

Mission Statement: To support and fulfill the mission of the Natural History Museum of Utah.

Purpose: Represent and address the needs and concerns of the volunteer corps to the Museum. Promote communication channels that allow volunteers to be fully informed and engaged. Create opportunities that bring about familiarity among all members of the Museum team. Support and collaborate with Museum staff on volunteer corps recruitment and orientation, training and mentorship opportunities, continuing education and professional development, recognition, benefits, and social events. **The three core values statements are incorporated into the Purpose Statement.**

Goals:

1. Provide representation for all volunteers, serving as a liaison between the volunteers and the Museum staff and administration.
2. Provide individual and confidential pathways for assistance with conflict and grievances that are safe and transparent for all volunteers.
3. Create connections enabling communication between volunteers and across the Museum community, working to ensure that they are open, transparent, effective, consistent, timely and inclusive.
4. Assist staff in recruiting volunteers, promoting diversity, equity, inclusion and accessibility.
5. Assist staff to provide continuing education opportunities for all volunteers including lectures, presentations, tours, workshops and professional development.
6. Assist in organizing peer-to-peer mentorship and advancement opportunities for volunteers.

7. Assist staff in promoting volunteer retention through recognition events, social gatherings to promote esprit-de-corps and benefits evaluation.

8. Ensure an ongoing history and archive of the board and volunteer activities.

Green are tools that are reflected in multiple goals.

Gold designates the goal numbers they are found in.

Tools that can be incorporated into the VAB Structure/By-Laws/ Position descriptions:

A process for the volunteer board to revise their by-laws to meet changing needs and Museum policies.

Define the responsibilities for board members and officers so they are not unduly burdensome.

Define a process for nominating potential board members and officers.

Designate standing committees of the board and subcommittees: such as an events committee, a holiday committee, volunteer appreciation dinner committee, communication committee, etc.

Define a process for equity of representation across the volunteer corps.

Define the schedule of volunteer board meetings.

Define term limits.

Provide an orientation for all incoming board members and representatives under a mentorship program.

Create a panel of Museum staff that meets quarterly with volunteer representatives.

Suggest that the Board have an annual target goal.

Town hall or open house events hosted by the volunteer board members for the volunteer corps. Structure, 1,3,7,

Other Tools: Goals and associated tools

1. Provide representation for all volunteers, serving as a liaison between the volunteers and the Museum staff and administration.
 - a. Signage with contact info in Volunteer Lounge and in non-public department areas.
 - b. Volunteer members on Museum Committees like Green Team, DEI, IPM, Special Exhibits, Citizen Science, Team Morale, Facilities (periodic reporting to board and volunteer corps). (There has been discussion that these volunteers do not necessarily need to be members of the Board itself). 1,3, staff
 - c. Share staff and volunteer news between groups. Open invitation for staff to attend volunteer board meetings and volunteers to attend some staff meetings. 1,3, staff
 - d. Create an opt-in Volunteer Directory for volunteers. 1,3,6,7, staff
 - e. Opt-in contact list available to volunteers and staff. 1,3,6,7, staff
 - f. Increase the visibility and relevance of the Board to the volunteer corps. 1,3,6,7, staff
 - g. Train interested volunteers on Volgistics platform capabilities and how it can be used for communications and representation. 1,3,7, staff

- h. Discussion or plan on building trust and creating culture again. 1,3, staff
- i. A volunteer ombudsman. 1,2,3
- j. General gatherings of staff and volunteers to facilitate feedback from volunteer corps and communications with staff. 1.3.7
- k. Regular "talk to your rep" opportunities. 1,3,7
- l. Social opportunities where reps are visible. 1,3,7
- m. Database of volunteers with information and skillset profiles. 1,6,7, staff

2. Provide individual and confidential pathways for assistance with conflict and grievances that are safe and transparent for all volunteers.

- a. A volunteer ombudsman. 1,2,3

3. Create connections enabling communication between volunteers and across the Museum community, working to ensure that they are open, transparent, effective, consistent, timely and inclusive.

- a. Marketing approach to make communications more persuasive.
- b. Volunteers who can create volunteer-focused creative content (profiles, stories, essays, etc.).
- c. Share staff and volunteer news between groups. Open invitation for staff to attend volunteer board meetings and volunteers to attend some staff meetings. 1,3, staff
- d. Volunteer members on Museum Committees like Green Team, DEI, IPM, Special Exhibits, Citizen Science, Team Morale, Facilities (periodic reporting to board and volunteer corps). (There has been discussion that these volunteers do not necessarily need to be members of the Board itself). 1,3, staff
- e. Create an opt-in Volunteer Directory for volunteers. 1,3,6,7, staff
- f. Opt-in contact list available to volunteers and staff. 1,3,6,7, staff
- g. Increase the visibility and relevance of the Board to the volunteer corps. 1,3,6,7, staff
- h. Train interested volunteers on Volgistics platform capabilities and how it can be used for communications and representation. 1,3,7, staff
- i. Discussion or plan on building trust and creating culture again. 1,3, staff
- j. A volunteer ombudsman. 1,2,3
- k. Map out communications pathways within programs and beyond and make that accessible to volunteers. 3,6,7

- l. A designated volunteer communication chair tasked with coordinating a team of volunteer creators.
structure, 3
- m. General gatherings of staff and volunteers to facilitate feedback from volunteer corps and communications with staff. 1,3,7
- n. Regular "talk to your rep" opportunities. 1,3,7
- o. Social gatherings of staff and volunteers to promote familiarity among all members of the Museum team. 1,3,7
- p. Social opportunities where reps are visible. 1,3,7

- 4. Assist staff in recruiting volunteers, promoting diversity, equity, inclusion and accessibility.
 - a. Recruitment cards, tables at events (recruitment support function).

- b. Recruitment outreach to the University and other targeted populations.
- c. Better communications about openings. Create opportunities wherever possible.
- d. Utilize volunteers with the Volunteer Program Office Support assignment to assist Volunteer Program Staff as needed. 4,5,6,7

5. Assist staff to provide continuing education opportunities for all volunteers including lectures, presentations, tours, workshops and professional development.

- a. Utilize volunteers with the Volunteer Program Office Support assignment to assist Volunteer Program Staff as needed. 4,5,6,7

6. Assist in organizing peer-to-peer mentorship and advancement opportunities for volunteers.

- a. Map out communications pathways within programs and beyond and make that accessible to volunteers.
- b. Opportunity for volunteers to provide training/mentoring.
- c. Revisit the mentorship concept originated by previous boards.
- d. Opt-in contact list available to volunteers and staff. 1,3,6,7, staff

- e. Increase the visibility and relevance of the Board to the volunteer corps. 1,3,6,7, staff
- f. Database of volunteers with information and skillset profiles. 1,6,7, staff
- g. Mentorship program. Structure, 6
- h. Utilize volunteers with the Volunteer Program Office Support assignment to assist Volunteer Program Staff as needed. 4,5,6,7

7. Assist staff in promoting volunteer retention through recognition events, social gatherings to promote esprit-de-corps and benefits evaluation.

- a. Map out communications pathways within programs and beyond and make that accessible to volunteers.
- b. Opt-in contact list available to volunteers and staff. 1,3,6,7, staff
- c. Increase the visibility and relevance of the Board to the volunteer corps. 1,3,6,7, staff
- d. Train interested volunteers on Volgistics platform capabilities and how it can be used for communications and representation. 1,3,7, staff
- e. Database of volunteers with information and skillset profiles. 1,6,7, staff

- f. Social gatherings of staff and volunteers to promote familiarity among all members of the Museum team. 1,3,7
- g. Social opportunities where reps are visible. 1,3,7
- h. Utilize volunteers with the Volunteer Program Office Support assignment to assist Volunteer Program Staff as needed. 4,5,6,7

8. Ensure an ongoing history and archive of the board and volunteer activities.

Special Recruitment Nomination Team from VIC and others to get a new board off the ground

Tools that are suggestions for the Board to bring to the Staff Committee for discussion and feedback:

Share staff and volunteer news between groups. Open invitation for staff to attend volunteer board meetings and volunteers to attend some staff meetings. 1,3

Volunteer members on Museum Committees like Green Team, DEI, IPM, Special Exhibits, Citizen Science, Team Morale, Facilities (periodic reporting to board and volunteer corps). 1,3

Train interested volunteers on Volgistics platform capabilities and how it can be used for communications and representation. 1,3,7

Opt-in contact list available to volunteers and staff. 1,3,6,7

Create an opt-in Volunteer Directory for volunteers. 1,3,6,7

Convey volunteer feedback on what guests are interested in - inform exhibit development -traveling and special exhibits.

Discussion or plan on building trust and creating culture again. 1,3

Provide feedback to Museum staff and administration about volunteer experiences with programs, events and activities.

Not in our scope:

Incentives for board participation and representation

Volunteer ownership of the board

Volunteer social events managed by volunteers

Make participation in this group by staff a career development opportunity.

Y2Y (staff preference) and Teen Explainers (paid, not volunteers) – representation

Rotate the responsibilities of coordinating Volunteer/staff representation meetings, note taking responsibilities, and meeting coordination among the volunteer participants. No true President. You have a staff Volunteer Coordinator and rotating volunteers responsible for agenda prep, meeting notes, etc. We tried this with the VIC and found it ineffective.

To Be Considered for By-laws

For the Process to Define the Nomination Process

Communicate, recruit, and share position descriptions.

Advertise positions - find new avenues for communication.

Staff consultation about candidates.

Suggest participants represent a range of volunteer areas.

For Defining Board Positions

An ombudsman for volunteers.

A secretary/historian/archivist

For Considering the Volunteer Board Schedule

Bi-monthly meeting schedule versus a monthly meeting schedule

Following the NHMU Board of Advisors Meeting

For Considering the Staff Panel

Ombudsman on staff panel

