

Augmenting Visitor Experiences through Adaptable Volunteers

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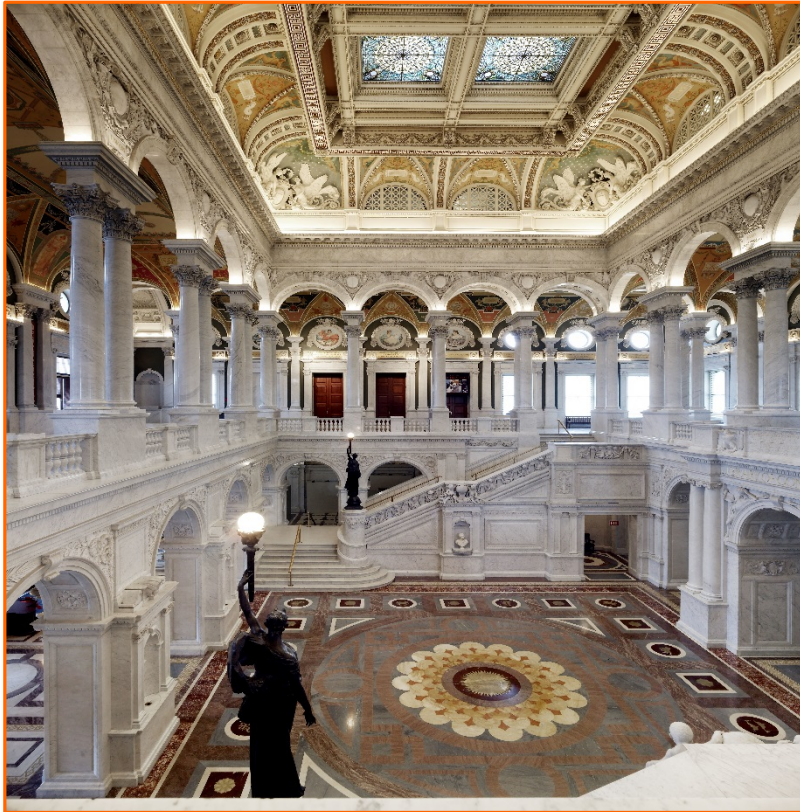
Susan Mordan-White, Deputy Chief

Visitor Engagement Office

Library of Congress

Flexible Volunteer Scheduling:

Optimize volunteer resources to enhance visitor experiences.



Best Practices:

Prepare volunteers to scaffold experiences.



Strategies: Incorporate guidelines and scheduling frameworks into volunteer management.

Tour Time	Tour Type	Group Name	Group Size	Group Type	Docents
9:00 am- 11:30 am	Flex Time	-	-	-	Randolph, Sylvia
9:00 am	Reserved Tour	NATO Group	30	Adult	Mangum, Angel Faltynek, Robert
9:30 am- 12:15 pm	Flex Time	-	-	-	Gibbs, Diana
9:45 am	Constituent Tour	-	-	-	Martin, Abby Graubart, Julian
10:00 am	Reserved Tour	Thomas Jefferson Elementary	50	School - elementary	Pileggi, Pat Robinson, Doree
10:30 am	Public Tour	-	-	-	Faltynek, Robert Mangum, Angel Keller, John
10:30 am	Gallery Ambassadors	-	-	-	McKelvey, Janice

Methods: Maintain enthusiasm, promote adaptable mindsets, and encourage continued learning.



Experiences



Ideas: Customize flexible volunteer approaches to support specific visitor engagement objectives.



5-Minute Think Tank

What is a new, far-reaching question your collections can answer?

How can your volunteers help facilitate dialogues around collections or spaces?

What uncharted physical or virtual space can your volunteers activate?

What untapped connections do your volunteers have with the collections?

How can your volunteers bridge gaps between objects, ideas, and visitors?

How can your volunteers adjust interactions with visitors for varying blocks of time?

Activating Volunteer Super Powers:

Realize the benefits of encouraging volunteers to reach their full potential as cultural institution ambassadors.



Contact

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