

REIMAN
GARDENS
IOWA STATE UNIVERSITY

VOLUNTEER IMPACT REPORT 2019



All photos on this page were taken by volunteers.



"I volunteer with Reiman Gardens because there are a wide variety of fun opportunities."

2019 VOLUNTEERS

This year marked an exceptional year of volunteerism with Reiman Gardens. We had another record year of volunteer participation with **17,930** hours contributed by over **340** individual volunteers and **72** service groups. Volunteer hours are valued at \$23.41 and are equivalent to 8.62 full-time employees. Volunteers supported all of our departments, including adult and youth Education, Events, Entomology, Horticulture, Membership, Communications, Administration, Gift Shop, community outreach, and our volunteer program.



VOLUNTEER ENGAGEMENT VISION STATEMENT

We envision a world where everyone understands and values the importance of plants, butterflies, and the beauty of nature. We encourage the partnership of employees and volunteers, so that we can achieve our mission and offer the community the best services possible. Volunteers contribute their unique talents, skills, and knowledge of our community to provide personalized attention, enable the paid staff to concentrate on the work for which they were trained, and educate the public about our organization and its cause. We recognize that volunteers provide a resource of talent that is unavailable in any other way. We value this contribution and hope to offer a satisfying, productive, and rewarding experience.

"Reiman Gardens is a great place and I feel welcome and needed."

SERVICE ENTERPRISE

Reiman Gardens was certified as a Service Enterprise through Points of Light in June 2019.

A Service Enterprise is an organization that strategically leverages volunteers to achieve operational efficiency and greater social impact. Service Enterprises are among the top 11 percent of nonprofits in the country in volunteer management and organizational performance. Research conducted by TCC Group and Deloitte shows that nonprofits operating as a Service Enterprise are as effective as peers but at almost half the median budget, and they are significantly more adaptable, sustainable, and scalable.

Through a comprehensive research-based assessment, training, consulting and certification model, selected nonprofits are equipped with the tools and technical assistance necessary to support their Service Enterprise transformations. The initiative is currently delivered through a national network of Service Enterprise Hubs, which have certified more than 300 organizations across the country since 2012.

Reiman Gardens staff and volunteers worked with the Volunteer Center of Story County to achieve certification.



With Service Enterprise, Reiman Gardens hopes to: strengthen the bond between staff and volunteers, increase purposeful communications, empower volunteers with additional training opportunities, find the right fit for each individual volunteer, leverage technology, support volunteer leadership, share the deep appreciation staff has for volunteers, help volunteers feel fulfilled and blissful, and increase the number of volunteer opportunities at the Gardens.

Points of Light's Service Enterprise program strengthens nonprofit capacity through the fundamental and strategic use of volunteers and their skills to address community needs.

"I enjoy helping create something others can also enjoy."

IN 2019...

2,034 volunteers shared their valuable time, talents, and enthusiasm with the community.

Volunteers contributed over **17,930** hours.

135 potential volunteers were interviewed for regular or short-term positions; **141** volunteers completed new volunteer orientation; **138** new volunteers went on to contribute hours.

459 hours were spent on volunteer training and continuing education.

Volunteers contributed the most hours in the month of **October**. August had the second most hours with April in third.



BY THE NUMBERS

Volunteer hours are valued at **\$419,741** of contributions in kind.

Hours contributed are equivalent to **8.62** full-time employees.

For every \$1.00 we invested in our volunteer strategy (volunteer recruitment materials, training materials, recognition activities, management, volunteer staff and supervision, and professional development), we received a return on volunteer investment (ROVI) of **\$5.03**.

"I love gardening and I love ISU."

INDIVIDUAL VOLUNTEERS

12,343 HOURS WERE CONTRIBUTED BY INDIVIDUALS.

Individual volunteers helped with a variety of projects in every department including Adult and Youth Education, Communications, Entomology, Public Events, Administration, Membership and Development, Horticulture, and Volunteer Program.

Our youngest volunteer was 14 years old; our oldest volunteer was 97 years young. Fifty-three volunteers identified as Master Gardeners. ISU students contributed over 1,800 hours.



200+ HOURS

Rick Bartosh
Sarah Binder
Kathleen Buchholz
Matt Darbyshire
Tom Johnson
Ken Kirkland
Dick Lang

Carroll Marty
Ann McMullin
Haruko Nakagawa
Linda Sharpnack
Larry Steager
Jim Stewart

Adkins, Diana
Aiels, Jan
Anderson, Ellen
Anderson, Mary
Arambula, Jasmin
Banker, Donna
Bapat, Amruta
Barrenechea, Maite
Barrera, Maribel
Bastawros, Mariam
Baumhover, Sue
Beckett, Sarah
Beinhart, Brooke
Bergman, Peter
Bethurem, Jenny
Bettis, Art
Billings, James
Blauwet, Megan
Blood, Luke
Bluhm, Delwyn
Bluhm, Georgia
Bolinger, Carolyn
Boll, Susan
Bonaime, Michelle
Bostrom, Candice
Boswell, Michelle
Boughton, Ailsha
Boyd, Dorene
Brazzle, Sydney
Breitsprecker, Corrine
Brent, Ashley
Bristow, Donna
Broadbent, Victoria
Brockman, Beverly
Brockman, Gregory
Buchholz, Kassandra
Buchholz, Theresia
Buchholz, Timothy
Buck, Mary
Buhman, Alyannah

Burke, Dianne
Burrack, Rayanne
Campbell, Claire
Carolyn, Nagisa
Carstens, Dean
Carstens, Ruth
Carvajal, Yureni
Casey, Brynn
Cashen, Alma
Catus, Robert
Cavanagh, Margaret
Chadima, Elizabeth
Chau, Elisa
Chicowski, Aline
Chizek, Emma
Christensen, Keli
Christy, Janeen
Chu, Min-Le
Collins, Jan
Corona, Caleb
Coverdale, Judy
Cullers, Sue
Culver, Dennis
Davis-Picou, Aza
Denato, Judith
DeVall, Julie
Dickerson, Julie
Dieckman, Christopher
Diew, Nyamal
Diggins, Kaitlin
Dilocker, Samantha
D'onore, Andrea
Dorang, Andrew
Draper, Dianne
Draper, Donald
Eichenseer, Herb
Eichmann, Nancy
Elliott, Kailey
Engstrom, Mary
Everett, Bernard

"I enjoy gardening. It gives me something meaningful to do in retirement."

Everett, Virginia
Ewalt, Darla
Faidley, Barbara
Fauser, Katrina
Fernandez, Sofia
Fisher, Kelsey
Fisher, Wen
Flannery, Katharine
Flynn, Zoe
Fortin, Angie
Fox, Stephanie
Freeborn, Steven
Fridgen, Abigail
Gaeta, Eli
Garcia, Gunnar
Gaskill, Mikaela
Gelow, Nona
Gianello, Gabrielle
Goonsekere, Randev
Gossman, Sandra
Grady, Kara
Groskurth, Lynne
Ha, An
Hall, Charles
Hall, Hetty
Harris, Connie
Hart, Sharon
Harthorn, Janice
Haupmann, Katherine
Hawcott, Marguerite
Hayes, Polly
Hebberger, Jo Anna
Hein, Ann
Hein, Jonathan
Heintz, Janet
Hemphill, Jeff
Hemphill, Susie
Hernandez, Hannah
Herrstrom, Jean
Hill, Gina
Hillier, Cole
Holst, Dylan
Houston, Barbara
Hoven, Ryley
Huettl, Caitlin
Huff, Tessa
Hughes, Ryan
Hughet, Jamie
Huntimer, Ronald
Jackson, Ginny
Jackson, Halie
Jacobson, Jane
Jacobson, John
James, Andre
Jensen, Lynnette
Jensen, Susan
Jetty, Milind
Johnson, Abigail
Johnson, Donna
Johnson, Sarah
Johnston, Saren
Jordan, Thomas

Kaur, Gurleen
Kenton, Carol
Ketterer, Annaka
Kim, Grace
Kin, Christar
Kirkland, Dorothy
Klag, Michael
Klein-Hewett, Megan
Knoll, Maria
Kolz, Angela
Kooima, Shannon
Krishnan, Niranjana
Krogmeier, Kathleen
Krug, James
Krug, Joyce
Kusy, Hayden
Lambros, Alexis
Lamkey, Becky
Lammers, Colton
Landis, Lauren
Lauterbach, Anna
Lavrov, Catherine
Lawrence, Josephine
Leaders, David
Lemus, Izabella
Leners, Kalista
Lenz, Kathy
Lewis, Donald
Lobodiak, Suzanne
Locke, Leah
Locke, Sharice
Lockhart, Sally
Lopez, Savanna
Lorenz, Claire
Machargo, Ainara
Madsen, Carol
Maese, Hudson
Malven, Ann
Maly, Frank
Maly, Judy
Mares, Lilah
Markutsya, Alina
Markutsya, Sergiy
Marmur, Breanna
Marsden, Jean
Marty, Fidella
Mathews, Eleanor
Matt, Jennifer
Matters, Joyce
McCombs, Audrey
McGuire, Isabella
McIntyre, Trent
Melcher, Jody
Mendenhall, Larry
Messenger, Alzire
Milach Teixeira, Aline
Mimnaugh, Steven
Moore, Morgan
Morgan Bartleson, Gina
Morsman, Benjamin
Morsman, Riley
Murphy, Carolyn

Murphy, Owen
Mutungi, Grace
Nazor, Magdalena
Nelson, Nora
Nelson, Rosalind
Nelson, Sanora
Newman, Angel
Nguyen, Hannah
Noel, Christine
Oberoi, Rajdeep
Ockey, John
O'Hare, Tyler
Ohde, Don
O'Malley, Shawna
Ortiz, Jorge
Osheim, Rosemary
Osweiler, Molly
Palmer, Nicholas
Parmley, Denise
Parolini, Jodie
Parvin, Afroza
Pasley, Jonette
Patel, Vrunda
Perales, Alyssa
Peterson, Bradley
Peterson, Carlton
Peterson, Doris
Peterson, Sally
Pfeiffer, Julia
Pine, Katherine
Platner, Evelyn
Poag, Emily
Poag, Mouy
Prentice, Nicole
Randall, Emily
Raney, Riley
Rasmussen, Martha
Reutter, Janice
Reyes, Lindsey
Righi, Bailey
Roof, Beth
Roth, Aubrey
Rudolph, Vicki
Rule, Brittany
Ryder, Jayne
Rysavy, Molly
Sailsbury, Betty
Sanow, Katherine
Satler, Joshua
Savage, Kaila
Schappert, Mary
Scheib, Annette
Schofer, Nathan
Schroeder, Linda
Schultz, Haley
Schwartz, Colleen
Schwering, MaryAnn
Scott, Troy
Selepa, Sydney
Sepulveda, Paola
Sewell, Calah
Seweryn, Olivia

Shaw, Darbi
Shipitalo, Sue
Siewert, Kristin
Simba, Rashidi
Sindt, Patricia
Skrynnikova, Lidia
Smith, Connie
Snyder, Jean
Solsma, Claire
Soule Peters, Joslin
Speer, Vaughn
Sreepathy, Gayathri
Stajcar, Tracy
Stephenson, Jill
Stewart, Jeanne
Stocker, Susan
Stohlmeyer, Maureen
Storkamp, Meg
Swager, Preston
Szuda, Kristin
Taylor, Emily
Thogerson, Lisa
Thompson, Dennis
Tjepkes, Judi
Toland, Kiya
Tomesch, Jane
Tootle, Deborah
Totton, Larry
Trigoutis, Melissa
Truong, Nancy
Tuberty, Timothy
Turner, Taylor
Umphress, Madeline
Underwood, Lori
Vance, Haley
VanDerKamp, Judy
Vanyo, Vincent
Venugopal, Sowmya
Vongpanya, Saiyothin
Walker, Madeleine
Walter, David
Watts, Cam
Watts, Emily
Weber, Josie
Welsh, Lilly
Welter, Natalie
Wessels, Allison
Wheatley, Jeffrey
Wiederin, Kathy
Wierson, Eric
Wilbur, Ann
Wild, Linda
Williams, David
Williams, Sylva
Wilwerding, Meena
Winterwood, Charles
Worth, Lianne
Wunder, Beth
Zanker, Nila
Zarkevich, Nikolai
Zhai, Yingyan

SERVICE GROUPS

**5,587 HOURS WERE
CONTRIBUTED BY
SERVICE GROUPS.**

Volunteers in community service groups helped with a variety of projects, including prepping materials for events, stenciling and carving pumpkins, planting thousands of tulip bulbs, weeding and maintaining outdoor garden displays, washing thousands of garden pots and flats, installing Conservatory displays, staffing the annual Plant Sale Extravaganza, and welcoming guests during Spirits in the Gardens.



Iowa AmeriCorps 4-H
ISU Agricultural Business Club
ISU Academic Program for Excellence
ISU Athletics Departments
ISU Campus Service Crew
ISU Environmental Science Club
ISU First-Year Honors Program
ISU Pay It Forward
ISU Campus Leadership Development
ISU Cosplay Club
ISU Graphic Design Social Club
ISU Juggling and Unicycling Club
ISU Knitting Club
ISU Interfraternity Council
ISU Fraternities & Sororities: Adelante Fraternity, Alpha Phi Omega, Chi Phi, Delta Sigma Phi, Delta Upsilon, Pi Alpha Phi, Sigma Tau Gamma, Triangle Fraternity, Alpha Chi Omega, Alpha Delta Pi, Alpha Phi, Delta Phi Lambda, Kappa Alpha Theta, Lambda Theta Alpha, and Lambda Theta Nu
ISU ISSO Learning Community
ISU LEAD Learning Community
SU George Washington Carver Scholars
ISU Grad. Student Horticulture Society
ISU Horticulture Club
ISU ISSO International First-Year Experience
ISU Agricultural Business Learning Communities
ISU Memorial Union Event Management Office
ISU Memorial Union Student Activities Center
ISU Barton-Lyon-Freeman Community
ISU Collegiate Women in Business
ISU Department of Ecology, Evolution & Organismal Bio
Grad. Student Org
Green Iowa AmeriCorps
AmeriCorps NCCC
Ames Community Members
Ames High School
Bethesda Lutheran Church
Des Moines Area Community College
Cass County Conservation
Dallas County Conservation
Jefferson County Conservation
O'Brien County Conservation
Pocahontas County Conservation
Polk County Conservation
Warren County Conservation
Nevada High School
John Deere Technology Innovation Center
Central Iowa Garden Railroad Society
ACE Mainstream Living
Marshall County Master Gardeners
Story County Master Gardeners
Mary Greeley Medical Center
BioLife Plasma Service L.P.
Hunziker Property Management
Farm Credit Services of America
Story County Attorney's Office
Kingland Systems Corporation
The Uptown Girls
ACCESS
Friendship Ark
u.S. Bank
Wells Fargo
Bank of the West
Happy Medium
Heartland
Workiva Inc.

"We always have so much fun volunteering at Reiman Gardens."



EDUCATION AND EVENTS

581 hours were contributed to Education programs and **3,146** hours to Events.

Four volunteers developed and led our weekly Caterpillar Club family program.

Over 1,000 pumpkins were stenciled and carved for Spirits in the Gardens.

Projects included Caterpillar Club, Kids' Story Time and Plant Pals, monthly Nature at Noon and Floral Design programs, Water Day, youth and adult tours, Spring Egg Hunt, annual Plant Sale Extravaganza, Homeschool Days, Pollinator Fest, Independence Day Fireworks, Garden Art Fair, Garden Quilt Show, pumpkin carving and Spirits in the Gardens, Butterfly Blizzard, and Breakfast with Santa.





ENTOMOLOGY

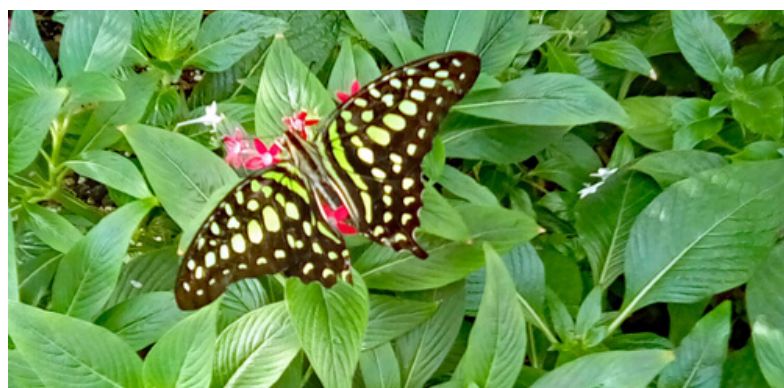
3,601 hours were contributed to Entomology; 3,565 of those hours were spent in the Butterfly Wing.

94 volunteers served as Butterfly Wing Docents.

61% of Butterfly Wing times were filled by volunteers.

744 hours were contributed towards the Iowa Butterfly Survey Network.

Two new continuing education opportunities were added to support the Entomology department: "What's That Butterfly?" and "Visitor Engagement in the Wing".



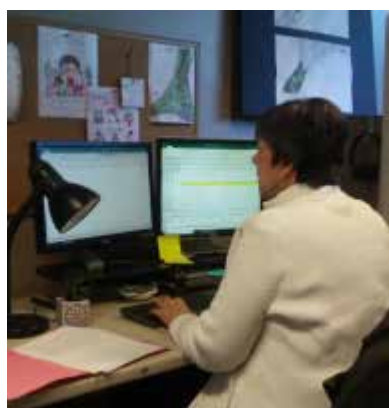
ADMINISTRATION, COMMUNICATIONS, AND MEMBERSHIP

418 hours were contributed to Administration, Communications, and Membership.

Six volunteers helped with weekly and monthly membership mailings.

868 membership accounts were entered or edited by one volunteer.

Projects included various data entry, monthly donor birthday cards, new ISU employee welcome letters, scanning and organizing files, and photographing indoor and outdoor garden displays, events, and programs.



GARDENING AND HORTICULTURE

Almost **7,500** hours were contributed towards gardening and horticulture.

Four Conservatory displays were changed out.

Over 1,100 hours were spent cleaning garden pots and flats in the Headhouse.

60,000+ tulip, hyacinth, and daffodil bulbs were planted in the fall.

Two new indoor opportunities were introduced: Conservatory Docent and Integrated Pest Management/Scouting.

Indoor and outdoor projects included watering, weeding, seeding, transplanting, deadheading, pot washing, planting bulbs, Conservatory change-outs, plant propagation, plant collections, and building display props.





IOWA VOLUNTEER HALL OF FAME

Reiman Gardens' volunteer, Carroll Marty, was inducted into the Iowa Volunteer Hall of Fame on April 16, 2019. Inducted with four other Iowans, Carroll was presented with the honor by Governor Kim Reynolds and Lt. Governor Adam Gregg at the Iowa State Capitol Building in Des Moines. Being selected for the Iowa Volunteer Hall of Fame is the most prestigious state-level honor volunteers can receive as recognition of extraordinary donations of volunteer service to their communities. Carroll's name is now engraved on the Volunteer Hall of Fame plaque and will be permanently displayed in the State Historical Museum. Since the award's inception in 1989, over 170 Iowans have been honored.



Reiman Gardens provided a summary statement describing Carroll's history with volunteering and why he was worthy of being selected for the Iowa Volunteer Hall of Fame:

Carroll Marty has been a volunteer with Reiman Gardens since 2007 but has volunteered throughout Iowa for much longer. A former insurance salesman who celebrated his 84th birthday this past December, Carroll has volunteered with multiple organizations around central Iowa, especially in the Ames community. Some of his greatest impacts and achievements have been with the City of Ames Parks and Recreation Department, the Iowa Games/Iowa Senior Games, the Iowa State University Athletic Department, and Reiman Gardens at Iowa State University.

Carroll continuously utilizes his unique talents and skills to make Ames and central Iowa a more vibrant and exciting place to live, work and visit. After his morning racquetball or badminton, Carroll can usually be found somewhere out in Ames until the sun goes down. His wife often jokes about trying to keep his dinner warm during the summer months due to his countless community projects.

Carroll Marty should be selected for the Iowa Volunteer Hall of Fame for his selfless contributions and his ongoing determination to finding solutions to seemingly everyday problems. He is the elbow grease and the behind-the-scenes creator, fixer and inspirational volunteer who has made Ames and central Iowa a wonderful place to call home.

IOWA GOVERNOR'S VOLUNTEER AWARDS

Reiman Gardens' volunteers, Stephanie Fox and Ken Kirkland, were each recognized with an Iowa Governor's Volunteer Award on September 27, 2019 in Pleasant Hill, Iowa. Stephanie and Ken were presented with their awards by Lt. Governor, Adam Gregg, at the 36th Annual Governor's Volunteer Award ceremony. Stephanie and Ken, along with volunteer Jo Anna Hebberger (who was unable to attend the ceremony), were nominated by staff for their service and all of their amazing contributions over the years.

Passages from their nominations forms are listed below and to the right:

Stephanie Fox has been volunteering with Reiman Gardens for six years. She began as a docent in the Butterfly Wing, but quickly started helping with projects in other departments. Nowadays, you never know where Stephanie will be! She could be in the entomology lab processing butterfly pupae shipments or outside counting butterflies as a citizen scientist. She also gives tours, promotes the Gardens during community events, maintains indoor and outdoor garden spaces, and designs and carves pumpkins for Spirits in the Gardens. Stephanie is an amazing volunteer who is always quick to share her time and to help in whatever capacity she can.

Since 2011, Ken Kirkland has been an active volunteer and averages over 300 hours every year. Each week, Ken can be found in the Butterfly Wing greeting visitors and educating them about the beauty and importance of butterflies and moths. Thousands of visitors every year have a positive, lasting experience because of Ken's infectious smile and the welcoming environment he creates. Ken's dependability, punctuality and commitment ensures that our Butterfly Wing doors will always be open to all.

Jo Anna Hebberger recently retired from volunteering with Reiman Gardens. She began in 2010 and contributed over 2,100 hours to the horticulture department. Jo Anna assisted the Plant Collections Curator with the maintenance of plant labels and collection of phenological data. She noted the seasonal changes and plant growth, took photos of individual plants, and determined if plant labels were in need of repair or replacement. She worked with every single plant in our plant collections database, which includes 1,400+ plant records. Jo Anna's commitment and attention to detail has ensured the Gardens maintain the highest quality of standards.



FUN FACTS

Four volunteers developed and led the weekly youth program, Caterpillar Club. In 2019, 132 hours were served in volunteer leadership positions.

683 volunteers spent 1,400 hours stenciling and carving **over 1,000 pumpkins** for our 2019 event, Spirits in the Gardens.

Volunteers actually started earlier in the year cutting out each unique pumpkin stencil. Individuals and service groups spent **750 hours cutting stencils** out by hand.

The Iowa Butterfly Survey Network is a citizen science program, managed by our entomology staff, that annually tracks butterfly populations across Iowa. **Volunteers surveyed butterfly populations on 60 sites throughout the state.** There were 62 of the 120 species native to the state recorded and **50,573** individual butterflies counted.

Reiman Gardens has been collecting emergence data on butterflies from facilities around the county to better understand the factors that impact butterfly emergence in captivity. From the collected data, it appears that the person who glues or pins the pupa may have some impact on emergence success. **There is significantly higher success when volunteers do this activity.** One reason may be that volunteers are more inclined to take their time and to be more careful when handling the pupa compared to employees.

Our photography volunteers take photos of the grounds both indoors and out, the butterflies, the plants, and at events and education programs. **In 2019, volunteers took 3,657 photos.** Their photos are used to promote the Gardens in many places like social media, our website, emails, brochures, advertisements, member mailings, and volunteer newsletters.



AMERICORPS NCCC

AmeriCorps National Civilian Community Corps (NCCC) partnered with Reiman Gardens again this past summer to update and enhance multiple garden and visitor areas. This year's team of ten young adults were at the Gardens from mid-July through the first week of September. They ranged in age from 19 to 27 and came from all over the country; for many of them, this was their first time away from home.

Volunteers updated drainage systems around the Mahlstede Horticulture Learning Center, installed gardens and pathways, and renovated garden spaces and buildings. These projects benefit the entire community, including Iowa State University students, local families, and visitors.

The completion of these projects provides educational opportunities for visitors to engage with the gardens through programming, will help the maintenance of outdoor spaces and buildings, and will make areas of the outdoors gardens safer and more accessible to all visitors.

In 2018, Reiman Gardens hosted our first group of AmeriCorps NCCC volunteers. During the spring, volunteers helped horticulture staff with major projects, including the construction and planting of the new DeeAnn Drew Shade Garden, the installation of a series of new accessible pathways, and the building of several raised beds for the rose gardens.



All photos on this page were taken by volunteers.



**"I want to both support a community resource that I love
and because I want to help foster a love of the environment in the community."**