

# 2023 Volunteer Annual Report

## Castle in the Clouds

Compiled and written by Grace Trites

Nov. 2023

As another year comes to an end, we are reflecting on a wonderful year of volunteering at the Castle in the Clouds. We continue to retain a strong community of returning volunteers, while many new dedicated volunteers joined our team. We had a total of 71 volunteers in 2023, including 10 students from Moultonborough Academy's Clean-Up Day this spring. Of the remaining 61 volunteers, 31% were new volunteers and 69% were returners.

In 2022, there were 85 volunteers, showing a decrease of 14 volunteers for 2023. However, the total number of volunteer hours increased from 2022, showing a trend of increasing hours per volunteer. In 2022, the total number of volunteer hours was 2323.95 with 85 volunteers, yet in 2023 the total number of volunteer hours was 2367.7 with 71 volunteers. The average number of hours per volunteer was 27.3 in 2022, and the average number of hours per volunteer was 33.3 in 2023. This was an increase from 2022, when the Castle was closed on Tuesday and Wednesday. This year, the Castle was opened 6 days a week, closed on Wednesday. Additionally, from an increase in programs and field trips being piloted in the spring, the need for Program Volunteers increased. Below are some notable trends throughout the volunteer program.

- For 4 of the 6 days a week the Castle was open, there was a Visitor Services floater who was often scheduled as a greeter outside the Carriage House. This staff member helped fill in previous years' volunteer gaps. However, we had 4 extremely consistent and reliable visitor services volunteers who ensured there was at least one greeter present each day we were open.
- A new volunteer position was created this season, Education Outreach Assistant, because our Education & Partnership Department piloted field trips to Castle in the Clouds. This fell under the Programs Department and was additionally supported by several of our hiking volunteers. We had two new volunteers join our team as Education Outreach Assistants, who logged many hours this spring as they volunteered at nearly every field trip. Three of our hiking volunteers as well as our photographer joined field trips, adding many hours to the Programs Department. Programs had the most number of volunteer hours, at 742.5.
- Guided Hikes and Hiker's Club were consistently held throughout the season, with roughly 30 hikes led by a core group of 4 volunteers. Additionally, volunteers staffed Land, People, and Property Tours and Graveyard Tours, where guests learned about the rich history of this property.
- Nearly every wedding this season was covered by a volunteer greeter, a significant increase from last season. In 2022, 35% of weddings had a volunteer greeter. This year, one volunteer covered nearly 70% of the weddings this season!
- Our team of volunteer gardeners was smaller this season, with 25, as compared to 35, in 2022. These numbers do include one-time Clean-Up Day programs as well. However, with 10 less volunteers, they still had 639 hours of volunteer gardening! Our gardeners continued to work Wednesday and Friday mornings, tending to a variety of gardens and planters

around the Carriage House as well as Olive's Garden. Their hard work and dedication tending to the gardens is always appreciated by our guests.

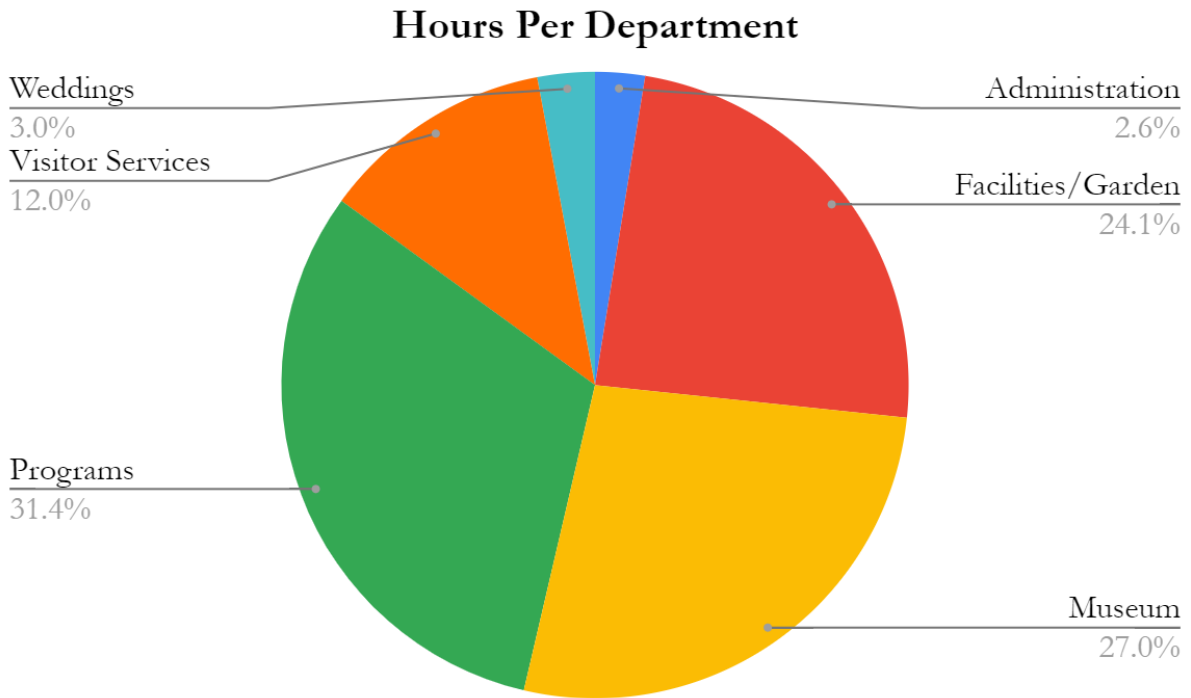
- The Community Arts Festival, Car Show, and Christmas at the Castle were all very busy and successful days for the Castle, and were staffed with many volunteers. When there was a need, our volunteers were eager to step up and help in whatever way possible. The Car Show had 19 volunteers doing a variety of jobs including pre-registration check-in, registration, spectator admission, parking attendants, judges, and visitor services greeters. For Christmas at the Castle, 14 volunteers covered 29 shifts throughout the 5 days, helping with pre-registration, the craft table, Santa's Workshop, and museum interpretation. These events would not be possible without our volunteers' generosity and dedication!

As the numbers and data vary year to year, the truth remains that our team of volunteers - both new and returning, are unbelievably dedicated, passionate, and generous. The Castle in the Clouds team of volunteers are unlike any other - a community of individuals who are unwavering in their support for our mission. It has been such a wonderful experience to work alongside the volunteers and staff. There is a strong team mentality, where everyone is willing and eager to lend a helping hand and support the Castle's mission in any way necessary. The following pages include a visual breakdown of the trends and numbers regarding engagement. I encourage our volunteers to take a moment to reflect on the amazing impact that their time, talents, and knowledge has had on the Castle this past season. Thank you!!

# 2023 BREAKDOWN CHARTS

## HOURS PER DEPARTMENT

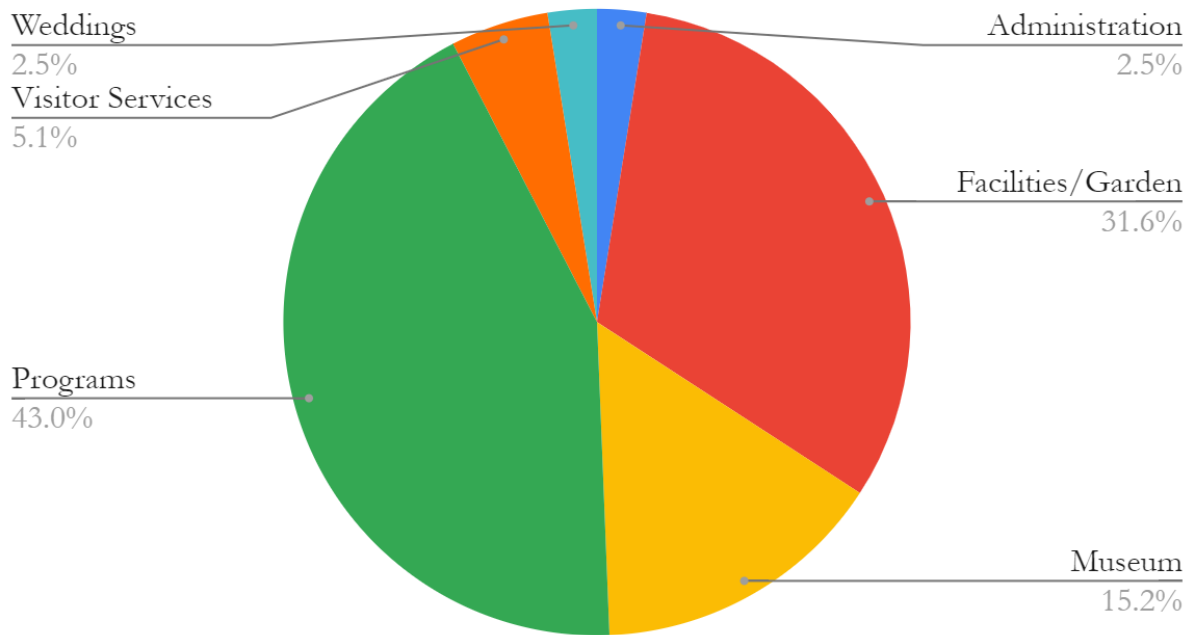
Department	Hours
Administration	60.7
Facilities/Garden	570.5
Museum	639
Programs	742.5
Visitor Services	285
Weddings	70
<b>TOTAL</b>	<b>2,367.7</b>



## NUMBER OF VOLUNTEERS PER DEPARTMENT

Department	# Volunteers/Dept
Administration	2
Facilities/Garden	25
Museum	12
Programs	34
Visitor Services	4
Weddings	2
<b>TOTAL</b>	<b>79</b>

### Number of Volunteers/Department



# YEARLY COMPARISON CHARTS

## TOTAL VOLUNTEER HOURS

Volunteer Hour Breakdown	2019	2020	2021	2022	2023
Office/Admin	117	308.5	54.25	64.75	60.7
Museum	1034	498.75	813.5	631.75	570.5
Gardeners	385	364.75	588.65	673.25	639.0
Programs	28.5	154	477.95	642.75	742.5
Visitor Services	342	314	432.25	265	285.0
Weddings	0	16	43	46.45	70
Interns	106	0	0	0	0
<b>Total</b>	<b>2012.5</b>	<b>1656</b>	<b>2409.6</b>	<b>2323.95</b>	<b>2367.7</b>

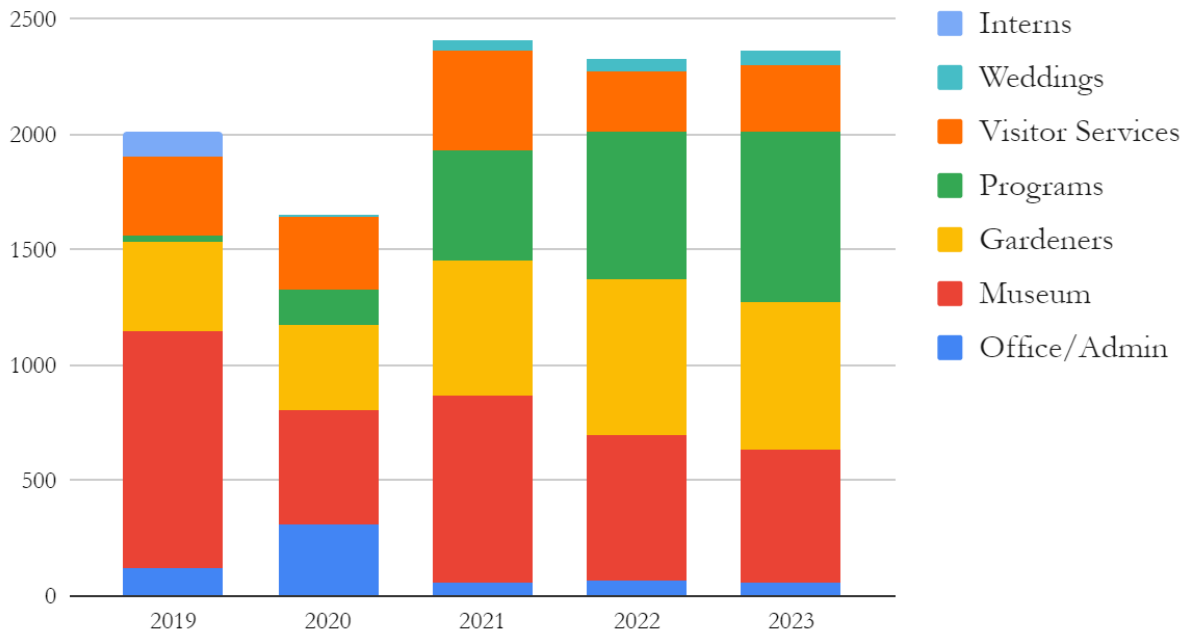
\*Note:

The pandemic began in 2020

Castle was closed Tuesday & Wednesday all season in 2022

Castle was closed Tuesday all season in 2023

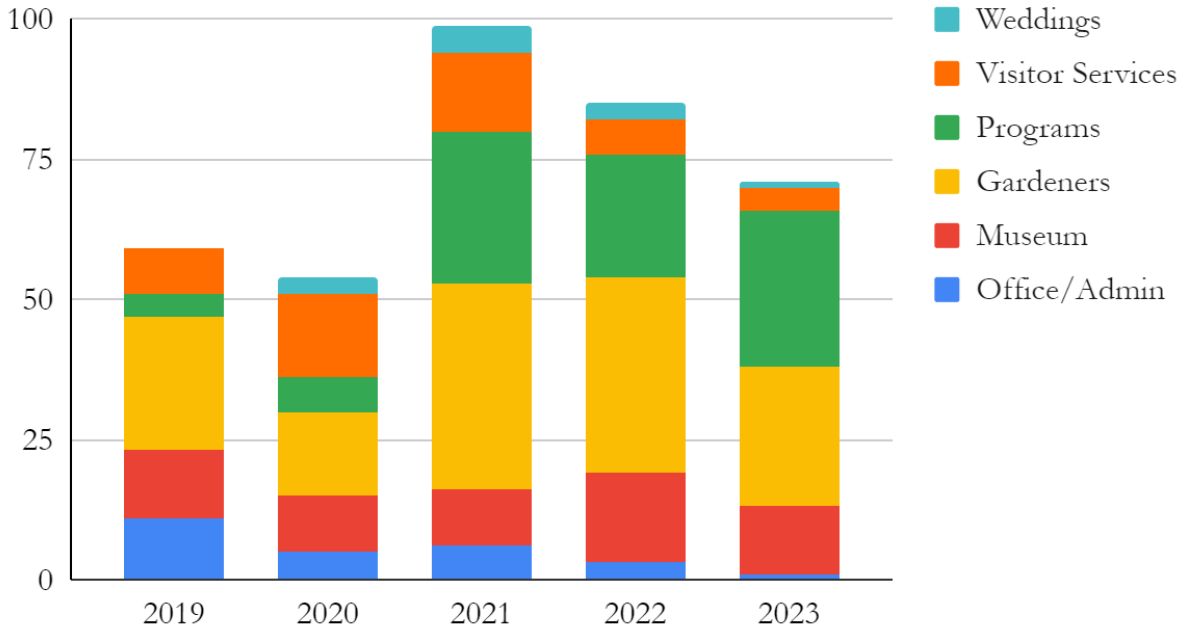
## Annual Volunteer Hours



## TOTAL VOLUNTEERS

No. of Vols/Department	2019	2020	2021	2022	2023
Office/Admin	11	5	6	3	1
Museum	12	10	10	16	12
Gardeners	24	15	37	35	25
Programs	4	6	27	22	28
Visitor Services	8	15	14	6	4
Weddings	0	3	5	3	1
<b>Total</b>	<b>59</b>	<b>54</b>	<b>99</b>	<b>85</b>	<b>71</b>

**No. of Volunteers by Dept.**



## TOTAL HOURS LOGGED PER VOLUNTEER

<b>Volunteers by Total Hours Logged by Season</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
2-10 hours	30	23	53	41	34
10-50 hours	17	21	27	25	21
50-100 hours	6	6	15	14	11
> 100 hours	6	4	4	5	5
<b>TOTAL</b>	<b>59</b>	<b>54</b>	<b>99</b>	<b>85</b>	<b>71</b>

### Total Volunteer Hours Per Season

