

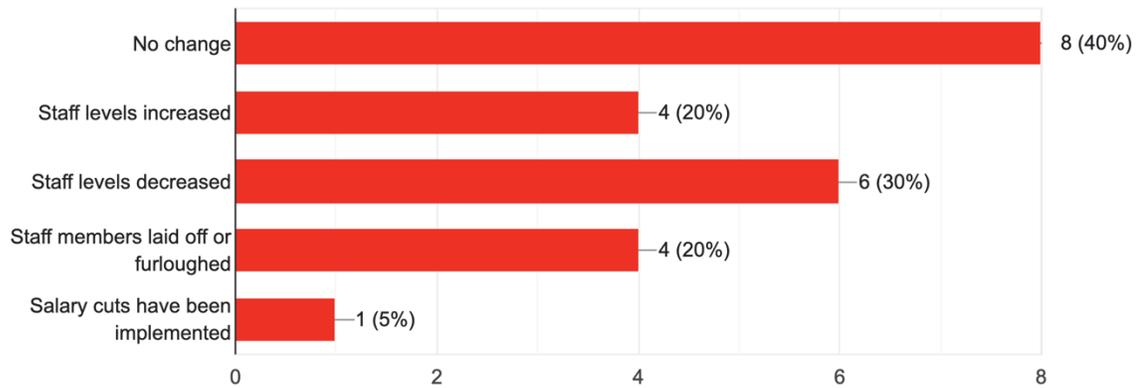
COVID Impact to Volunteer Program
Survey Results – July 2022

Number of volunteers in your program:	February 2020	July 2022
Less than 50	4	7
50-150	7	7
151-300	5	5
301 – 500	2	1
501-750	1	0
751- 1000	0	0
1000+	1	0

Volunteer Department Staff:	February 2020	July 2022
Full Time:		
0	3	4
1	11	12
2	3	4
3+	1	0
Part Time:		
0	11	12
1	5	6
2	3	2
3+	0	0

How have volunteer department staff levels been impacted since February 2020? (check all that apply)

20 responses



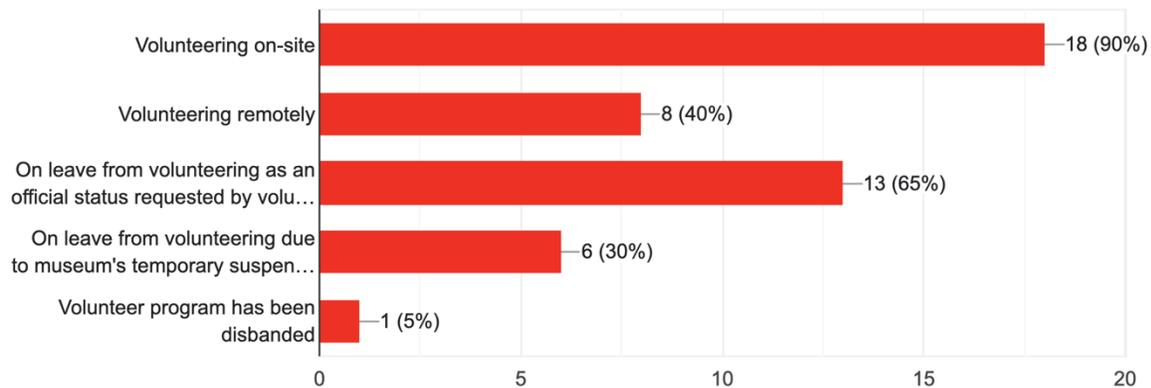
Annual museum attendance:	Average pre-COVID	2021
10,000 or less	2	5
10,001 – 50,000	5	5
50,001 – 100,000	2	0
100,001 – 250,000	3	1
250,001 – 500,000	0	1
500,001 – 1 million	2	1
More than 1 million	1	0

What type of museum do you work for?

History Museum	4
Art Museum/ Center	1
Specialized museum	1
Science/Technology	4
Historic House/ site	4
Natural History/Anthropology	1
Arboretum	2
Zoo	1
Military	1
Nature Center	1

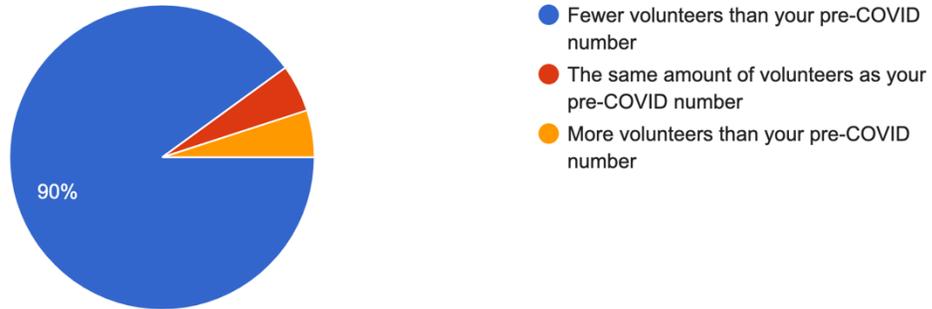
Are your volunteers currently (check all that apply):

20 responses



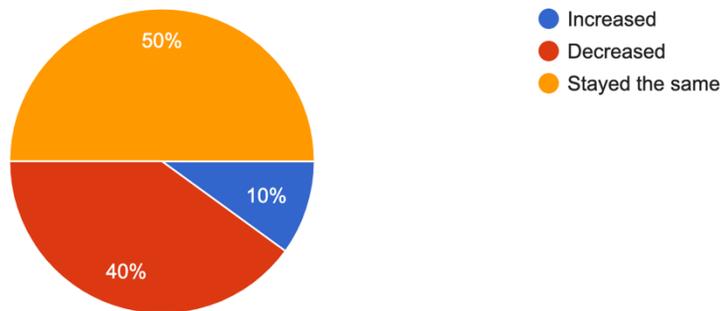
In the next 3 to 6 months, do you anticipate having:

20 responses



Since the February 2020, has your volunteer department budget:

20 responses



What interesting things are you doing in volunteer management/engagement?

Trying both digital and in-person engagement, hybrid, and contact via phone calls to check in.

Replacing volunteers with temporary, part-time paid staff to increase diversity and age demographic

During COVID I did a weekly Zoom meeting to keep the volunteers engaged and up to date on current museum status.

Mostly the same

Providing more communication options to meet the changing needs of our base
Continuing education is now hybrid. We have many volunteers who are caregivers, on medical leave, or traveling and they find it helpful.
We have a very flexible schedule with low minimum hours and several options on how to be involved.
Including volunteers in more of the planning stages of our program
Spreading volunteer recognition throughout the year with smaller events such as tours, fieldtrips, educational talks. Hosting a staff and volunteer get together in the summer, where folks can share knowledge.
Various docent appreciation events--BBQs, ice cream socials, etc.
Restoring in-person recognition events - the small ones
Increased continuing education to allow volunteers to stay engaged. Added a 25 hour pin to our awards to keep volunteers motivated.
Expanding opportunities for teens, not only in the summer, but in the fall, as well.
We're out in the community through Sunday Streets and exploring ways to continue digital access for those who need it and fear that museums are over-celebrating wrt returning to in-person programming.
newsletter
Managing more remote interns than was able to with onsite interns (all unpaid volunteers); trying to find new roles for onsite volunteers but fewer volunteers are interested in different roles and opportunities
Coordinating with nearby orgs to cross-pollinate our volunteer corps and build community
Weekly emails are sent to active and inactive volunteers.
nothing - we are allowing for attrition and will later reestablish a volunteer program

What has been the biggest struggle during the past 2 years for your volunteer program?

Staying connected with folks as some things opened up, but the unknowns continued. Uncertainty and changes were harder for some and less so for others. Fatigue with protocol has also crept in.
Maintaining connections to our volunteers
Not having a functional volunteer program.
Staff to supervise volunteers
Staff, money, volunteers thinking covid is not a big deal
Volunteers resisting museum policies around masks and vaccines.
Recruitment and retention, which I suspect ties into people having less time and prioritizing differently now.
Communication.
Probably keeping active engagement with volunteers when we have no available work for them due to closure.
Getting our docent numbers up. We had to open with reduced hours at first. We are still greatly understaffed.
Recruitment; Training new staff to sup vols; Facilitating dynamic virtual/hybrid events

We added Covid vaccination as a requirement and lost many volunteers because of the policy.
Retention and getting people to return to pre-COVID levels of activity.
With layoffs and restructuring, entire programs were placed on hiatus; the social justice reckoning made clear demands for internal change. Delivering educational programs for volunteers while also reflecting and learning was hard.
institutional/staff capacity, consistent communication
recruitment, finding the right activity to match volunteer interest
Getting volunteers to not only return but to embrace the changes necessitated by the pandemic
Getting docents back to their pre-covid higher skill-set
they hate change

How has your museum responded to the increased national discussion around race, systemic racism and police brutality?

Our museum had opened a civil rights exhibit in the fall of 2019, so that content was augmented with current affairs, digitized to meet virtual audiences, and programmed around with talks and education series.
We have an African American Advisory Committee that informs work on these issues.
We're doing our best!
We have a wonderful Director of D & I doing great things in our community like the color of science
We have an inclusive history project that pre-dates 2020, although we definitely increased our attention at that time.
Not at all, against my wishes
Yes
Not sure we have.
We have always discussed racial inequities because our local history includes discrimination against Chinese and a massacre against our local Indian tribe.
Our director of diversity etc. wrote a letter to the staff in 2020. Our Board developed a task force to review the institution with an "equity lens" and sent related directives to department heads in lieu of a strategic plan.
We ensure social diversity and inclusion by providing an environment, in which everyone feels welcome, engaged and valued. We strives to support broader community efforts, encouraging conversations surrounding critical issues. As a founding institution in our community, we will lead by example to develop and implement strategies to ensure that our Board, staff and volunteers reflect the diversity of the audiences that we serve
We take part in various trainings focused on diversity, inclusion, and accessibility.
Every practice and policy is under review; the board and expanded senior leadership team did a deep dive into anti-racist learning. The entire staff then joined for a three-month learning experience. Tried to relay the material and underscore the necessity for self-reflection and care.
yes

Some public statements, hiring a Diversity officer, adding some problematic history to organization website regarding founder's history (owning people)
We are assessing the way we communicate with the public, train volunteers, and have implemented DEIA training with help from hired facilitators
produced temporary exhibits on the subject
We were already working toward anti-racism and continue that important work

Have/ how have volunteers been involved in these responses? (eg. included in equity team work, requested information about museum's response, received training, etc.)

Trainings are ongoing, moved to virtual, but had been implemented in-person prior to COVID, so the volunteer program had consistency and extension of these ideas, as opposed to new content.
a group of volunteers involved in these discussions.
Yes
Yes, team
Volunteers do historical research, peer training, and public interpretation.
Yes
All of our docents know and tell the stories.
They haven't been included.
nothing yet
Volunteers are included in trainings available to our crew. Accessibility training is required for all adult volunteers.
Media Partners How Was Your Day? And Unintentional Still Hurts trainings mandatory for serving on campus and access to all of the materials offered to staff
racial equity work was already integrated into the volunteer onboarding and ongoing training pre-George Floyd uprising
To my knowledge, volunteers have NOT been involved at all
Mainly training but we've also asked for their input on how we handle certain things
not yet
Volunteers are either ambivalent or opposed to antiracism work

What are some of your major goals for your volunteer program over the next 12 months?

Re-building existing volunteer cohort and recruiting new people in the fall, remaining flexible, reconnecting with the community and slowly relaunching volunteer led programs which have been shelved these past few years.
Re-invigorate the volunteer program in all areas of the museum with the assistance of new staff. Be selective in who is placed, their training and role in the program. Initiate additional cultural advisory groups to address specific concerns or areas of interpretation and

programming, such as a Jewish Culture Advisory group, a group of Mexican and Indigenous stakeholders, and re-connect with our Muslim Advisory group.
Recruit more volunteers; recognize the 6 original volunteers from 25 years ago; plan a volunteer trip
Increase - back to pre-covid levels
Implementation of stronger internship program, hire another staff member. Discover group volunteering within our museum
Continue rebuilding to pre-pandemic numbers; continue and increase inclusive history work and training.
Rebuild. We lost a lot of volunteers due to Covid and recruitment has been slower than before. I would like to build it back up.
Rebuild, Community Outreach, DEAI (Diversity, Equality, Access, Inclusion)
Making time to bring in a new cohort and ensuring there is enough meaningful work for the volunteers we have.
We need to attract younger docents. Our docents are mostly retirees.
Recruitment, staff engagement with volunteer supervision, recognition, retention efforts
Bring back some of the ones that left, increase diversity and make the program more inclusive.
Introduce more opportunities for volunteers, increase numbers, institute a fall teen program, and expand our interpretive volunteer positions.
Fleshing out the digital access program, and taking a much-needed sabbatical after deferring for 5 years.
relaunch the program
Identify new roles for onsite volunteers, and successful recruitment of remote interns
Expand our numbers, update our recruitment literature/applications, create better outreach mechanisms
improve skill set, bring volunteers back to roles that have been suspended
We hope to develop a better volunteer program and begin recruiting next year