude with honors.
- Mandy serves on the Massillon Historic Preservation Commission and is the Secretary/Treasurer for the Charity School of Kendal Foundation Board.
- Mandy will be the plenary speaker for the Society of Ohio Archivists 2016 Spring Conference.
- Since 2012, she has traveled across Ohio to deliver her lecture on the sinking of the Titanic more than 50 times.
- In 2015, Pond and her family published her grandfather's World War II prisoner of war memoirs, *Forced March: From the Bulge to Berchtesgaden* by Major John J. Mohn.
- She appeared on the Travel Channel's "Mysteries at the Museum" in Season 8 (2015), retelling the tale of Jacob Coxey's 1894 protest march from Massillon, Ohio, to Washington D.C.
- Mandy is an award-winning fine art photographer.

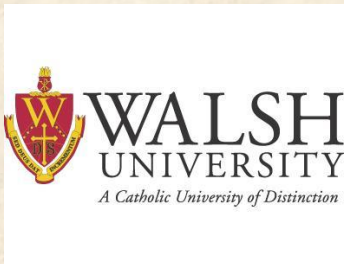
MASSMU[™]

MASSILLON MUSEUM



Megan Pellegrino

- Curator and Museum Studies Academic Coordinator, Hoover Historical Center, Walsh University
- Megan holds an M.A.T. in Integrated Social Studies Education and a B.A. in History, both degrees from Miami University.
- Her graduate work focused on the representations of women in high school history textbooks.
- Megan Pellegrino has coordinated and supervised internships for Walsh University's Museums Studies students since 2008.
- She currently serves on the Board of Trustees of the North Canton Public Library and on the Executive Board of The Junior League of Stark County.
- She lives in North Canton with her husband and three children.



<http://www.walsh.edu/museum-studies-program>

Why develop an internship program?

- Museums are understaffed and overcommitted
- Museums are facing budget challenges
- An internship program can provide skilled labor at little to no cost
- Interns can focus and spend their time on that one large project

**Interns are NOT
Volunteers**



Interns vs. Volunteers

- Volunteers usually work with you for several years/decades (ongoing)
- Interns work with you for a specified time (semester/quarter/one year)

An important question:
**Do you have time for an
intern?**

Velma B. Erwin Research Room



How do museums find quality interns?

- Call for interns through academic institutions:
 - Universities
 - High Schools
- Place fliers and applications around town
- Use website, Facebook
- Press release to local newspapers
- Call for interns should be specific

Internships: Archives

Archives Internships

If you are interested, please send a resume and a letter of intent to:

Archivist Mandy Altimus Pond ([click here to email her](#)) or call with questions: 330-833-4061 x113.

See information on [how to apply below](#).

TRAINING:

Prior to the start of the project internship, interns will receive training with the Archivist for handling artifacts, creation of finding aids, photography, scanning, use of Photoshop, and other skills. Interns must have a basic understanding and ability to use computers, internet searching, and Microsoft Word or similar program.

COLLEGE CREDIT:

All internships are eligible for college credit. Please contact your advisor first to inquire, and Archivist Mandy Altimus Pond to learn more. Suggested schedule is at least 2 half days (4 hours each) or 1-2 full days (6-8 hours each). Many college programs require 100 hours or more spread out over the 15-week semester.

General Archives Internships:



Oral Histories

Transcribe interviews with local figures, conduct new interviews, digitize oral histories onto CD and into digital documents for use in-house and online.

To preview oral history interviews, [visit our online podcasts](#).



Archival Collections Processing

Aid the Archivist with scanning, inventorying, and rehousing archival documents. These include everything from Civil War letters to local school records, and everything in between related to Massillon history.

To preview our archival holdings, please visit our [Virtual Exhibits](#).

newspapers, and land documents.



Interns Nick Samples and Kyle Saylor assist doctoral student Gerry Prout with his research on "General" Jacob Coxey, 2011.



Volunteer Deb Altimus and intern Tim Vlacovsky began inventorying the 990 blueprints from architectural firm Mallalieu, Ross, Roberts, & Doll in 2011.

Education

Conduct research for educational programs (including content, grant writing, curriculum requirements), build databases for outreach, manage and maintain our education collection and classroom space, develop special education projects.

Help build the inventory of our 100,000+ piece collection with categories that include costumes and textiles, musical instruments, toys, glass, photography, industrial equipment, nursing, sports, archaeology, anthropology, ceramics, fine art and sculpture.

Cataloguing

Learn how an object becomes part of a museum's collection.

Archives

If you are interested, please send a resume and a letter of intent to Archivist Mandy Pond ([click here to email her](#)) or call with questions: 330-833-4061 x113.

Oral Histories

Transcribe interviews with local figures, conduct new interviews, digitize oral histories onto CD and into web formats

Clipping & Research Files

Scan our clipping files and help to record the information contained within to aid researchers.

Photography Collection Scanning

The Massillon Museum has over 60,000 photographs in its collection. Archivist Mandy Pond is seeking an intern to assist in digitizing photographs. This includes negatives, slides, photo prints, and glass plate negatives. Experience in using Adobe Photoshop, Microsoft Word, and digital cameras are preferred, but training is available.

Education Department

If you are interested, please send a resume and a letter of intent to Education and Outreach Coordinator Heather Haden ([click here to email her](#)) or call with questions: 330-833-4061 x104.



You can download the PDF:
MassMu Volunteer Application:
massillonmuseum.org/OMAInternInfo

What does a university look for in placement locations?

- Non-profit status
- Professional staff with differentiated roles
- Hours of operation that can accommodate a student
- Willingness to work within the requirements of the program



You can download the PDF:
Walsh University Evaluation Form
massillonmuseum.org/OMAInternInfo

How to Manage Interns

- Interns do not have magical powers- they must be trained!
 - Museum orientation
 - Handling procedures, database use, etc.
 - Create an intern handbook especially for interns working with the collection
- Give them a spot all their own:
 - log sheets, note pads, place to keep their supplies, purses
- Do not take too many: they require supervision, check-ins, and will have lots of questions. Need to be a mentor to these students
- Allow them to take on their own project once they are ready

How to Manage Interns cont.

- **Have an ongoing project**
 - they can go to at any time
 - are comfortable with
 - can do unsupervised
- **Use interns in pairs**
 - they can answer each others' questions
 - better organize
 - get more done, especially if moving large quantities of objects.
- It's ok to trust them to make decisions- once they are trained





Include Interns in Professional Development Opportunities

- When possible, involve them in meetings, field trips, conferences, development and networking opportunities.
- Provide opportunities to publish
- Looks great on their resume and is great to share with your membership/ mailing list



UPCOMING VOLUNTEER OPPORTUNITIES

Volunteers have always been an important part of the Massillon Museum. As the Museum continues to grow, so does our need for volunteers!

For those who are knowledgeable about the Museum, and those would like to become more knowledgeable, there is an opportunity to assist staff and interns with outreach at community events. These volunteers support Museum staff at off-site events such as First Friday in Canton or festivals like the Canal Fulton Bicentennial. It is important to represent the Museum proudly and professionally to help spread the word about all the Museum has to offer.

Another vital need is for weekend front desk volunteers, who answer the phone, greet visitors, sell items from the Museum shop, and answer general Museum questions. These individuals are usually the first contact that visitors have with the Museum. A ready smile and pleasant attitude are a must! Desk volunteers work three- or four-hour shifts on a regular schedule: Tuesdays through Saturdays, 9:30 a.m. to 1:00 p.m. or 1:00 to 5:00 p.m.; Sundays, 2:00 to 5:00 p.m.

Becoming a docent is another great way to volunteer! Docents lead group tours of Museum exhibits. Tours vary; typically the beginning and end of the school year are the busiest, although there are tours throughout the year. Docents can volunteer for as many or as few tours as they prefer. Tours are generally one and a half hours long. At each exhibit change, the Museum provides a docent training session. Professional dress and demeanor are required during tours.

There are many other ways for people to contribute their time and talents to the Massillon Museum—helping with bulk mailings; bartending, serving food, or monitoring the galleries during special events; baking for events; or assisting with children's parties.

Volunteer applications may be picked up at the reception desk or they may be printed from the Museum's website. After an interview, training is provided. LD



Becky Seesan and Andy Hayt worked together to photograph, organize, and rehouse the Museum's entire flat file archives this summer—a valuable experience for them and a true service for the Museum. MAP

INTERN SPOTLIGHT: BECKY SEESAN AND ANDY HAYT

BECKY SEESAN

My name is Becky Seesan and I am a public history major with a political science minor. I am entering into my senior year at Mercyhurst University in Erie, Pennsylvania, but I am a Massillon native. This summer I had the pleasure of interning at the Massillon Museum and worked all summer with my partner, Andy, to update and inventory the Museum's flat files. This task seemed daunting at first, but it turned out to be an extremely rewarding experience that gave me skills I will be able to use after I graduate. The best part about inventorying the flat files was that it gave me the opportunity to see and handle many of the awesome items that are in the Museum's possession. While it is hard to just pick one thing, I would have to say that my favorite item I came across was a land document signed by James Madison. I also loved all of the old newspapers relating to presidents and their deaths, especially an 1800 *Ulster County Gazette* newspaper that announced George Washington's death. With my history and political science background, I really enjoyed all the documents pertaining to various presidents. While the all of the items I saw this summer, plus working with the archivist, Mandy, made this internship truly special. I am so glad I had the opportunity to work at the Massillon Museum!

ANDY HAYT

This summer I was given the opportunity to assist with the inventorying of over 2,000 objects housed in the Massillon Museum's flat file archives. While the task first seemed overwhelming, it afforded my colleague Rebekah Seesan and me the chance to study the Museum's collection at a level that would never have been possible otherwise. As an art history major at the University of Arizona, I have had the opportunity to take several museum studies classes, but this internship was my first experience working in the museum setting. The project entailed photographing and inventorying every item in the flat files, a diverse collection that ranged from maps of Massillon from the 1800s to newspaper clippings from the 1970s, and it was not without its difficulties. However, with the help of Archivist Mandy Pond, we learned about conservation techniques and methods for working with the archives that proved invaluable throughout our time at the Museum.

One of the most fascinating objects that we encountered while working with the flat files was a copy of the *Ulster County Gazette* dated January 4, 1800, that chronicled a series of letters between Congress and John Adams as a tribute to George Washington following his death in December of the previous year. Aside from its historical significance, I thought it was neat that I was able to hold a 214-year-old piece of newspaper in my hands. As a resident of Arizona, I knew little about Massillon and the surrounding area before coming to the Museum. Over the course of the summer I feel that I have had the opportunity to understand and connect with the history of the region. Working with the staff of the Massillon Museum was a fantastic experience, one which provided me with valuable insight into the world of museum work as well as experience in working with archives and historical material.

INTERNSHIPS AT THE MASSILLON MUSEUM

The Massillon Museum hosts dozens of Interns in permanent collections, archives, administration, and education every year. Some pursue experience for their resumés; some receive college credit. Internships provide staff with assistance, and students with valuable nonprofit and museum skills and knowledge. For details, contact Volunteer Coordinator Libby Doss at ldoss@massillonmuseum.org or 330.833.4061 x108. For an application, visit massillonmuseum.org/internships. MAP



Suggestions of projects for interns:

- Collections care: inventory, cataloguing, rehousing, digitization, transcribing or recording oral histories
- Education: develop programs, classes and tours around your exhibits/collections
- Development: write grants to care for your collections, work on membership or fundraising campaigns
- Marketing: plays in with developing educational programs, using facebook to promote, sharing your collections project online, press releases, other social media, Museum newsletter
- <http://massillonmuseum.org/internships>

Large-scale involved projects you don't have time for but need done





Welcome to
the Epic MassMu
Velma B. Erwin
Library Project

Do
Not
Touch

Flat File Inventory: Cabinet 5 (binder 2 of 2)

Drawers 4-12

Newspapers, School of Nursing, Genealogies, Drawings and Prints, Miscellaneous

Flat File Inventory: Cabinet 5 (binder 1 of 2)

Drawers 1-3

Works of Art on Paper, Coxey Newspapers, Documents

Flat File Inventory: Cabinet 4

Drawers 1-10

Blueprints, Advertisements, Brader Drawing, Railroad Maps, Works of Art on Paper, Oversized Posters

Flat File Inventory: Cabinet 3 (binder 2 of 2)

Drawers 7-12

Maps, Political, WWI and WWII posters, Circus, and Misc. Pictures

Flat File Inventory: Cabinet 3 (binder 1 of 2)

Drawers 1-6

Photographs, Calendars, Maps, and Misc. Pictures

Flat File Inventory: VBERR Cabinet 2

Drawers 1-3 Mallalieu, Ross, Roberts & Doll Architectural Renderings

Flat File 5 Binder #2

Drawer 4: Newspapers

Drawer 5: Massillon Newspapers

Drawer 6: School of Nursing

Drawer 7: School of Nursing

Drawer 8: *Empty*

Drawer 9: *Empty*

Drawer 10: Genealogies

Drawer 11: Drawings and Prints

Drawer 12: Miscellaneous

(wallpapers, embroidery stamp patterns, etc)



BC 2939.1 'Daily Forest City Democrat' 1854.JPG



BC 2932.3 'Chicago Daily Tribune' Jun. 10, 1947 'Tribune's First 100 Years' Centennial.JPG



BC 2957.2 'Ohio Repository' Jan. 4, 1854.JPG



The Evening Independent Sesquicentennial Edition Sept. 4, 1976

Completed inventory and photography for 2,035 items, and rehoused fragile items.



Managing Interns

Common Problems

- Lack of professionalism
 - Poor attendance
- Hard time staying on task
- Showing a lack of initiative

- Poor use of time

Suggestions for managing problems

- Give them the tools to be successful
 - Train them in professional skills-provide guidance
 - Have a set policy that they sign with consequences
- Work closely with their university supervisor and keep them apprised of any situation



You can download the PDFs:

Walsh University Professionalism Guide

MassMu's Volunteer Handbook

massillonmuseum.org/OMAInternInfo

Benefits of a Successful Internship Program

Museum's Perspective:

- Complete large projects that require time and focus
- Offer Fresh ideas and perspectives
- Helps staff to identify potential employees

Intern's Perspective:

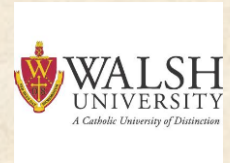
- Opportunity to be mentored by professionals
- Can see what it is really like to work in a museum
- Networking connections
- Resume builder

In 2014, 80% of the staff at MassMu were interns first



Contact Us

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