



An organized volunteer program is the difference in achieving great results with passionate ambassadors and helpers who generously donate their valuable time to your museum's initiatives. Retaining your trained volunteers is important and is protecting your investment of time into these qualified, supportive people. Volunteer retention should be monitored and surveyed as needed to understand how to improve your overall volunteer programs.

Measure the health of your volunteer program with this quick audit.

Volunteer Program Checklist:

- Promote and recruit new volunteers at least once a year.
- Volunteer Orientation is required participation for all volunteers and includes basic overview of the destination, knowledge of points of interest, policies and ethics, etc.
- All Docents are certified in your Museum's education and have multiple classes on specific tours, etc.
- All volunteers are identified and branded via name badges, or iconic clothing.
- Opportunities are convenient and user-friendly for volunteers to sign up and book.
- Volunteer policy handbook is maintained and distributed.
- Volunteers receive the equivalent employee discounts and museum membership benefits.
- Volunteers receive regular information on museum news and events.
- Museum hosts and budgets Annual Volunteer Appreciation Awards Luncheon.
- Each volunteer group has designated leader assigned by museum leadership.

