

Volunteer Advisory Council (VAC) Meeting

Tuesday, 16 April 2019

Board Room

2:00 pm – 3:30 pm

Officers Present

Heather Duchow	Chairman
Jean Drzyzgula	Vice Chairman
Dave Price	Secretary

Council Members Present

Frank Graham	Living History
Thad Grudzien	Naturalist
Nancy Horton	Collections
Steve Murray	Birds of Prey
Jean Noosinow	Gallery Guide/Silver Sage Store
Siobhan Sullivan	Newsletter
Sigrid Von Hurst	BHTM

Staff Present

Shannon Campbell	Volunteer Coordinator
Heidi Hagemeyer	Director of Communications
Patrick Johnson	Chief of Facilities
Michelle Seiler-Godfrey	Program Development Manager/Grant Writer

Other Attendees

Anne Graham	Volunteer
Frances Tweed	Volunteer

1. The VAC meeting was called to order by the chairman at 2 pm in the Board Room.
2. Staff Reports:
 - a. Volunteer Coordinator—Shannon reminded everyone that the *Oregon Encounters* program is happening this week. The next session of galley guide training is scheduled for Tuesday/23 April starting at 9 am. The *Desert Reflections: Water Shapes the West* exhibit opens in two weeks. Vivi, the museum's bobcat, will be moving from her main hall exhibit area on 19 April. Her new home will be in a quieter area behind the museum. Shannon asked for feedback on the volunteer breakfast. Feedback from VAC members was very positive except for one comment about some of the food being over cooked. However, everyone agreed that was a minor issue that did not affect the overall success of the breakfast.
 - b. Heidi Hagemeyer has now been on the museum staff for a year. She is responsible for the museum's communications and marketing programs as well as outreach activities. She told the VAC that her team is focusing much of their marketing on young adults, especially the millennial generation who have the potential to become important contributors to the museum. She also said her team is working on new outreach programs including a plan to add Spanish language pages to the museum's web-site.

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- c. Michelle Seiler-Godfrey is the museum's grant writer and is also working on the museum's evaluation project. She said the museum submits up to 60 grant proposals each year. The grant amounts the museum seeks range from \$1,000 up to \$500,000. She often uses volunteer team photographs to support grant proposals. The evaluation project she is working on supports a three-year grant designed to incorporate evaluation elements into a wide range of museum activities. Currently, a visitor survey is underway in the BHTM area to assess the impact of that exhibit on visitors. Michelle said volunteers interested in participating in the evaluation project can contact her. Shannon said that she would be glad to highlight the evaluation project to new volunteers attending future museum introduction sessions.
 - d. Patrick Johnson discussed the importance of facility maintenance to the visitor experience. He said the facilities staff tries to be proactive, cleaning and fixing things before they are noticed by visitors. Patrick highlighted several pending facility projects including installation of six electric vehicle re-charging stations in the museum parking lot. That project is being funded with a grant from Pacific Power. The facility team is also doing general parking lot maintenance and will install a wildlife fence to better separate the outdoor exhibits from the museum's off-limits service area. Inside the museum, the team plans to install new carpet in some areas, upgrade the museum's HVAC system, and connect the museum's security monitoring system to the internet. In addition, the facilities team is still working on the new museum building. It is a very labor-intensive project and may take several more months to complete.
3. Old Business: There was no old business brought up at the meeting.
 4. New Business and New Ideas: There was no new business brought up at the meeting.
 5. Team Lead Reports:
 - a. Collections—Nancy said the collections team is looking forward to the arrival of the new Collections Manager, Sarah Baylinson. She will start work at the Museum on 1 May.
 - b. BHTM—Sigrid said everything is going well with the BHTM team. The team met with Laura Ferguson again last week.
 - c. Naturalist—Thad said several members of the nature team were surprised when they found out about the daily schedule changes during spring break week. Thad asked that program changes be announced so volunteer can adjust their personal schedules.
 - d. Photography—Heather said the photography team had its quarterly meeting last week. She also reported that the LED lights are being used more. Heather announced the next conservation photography workshop will be held on 26-27 April.
 - e. Desertarium—Jean Drzyzgula said tortoise target and station training continues to go well. The blue skink is also being trained and is making progress.
 - f. Birds of Prey—Steve said the spring break *Sky Hunters* program went well. The program was presented over the course of eight days with two shows each day. The team is now getting

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ready for the summer *Raptors of the Desert Sky* program. The wildlife team is in the process of hiring summer help. Steve reported that interviews for the new full-time wildlife position will begin soon. He also said nine new chickens have been procured for the *Miller Ranch*.

- g. Admissions—Shannon announced that the museum had over 9,000 visitors during spring break week. Attendance in early April has also been strong.
 - h. Silver Sage Store—Jean Noosinow said the store has a lot of new items worth checking out including sunglasses that are selling very well.
 - i. Newsletter—Siobhan reported that all is well with the newsletter team.
 - j. Living History—Frank announced that the *Miller Ranch* will have a training session on 9 May. It will include 1904 history discussions that will help interpreters remain in character when engaging visitors. Also, the *Miller Ranch* carpenter will be training other volunteers in basic carpentry skills.
7. Something Nice to Say about Someone or Something:
- a. Jean Noosinow thanked John Barr for helping her husband get up the steps to the Ethno-botany program's classroom.
 - b. Thad wanted to recognize and thank the entire nature team for doing double-duty during spring break week. They conducted nature walks twice a day all that week.
 - c. Steve wanted to recognize the entire BoP team for conducting an excellent *Sky Hunters* program during spring break week.
 - d. Steve also wanted to recognize Elisa Pare-Mayer for everything she does to support the wildlife team.
 - e. Heather thanked Shannon for organizing the *Volunteer Recognition Breakfast*.
 - f. Congratulations to Siobhan Sullivan for winning first place in children's fiction in this year's Central Oregon Writers Guild writing competition. The award ceremony along with readings from the winning submissions will be held at the Bend downtown library 18 May, 1-4 pm. A second reading session will be held at the Herringbone Books store in Redmond on 3 May starting at 6 pm.
8. Reminder: The next VAC meeting will be on Tuesday/21 May at 2 pm in the board room.
9. The meeting was adjourned at 3:30 pm.

Dave Price
VAC Secretary