

VOLUNTEER PROGRAM

Terry Friedman

Now in its forty-eighth year, the Oriental Institute's Volunteer Program continues to be a strong, vibrant force, helping the Institute and its Museum reach new audiences world-wide and to educate museum visitors about the history and culture of the ancient Near East. This year has been one of new beginnings, significant transitions, and meaningful conclusions.

Docents and volunteers continued serve the Oriental Institute in many capacities throughout the year. During this past fiscal year 2013–2014, 7,507 service hours were documented.

Recruitment

This year we carefully tracked through our Excel database the pool of potential volunteers and docents. Seventy-eight individuals submitted an application to become an Oriental Institute volunteer. After careful vetting through our interviewing process, thirty-two people were accepted into the Volunteer Program, eleven were invited to go through Docent Training, and six docents were officially certified to give tours, with three more who are still studying to pass certification.

Fall 2013 Docent Training Class

Monday, October 7, heralded the beginning of the fall 2013 Docent Training class, the first comprehensive training offered since the renovation and reopening of the Museum galleries in 2006. Our new docent-training model integrated content with inquiry and object-based learning. This methodology is a best practice and the gold standard used by docents throughout the museum field. We found that it was exciting and challenging at the same time and offered both seasoned and new recruits opportunities to incorporate new ideas and to develop fresh perspectives on how to create interactive tours for visitors of all ages.

“Tell me and I forget, Show me and I remember, Involve me and I understand.” (quote attributed to Benjamin Franklin)

This quote served as a guiding principle for the docent training class. Training sessions were designed to combine equal parts of content by faculty and research staff, with hands-on practice in crafting a tour, using themes and objects.

Inspired by the new gallery teaching methodology, docents enjoyed practicing the inquiry-based, object-centered learning techniques during their gallery tours. As one Museum docent, Stephen Scott, commented, “I found the docent training emphasis on object-centered learning to be invaluable. The training program emphasized the importance of encouraging students to observe the object before them in an inquisitive, thoughtful manner. This visual process that I facilitate supplements and enriches the classroom experience and stimulates student interest through an active, focused process of engaging with a single object.”

Throughout the planning and implementation of the fall training, we were fortunate to have the guidance and expertise of Friday Docent Co-captain David Figiel. David, a museum educator for over ten years, has been responsible for leading gallery teaching at the Met’s Cloisters, the Museum of Fine Arts Boston, and the Brooklyn Museum of Art — each with acclaimed ancient Near Eastern collections.

Thanks to the generosity of Mrs. Lee and Dr. Arthur Herbst, who underwrote the taping of the lecture portion of each training session, these lectures are posted to the Oriental Institute’s YouTube channel and will be a valuable resource for docents in the years to come.

Docent Library

The Docent Library collection continues to grow under the stewardship of head librarian Margaret Foorman and assistant librarian Marilyn Murray. Thanks to the combined success of the December Book Sale with re-



Students working in the galleries after their tour

cent sales through the Suq, the Docent Library now has over \$800 to fund the purchase of new books for the collection. Our thanks to the docents, volunteers, faculty, and staff who have been generous throughout the year with their donations of books, museum catalogs, and articles to the library's collection.

Object File

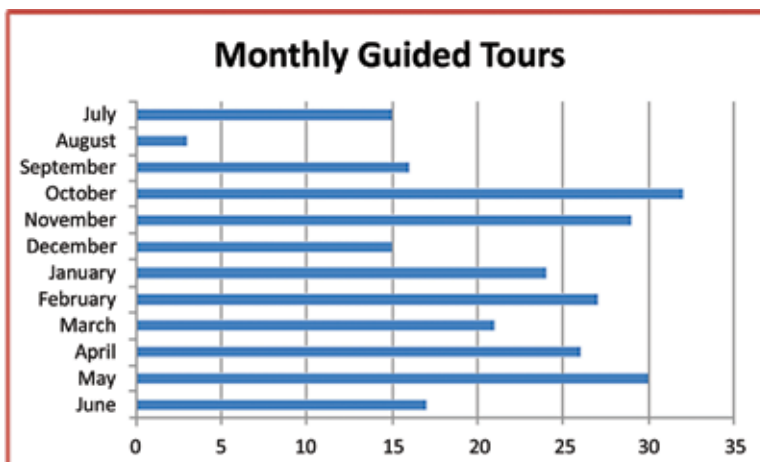
The Object File Project was initiated in May 2014 by docents in order to develop a resource for highlights objects in the museum galleries. These files, which will contain all pertinent publications related to each object, will play a crucial role in the training of docents who are encouraged to use object-based teaching strategies on their gallery tours. The object file team has begun their work on twenty-five objects from the Egyptian collection. Members of the object file team include Margaret Foorman, Marilyn Murray, David Figiel, and Terry Friedman.

Tours

Tour Program

The Oriental Institute Museum welcomed almost 250 groups this year for docent- and guided tours. This increase from last year is due to both the introduction of drop-in tours, which is a scheduled and advertised tour individuals can attend without prior registration, and “special tours” or tours that are given by faculty, curators, and grad students to various groups which data had not been recorded in prior years. We continue to provide the same number of tours to school groups during the academic year as we have for several years; in other words, we are basically booked with field trips every weekday, especially in October, November, February, April, and May!

We also track groups that come to the Museum and do not use our docents, or what we refer to as self-guided tours. The number of self-guided tour groups has more than doubled from the prior fiscal year, going from 92 to 211! Much of this reported increase comes from the collaboration of Jason Barcus and his team of guards requiring groups who have not registered with us prior to their visit to complete a registration form.



Monthly guided tours FY 2013/2014

VOLUNTEER PROGRAM

Docent Captain System

The Docent Captain System remains integral to the success of the Tour Program by making communication between the department's staff and the Museum docents more organized and efficient. Captains continue to mentor and guide new docents-in-training, giving them the support and guidance they need to become successful, confident gallery teachers. We extend our thanks and appreciation to the following captains and co-captains for their dedicated support throughout this past year: Gabriele DaSilva, David Figiel, Ralph Klein, Wahied Girgis, Dennis Kelley, Stuart Kleven, Larry Lissak, Jean Nye, Stephen Ritzel, Deloris Sanders, Margaret Schmidt, and Carole Yoshida.

New Policies and Procedures

In an effort to improve docent-led tours, we began to institute guidelines to ensure that docents arrive fifteen minutes prior to their scheduled tour in order to allow sufficient time to prepare for incoming groups. Docents now extend their time a few minutes after each tour for a debriefing session with the Volunteer staff to assess the tour and share ideas with one another for future tours. This informal setting allows us to evaluate how the inquiry-based techniques are working and to make adjustments when needed.

Staff Liaison

The role of staff liaison was implemented so docents have the staff support they need on busy tour mornings, as well as someone who can answer the many questions teachers have about the Oriental Institute. Liaisons help expedite tour arrivals and departures, assist with crowd control, and document the number of tour participants.

Timekeeper

A timekeeper slot was also developed to help captains regulate traffic flow in the galleries. They help to alert docents when they should begin to finish their last object and conclude the tour with knowledge checks and a review for what visitors have seen, learned, and experienced.

Parking

Over the course of the past year, we have seen a need to review the policies and procedures for all volunteers, including docents, to qualify for a parking pass to the Lexington Lot. After careful review and analysis, new guidelines for parking eligibility were developed to create a fair and transparent system to distribute our limited supply of parking passes. This new policy underscored the importance of a committed and engaged volunteer corps. As we move into the coming fiscal year, each volunteer with an assigned parking pass will be asked to sign a one-year parking agreement.

Volunteer Recognition

December Volunteer Day remains a time when faculty, staff, and volunteers gather to recognize the contributions of the Oriental Institute's volunteers. This year's program took place on Monday, December 9, in Breasted Hall, and ended with a lovely luncheon at the Quadrangle Club.

Volunteer Recognition Award recipients in Breasted Hall before leaving for the Annual Holiday Recognition Luncheon. Pictured, from left to right (back row): Myllicent Buchanan, Mary Finn, Terry Friedman (Volunteer Manager), Norma van der Meulen, Carole Yoshida, and John Aldrin. Front row: Irene Glasner, Daila Shefner, Deloris Sanders, Rev. Dennis Bailey, and Dennis Kelley. Not pictured are Judy Bell-Qualis, Sue Geshwender, Debby Halpern, Janet Helman, Lee Herbst, and Lucie Sandel



Gil Stein, Oriental Institute director, was our guest speaker and delivered a fascinating lecture on “Surejz: The First Season of Excavation.”

Immediately following Gil’s talk, the recognition ceremony began with the introduction of the new volunteers, class of 2013. We were pleased introduce the following new docents and volunteers: Laura Alagna, Isabella Anthony, Craig Bean, Elizabeth Bush, Angela Hanson Candadai, Kim Crawford, Omari Davis, Kristen Fanning, Davis Figiel, Valerie Grabski, Jacob Ter Haar, Shirlee Hoffman, Jared Isaacs, Malvika Jolly, Amanda El-Khoury, Ralph Klein, Mark Mandle, Paula Pergament, Peg Rom, Margaret Schmid, Arthur Thorson, Daniel Zaboroski, and Christine Zappella.

This year, eighteen people celebrated a milestone year in their volunteer service to the Oriental Institute.

Active Volunteers

5 Years

Reverend Dennis Bailey
Judy Bell Qualls
Ray Broms
Sue Geshwender
Paul Mallory

10 Years

John Aldrin
Mary Finn
Dennis Kelley

15 Years

Myllicent Buchanan
Debby Halpern
Lee Herbst
Lucie Sandel

20 Years

Irene Glasner
Deloris Sanders

25 Years

Daila Shefner

30 Years

Carole Yoshida

35 Years

Janet Helman
Norma van der Meulen

Reflections on Retirement

It has been a bittersweet experience to write this year's *Annual Report* since I will be retiring from my position as volunteer manager in October. After four decades serving as a volunteer and then as a staff member, I have decided to step aside and enjoy the next chapter of my life, retirement. Forty years goes by in the blink of an eye. I began my association with the Oriental Institute in 1974 as a Museum docent and for nineteen years, I was a docent/captain for the Tuesday afternoon team. In 1993 I assumed the role of volunteer coordinator as a job share with Cathy Dueñas. In February 2013, Cathy retired and I continued solo in my new role as volunteer manager.

Over the course of my tenure as a volunteer and staff member, I have seen the Volunteer Program transform itself to meet the expectations, opportunities and challenges of an ever-changing world. I have been honored to work with a group of exceptional colleagues who have inspired and challenged me, both professionally and intellectually. I am so proud of what Cathy Dueñas and I were able to accomplish during our time together as the Volunteer Services Coordinators. Together we took gigantic leaps of faith to make the program work. The establishment of an outreach program was a professional benchmark that helped keep the program alive during the years the Museum was closed for renovation. I am grateful to my mentors throughout the years: Carolyn Livingood, Carlotta Maher, Peggy Grant, Janet Helman, and Cathy Dueñas, who built a strong foundation on which the program could grow and thrive. I also want to recognize two ladies, Georgie Maynard and Joan Rosenberg, who were instrumental in helping me during my early years as a docent.

But it is the volunteers themselves who have given me the greatest sense of joy and fulfillment over the years. They form a unique community of dedicated individuals whose passion for learning, pride in the Institute's research, and appreciation for the Museum's collections have been the foundation of the program's success and the key to its historic longevity. While many technological advances have taken the program to new levels of efficiency and accessibility, it is the volunteers themselves who continue to hold on to many of the traditions that make this program unique. Although each person's motivation to join the volunteer corps may be different, the common denominators that unite them is their love of learning and their eagerness to contribute their time and talents to help enrich the Institute's mission and goals.

Although I will no longer be part of the Education and Outreach Team, I want to thank my colleagues in Public Education and Outreach, Catherine Kenyon, Carol Ng-He, Moriah Grooms-García, and Sue Geshwender for their support, patience, and confidence in me throughout this past year.

I know they will continue to recruit, nurture, and inspire new generations of volunteers, helping them to discover the wonders of the ancient Near East. I wish them every success as we move forward with great anticipation to the fiftieth anniversary of the Volunteer Program. My thanks to everyone for the opportunity to be part of the Oriental Institute family for the past four decades. It has been the experience of a lifetime.

In Memoriam

The Volunteer Program lost three loyal friends and supporters this past year: Andrew Buncis, Sandy Jacobsohn, and Lillian Schwartz.

These individuals exemplified the true spirit of volunteerism by devoting their passion, intellect, and support to help further the goals and mission of the Oriental Institute. We are so honored to have known and worked with them over the years and it is our good fortune that they chose to spend a portion of their lives with us.

Museum Docents

** Denotes active docents who are also project or event volunteers*

John Aldrin	Barbara Heller Friedell	Mary O'Connell
Isabella Anthony	Dario Giacomoni	Mary O'Shea
Craig Bean	Wahied Helmy Girgis*	Nancy Patterson
Dennis Bailey	Valerie Grabski*	Kitty Picken
Douglas Baldwin	Erica Griffin*	Semra Prescott*
Nancy Baum*	Janet Helman*	Stephen Ritzel*
Susan Bazargan*	Lee Herbst	Peg Rom*
Christel Betz	Mark Hirsch*	Lucie Sandel*
Rebecca Binkley-Albright*	Shirlee Hoffman*	Deloris Sanders
Daniel Bloom	Dennis Kelley	Hilda Schlatter*
Myllicent Buchanan	Ralph Klein	Margaret Schmid*
Roberta Buchanan*	Stuart Kleven	Joy Schochet
Ginny Clark*	Panagiotis Koutsouris	Stephen Scott
Gabriella Cohen	Alfia Lambert	Mary Shea
Gabriele DaSilva*	Larry Lissak*	Toni Smith*
John DeWerd	Paul Mallory*	Dee Spiech*
Cathy Dueñas*	Margaret Manteufel	Craig Tews*
Fred Eskra*	Sherry McGuire	Ronald Wideman*
David Figiel*	Donald McVicker	Steve Wolfgang
Margaret Foorman*	Marilyn Murray*	Carole Yoshida*
	Jean Nye*	

VOLUNTEER PROGRAM

Volunteers

Stephen Adamick	Irene Glasner	Karen Righeimer
Laura Alagna	Debby Halpern	Salenie Sanker
Jacqueline Angulo	David Henson	Roberta Schaffner
Elizabeth Bush	Malvika Jolly	Dena Siegel
Marissa Bartz	Anna Kusters	Daila Shefner
Angela Candadai	Laura Ledin	George Sundell
Kim Crawford	Katherine R. Lieber	O. J. Sopranos
Andrea Dudek	Carlotta Maher	Arthur Thorson
Mariola Dudzicka	Leila Makdisi	Tasha Vorderstrasse
Amanda El-Khoury	Alice Mulberry	Karen Wilson
Kristen Fanning	Shel Newman	Sierra Wilson
Bill Gillespie	Ila Patlogan	Davidid Zhao
Terry Gillespie	Paula Pergament	Agnes Zellner
	Ken Petchenik	

Suq Volunteers

Ray Broms	Jared Isaacs	Norma van der Meulen
Judy Bell-Qualls	Jane Meloy	Natasha Wands

Volunteers Emeritus

Barbara Baird	Mary Finn	Alice Mulberry
Joan Barghusen	Joan Friedmann	Muriel Nerad
Gretel Braidwood	Peggy Grant	JoAnn Putz
Noel Brusman	Anita Greenberg	Agnethe Rattenborg
Andrew Buncis (deceased)	Mary Harter	Patrick Regnery
Charlotte Collier	Teresa Hintzke	Alice Rubash
Joe Diamond	Patricia Hume	Norman Rubash
Cathy Dueñas	Sandra Jacobsohn (deceased)	Anne Schumacher
Alex Elwyn	Alice James	Lillian Schwartz (deceased)
Bob Cantou	Jo Lucas	Mae Simon
Hazel Cramer	Masako Matsumoto	Ray Tindel
Joan Curry	Patricia McLaughllin	Madi Trosman
Erl Dordal	Roy Miller	Inge Winer