

## **2022 Volunteer Annual Report Castle in the Clouds**

Compiled and written by Lynne Walsh  
Dec. 2022

We had a great group of volunteers this year with many returning and a lot of new dedicated volunteers joining our program at Castle in the Clouds. We had 85 total volunteers in 2022 with 10 of these coming as a group of students/teachers from Moultonborough Academy for a clean-up day in the spring. Of the 75 other unaffiliated volunteers, 63% of them were returning and 37% were new volunteers this year. Of the 28 new volunteers this year, 5 (18%) committed over 50 hours to Castle in the Clouds volunteering over the course of this season.

This year, 2022 was a very different year than we have had in the past. Due to the inability to hire paid staff to manage the daily operational offerings, the Castle was closed on Tuesdays and Wednesdays throughout the whole season. These are the most popular volunteer-requested days since most volunteers do not want to volunteer on the weekends. With these 2 weekdays being closed each week, we did lose some of our volunteers who could not volunteer on any of the other days. However, even with the fewer days of the Castle being open to the public and fewer total volunteers, the number of volunteer hours for this year (2324) was just slightly under the total number from 2021 (2410). This indicates that fewer volunteers provided more volunteer hours on fewer days in 2022 than in the previous years.

Trends this year in each area:

- We added more new committed volunteer interpreters this year than in previous years. We increased the number of volunteer interpreters at Lucknow by 60% from 10 to 16 with 7 of these volunteers being new this year. The total number of hours decreased but that was due to 2 week days (the most popular days to volunteer) Lucknow was closed. There were some days when Lucknow was staffed almost exclusively by volunteer interpreters working with a paid floor manager.
- Gardening still remained strong with many volunteer gardeners returning and new ones joining. We kept the 2 work days, one of which was on a closed day (Wed) to enable everyone to volunteer on the day most convenient to their schedule. Due to the gardeners working on the Castle grounds on Wednesday, when it was closed to the public, the gardeners many times were the gatekeepers and subsequently greeters for the Castle and its activities. They answered many questions about the Castle and steered people back to the LRCT trails and away from going up to Lucknow on those days. It was suggested, more than once by garden volunteers, that someone should be assigned or hired to be the greeter on days when the Castle is closed since they saw a steady flow of people.
- Programs are well supported by volunteers with many wanting to come back year after year to volunteer for specific programs. The annual Car Show was our biggest one-day volunteer-supported program this year with over 20 volunteers working alongside paid staff. Many programs were supported/run entirely by volunteers from a new art class, solar gazing, and our landscape tours. We also successfully added over 20 guided and weekly hikes being led mostly by 2 dedicated volunteers. However, these hikes have

now generated about 5 more volunteers who may want to be involved next year with this new hiking program. The addition of this new hiking program increased the volunteer hours for programs significantly, as seen by the data below.

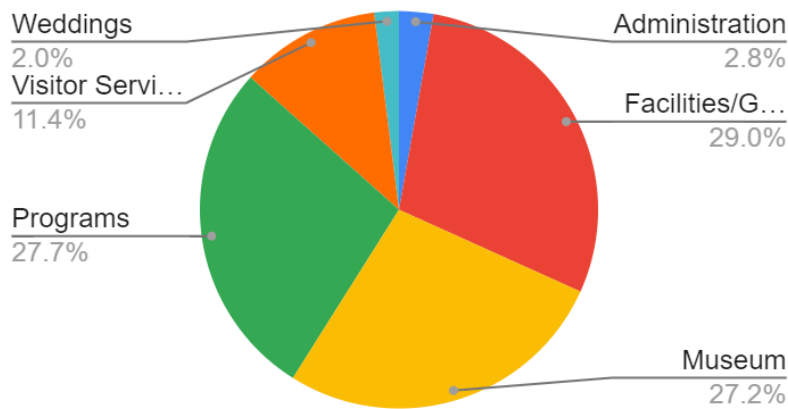
- We added 'greeting tour groups' as a new job for volunteers this year. This person would greet tour groups and get them transported to Lucknow in Kirsten's absence (late afternoon and weekend tours mostly). We had one dedicated volunteer who picked up most of these hours and worked closely with Kirsten.
- We struggled to find enough wedding volunteers to support each wedding as we did last year. We did cover about 35% of the weddings. Due to the addition and training of new paid wedding support staff, many times there was an extra paid staff at these events so volunteers were not as needed for some of the many weddings this year.
- We had a significant decrease in Visitor Services Greeters this year. This again was due to the Castle being closed for 2 weekdays. Also, for much of the season, the ticket booth and gift shop also had a paid floater to help cover shifts and direct people appropriately. Therefore, this general greeting task was being done more by paid staff this year than in years past.

Overall, the volunteer program is growing each year by attracting new volunteers while retaining many devoted returning volunteers. The commitment and willingness to help the Castle operate and welcome guests is inspiring. Most volunteers want to make the Castle a wonderful place for guests to come and it shows in their dedication and ongoing engagement. I have greatly enjoyed my time working as the Volunteer Coordinator, getting to know each volunteer and working alongside them to fulfill the Castle's mission. Grace, the new Volunteer Coordinator, is excited to join the Castle in the Clouds community and work alongside the volunteers next season. The following pages include a visual breakdown of the trends and numbers regarding engagement.

## 2022 BREAKDOWN CHARTS

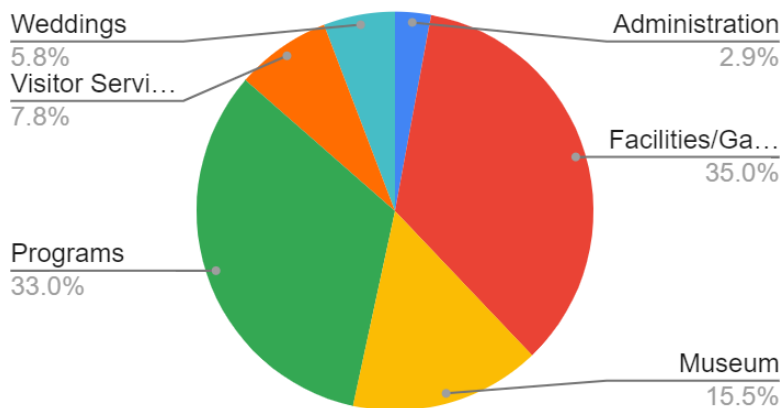
Department	Hours
Administration	64.75
Facilities/Garden	673.25
Museum	631.75
Programs	642.75
Visitor Services	265
Weddings	46.45
<b>TOTAL</b>	<b>2323.95</b>

### Volunteer Hours by Department



Department	# Volunteers/Dept
Administration	3
Facilities/Garden	36
Museum	16
Programs	34
Visitor Services	8
Weddings	6
<b>TOTAL</b>	<b>103</b>

### Number of Volunteers by Department



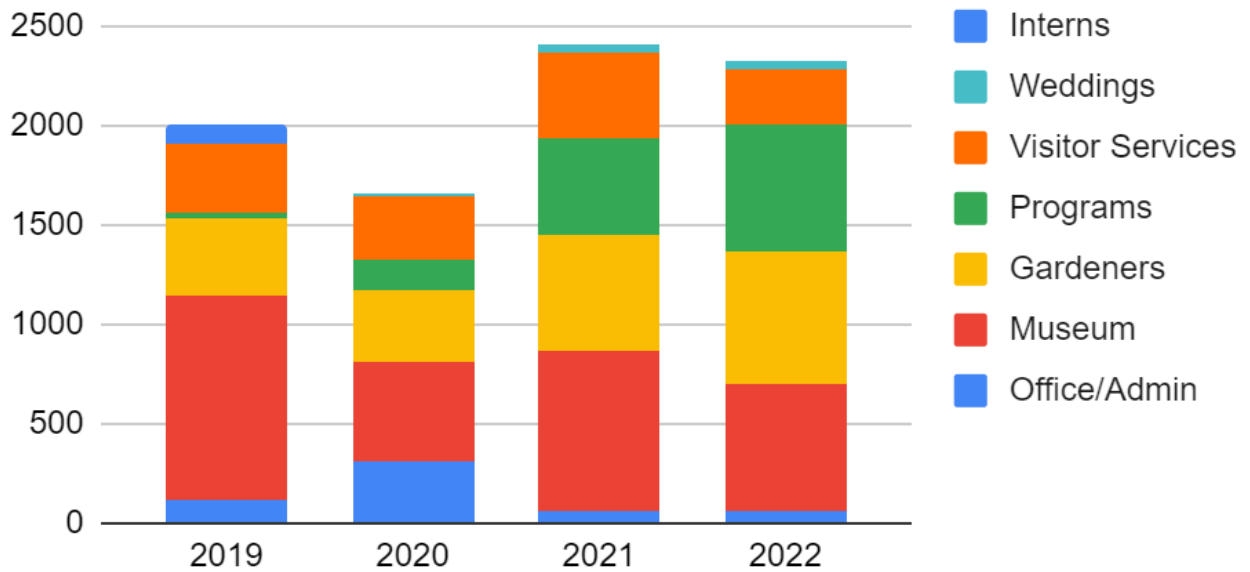
# YEARLY COMPARISON CHARTS

## TOTAL VOLUNTEER HOURS

Volunteer Hour Breakdown by Area	2019	2020	2021	2022
Office/Admin	117	308.5	54.25	64.75
Museum	1034	498.75	813.5	631.75
Gardeners	385	364.75	588.65	673.25
Programs	28.5	154	477.95	642.75
Visitor Services	342	314	432.25	265
Weddings	0	16	43	46.45
Interns	106	0	0	0
<b>Total</b>	<b>2012.5</b>	<b>1656</b>	<b>2409.6</b>	<b>2323.95</b>

**NOTE: 2020 was the pandemic year.  
2022 the Castle was closed Tues and Wed all season.**

### Volunteer Hours by Dept each year

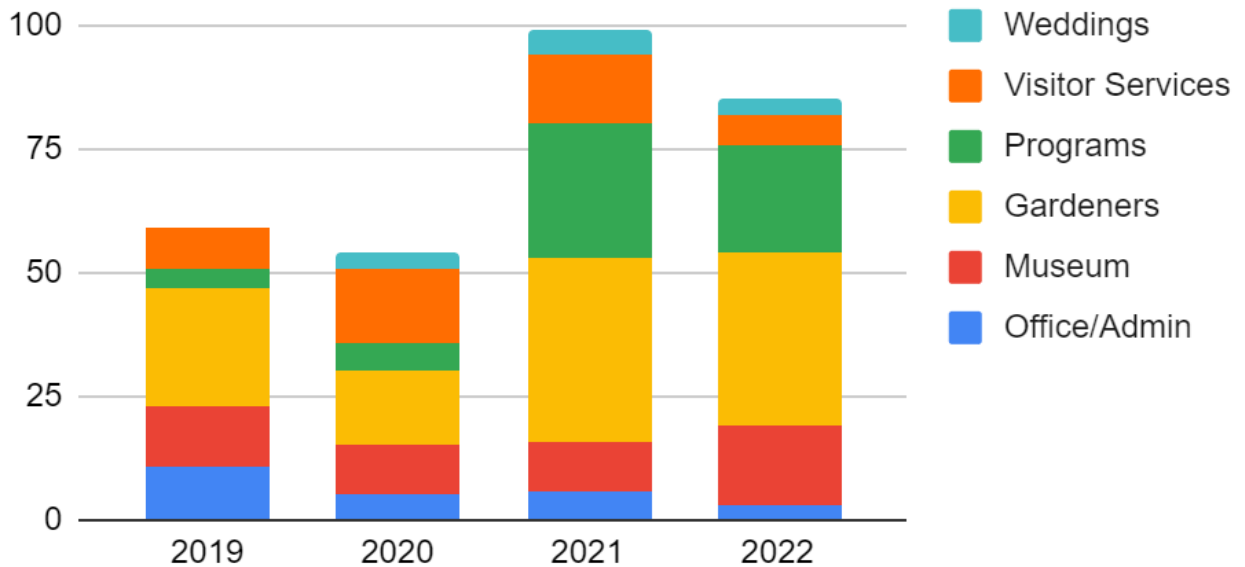


Volunteer Hour Breakdown by area

## TOTAL VOLUNTEERS

No. of Vols/Department	2019	2020	2021	2022
Office/Admin	11	5	6	3
Museum	12	10	10	16
Gardeners	24	15	37	35
Programs	4	6	27	22
Visitor Services	8	15	14	6
Weddings	0	3	5	3
<b>Total</b>	<b>59</b>	<b>54</b>	<b>99</b>	<b>85</b>

### Number of Vols. by Dept each year



Volunteer Person Breakdown by area

## TOTAL HOURS LOGGED PER VOLUNTEER:

Volunteers by Total Hours Logged by Season	2019	2020	2021	2022
2-10 hours	30	23	53	41
10-50 hours	17	21	27	25
50-100 hours	6	6	15	14
> 100 hours	6	4	4	5
<b>TOTAL</b>	<b>59</b>	<b>54</b>	<b>99</b>	<b>85</b>

### Breakdown by Hours Logged

