CURRIER MUSEUM of ART

GUILD OF VOLUNTEERS

Annual Report 2012-13

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Mission Statement

The Currier Guild of Volunteers supports the activities and the staff of the Currier Museum of Art by volunteering time and talents to further the museum's goals. By implementing programs and projects, the Guild enhances the image the museum presents to the community and encourages active public participation in the museum's objectives and aspirations.



Dedication

The Guild of Volunteers dedicates the 2012-2013 Annual Report in memory of three treasured volunteers who passed away recently.

Bob Johnson became a docent for the Zimmerman House, not because of a strong interest in architecture, but because of his desire to meet people and embrace new experiences. Those who trained with him say Bob inspired spontaneous applause from his tour guests after leading his first Z-House tour. He is remembered fondly for his warm and gracious persona. Bob was married to Nancy, who is presently a museum docent and Guild chair for Meetings and Programs. Bob died at home Jan. 28, 2013, after a period of declining health. He was 69 years old.

Denise M. Johnson, a Guild of Volunteers emerita, died in North Carolina Nov. 26, 2012. Denise was Guild Executive Chair from 1996 to 2000 and a longtime museum docent. She was born in England in 1918 and came to the United States after WWII. She worked as an editor for Exxon's Geologic Organization and later as editor for Digital Equipment Corp. In addition to volunteering with the Currier, Denise served 15 years as Chair of Trustees of the Wadleigh Memorial Library in Milford. In 1992, she was named Library Trustee of the Year by the New Hampshire Library Trustees' Association.

Guild of Volunteers emeritus James A. Shanahan Jr. died Feb. 27, 2013, in Naples, Fla. Born in Manchester in 1926, Jim served in the U.S. Army in WWII, where he was wounded in the Battle of the Bulge and received the Purple Heart. He graduated from college after the war then earned a law degree and later became a certified public accountant. As a CPA and attorney, Jim's professional and civic accomplishments touched almost every aspect of Manchester life from Democratic Party politics to Manchester NH Housing Authority to The Derryfield School. Jim was a docent for the Z-House. He received a 20-year certificate at the 2012 Semi-Annual Meeting and Luncheon.

2012-2014 Executive Committees

2012 - 2013 2013-2014

Officers:

Executive Chair Barbara Shepler Barbara Shepler

Executive Vice Chair Dennie Dyer Dennie Dyer

Treasurer Ted Parrot Angela Hoke

Secretary Richard Russell Richard Russell

Committee Chairs:

CommunicationsJudy McKennaJudy McKennaCo-ChairsPauline BogaertPauline Bogaert

Library Charlotte DeBell Charlotte DeBell

Meetings and Programs Nancy Johnson Nancy Johnson

Membership Kim Tyndall Nancy Baker

Museum Docents Alan Slotkin Alan Slotkin

Museum Shop Sandra Chandonnet Sandra Chandonnet

Special Projects/Ambassadors Marilyn Davison Marilyn Davison

Zimmerman House Docents Victoria Duffy Victoria Duffy

Currier Staff:

Staff AdvisorKaren GrahamKaren GrahamStaff LiaisonLynn ThomsonLynn Thomson

From the Executive Chair

The highlight of 2012-2013 was celebrating the Guild of Volunteers' 30th birthday at our Semi-Annual Meeting and Luncheon in November 2012. Chris Salmon created glass sun catchers decorated with the image of the Currier's *Ram Weathervane*. These were given as gifts to volunteers attending. Past executive chairs Jim Bennett, Sally Douglass and H. Frances Gordon regaled attendees with stories of past Guild ventures through the years.

The Guild Handbook revision committee, headed by Dennie Dyer, examined every position and operational function of the Guild of Volunteers and rewrote significant portions of the handbook. Thank you to Carolyn Hollman, Alan Slotkin and Victoria Duffy who served on the handbook committee interviewing current and past chairs, and writing, proofing and rewriting.

A third focus of the Guild's attention in 2012-2013 was the adaptation to a new computer program, Volgistics, for the recording and scheduling of volunteer hours. Volunteer records were imported into the new system in September 2012, and Guild members began using the system in June 2013. With extensive assistance from Staff Liaison Lynn Thomson, volunteers had the opportunity to attend one of four orientation sessions on the new program.

I want to thank outgoing chairs Ted Parrot, Treasurer, and Kim Tyndall, Membership, and welcome incoming chairs Angela Hoke, Treasurer and Nancy Baker, Membership.

I am honored to serve as your Executive Chair, and so grateful for the talented and dedicated volunteers who work at the Currier. You are amazing and an untold value to this museum. Your significant efforts are reflected in your 7,975 hours of volunteer time. Thank you so much.

"Every day at the museum is a great day!"

Barbara Shepler, Executive Chair

Executive Vice Chair

This year's nominating and awards committee was headed by Dennie Dyer. On the committee were Alan Slotkin, Richard Russell, Victoria Duffy and Marilyn Davison who solicited and nominated a slate of candidates to serve on the Guild executive committee. They also recommended recipients for the Frances P. Nelson Award and the Distinguished Service Award.

Treasurer's Report

In 2013, the budget was increased from the previous year to allow for additional set-up and monthly operating fees and anticipated training expenses associated with the Volgistics software conversion. Fortuitously, the actual fees and training expenses were less than budgeted.

Cost of the annual meeting would have been higher than anticipated when the meeting was moved to the Bedford Village Inn from the Manchester Country Club, which could not host the meeting due to construction delays. By adjusting the menu, the total costs were comparable to previous years.

The food for the semi-annual lunch in the Winter Garden Café was under budget, allowing a gift of a 30th anniversary glass sun-catcher for each volunteer.

Total expenses for 2013 were \$4187, a savings of \$1187 under budget, but an increase of \$179 over 2012 expenses.

Guild Meetings and Programs

The Semi-Annual Luncheon and Meeting held Nov. 13, 2012, in the Winter Garden Café celebrated the Guild's 30th anniversary. Chris Salmon spoke on Glass Crafts. Arts and crafts made by 11 Guild members were exhibited at the luncheon and later in the Currier Community Gallery.

The 31st Annual Business Meeting and Luncheon was held on June 4, 2013, at the Bedford Village Inn. There were 87 people attending – 17 staff, two guest speakers, and 68 volunteers. Speakers on aspects of the Zimmerman House were Eric Stark and Terrence Parker. Carol Tingleff received the Frances P. Nelson Award and Beryl MacKenzie received the Distinguished Service Award. Guild Advisor Karen Graham was helpful in planning this event with committee members Sally Douglass, Yvonne Dunham, Muriel McMillan, Ann Richardson, and Nancy Stewart.

Guild Membership

The Membership committee was busy this year with the implementation of Volgistics software. Many thanks go to Kim Tyndall, who began the data entry work, and Melanie Larson and Barbara Shepler, who did much of the work of transitioning from the old system to the new. Volunteers are now able to schedule themselves for tours, log hours and review their profile. Volunteer records are up-to-date.

Fran Gordon retired after 31 years with the Guild. She is a founding member, was Membership and Communications chair, and Executive Chair from 1986 to 1988. She was a museum and Zimmerman House docent, and able to add depth to her Z-House interpretation due to her long history with the Zimmermans. She helped organize the 60th anniversary celebration for the Currier and her dramatic monologues won't soon be forgotten. Her painting, which hangs on the wall of the Guild room, will keep her present as we carry on a tradition she helped shape with her love of the Currier.

Roger Pascoe and Gay Zimmerman were awarded 150-hour pins at the June 2013 Annual Business Luncheon and Meeting.

Our numbers declined this year as nine volunteers retired and four new people -- Christine Bator, Laura Bourgeois, Brendan Burke and Sandra Superior -- joined the volunteer ranks. As of June 30, 2013, there were 101 active volunteers, 15 honorees, three furloughed and 12 inactive volunteers.

The total hours served during 2012-2013 fiscal year were 7,975. This represented an average of 92 hours for each of the 87 volunteers who recorded hours. This includes:

1,388	hours for museum tours	53 volunteers served more than 50 hours
748	hours for Z-House tours	32 volunteers served more than 100 hours
2,506	hours for meetings/trainings	8 volunteers served more than 200 hours
586	hours for Museum Shop	3 volunteers had more than 300 hours
1,015	hours for Guild Business	
701	hours for Special Projects/Ambassadors	
423	hours for Museum Library	31% of hours were meetings/trainings
608	hours for Visitor Services/Assisting Staff	27% of hours were spent delivering tours

The number of hours contributed in this fiscal period was a bit lower than recent totals, but it is still significant when viewed as equivalent museum staff. We contributed the same number of hours as six full-time staff.

The following is a listing of volunteer hours contributed since the formation of the Guild:

Year	No. of Volunteers (a)	Volunteer Hours
1982-1989	959	45,207
1990	149	11,814
1991	229	18,854
1992	180	17,837
1993	141	14,112
1994	123	10,293
1995	110	7,010
1996	119	9,170
1997	112	9,608
1998	92	7,381
1999	111	9,808
2000	101	7,981
2001	108	9,045
2002	104	8,244
2003	98	8,865
2004	97	9,521
2005	112	10,151
2006	86	8,484
2007	74	7,684
2008	113	12,661
2009	109	11,713
2010	128	12,683
2010 (stub year)	114	6,606
2011 (fiscal year)	120	12,316
2011 – 2012	108	9,092
2012 – 2013*	87	7,975

^{*}Conversion from Volunteer Reporter software to Volgistics, Inc.

Smithsonian Institution formula to assess volunteer hours:

⁽a) Number of members who contributed hours

⁻ Divide total volunteer hours by 1,325 (average hours per year worked by full-time employee)

⁻ Result gives equivalent number of full-time employees

I'd like to send an enormous, heartfelt "Thank You" to all the wonderful volunteers who have helped out with Special Events and in the Winter Garden Café over the years. From serving coffee to playing bartender at our busy Jazz Brunches, and scraping dishes to picking up crumbs from under a child's highchair at Noon Year's Eve. (Might I add... wow, what a turnout that was...get ready for this year.) As for Special Events, I thank you for always stepping up to take on the private group tours, and offering the Out of-the-Box Tour. It truly makes our event clients feel special, because they are getting something we don't offer to the public. Let's not forget the romantic Love Tours you provide. In fact, I just received a lovely message from a couple who recently got engaged in the Historic Court. He popped the question after a Love Tour: "We want to thank you profusely for all of your help in making last Friday such a special day for us. It went perfectly! I truly could not have asked for anything more... The Currier Museum will now always have a very special place in our hearts." Your assistance is invaluable, and provides our guests with an unforgettable experience. Thanks for making the Currier such a special place for all of our guests.

-Lisa S. Pavlopoulos, Manager of Special Events & Food Service Operations

Guild Communications

The Currier Guild in Action enewsletter was published five times between July 2012 and June 2013, reporting on activities of the executive committee, Guild events, volunteer opportunities, and other topics of interest to the Guild.

The enewsletter continues to be distributed electronically. In 2013, the publication was converted from a Constant Contact document to a PDF document linked to a Constant Contact home page. Volunteers who do not have email are able to receive a printout of the PDF publication by contacting the committee chair or by picking up a copy in the Guild of Volunteers room. The enewsletter is also distributed to members of the Board of Trustees and Advisory Council. Past issues of the enewsletter, the Guild of Volunteers Handbook and the Annual Report are archived online, accessible through links in each enewsletter home page, as well as in the file cabinet in the Guild Room.

This committee edited and produced the *Guild of Volunteers Annual Report 2011-2012* in electronic and paper formats.

Special thanks to Alana Johanson for all her help this year with photography and slide shows. Special thanks also to Nancy McGaan and Victoria Duffy for assisting in the transition from Constant Contact to a Word PDF document. Also thanks to Nancy McGaan for production and photography; Victoria Duffy, Lynn Thomson and Karen Graham for editorial and proofreading assistance; Jane Seney, Bookshelf columnist; photographer Alan Slotkin; the Guild committee chairs for their timely and

interesting articles; and to Guild volunteers and Currier staff members who have contributed articles on various issues including Museum Seen contributors Pat Howard, Alan Slotkin and Diane Curran.

"Museum docents faced a huge new challenge in the past year leading tours through the special exhibition Lethal Beauty: Samurai Weapons and Armor. The show didn't connect to the museum's permanent collection and focused on a culture that was unfamiliar to many people. Museum docents embraced the challenge and integrated the wildly popular exhibit into their tours for school groups and adults. As always, your flexibility and love of learning carried us through this new challenge.

This year at the Zimmerman house we've had record-breaking attendance and many opportunities to explore the house through new lenses. Trainings focused on visitor experience and using questions to engage visitors. Z- House docents continued to provide high quality experiences for everyone on their tours. I am awed by their dedication and deeply appreciative of the time and energy they donate to giving tours. Thank you so much for all that you do."

-Jane Seney, Senior Educator

Museum Docents

From July 1, 2012, through June 30, 2013, 45 docents provided a variety of tours and participated in museum programs serving the public. The numbers of museum tours and people served during the fiscal year include:

- 305 public tours for adults and students, offered six days a week
- School group tours for 6,429 students and 519 adults served by 469 docents
- 13 special group tours involving 27 docents

Docents took part in special Currier programs targeting groups of parents, children and adults. These include:

- New Parent Gallery Talks (monthly themed tours) led by 7 different docents
- Family Saturdays (monthly themed tours followed by an art project) served 846 family members with 6 docents
- 17 Focus Tours led by 13 docents

Docents also attended twice-monthly training and education sessions, and participated in other activities designed to enhance the effectiveness of tours. These activities and trainings include:

- Field trips to the Wadsworth Athenaeum, Mark Twain House, and Harriet Beecher Stowe House in Hartford, and Canterbury Shaker Village in Canterbury.
- Walkthroughs of museum special exhibits led by curators
- Trainings and additional practice in VTS (Visual Thinking Strategies)
- Guest speakers, demonstrators, and films related to special exhibits, the permanent collection, and field trips
- On-going education covering art history movements, artists, and works relating to the collection.

Zimmerman House Docents

Interest in the Zimmerman House continues to be strong. From July 1, 2012, through June 30, 2013, docents led 428 tours. There were 4,551 visitors, and most tours were sold out.

The regular public tour schedule was extended with a variety of focus tours. Jo Russavage gave her popular garden tour nine times throughout the season. Judy Ransmeier developed a new tour entitled "The Japanese Influence in Frank Lloyd Wright's Design," and reprised two favorites, "Fabrics and Furnishings" and "Evolution of Design" tours.

Docent meetings emphasized the visitor experience. They included:

- Best Practices in Touring (at the Z-House)
- Asking Questions, Managing Responses
- The Visitor Perspective on Tours
- An Architect's Perspective on the Zimmerman House, with Bob Cook and Linda Moody

Three special events offered opportunities to socialize. Docents enjoyed a field trip to the Phillips Exeter Academy Library, followed by a potluck lunch at the home of Pam and Ted Parrot; a reception prior to Donna Grant Reilly's ARTalk about her family's Frank Lloyd Wright-designed Usonian house; and a holiday party celebrating the conclusion of tour season.

Conservation of the loggia doors posed an interpretive challenge from August until November. The doors were removed (in stages) for off-site treatment and temporarily replaced with plywood panels. Thanks to a positive presentation by docents, no visitor complaints were registered.

A new tour innovation debuted in May: an introductory video now can be viewed during the drive to the house. Richard Russell, Nancy McGaan, Carolyn Hollman, Judy Ransmeier, and Victoria Duffy worked with Jane Seney on the script.

"Where would I be without our volunteers? (Buried under a mountain of books to be sure.) This fiscal year has proved a busy one for the library and archives. Our ambitious and dedicated volunteer Jean McGiffin embarked on a comprehensive shelfreading project of the entire library collection. Under Jean's direction, she and Mimi Crowley completed the tedious task of checking the shelf location of over 12,000 books. Jean's commitment to the project exceeded my expectations (and probably her own too). With over 30 years of cataloging under her belt, Gay Zimmerman was an invaluable addition to the library and archives. She corrected and updated over 2000 catalog records as part of the shelf reading and that was just one of the many projects she worked on. I learned a great deal from Gay and her careful and thoughtful approach. She was a true collaborator and will be sorely missed. We wish her the best of luck in Pennsylvania. Charlotte DeBell took on expanded responsibilities this year as the library and archives representative on the Guild of Volunteers board. Aside from all the enewsletters, board updates and meetings, Charlotte continued her work with the museum archives and the Henry M. Fuller Collection. This is a tedious and time-consuming job and I sincerely appreciate her ongoing commitment. All this is saying nothing about the quiet commitment of the library and archives volunteers to the day-to-day operations that keep the collection up-to-date, orderly and ready for use."

-Meghan Petersen, Librarian/Archivist

Guild Library

During the past year Mimi Crowley, Jean McGiffin, Gay Zimmerman and Charlotte DeBell have been busy volunteering at the Currier Museum library/archives under the direction of Meghan Petersen, the Librarian/Archivist.

With regret, we say goodbye to Gay Zimmerman, who has moved to a new home in Lancaster, Penn. During her volunteer time at the Currier, she provided many hours of assistance to Meghan in the area of serials and library cataloging. She came to the Currier with expertise in this field from a career at the Plymouth State University Library.

Mimi and Jean performed a number of jobs over the last year:

- Rehousing and performing archive maintenance and maintaining exhibition archives
- Preparing books for the Mother's Day sale
- Locating missing books, shelving books/ periodicals and readying for bindery
- Confirming stack materials are in order/ performing physical inventory.

Gay's tasks included the following:

- Arranging Art Center archives in support of the 2014 Art Center exhibition.
- Assisting Meghan with cataloging projects (has worked through the entire periodical collection to make sure catalog records are accurate and more accessible to users)
- Working on initial cataloging for the hundreds of volumes received from the David Carter Library in 2007, project completed
- Updating the on-line catalog
- Reading the shelves for missing books

Charlotte's projects have been:

- Rehousing, organizing and documenting the Henry Melville Fuller archives
- Serving as the Guild's Library Chair

Volunteers are our angels at the Art Center, and Pat Goss is an angel with a bonus. As a former art educator, Pat brings special talents along with her great attitude. She takes on office administration tasks with a smile, but she really shines in her warm interaction with students, family and staff. Pat is always willing to welcome and direct incoming students and parents on the first day of Vacation Camp weeks, bringing calm to first-day jitters. She's also frequently tapped to be a "Table Captain" for Monday morning vacation camp signin, once more putting both students and parents at ease with a welcoming smile and calm explanation of the ins-and-outs of all the procedures for the first day of camp. Her teaching experience is also an incredible asset to us, and she's on the roster of the Art Center Outreach Faculty and also available to assist with family activities at the museum. Pat's flexibility and willingness to share her gifts has helped the Art Center support our students and reach out to new ones. Thanks, Pat, for becoming part of our Art Center family. It is a pleasure to work with you.

-Kathy Card, Art Center Office Administrator and Linn Krikorian, Art Center Program Manager

Special Projects/Ambassadors

Several members of the Special Projects/Ambassadors committee contributed countless hours to the museum in the past year. They have spent time assisting with Monday story time, Family Saturdays, First Thursdays and many other special museum events.

Perhaps the most exciting was *Noon Year's Eve* day at the Currier. The attendance was beyond expectations. The Winter Garden Café ran out of hot chocolate, because so many ordered the drink. Due to last year's success, the museum is planning to continue this tradition.

Ambassadors have been chaperones for many school tours this spring. This is a new opportunity for these wonderful volunteers. It is a valuable help to docents leading museum tours especially with many students in a group.

The volunteers in both these groups are a valuable part of the life of the Currier. As has often been said, 'We could not do it without you.'

"Every year the last week of June the Museum Shop has the grueling task of counting our inventory. Folks, I cannot tell you what a tedious task this is. When I say count, I mean every little item we have in the shop, shop storage, at the Kennard House and in the staff office area. Not exactly a project most people would jump on board to do. Of course, the shop staff does not have a choice -- it is part of their job description -- but we cannot accomplish this task in a timely manner if we do the count by ourselves.

I count my lucky stars every year when I ask the volunteers if they would join us in our inventory count and they say yes. Almost every one of our volunteers has helped us count at least once. I call them my Dream Team. There are three people that, believe it not, have counted every year since they came to volunteer in the museum; Becki Kuhns, Judy Conway and Diane DiGirolamo. I can't tell you how much we appreciate our volunteers, who are not only willing to come in and help in the shop, but are also willing to roll up their sleeves and help us with the not-so-pleasant work."

-Heidi Norton, Museum Shop Manager

Museum Shop

Museum Shop volunteers contributed 586 hours between July 1, 2012 and June 30, 2013. Our dedicated volunteers allow staff the freedom to accomplish many tasks necessary to keep the shop functioning smoothly.

Three volunteers, Joan Camann, Sandra Chandonnet and Richard Russell, volunteered more than 100 hours each and deserve special recognition and thanks for their gifts of time.

Our volunteers also attend a combination of staff/volunteer meetings twice a year. This facilitates a smooth flow of information and updates on upcoming exhibits. At one of those meetings, a celebration applauds the hard work put forth by all. At this meeting, everyone contributes a special treat to share and participates in a Yankee Swap, where the gifts are provided by the shop. This meeting/get together is enjoyed by all and provides a great opportunity for everyone to connect with each other and share special stories about the experiences they have encountered throughout the year.

The shop continues its tradition of offering a 30 percent discount to all the museum's volunteers during the Christmas holiday season, Mother's Day and Father's Day. Also in place is a monthly 10 percent discount on a shop item selected by the staff.

Volunteers 2012-13

Amendolara, Arlene Baker, Nancy Bator, Christina Bennett, James Bentas, Jane

Bergevin, Pauline C. Bogaert, Pauline Bouchard, Gloria Bourgeois, Laura Broad, Muriel Burke, Brendan Camann, Joan Capistran, Cecile Carroll, Mary Cartmill, Janet R.

Case, Peg

Chandonnet, Sandra

Christy, Mary Cody, Arthur Conover, Jan Conway, Judith Cook, Bob Cooper, Jane G. Crowley, Mimi Curran, Diane Davison, Marilyn DeBell, Charlotte DiGirolamo, Diane DiStefano, Julia Douglass, Sally Drisko, Katherine

Duranceau, Deborah Dyer, Denise Eckerson, Arlene Ellis, Diane Farley, Dot Feltus, Susan Filatov, Valera

Duffy, Victoria

Duhaime, Lucie O.

Dunham, Yvonne

Fischer, Aletheia Fitzgerald, Flo

Friedman, Blanche Gatzke, Matthew Gordon, H. Frances

Goss, Patricia Gray, Frances Hall, Francine Harvey, Eunice Harvey, Pam Herper, John Hills, Jane Hoke, Angela Hollman, Carolyn Howard, Pat Jensen, Joann Johnson, Nancy

Jones, Fern Kuhns, Becki Larson, Melanie Lavey, Roberta MacKenzie, Beryl Manus, Starr M. McEntee, Diane McGaan, Nancy

McKenna, Judy McMillan, Muriel McNamara, Mary Merrill, Florence Meyers, Pat

McGiffin, Jean

McGovern, Sean

Milne, Anne Molan, Patricia Moody, Linda Morrison, Mary Morrison, Pat Parrot, Pam

Parrot, Ted Pascoe, Roger Perutz, Hannah Prinz, Tricia

Ransmeier, Judith Reigstad, Patricia Resch, Carol

Richter, Liz Rouvalis, Cynthia

Richardson, Ann

Russavage, Jo Russell, Richard Salas, Yvonne Salo, Pluma E.

Sarcione, Paul Savery, Dorothy Schmida, Paula Shea, Sally Sheldon, Joan Shepler, Barbara Sieker, Don

Slotkin, Alan Spinelli, Cynthia Stewart, Nancy Superior, Sandra Tingleff, Carol Townsend, Jim Townsend, Sandra Tyndall, Kimberlee Watson, Marilyn

Wiggin, Fran Yanulis, Alice Zadravec, Nancy Zimmerman, Gay

Guild of Volunteers 2013 Awards

Frances P. Nelson Award

Carol Tingleff

Distinguished Service Award

Beryl MacKenzie

Currier Award Pins

Roger Pascoe Gay Zimmerman

Previous Awardees

In 2010, the Emeriti/ae Award was replaced with the Frances P. Nelson and Distinguished Service Awards. These Awards are described in the Guild of Volunteers Handbook.

Frances P. Nelson Awardees

Marilyn Davison – 2011 Ann Milne – 2012

Distinguished Service Awardees

James Bennett – 2011 Hannah Perutz – 2012

Current Emeriti/ae

Pauline C. Bergevin
Cecile Capistran
Janet R. Cartmill
Jane G. Cooper
Lucie O. Duhaime
Arlene Eckerson
H. Frances Gordon
Eunice Harvey
Fern Jones
Pluma E. Salo