

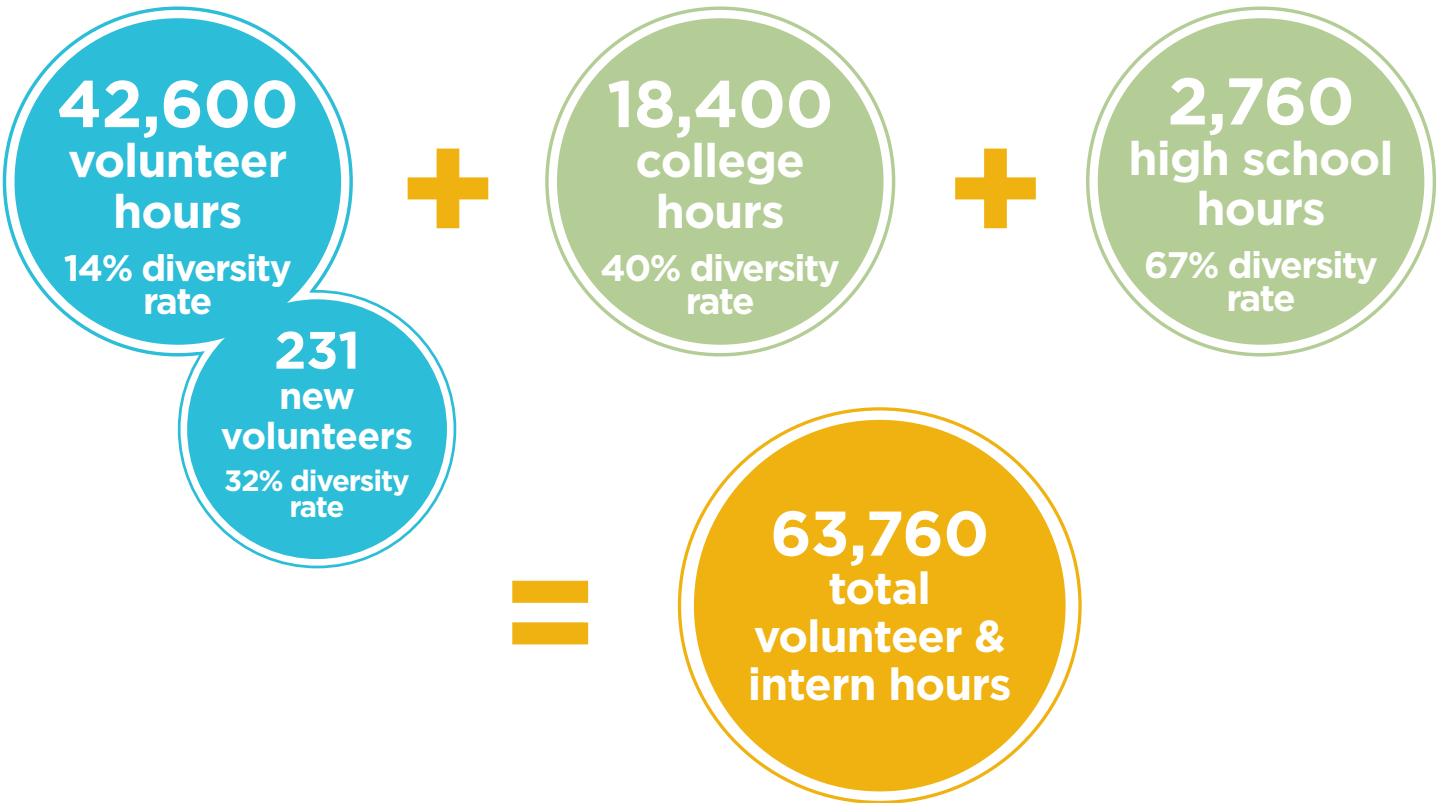
Volunteer & Intern 2015 Annual Report



Volunteers and interns served 30 departments and programs in 2015.

Volunteer and intern service value = **\$1.4 million**

2,400 volunteers + college and high school interns **160** = **2,560** volunteers and interns



The best part of volunteering with MNHS is: I am treated respectfully and as a professional. I attend the same training as paid staff and my work is expected to be done at a high level of proficiency.

—MNHS volunteer

Volunteering has allowed me to **build my abilities of solving or working around a difficult task, and interacting with different people.** —MNHS volunteer



Accomplishments

Lifelong learning

- MNHS was the first historical society in the country to receive Service Enterprise certification. This certification is the “gold standard” in the field of volunteerism.
- Made improvements in eight core areas: leadership support; resource allocation; tracking and evaluation; outreach and funding; training; onboarding and supervision; technology; and community partnerships.
 - Nearly 50 staff attended a volunteer training session led by international trainer Rob Jackson.
 - 59 volunteers attended *We Are MNHS* training to explore how they contribute to strategic initiatives to be better MNHS ambassadors.

[My volunteer] is extremely knowledgeable. Her assistance makes things easier, faster and more comprehensive. —History Center staff

Diversity and inclusiveness

- High school students studied art forms and created a puppet performance for Asian Pacific Heritage Day.
- Sixteen women with personal memories of the Ebony Fashion Fair conducted tours of the *Inspiring Beauty* exhibit, enhancing the visitor experience.
- Hmong community members developed programs for the *We Are Hmong Minnesota* exhibit. 115 volunteers and interns contributed 4,400 hours.
- Interns helped research, catalog and design the *We Are Hmong Minnesota* exhibit.
- An intern worked on the Hmong curriculum for the *Northern Lights* textbook.

Volunteers and interns in action

- A new team of 17 People Mover drivers transported visitors with mobility challenges between Historic Fort Snelling and the Visitor Center.

- Investigation of document title history, easements and restrictions for MNHS properties is being conducted by a volunteer with a background in title and land records research.
- A retired math professor and textbook author reviewed the “Lumberjack Math” curriculum and made math language recommendations.
- An intern did extensive research for the *Suburbia* exhibit.

I learned a lot and was able to do something most teens don't do.

—High school intern

- Interns developed an intern program promotional video, which is now posted on YouTube.
- An intern developed an observational survey for memory loss tours and developed a volunteer satisfaction survey.
- Minnesota was the host for the American Association for State and Local History (AASLH) annual meeting. More than 100 volunteers contributed 500 hours to help make this event a success.

Did you know?

- Nearly 60 skills-based volunteers contributed 4,700 hours and worked on more than 30 various assignments across MNHS.
- A Return on Volunteer Investment (ROVI) report found that for every dollar MNHS invests, volunteers generate a \$3.63 return. With skills-based volunteers, this increases to \$5.51.
- The Teen Advisory Council delivered a mini exhibit about teen fashion to coincide with the *Inspiring Beauty* exhibit. In follow-up surveys, 90% of participants noted an improvement to their skills related to working in groups.
- 40% of MNHS volunteers are employed or are students.
- 62% of MNHS volunteers are retired.
- 96% of volunteers rate their MNHS volunteer experience as outstanding.
- 97% of volunteers feel valued as volunteers and say their work is meaningful.

Everyone is valued and has something to contribute. —College intern