Volunteer Survey Results Rosendale Theatre
January 2019

Hello Volunteers of the Rosendale Theatre,

In order to articulate a clear rationale for the volunteer meeting (we have not rescheduled yet) I have set up an agenda in survey form here with topics I’d like you to think about, which we can discuss at length at the meeting. I also hope to develop a series of shared goals at the meeting. Please do one of three things with this survey. (your answers remain anonymous)

1. Fill it out so we can discuss the accumulation of answers in detail at the meeting.
2. Read it, but don’t fill it out, so you can think about these topics in advance for when we meet.
3. Fill out this survey even if you cannot attend the meeting, as we feel your input is important!

We need to hear from you, the volunteer, who spends time in our lobby, serving our customers and generously dedicating your valuable time towards the success of our theater. This volunteer meeting is designed for you to suggest improvements and inform us of what's the best, what's the worst, what would you like to see more of? and less of? If a question does not apply, leave it blank. Please feel free to provide me with additional topics and categories as you see fit.

Sincerely,
Laurie Giardino, Volunteer Coordinator

Are supplies easily accessible?
- yes, now that they're downstairs
- yes
- Yes
- Yes. I would suggest a clock in the foyer so the ligths person can easily know when it is 7:15.
- Overall yes; but some materials like cups, salt, yeast and the cleaning solution need more clarification to locate.
- yes
- Yes.
- Yes.

Are there products customers ask for that we do not sell? Do you have any suggestions?
- "butter for the popcorn, sparkling mineral water, high-end chocolates, baked goods, healthy snacks"
- no
- Hot cider.
- Coffee is asked for but I do not think we should sell it. Also butter, but I do not think we should provide that either. The variety of beverages and snacks we offer is good and people seem to appreciate that we change them up too.
- No.
- "Only if they ask for something that we usually have.
- I find they love the ""old fashioned"" candies associated with what they purchased as youth.
- Every time there are at least one or two customers who ask for BUTTER for the popcorn. We could get a hotplate and melt a stick of butter each shift, but I am afraid we could not charge enough to cover it?? If we charged 50 cents more for butter, I believe most askers would pay, but there are those who would ask for ""fill up half, put some butter, then fill up the other half and put more butter"" (like some have their salt routine like that). Would that mean almost a stick of butter per person?"
- customers have suggested having a sugar-free section and some are disappointed that we have no butter.
- "I only remember one time there not being any of something someone wanted -- but I can't remember what it was!
- Maybe ice cream sandwich? In winter?
- Basically great selection."
- Don't remember. Only a couple of times though.
- maybe we could offer some items from the bakery across the street
- "Home baked brownies or cookies
- More herbal tea choices, ex: mint, rooibus chai, Camamile ."
- "Butter on the popcorn! Ice Cream."
- "Coffee, of course, but so few ask---and referring people next-door generates good will---that it's not worth the extra effort and expense. Besides, some would always find the coffee too strong, others too weak, etc.
- Butter for the popcorn but, again, few ask, and popcorn sales remain good regardless."

Any suggestions how to improve our concession stand operations?
- "sink gloves better display of merchandise"
- "noo"
• Remove the stuff that is stored in or next to concessions that hasn’t anything to do with concessions.
• "Clean up the Guide sheets that hang on the walls. Fewer hand written papers."
• The area needs a real professional cleaning once a month.
• Not really.
• "On crowded weekend nights with good movies, the third volunteer could assist the concessions person. Sometimes the line is so long. But nowadays I find some concessions people don’t ask for help even if it is volunteered. Not sure if it is because they have signed for the money and don’t want another person making change, or because they are just controlling (there is one weekend guy for whom I am sure that is the reason.) Even if the person just was in charge of making more popcorn, I think that would be helpful to the flow. Also, have we ever considered publicizing a little more the fact that one could charge the coupons that can be used at the concession stand? Maybe a sign under the ticket booth saying, ""If you would like to charge a $5 concession coupon booklet when purchasing your tickets by credit card, please inform the ticket seller. Or perhaps on less crowded nights, the ticket seller can ask, ""Would you like me to also charge a coupon"
• nothing i can think of.
• Two shakers of Nutritional Yeast. Larger Salt Shaker. Otherwise good.
• we should use red and white popcorn bags instead of the cups. less trash and probably cheaper
• "Can we buy gallons of water for refilling tea pot. On winter nights, we have to refill constantly And one bottle equals about 1 and 1/2 cups. Customers are always waiting for their water to get hot as a result. It will cut down on so much trash too. We sometimes use 6 bottles. Of course we ""recycle"" them, but it would be better not to use so many. Also, the extension cord for tea pot is too short and is practically pulling the teapot off the counter with its weight. I think it could be a bad accident if it went over with boiling hot water in it."
• Do we have any bakers who might be able to provide theme based items. I was recently at Upstate Films where they were showing A Question of Sex. They were selling RBG initialed cookies. So awesome!! Also natural sodas would be nice too!
• Perhaps put labels on the yeast, or whatever is there to put on the popcorn.
• Make sure the popcorn bucket is cleaned every night. I’ve often found it uncleaned when setting up on Friday.

Does the process of clean-up at the end of your shift need any improvements?
• "gloves, some volunteers don’t carry their weight or talk to their friends after the film which delays their work"
• no
• I think we do a pretty good job
• The concession area needs access to a dust buster to better clean the rug and nooks & crannies. OR, when the new rug is installed, the confession area needs the rug removed and new flooring installed.
• No.
• As long as everyone does their share, it goes well.
• no
• not that i can think of.
• Not that I know of. It always seems to go pretty smoothly.
• Perhaps a headlamp to see in the aisles when sweeping
• seems fine
• I don’t have any complaints.
• Not that I can think of.
• "The two large trash cans shouldn’t be emptied until all sweeping is finished, so sweepers aren’t left trying to find somewhere to dump their dustpans.
• Everybody should stay and work until everything’s done. "Many hands make light work."

Are there any suggestions to streamline cleanup more effectively?
• shift leader should clearly state the process and make sure everyone pulls their weight
• no
• What happened to the tray under the popcorn machine?
• A checklist?
• Sadly , it needs to be made clear that ALL volunteers are expected to help with clean up. If a volunteer does not help regularly , they need to be spoken to directly and eventually taken off the volunteer list.
• I so appreciate that Jerry, being a paid worker, cleans that popcorn machine! Whoa, that’s my worst and most time-consuming job when I do concessions mid-week. On weekends when there are 3 volunteers, we can each take a seat section for clean-up, and then the shift manager can just go behind us to see if there’s a piece of popcorn we missed! Then we do the bathroom garbage, because by that time hopefully every customer is gone. Bless Uncle Tony, it is not beneath him to also sweep behind a volunteer. I would say over 90% of volunteers work as team members.
can't think of any.
seems ok
"I would like a dedicated recycling bin that is clearly marked so there is no confusion. Maybe one from the trash service.
It is unclear and people always start throwing trash in it."
I think cleanup is easy and quick.
Sweep the seating areas by section—systematically—so less double-checking is necessary.

Are there any equipment, tools, or cleaning supplies you might suggest?
- small battery operated, hand-held cordless vacuum cleaners
- no
- Cordless vacuum
- I really like the cleaning solution used at the confession area, please don't change that. Something stronger is needed for the refrigerator. Also, the refrigerator needs a good cleaning every month.
- "In my own home, I don't use a lot of chemically stuff.
- Is there a need for some of us to bring clean, cut-up rags? I would. Sometimes I think we use too many paper towels."
- not really; maybe just a better carpet sweeper.
- Sometimes it feels like we're wasting plastic (garbage) bags, when there isn't a full bag of trash (light trash night)... not even close. But heck if I know what to do about that!
- A more stable cash drawer and a thing to wax or wet fingers for better grasp of the bills.
- No.
- A better carpet sweeper!

"SHIFT LEADERS: What is the most challenging part, if any, that you are confronted with when you meet your volunteers at a nightly shift and open the house?"
- overseeing the team, if they're new and inexperienced while having to run the box office at the same time
- It usually is a breeze.
- When people don't show up for a shift. It happens, but not often.
- None if they all show up.

"What keeps you from wanting to become a shift leader? (Examples: You don't like to work with money? You're not comfortable with our computerized ticketing system? You do not like to miss the first ten minutes of the film?)"
- i don't know
- I am.
- The shift leader job is more responsibility than I'd like to take on as a volunteer. It is having to deal with the money, but it is also having to deal with the other volunteers if they aren't doing their job. I don't think as a shift leader that you have to miss any movie time because I thought you could do the money after the movie too.
- Missing the first 10 minutes of a movie is a drag but there is always the option of counting the money at the end.
- We cannot commit the time regularly.
- I am comfortable working with money, and would need a lot of training about the computer, not my forte as I'm not a techie. I think the main reason is I fear being responsible for everything and having a creepy guy know that an old lady is alone in the theater if all the volunteers have left, or even are inside watching the movie.
- I've done a little training with Jerry, but I'm really more comfortable at concessions.
- I don't feel that I have enough experience as a volunteer -- all my shifts (which are regrettably few) are spaced rather far apart. Plus, I am chicken ... afraid to be The One in Charge.
- I haven't had the training and I live 40 mins away. I'd need to be clear about the level of commitment needed. I would enjoy being a shift supervisor except for missing the first 10 mins. My commitment would be much stronger if I were paid, 40 mins or no.
- I don't want to miss the first ten minutes of the film.

"Do you have any suggestions for our shift leaders? (Do they meet, greet, and inform you of your jobs for the evening? Do they show gratitude?)"
- It's great when they initiate conversation, ask what my experience level is and are helpful in explaining the operations
- a couple of them have difficult personalities
- Straighten up the box office when you're done.
- They're all very nice people.
No suggestions at this time. I appreciate the volunteers that do this job for us. Perhaps they could be shown additional appreciation beyond a free popcorn. Something like a monthly coupon to a local business or yearly membership to the theater.

Yes, all of the above.

A while ago I had a shift leader who asked me to go upstairs and ask Uncle Tony if he had the right movie? Oh, I found that so insulting on his behalf, and the way I asked him he got it, and said "No" with a twinkle (of course he did). Otherwise, I try to accept the personalities of the shift leaders, and they are kind to me too. If I come first, I might get the popcorn going, but then when certain famous volunteers come, I ask them if they prefer a certain job, and I defer. I find that most shift leaders say "thank you".

All the shift leaders I've worked with have been great.

Most shift leaders are good, some are great. No complaints. (I especially like the ones who sorta guide me in the post-showing stuff. I know enough, if I ran the concessions, to clean up the popcorn maker and police the area, collect the garbage ... but the shift leader can specifically ask me to do any other chore that might need doing; I won't balk. E.g., "Could you check the Ladies Room for trash and general mess?")

Most of the SLs show gratitude and are a pleasure to work with. Sometimes, however, I walk in at the appointed time and, if they don't know me, they look at me kinda strangely until I let them know I'm a volunteer.

"My shift leaders have always allowed us to choose our own jobs, except on very rare occasions when there's a special need.

Jerry greets 'his' crew enthusiastically, and compliments and thanks us whenever I've worked with him."

SHIFT LEADERS: Is the box office a productive, user-friendly space for you to get your job done?

"gets cluttered, but yes good space
window facing street needs a curtain or shade, tired of that piece of cardboard!"
I've adapted to it. There is stuff in there that I've never seen used, and I guess is stored there. I'd remove everything that wasn't needed on a daily basis. More than once I've disconnected wires with my knees under the counter, I'd cover or move that mess. I'd have a lockable cover for the cash drawer.

Yes

Yes

"340 E 93rd St Apt 15G"

"Yes, sometimes a little cluttered. I think there should be a clip board or a definite place to write down messages to Ann,"

Regarding low supplies or any info that needs to be passed on.

Any suggestions how to improve access to signage, supplies, gift certificates, communication to the volunteer coordinator or director?

better filing system and storage in the box office
Those decaying Manila envelopes on the wall behind, there must be some kind of office organizer that could be mounted for that. If all the unnecessary stuff was removed from th B.O. it would be more user friendly.

the only thing i can think of is having more schedules printed and have them printed earlier, if possible.

Definitive spot, clip board or something where communication to director goes.

Do you find the lobby inviting? Informative? Functional? Reflective of our personality?

carpet in concessions booth is difficult to sweep and keep clean

Yes

"1 mostly inviting.
2. A consistent question I get from attendees is about calendars and upcoming events. If we could always have them available and possibly something like a whiteboard with the tentative next month?
3. Pretty functional. Would be better with less clutter
4. Definetely"

Our lobby needs a makeover. We have some very talented artists, builders and organizers and they might be willing to work on a plan for this. I think volunteers would be willing to do the work if supplies and a plan were provided.

Yes. The rug needs to be changed.

Yes.

"Our lobby is so us.
If it was bigger, it could accommodate large crowds for popular movies, but it reflects our personality and is informative. I have not heard complaints. If there's time, customers discuss the movie posters of upcoming films."

Somewhat disorganized. Multiple petitions and piles of old free magazines might be better presented and culled.

i think it's fine.
• Yes. Though the pamphlets, bulletin board and all that could probably be tended to a little better sometimes. Outdated material/notices sometimes in da house.
• Yes.
• I like the retro low key vibe. Maybe a new red carpet would be nice
• "Sometimes it's a little cluttered .
• Curtains were a good idea to hide cabinets with supplies and give it a cleaner look."
• Lobby feels small and when there is a line hard to manage the line for concession that runs into the line for tickets.
• Getting rid of the old carpeting would help make it more inviting.
• "It's shabby, frankly. It could use a nice paint job (with maybe some deep red around the concession--red makes people want to eat!)---and of course there's the rug, but I see below that you have plans to fix that.
• The bulletin board is cluttered, and at a bad location to browse for anybody but the ticket-taker."

"Let's say money was no object, are there any changes you would suggest for the lobby? (For example, we are planning to remove the wall to wall carpeting, install a hard wood/tile floor, and use carpet runners. We feel the carpet stains easily, especially in the concession booth and is harder to keep swept and clean.)
• "install a sink
  o tile floor, no carpet
  o install poster cases on the walls instead of push pins, also will stop putting holes in the posters
  o use cork walls instead of sheet rock so the walls which won't fill with push pin holes and are sound proof
  o have a locked closet for shift's coats and bags
  o provide a free water fountain and sell water bottles with logo, stop all those plastic water bottles
  o display case for poster sales and merchandise
  o enlarge lobby and install sofa and comfy chairs"
• good idea
• Fix the weak spots in the floor.
• Definitely change the flooring in the concession area, but carpet runners for the entrance sound dangerous. Some good weatherproof carpeting might be better especially by the doors and ticket area.
• sink in the concession area
• We agree.
• Yeah, but will people trip on the runners? Sometimes carpet now turns up at corners.
• "Concessions" should say "refreshments" or something else food related.
• maybe be the concessions area could be a bit larger.
• If you replace the carpet in the concession stand with a hard floor, please provide rubber mats to stand on. It is a short period of time, but the legs are getting old and they need support. Also better for traction moving about.
• maybe use carpet squares which are easily replaceable
• I think removing the wall to wall carpeting is a good idea. I will have to take a closer look at the lobby next time I am there.
• "A nice paint job, as suggested above. We need to be careful about carpet runners: uneven terrain and elderly patrons are not a good combination."

"Do you have any comments regarding the physical space: lighting, temperature, sound, poster and flyer display, calendar handout, lost and found?"
• "it is what it is ...fix those seats on the left aisle where yellow caution tape lives"
• no
• The weak floor and police tape in the theater
• Often I hear people comment on and appreciate how warm the theater is. They enjoy seeing the posters and information offered about events in the area. That being said, the lobby area needs a professional cleaning once a month to clean the carpet/ floor, wash walls and organize shelves. The supply area needs replacing with nicer shelving and something else besides the curtains . Maybe a trip to IKEA?
• we need heat & A/C in the bathrooms ... especially the Handicapped/Mens room
• "When I take tickets, customers request calendars for the month, and there is not always enough supply.
• From show to show, temperature not always standardized."
• see above. other than that, it all seems good to me.
• I love all the posters with the dates of showing. The flyers could have a better more stable place for offering them. Maybe the opposite wall cleared of furniture would be a more spacious and less obstructed view of the posters.
• we should hang red curtains on the side walls inside the theater, its probably good for energy efficiency and really amps up the ambiance.
• Sometimes the theater is too cold during showtimes.
"Lobby lighting is a bit dim.
The poster area should be framed off so it looks nicer, with framing between posters, too.
Lost and Found should always be in the same place, with clear signage.
The temperature control could be better. If money were no object, maybe a glass vestibule added out front, to block heat/cold from entering the lobby."

"Do you read the Volunteer Sunday Newsletter announcing upcoming volunteer opportunities? Do you get it? Does it go into your spam box? (This is not to be confused with the main newsletter that comes out on Thursdays.)"

- Yes, I get it
- Yes
- Yep
- I get it.
- Sorry, but I don't recall getting this or reading a volunteer newsletter. I do appreciate the email reminders from Lauri.
- Yes
- Yes, we get it and read it.
- I get and do read it to see if there's a new movie I want to volunteer for. It does not go to Spam. I've noticed sometimes there are posters in the theatre for movies and a sticky note saying the dates it will show, but that Sundays' Volunteer grid does not yet state that movie. Then when it appears on the sign-up grid, there are volunteers already filling up the spaces because they happened to be at the theatre and noticed the sticky notes. Perhaps there can be better communication between the program committee (when a chosen movie will definitely be sent) and the volunteer coordinator?
- Yes I read newsletter and look forward to the meeting
- I do get it, but I don't really understand it. When I first opened it I thought it would be a listing of the openings left on the schedule. Instead, it's a listing of all the openings, even if they've been filled. So I'm not getting the purpose of it. And...isn't all this info on the calendar? That's why I don't read it, except if there's something announced at the top.
- I get an email with the volunteer ops ... is that the one? Yes, I always read it and usually check the schedule, too, in order to determine if I am free on a night with "empty" volunteer slots.
- Yes, it's fine.
- Yes
- I don't think I get it.
- I don't know if I get it, sorry. I should pay closer attention, but I do look at the theater calendar sign up sheet that I have bookmarked.
- I get it, but I rarely read it (sorry!)

"Is the volunteer sign up calendar easy to access? Easy to read, easy to sign up?"

- Yes, very easy
- Yes
- Yep
- I have used it as a model for other organizations I am involved with. Easy and open to all.
- Yes
- Yes
- Yes
- Yes, once you have done it once.
- Yes
- Easy enough
- Yes.
- Yes, although I always seem to not have space for my name and my email ... and if I try to "return" to the next line, the space gets weird. So I always end up just entering my email (which has my name, so ...)
- Yes, it's fine.
- It doesn't work on my phone. I like the layout of the whole month on one page.
- I have difficulty with my iPad, but I think it's on my side.
- Yes. But can never find a film to sign up for. Always all slots already taken.
- "Easy to access because I have it bookmarked. Not sure how to find it otherwise.
- Might be too easy to accidentally delete a name written in a slot but I don't know how you would rectify that.
- Sometimes there seems to be an uneven number of slots. For example, usually only Friday and Saturday nights have three slots for volunteers, while Thursday (and other days) has two. I noticed in a couple of places coming up that Saturday only has two slots, while a third slot has opened up for Thursday night, which is confusing."
- It is, but it's maybe too easy to edit. My name's been removed a few times, after being in place for weeks. Grrrr.
Do you feel appreciated? Any suggestions on how we can show more gratitude to our volunteers?

- I feel appreciated
- allow them 1 family member guest on nights they work
- Yep & nope
- You have made me feel good about my involvement.
- I feel very appreciated! I see how hard the board members work to keep our theater going and I am really very grateful that the Rosendale Theater continues to operate, grow and keep our community connected.
- I think when the awards are given out there should be a distinction between the concession people and the shift leaders. The shift leaders do have more of a responsibility.
- We feel appreciated and are happy to be a small part of such a dedicated group!
- Yes, I feel appreciated.
- I'm ok.
- i feel very appreciated. Ann and Laurie have been great. and the volunteer party in the spring is a lot of fun and a great way to show appreciation. and beyond that, there is the MLK day event. i don't need anything more.
- I love it there. Don't change too much. Too much efficiency would spoil the fun and camaraderie. And I like the ol' feel. Too much modernity would spoil it too.
- it's ok
- "I would offer a free membership to shift leaders as incentives to become a shiftleader.
- The truth is you don't even use it that much if you volunteer a lot , but it would be a really nice gesture it would show gratitude and feel like they are part of something..
- And it wouldn't cost anything to do and I think it would yield a lot . There would have to be parameters, maybe after 4 months of being a shift leader you get it, and you need to shift lead once a month to maintain it..."
- Yes, I feel appreciated.
- "Yes, I feel appreciated. As I noted above, Jerry's very vocal about his appreciation. And when Ann comes in, she always expresses a compliment and/or thanks.
- Frankly, in strictly transactional terms, I do a little work and get a watch a movie with popcorn for free. Being part of a community, having the opportunity to support a worthy cause, and being shown appreciation for my small contribution is bonus."

"In addition to our annual spring Volunteer Appreciation Party, what kinds of things or events would you like to see more of as a volunteer, if anything?"

- "a free luncheon honoring the top 10 volunteers
- more parties for specific committees
- a discount to the gala
- discounts on merchandise
- free or discounted volunteer merchandise, t-shirts, hats, shopping bags that say 'Volunteer"
- maybe discounted more when attending regularly
- Some sort of volunteer interaction, acknowledgement or capability on the website. Bulletin board? Volunteer bio of the month? Not that IÂ’Â’d use it but some might..
- I'm satisfied.
- monthly volunteer trainings on a weekend
- A Christmas Party would be nice .. it could be held at the Rec Center
- Never thought of that. I am happy to volunteer when I can be available.
- see above.
- Movies are enough for me to feel satisfied. I'm good.
- I think this upcoming meeting is good. That should happen annually. And I think there should be an annual shift leader meeting as well.
- T shirts with Logos while working would add a sense of unity/ identity. etc.
- I can't think of any. Perhaps a volunteer only movie showing, but I don't know how that would work!
- Maybe our own Volunteer Oscar Awards balloting, with a list of winners (guessing the Academy's choice per category correctly) posted in the lobby for 3-4 weeks after Oscars night. It would offer volunteers both participation and public recognition—the Volunteer Appreciation Party is in-house recognition—as well as maybe pique the interest of patrons who might be moved to volunteer.

"What is the best way to inspire staff?"

- "recognize efforts
show gratitude
volunteer of the month
highlight a volunteer in the newsletter

- give them opportunities
- Let them feel that their contribution is important.
- "Would a short Interview With A Shift Leader preview help patrons see the theater workings more clearly? A preview screen that asks to push up their seats, pick up litter and thank volunteers on their way out."
- food works
- Be thankful.
- I don’t feel uninspired. (Just not always available due to other responsibilities.)
- i don’t know.
- Show great movies. (Which you do!) AND take suggestions for movies out of the mainstream and follow up.
- good conversation
- "Give them treats! I know they like the free popcorn , i think that’s a good policy.. Maybe they should be allowed free tea Too, that’s cheap to give but might be appreciated."
- Have more people working as Shift Leaders like Jerry! Jerry is a great, natural leader, and people like that inspire others.
- "Sincere compliments and thanks; inclusion in 'inside' news."
  - Soliciting feedback on a more regular basis would also make volunteers feel more valued; maybe every few months a half-sheet survey or a drop-by to ask in person about concerns or suggestions.
  - Re #19/#20: Maybe after every so-many shifts or such-and-such rate of coverage, an 'Appreciation Award' ticket for a free drink, free candy bar, etc?
  - A free ""I'm an Appreciated RT Volunteer"" or ""I WATCH FREE MOVIES as a RT volunteer"" bumper sticker after so many shifts?"

Any suggestions about how we can recruit more volunteers?

- have a theater party
- Promote it to younger people.
- The calendar is filling up so quickly. It seems to be running smoothly.
- bring a friend to work day?
- It’s hard to staff movies that are not as popular and if it’s a movie you want to see, it’s hard to get a Shift Leader. There should be a system where when you volunteer, you get some kind of credit or points or something that you can use towards a movie or show you would like to see.
- More a management issue. Do a survey of theater-goers? Not sure if offering more paid shifts would DISCOURAGE volunteerism?
- not my forte. maybe look at other organizations to see what they do.
- "Talk to members as they’re buying their tickets! I know it will seem a little like you're strong-arming them, but ..."
- Also, maybe a monthly announcement before one of the special events, like one of the live events? Or the National Theatre showings? Have the shift leader stand up in front of the theater and just say it:
  - ""We could really use some more volunteers! No specific requirement for how often! You don’t have to make the popcorn unless you want to! You can just sit there and take tickets. We know you love the Rosendale Theatre -- join the volunteer crew. It’s fun and it’s ... cooperative!"" Like dat."
- Maybe make a little spot highlighting what fun it is to volunteer, free popcorn and movie, commraderie, ect. , and show it during ads in previews.
- "Ask present volunteers to spread the word. I would, but I never know if more volunteers are needed. There always seems to be enough.
- Could make college students aware of the volunteer opportunities."
- "A framed ""Become a Volunteer!"" poster in the lobby, listing all the perks.
- ""I'm an Appreciated RT Volunteer"" or ""I WATCH FREE MOVIES as a RT volunteer"" bumper stickers seen around town?
- A framed Volunteer Oscar Awards winners poster?"

"Any suggestions on how can we upgrade more volunteers to shift leader status?"

- no
- Ask?
- "It's quite a jump from Concession to Shift Leader.
- When a new volunteer shows up, show them the inner workings of the position so it isn't so mysterious. Perhaps use another volunteer as a 2nd eye on finalizing the evening?"
- co-shift leaders?
• Have more workshops on how to run the box office computer. There are little things that happen sometimes and one forgets how to deal with these unless you are a shift leader often.
• not sure, but i have seen more vols doing the training.
• Encourage them when they're doing "regular" volunteer jobs.
• Someone, perhaps, who is a designated shift trainer. Clarity about position. Sharing the position: one to open, one to close. Pay? Extra free movie? 5 Gold Stars? Our own sidewalk of the stars for SLs and volunteers? Haha.
• Offer them a membership.
• Perhaps talk with them in a group setting & let them know that more shift leaders are needed & ask if anyone would be interested in becoming one? Many volunteers may not know they are needed.
• Find some way to overcome the "missing-the-first-ten-minutes" problem.

"If a donor came to us today with $5 million dollars, what should our first priority be? Our second? Our third?"
• "renovate the stage with beautiful curtains that open and close with a push of a button, and an elevator floor for scene changes
  add balconies on the sides and rear of the building
  hire an interior designer to add architectural design elements on the walls, doorways, posts, columns, make it look classier"
• rent more foreign films
• Floors in theater and lobby, new roof, parking. Fix screen!
• "1. Lobby
  2. Lobby
  3. Lobby"
• "1. Spif up the inside of the theatre - paint, new rugs, etc.
  2. make a deeper and lower thrust stage for more intimate theatrical experiences.
  3. fix up the attic for workshops, rehearsal space, etc.LOVE"
• Ask Ann
• "getting rid of the wrinkles on the screen
  programming/events
  more comfortable/hitech seating"
• I have no idea. What's the mission of the Rosendale? Just further that mission.
• I don’t know. I'm pretty happy with the place, but I'm not there all the time. Maybe paid Shift Leaders all week... I'd like that job.
• I just don't feel like bigger and bigger is better. Maybe we could form a live theater troupe or summer stock based here.
• "People sometimes complain about the chairs..
  Probably new chairs.
  Upgrade inner bathroom.
  Maybe a redesigning or facelift for the lobby."
• Wow, I don't know! I don't know the theater that well and as far as I am concerned, it is perfect!
• "Immediately: Fix screen to remove those wrinkles at mid/upper right!
  More efficient heating/cooling for whole theater, including the lobby! (Vestibule?)
• Make lobby more attractive.
• Remodel women’s room.
• Make entrance to seating area more attractive: wall treatments, lights/sound platform, stair railings.
• Get a stage curtain to attractively frame the screen / stage.
• Repaint viewing-area walls with dark but attractive color.
• Fix irregularities in ceiling."

"In one word -- How would you define ""our community"" when you talk about those who volunteer at the Rosendale Theatre? "
• committed
• kind
• Diverse
• Service
• persistent
• LOVE
• Dedicated to our wonderful and diverse community.
• Love
• good
• Committed
• Lively.
• awesome
• Friendly
• Funky
• Friendships.
• Ecclectic!

"In one word --- How would you describe your experience as a Rosendale Theatre volunteer?"
Fun
• good
• Worthwhile
• Satisfying
• Champions!
• LOVE

Great!
• Great.
• Grateful
• great
• Heartening
• FUN!

• good
• Positive
• Friendly
• Wonderful.
• Rewarding.

"Is there a question you've always wanted to ask a board member that you either thought you should already know the answer to, or was too complicated or too simple, please ask it now. It can pertain to our history, our future, our procedures or any combination."

• "Who are you?
  What are you up to?
  Why don't you share minutes, updates, plans, and info with the community?"

• no
• How much to rent space for rehearsal, no audience.
• Nothing at this time.
• We are curious to be notified of the theatre's financial well being once in a while.
• How do we keep the spirit of this going for the next generation?
• no.
• "It just occurs to me that I may only know 1 or 2 of who the board members are. What affect would knowing all the board members have on a volunteer? It may not matter, but then again, I don't know. Also: Where does the money go? Specifically, I may have missed it, but is there a financial report to be seen? Where does it come from? Report? Just would be interesting."

• i dont know
• Not that I can think of at the moment.
• How are the movies selected, and what sources are used to find out what'll be available when?

"Is there anything you have always wanted to do on behalf of our organization and haven't been asked? (Understand that you might still not be asked. For instance, if you are an opera singer and would like to be asked to stand in for the lead, this still might not happen.)"

• no
• "Nothing at this time. #28- I am very proud to be part of helping to keep the theater running in Rosendale. I am proud of how it provides important community connections and is a model for other communities. I am proud to know some of the people that stood up and took on, continue to take on, this challenge."

• No.
• Good example. Perhaps have some open casting calls (for other than opera:) as you used to.
• no.
• Ha ha ha! No.
• "Have to think about that... Q 28 has no room to write, not enough character-allowance!"

• not at the moment
• Fundraising.
• "It just occurs to me that I may only know 1 or 2 of who the board members are. What affect would knowing all the board members have on a volunteer? It may not matter, but then again, I don't know. Also: Where does the money go? Specifically, I may have missed it, but is there a financial report to be seen? Where does it come from? Report? Just would be interesting."

• i dont know
• Not that I can think of at the moment.
• How are the movies selected, and what sources are used to find out what'll be available when?

"What makes you most proud to be part of the Rosendale Theatre volunteer community? Is there anything you're not so proud of?"

• Community!
• i love it and go back to the start
• uniqueness
• Our diversity.
• I am proud to be contributing in a tiny way to my
• i enjoy helping the theater survive.
• Doing my part to keep the Rosendale Theatre going.
• Inclusiveness, Non-profit, Laurie, Anne:) Follow-up:(
• inclusive and diversity
• Just proud to be part of the awesome community
• Love that we are not a multiplex
• Helping to keep this wonderful old theater going!
• We maintain a valuable & beloved part of Rosendale