

VOLUNTEER PROGRAM

Terry Friedman

Volunteers and docents are the lifeblood of the Oriental Institute. Last fiscal year a total of 7,310 hours were clocked by volunteers and docents who led tours; contributed to research for faculty and staff; helped collections, Archives, and Registration keep track of objects and stay organized; and staffed public programs and events.

This is the forty-sixth year of the Oriental Institute's Volunteer Program and it has been a time of reflection and reassessment. We have embarked on a number of new initiatives that are already helping the program achieve more, communicate better, and conduct our work with more ease and efficiency.

Online Initiatives

Online initiatives helped the Volunteer Program streamline many of its policies and procedures. One of these new initiatives was the introduction of Volgistics, an online tour-schedul-

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ing program (fig. 19). After months of testing the program's functionality, this user-friendly web-based system was introduced to the volunteers during the January Volunteer Day program. The move from the traditional pen-and-paper scheduling system to Volgistics has provided greater flexibility with tour staffing, allowing staff, docents, and captains to monitor tour coverage online. Volunteers can now easily manage their time commitments and get a bird's-eye view of where and when help is needed. Sue Geshwender was instrumental in setting up this new system and assisted the department with training all volunteers on how to use the program. Sue also sets up each new volunteer on Volgistics as part of their orientation.

We also redesigned our web page to attract new potential volunteers and provide them with a clear overview of the various ways the Oriental Institute uses the help of volunteers. Job descriptions were developed and posted for docents and volunteers who work at public programs and events, in the Research Archives, and at the Suq. A new online application form was also developed to help potential volunteers apply, and for department staff to manage and easily review the volumes of applications received monthly. This year alone we reviewed over thirty-two volunteer applications.

The monthly newsletter the Volunteer Voice continues to be an important communication tool between the volunteer staff and our volunteer and docent corps. In June, we updated the Volunteer Voice to a new online e-newsletter format that enables us to include images and make the information more engaging and user friendly (fig. 20).

Docents

This year, from our new group of volunteers, six were selected to become docents and train to give tours. Docent captains continue to play an active role in guiding and training new docents, giving them the support they need



Figure 19. Screenshot of Volgistics



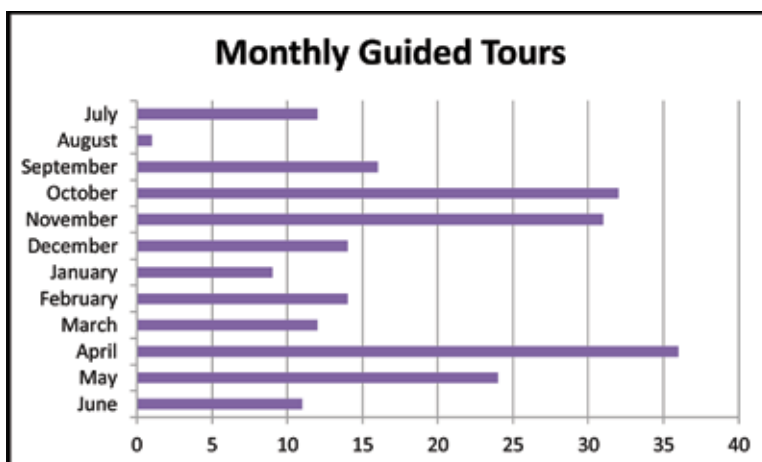
Figure 20. Screenshot of the online Volunteer Voice

to become successful and confident museum tour leaders. Monthly captain meetings were reinstated to help strengthen lines of communication and to provide an important forum to gather feedback with program refinements and changes. A formal job description was developed to standardize their responsibilities.

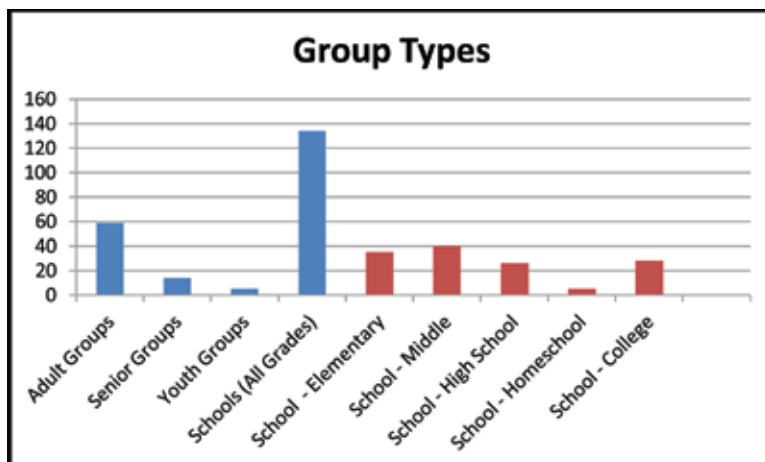
We extend our thanks and appreciation to the following captains and co-captains for their hard work and dedication throughout this past year: Myllicent Buchanan, Gabriele DaSilva, Wahied Helmy Girgis, Dennis Kelley, Stuart Kleven, Larry Lissak, Demetria Nanos, Jean Nye, Stephen Ritzel, Deloris Sanders, Hilda Schlatter, and Carole Yoshida. After five years of serving as Thursday co-captain, Hilda Schlatter has decided to step down from her duties. We are pleased to announce that Margaret Schmid has begun assuming the Thursday captain responsibilities.

Tour Program

Education associate Sue Geshwender took over the role of marketing and booking guided tours as well as becoming the staff contact for Thursday and Friday docents and volunteers. This past year Sue helped the department create a new online tour request form (with Moriah Grooms-Garcia’s help) that works with the newly completed interactive tour database that Sue developed with the assistance of volunteer Kate Lieber. This new change has allowed the department to continue to collect accurate data about who is coming on tours and what months they are coming (see chart, below). By having access to this tour information we will be able to look for opportunities to market our tours to different groups and fill in tours around the times that school tours drop off. We are keenly aware that schools in the Chicago area are following a national trend in reducing the number of off-campus trips allowed. The financial pressures, increasing class sizes, and labor-force upheaval in the Chicago Public Schools are being felt by a reduction of school visits and we are looking for new ways to fill the gap — these new systems are an important tool in helping us achieve that goal. The tour program’s hard-working docent corps conducted 212 guided tours through the Museum this year.



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Volunteer Days

Monthly Volunteer Days offer educational programming and gallery-related activities, giving docents ongoing training for conducting high-quality tours. Volunteer Days also provide continuing education for everyone who attends. Last year these programs highlighted the research and projects of Institute faculty and staff. This season we want to thank the following speakers: Jason Barcus, John Brinkman, Wahied Girgis, Jack Green, Ray Johnson, Nadine Moeller, Gil Stein, Emily Teeter, Susan van der Meulen, and Karen Wilson (fig. 21).



Figure 21. The March Volunteer Day featured chief curator Jack Green, who discussed conducting tours for the adult learner and gave a tour highlighting tour techniques for this audience (photo by Carol Ng-He)

Docent Library

This year we made the first fundamental renovation to the docent library in over ten years. The room was repainted and reorganized to make it brighter, easier to navigate, and more open. Corkboards were added for staff to communicate information about various exhibitions, programs, and lectures that may be of interest to our docents. The hospitality area was relocated to the library creating a comfortable area for volunteers to socialize and study.



Figure 22. Margaret Foorman (right) and Marilyn Murray in the renovated docent library (photo by Terry Friedman)

Margaret Foorman, docent librarian, has continued her work organizing and curating the docent library collection. The annual book sale, which is part of the December Volunteer Day program, raised over \$232 to help keep books in the docent library current. Margaret and Catherine Kenyon have spent time this year reorganizing and asking faculty to review and cull the books in the library to ensure we are offering the best scholarship and resources for our docents and volunteers. Our thanks go to McGuire Gibson, Jack Green, Theo van den Hout, Abbas Alizadeh, Jan Johnson, and Don Whitcomb for helping with this effort. We are pleased to announce that Marilyn Murray has stepped into the role of assistant librarian to help Margaret with library duties (fig. 22). Our thanks to the following

volunteers for their support throughout the year with maintaining this valuable resource: Rebecca Binkley-Albright, Ginny Clark, Fred Eskra, Wahied Helmy Girgis, Sandy Jacobsohn, Marilyn Murray, Stephen Ritzel, and Carole Yoshida. We wish to thank everyone for their generous donations of books and materials that have significantly expanded our library's collection, with a special note of appreciation to the estates of Debbie Aliber Nina Longley, and Mari Terman and to the generosity of Barbara Baird.

Interns

This year the Volunteer Program officially began fielding internship applications from students around the country and placing them in departments throughout the Institute. In total we placed five interns this year:

- Petra Creamer, Museum
- Rebecca Mae Cuscaden, Education
- Alison Hundertmark, Education
- Brendan Mackie, Volunteer Office
- Lauren van Nest, Education

Fall 2012 Mini-Series

In autumn, the mini-series *Medicine and Magic in the Ancient World: A Search for the Cure* built on the success of prior fall mini-series. This year's programs brought together faculty members from the Oriental Institute and the University of Chicago Department of Classics and broke all attendance records with an increase of 51 percent in total attendance to the series. The four-part series featured six lectures on medical and magical practices in ancient Egypt, Greece, and Mesopotamia. The lectures offered a rare opportunity to study what ancient Egyptians, Greeks, and Mesopotamians thought about their bodies, disease, and medicine, illustrating how ancient people frequently interpreted their world through a combination of religious and magical elements. Our thanks to participants Elizabeth Asmis, Robert Biggs, Christopher Faraone, Walter Farber, Robert Ritner, and John Wee for their thought-provoking lectures and discussions. Moving forward, the fall mini-series will be

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Figure 23. The final session of the four-part *Medicine and Magic in the Ancient World* mini-series featured a panel discussion with (from left to right) Walter Farber, John Wee, Christopher Faraone, and Robert Biggs. Not pictured are Elizabeth Asmis and Robert Ritner (photo by Terry Friedman)

incorporated into the fall lectures sponsored by Oriental Institute Membership. We hope this new collaboration will increase our target audience and give more patrons the chance to attend all the lectures offered in the fall (fig. 23).

Volunteer Recognition

December Volunteer Day remains a time when faculty, staff, and volunteers come together to recognize the contributions of the Oriental Institute’s volunteers. The event has become an annual celebration, when new volunteers are introduced to the corps and awards for years of service are conferred. This year’s program took place on December 3 in Breasted Hall with a presentation by Gil Stein followed by the induction of eleven new volunteers and a recognition ceremony for volunteers with over five years of service. The event culminated with a luncheon at the University Quadrangle Club (figs. 24–25).

New Volunteer Class

** Denotes new volunteers who are leading tours and working on projects and events*

Laura Alagna
 Craig Bean, docent in training
 Lauren Bisio
 Maeve Carpenter, docent in training
 Amanda el-Khoury
 Fred Eskra*
 Shirlee Hoffman

Su Kang
 Ralph Klein, docent in training
 Paula Pergament
 Stephen Scott, docent in training
 Peter Rickert, docent in training
 Margaret Schmid*

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Figure 24. Volunteer Recognition Award recipients in Breasted Hall. Pictured, from left to right: volunteer coordinator Terry Friedman, volunteers Hilda Schlatter, Larry Lissak, Susan Bazargan, and Roberta Buchanan (all recognized for five years of service), Director Stein, and volunteer coordinator Cathy Dueñas. Not pictured: Anne Schumacher (20 years) and Kitty Picken (35 years) (photo by Craig Tews)



Figure 25. On December 3, faculty, staff, and volunteers gathered together to enjoy the annual volunteer luncheon at the University of Chicago Quadrangle Club to celebrate the year's achievements (photos by Craig Tews, compiled by Brendan Hackie)

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This year, six people were recognized for their years of loyal service to the Oriental Institute. The Volunteer Program's effectiveness and resilience is built on the long-term dedication of its volunteers and we are proud that they each have reached this milestone.

Retirement of Cathy Dueñas

This year marked the end of an era for the Volunteer Program. For the past twenty years Cathy Dueñas and Terry Friedman have shared the position of volunteer services coordinator. On February 11, 2013, Cathy retired and began a new phase of her life (fig. 26). Cathy came to the Institute as a volunteer in 1984 and joined the Thursday docent team. In 1993, Cathy and Terry replaced Janet Helman as volunteer coordinators, sharing the position for the next twenty years.



Figure 26. Cathy Dueñas (photo by Randy Adamsick)



Figure 27. Head of Public Education Catherine Kenyon (left) honoring Cathy Dueñas with a plaque and scholarship in her name

In honor of Cathy's years of service, the Catherine J. Dueñas Transportation Scholarship Fund was established to help underwrite the cost of bringing school children to the Oriental Institute Museum. The fund will give priority to schools with a majority Latino student demographic — a student population that is near and dear to Cathy's heart (fig. 27).

In Memoriam

The Volunteer Program lost seven loyal friends and supporters this past year: Debbie Aliber, Ira Hardman, Nina Longley, Janet Russell, Elizabeth Spiegel, Mari Terman, and Jane Thain. These individuals exemplified the true spirit of volunteerism by devoting their time, unique talents, and generous financial support to help further the goals and mission of the Oriental Institute. We will greatly miss them and we are thankful that they chose to spend a portion of their lives with us.

On the Horizon

There are many exciting new initiatives and refinements planned for next year that will help the program develop new approaches to docent training as well as to broaden the scope of educational opportunities offered to all volunteers.

We are proud of the new collaboration with the Membership Department that will incorporate the fall mini-series into the Member's Lectures. The topic presented this fall is *Why Civilizations Collapse: Internal Decay or External Forces?* Look for the program dates in October through January.

In October the Volunteer Program will launch an eight-week docent-training session that marries content with tour-technique training. By the fall, new incoming volunteers and docents will have refreshed training and orientation materials, and we will introduce a concerted effort to recruit University of Chicago students for public-program volunteer positions and graduate students of ancient history to apply for docent positions.

Beginning in January 2014, Volunteer Days will be planned around an annual theme. To get things started, 2014 will be the Year of Archaeology.

On behalf of the department we are all looking forward to a dynamic and thought provoking new year.

Museum Docents

** Denotes docents who are also project or event volunteers*

John Aldrin	Erica Griffin*	Mary O'Connell
Dennis Bailey	Ira Hardman (deceased)	Mary O'Shea
Douglas Baldwin	Janet Helman*	Nancy Patterson
Nancy Baum*	Lee Herbst	Kitty Picken
Susan Bazargan	Mark Hirsch*	Semra Prescott*
Christel Betz	Dennis Kelley	Stephen Ritzel*
Rebecca Binkley-Albright*	Stuart Kleven	Lucie Sandel*
Daniel Bloom	Panagiotis Koutsouris	Deloris Sanders
Myllicent Buchanan	Alfia Lambert	Hilda Schlatter*
Roberta Buchanan*	Larry Lissak*	Joy Schochet
Ginny Clark*	Debra Mack*	Mary Shea
Gabriella Cohen	Paul Mallory*	Mae Simon
Gabriele DaSilva*	Margaret Manteufel	Toni Smith*
John DeWerd	Sherry McGuire	Dee Spiech*
Joe Diamond*	Donald McVicker	Mari Terman (deceased)
Margaret Foorman*	Marilyn Murray*	Craig Tews*
Barbara Heller Freidell	Demetria Nanos*	Ronald Wideman*
Dario Giacomoni	Jean Nye*	Steve Wolfgang
Wahied Helmy Girgis*	Daniel O'Connell	Carole Yoshida*

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Volunteers

Benedetta Bellucci	Abigail Harms	Paige Paulsen
Ray Broms	Akemi Horii	Paula Pergament
Josh Cannon	Jen Johnson	Nicole Pizzini
Robyn Dubicz	Dake Kang	O. J. Sopranos
Andrea Dudek	Su Hyeon Kim	Roberta Schaffner
Alexander Elwyn	John D. Lawrence	Daila Shefner
Bill Gillespie	Katherine R. Lieber	George Sundell
Terry Gillespie	Amy Lukas	Tasha Vorderstrasse
Kristen Gillette	Carlotta Maher	Robert Wagner
Irene Glasner	Alice Mulberry	David Westergaard
Theodore Gold	Shel Newman	John Whitcomb
Debby Halpern	Giulia De Nobili	Agnes Zellner
	Ila Patlogan	

Suq Volunteers

Barbara Storms-Baird	Judy Bell-Qualls	Jane Meloy
Ray Broms	Peggy Grant	Norma van der Meulen

Volunteers Emeritus

Debbie Aliber (deceased)	Anita Greenberg	Muriel Nerad
Barbara Baird	Mary Harter	JoAnn Putz
Joan Barghusen	Teresa Hintzke	Agnethe Rattenborg
Jane Belcher	Patricia Hume	Patrick Regnery
Gretel Braidwood	Sandra Jacobsohn	Alice Rubash
Noel Brusman	Alice James	Norman Rubash
Andrew Buncis	Morton Jaffee	Janet Russell (deceased)
Charlotte Collier	Betsy Kremers	Anne Schumacher
Bob Cantou	Nina Longley (deceased)	Lillian Schwartz
Hazel Cramer	Jo Lucas	Elizabeth Spiegel (deceased)
Joan Curry	Masako Matsumoto	Jane Thain (deceased)
Erl Dordal	Patricia McLaughlin	Ray Tindel
Mary Finn	Roy Miller	Madi Trosman
Joan Friedmann	Kathleen Mineck	Inge Winer
	Alice Mulberry	
