

2024 Volunteer Annual Report

Castle in the Clouds

Submitted by Kim Prause

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Volunteers at Castle in the Clouds play a vital role in helping us fulfill our mission of preserving and interpreting our resources for the benefit of the public. In 2024, 87 volunteers dedicated their time to leading hikes, guiding walks, and facilitating astronomical programs. They served as museum interpreters, greeted visitors at the Carriage House, assisted guests during weddings and events, compiled reports, answered phones, and ensured our grounds remained clean, safe, and visually appealing.

Among the 87 volunteers (an increase from 79 in 2023), 12 were Moultonborough Academy students who helped remove large debris from the carriage road, two were high school students spending their summer in Moultonborough, and four were volunteers from the Miss NH program who staffed the craft table during Christmas at the Castle. Additionally, 14 were new volunteers, reflecting an impressive 80% retention rate.

In total, 2024 volunteers contributed 2,667 hours of service—our highest total to date. This represents an increase of 300 hours over the previous year, and 258 more hours than our previous peak in 2021. The nonprofit, nonpartisan organization Independent Sector, currently places a value of over \$34 per volunteer hour in NH. At that rate, volunteers contributed the equivalent of over \$90,000 worth of time last year.

The most hours logged were in the programs and gardening categories, though significant numbers of hours fell under the museum and visitor services categories. The final pages of this report offer visual representations of this data.

Highlights from 2024 include::

- **Program Support:** 155 programs took place at the Castle in 2024. These programs would simply not be possible without the support of our volunteer team. Throughout the year, a vast majority of the 87 volunteers were involved in helping facilitate programming. Volunteers checked in guests, directed visitors to activities, helped with activities and served as our ambassadors.
- **Astronomy Programs:** A dedicated team of five astronomy volunteers donated over 140 hours, making our popular Constellations at the Castle and weekly Solar Gazing programs possible. Their solar telescopes and extensive knowledge were integral to our Eclipse Watch party.
- **Guided Hikes and Hiking Groups:** Throughout the season, a dedicated group of five volunteers led 23 hikes, welcoming 125 guests. Their enthusiasm and knowledge provided valuable experiences for all participants.
- **Museum Interpreters and Tour Guides:** 12 volunteers served as interpreters in the museum, helping to enhance the guest experience by answering questions and sharing insights. Three volunteers also guided the Volcanoes and Cellar Holes walking tour,

providing 58 guests with a deeper understanding of the history behind the Lucknow Estate.

- **Field Trip Support:** Four volunteers contributed much-needed support to our small education/programming team facilitating the field trip program. They served as museum guides, hike leaders, and art workshop facilitators. These efforts helped connect nearly 250 students to real-world learning experiences at the Castle.
- **Weddings and Events Assistance:** 12 volunteers supported the Castle Weddings and Events team at nearly every wedding held here this year. They assisted with guest management, answered questions, and ensured smooth traffic flow during the events.
- **Group Tour Support:** One volunteer alone greeted 12 group tours, contributing 20 hours to meeting bus groups, parking RVs, and patiently waiting for late arrivals.
- **Garden and Grounds Maintenance:** Just 14 volunteers accounted for the majority of the 712 hours spent tending to the Castle's gardens and maintaining walkways and roadways. These volunteers averaged 50 hours each, which is the equivalent of almost 18 five-day work weeks. Their dedication to caring for various gardens and planters around the Carriage House, Olive's Garden, the bathhouse, and the historic entrance gate is deeply appreciated by all who visit.

In addition to regular weekly contributions, volunteers help make major Castle premier programs successful. The Eclipse Watch Party, Community Arts Festival, Castle Car Show, and Christmas at the Castle were made possible through the efforts of our volunteers. At both the Eclipse Watch Party and Community Arts Festival, volunteers were on hand to assist with parking, greet guests and staff Castle information tables. Additionally, volunteers at the Arts Festival facilitated the craft table and invited guests to participate in a scavenger hunt. At the Car Show, 16 volunteers assisted with tasks such as pre-registration, check-in, spectator admission, parking, judging, and visitor services. During Christmas at the Castle, 29 volunteers covered 42 shifts across six days, supporting various activities including pre-registration, the craft table, Santa's Workshop, and museum interpretation.

On the following pages, you'll find a visual breakdown of volunteer engagement trends and data. These numbers reflect more than just hours or tasks completed; they represent an important part of what makes the Castle so special: individuals who contribute their time, talents, and energy to make every visitor experience extraordinary.

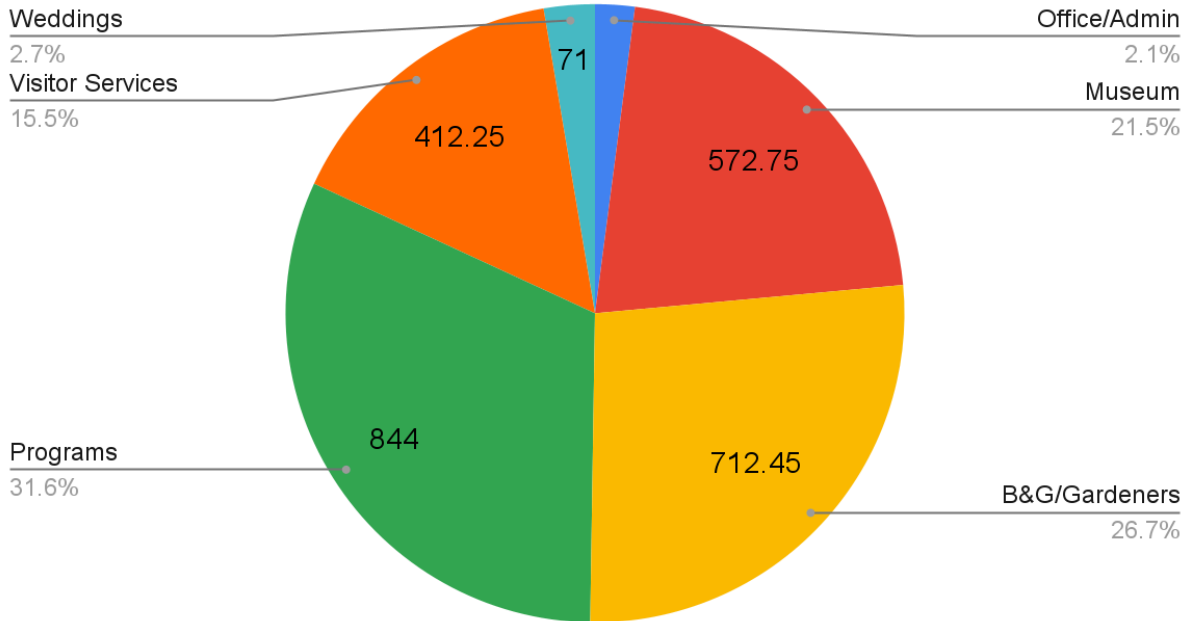
Finally, as I reflect on my first year as Volunteer Coordinator, I want to express my sincere thanks to each of you. I've had the privilege of seeing firsthand the impact that our volunteers have—not just on the Castle, but on each other and our community. You've provided invaluable help with questions, patient explanations, and willingness to step up whenever I put out the call for volunteers. Thank you!

2024 STATISTICS

HOURS PER DEPARTMENT

Department	Hours
Administration	55.15
B&G/Garden	712.45
Museum	572.75
Programs	844
Visitor Services	412.25
Weddings	71
TOTAL	2667.6

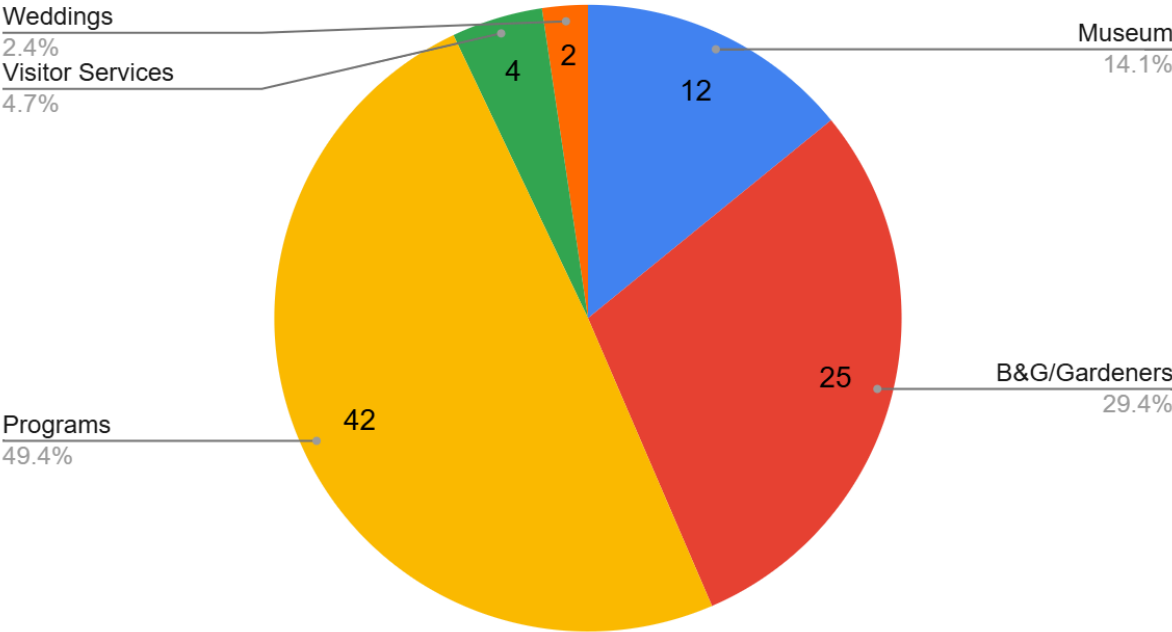
2024 Volunteer Hours per Department



NUMBER OF VOLUNTEERS PER DEPARTMENT

Department	# Volunteers/Dept
Administration	2
B&G/Garden	25
Museum	12
Programs	42
Visitor Services	4
Weddings	2
TOTAL	87

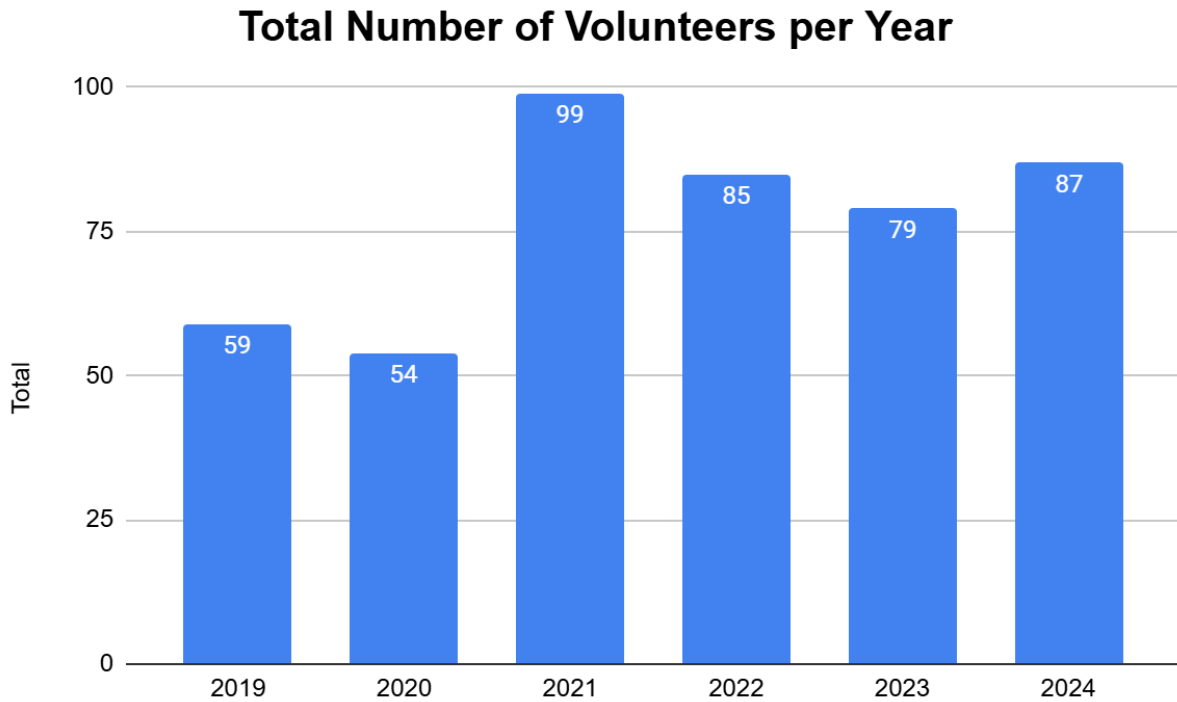
2024 Volunteers per Department



YEARLY COMPARISONS

TOTAL NUMBER of VOLUNTEERS per YEAR

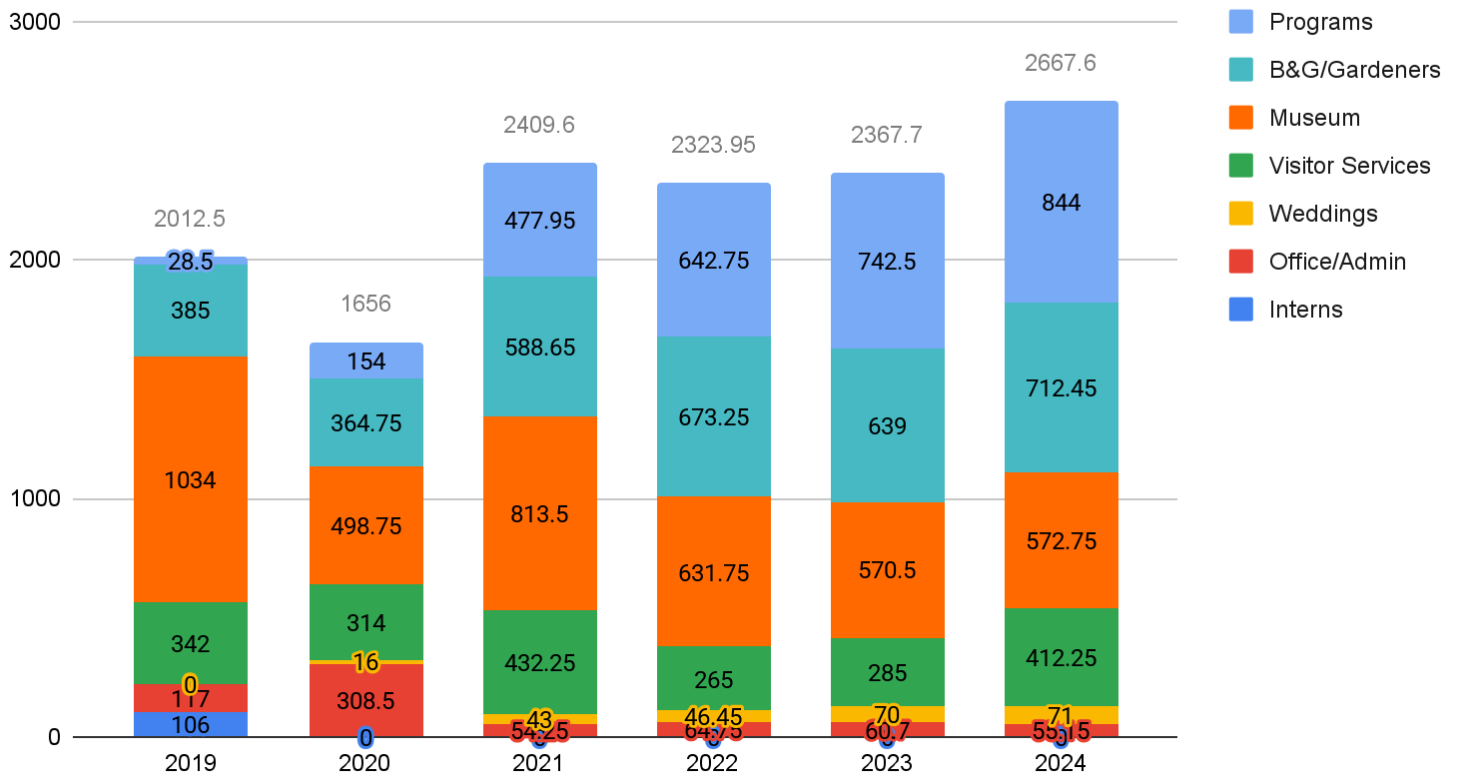
No. of Vols/Department	2019	2020	2021	2022	2023	2024
Office/Admin	11	5	6	3	2	2
Museum	12	10	10	16	12	12
B&G/Gardeners	24	15	37	35	25	25
Programs	4	6	27	22	34	42
Visitor Services	8	15	14	6	4	4
Weddings	0	3	5	3	2	2
Total	59	54	99	85	79	87



ANNUAL VOLUNTEER HOURS by DEPARTMENT

Volunteer Hour Breakdown	2019	2020	2021	2022	2023	2024
Office/Admin	117	308.5	54.25	64.75	60.7	55.15
Museum	1034	498.75	813.5	631.75	570.5	572.75
B&G/Gardeners	385	364.75	588.65	673.25	639.0	712.45
Programs	28.5	154	477.95	642.75	742.5	844
Visitor Services	342	314	432.25	265	285.0	412.25
Weddings	0	16	43	46.45	70	71
Interns	106	0	0	0	0	0
Total	2012.5	1656	2409.6	2323.95	2367.7	2667.6

Annual Volunteer Hours by Department



INDIVIDUAL VOLUNTEER HOURS per YEAR

Volunteers by Total Hours logged by season	2019	2020	2021	2022	2023	2024
2-10 hours	30	23	53	41	34	40
10-50 hours	17	21	27	25	21	26
50-100 hours	6	6	15	14	11	16
> 100 hours	6	4	4	5	5	5
TOTAL VOLUNTEERS	59	54	99	85	71	87

Individual Volunteer Hours per Year

