





## A RECIPE FOR CHANGE

*The Docent Ambassador Program as a Model for  
Updating Volunteer Programs*

**Birch Aquarium at Scripps,  
La Jolla California**

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# A Look Back

History of Volunteer Programs  
Docent Guided Tour Program  
Museum Docents

## What are you doing?

Your History?  
Volunteers in Education?  
Roving Interpreters?  
Interpretation?





# The Need for Change?



**Birch Aquarium...**

Facility Upgrades

New Staff

Expanded Programs

**Culturally...**

Interpretation

Volunteerism

## Recipe Card

What new ingredients do you have?





# The Need for Change


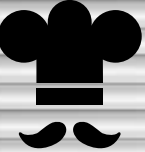



## At the Birch Aquarium

- Program did not change with the Aquarium
- Few volunteers cross-trained
- Training was not appropriate
- Programs became isolated


## Recipe Card

What's in your pantry that might be expired?  
Organize your kitchen! (Prioritize)





# Prep Time (Pre-heat your oven!)



## At the Birch Aquarium...

- Created positions & assessed current ones (Menu Options)
- Created timeline of events
- Developed Training
- Marketing and Support-internal and external
- Gathered appropriate tools

## Recipe Card

What will be on the menu?

Do you have the right utensils?

Develop your timeline! Look facility-wide!





# Set Up Your Kitchen Staff



## At the Birch Aquarium...

- Aquarium Executives (Restaurant Owner)
- Volunteer Coordinator and Scheduler (Executive Chef)
- Interpretive Program Coordinator (Kitchen Manager)
- Other Staff (Line Cooks, Bus Staff)
- Volunteers (Wait Staff)

## Recipe Card

Who is involved at your site?

Who should be involved?

Volunteers to flip burgers or serve filet mignon?





# Let's Cook!



## At the Birch Aquarium...

- Docent Ambassador Program Hits The Floor
- Tasted the Recipe Along the Way
- Kept a close eye on kitchen staff, wait staff.
- Feedback, two-way communication, evaluation.
- Sometime you have to Just Say No!

## Recipe Card

Don't forget to taste the creation carefully.



# Managing the Kitchen

## At the Birch Aquarium...

- Year Two of the Docent Ambassador Program
- Unexpected Benefits
- Continue to improve the recipe
- Seeking further support
- Keeping it fresh!



## Recipe Card

Keep your ingredients and creation fresh!

# What Worked For The Birch Aquarium

- Carpe Diem!-Looked for opportunities for change.
- Identified what we were lacking.
- Used interpretation as a tool.
- Planning Was Essential.
- Team Approach.
- Constant Communication.
- Expected Bumps.



# Your Recipe

What new ingredients do you have?

What's in your pantry that might be expired?

Organize/Prioritize

# Your Recipe

What will be on the menu?

What utensils will you need? Cooking Class?

Timeline Development

# Your Recipe

Kitchen Staff

Dream Chef!

Who will be your servers? Where will you get them?

# Your Recipe

Taste your creation carefully!

Keep it fresh!