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### **Greetings to the MSC on the upcoming 2018-2019 Museum season.**



It is with great privilege and excitement that I move from Vice Chair to Chairman of the MSC. We will sorely miss David Peck's leadership! David will remain on the Steering Committee as Ex Officio and in that capacity he will share his wisdom.

Over the past 2-3 years the MSC has made changes and adjusted to many new requirements of the Museum. We will continue to make adjustments in the future. I am looking forward to working with all of you and especially the Steering Committee Area

Coordinators. I will be turning to them as we work on consistency in the way we support the PSAM mission and goals.

This is the 80th anniversary of the Palm Springs Art Museum. We are looking to the ambassadors and volunteers to help us make this a year to celebrate. I see the MSC as a great asset of the museum and want the chorus of admiration of our work to get stronger by the day.

I look forward to working with a Common Training Plan that will provide each of us with a consistent message on our requirements, and also the role of making visitors and guests exclaim about not only their visit, but their experience, with a big WOW, about all of you.

As Chairman, I want your feedback, both positive and negative. Remember that continually improving the quality of our performance is a journey and not a destination.

Looking forward to this Journey with you!

Ken Rashid  
MSC Chair

## Thank you! I've got some thanks to deal out!

I want, and very much need, to thank Debra Preston and Jennifer Snowdon for the truly fantastic job they both did as MSC liaisons. When Bill Ransom passed away, Debra and Jennifer were handed the responsibility of the MSC at a time when neither of them had any room in their already over-tasked workloads. But they took on the responsibility with a positive attitude and did a heck of a job. I can honestly say that they both really care a great deal about the volunteers here. Thank you Debra and Jennifer!



And a special thanks to David Peck. He held the reins of the MSC for 2 long seasons and there is absolutely no doubt he did a wonderful job. David's good-natured tone and flexible but firm management style was just what the MSC needed during what has turned out to be one of our more challenging periods in MSC history. Thank you David!

Every job is important and every volunteer hour counts. That has never been truer than it is now. With attendance at Museum Drive up over 50,000 guest visits over the previous year, our volunteers have never been more essential to the operations of this museum. You are hardworking, dependable, reliable and just plain amazing. Thank you!

Daniel Hogan  
Manager of Volunteer Programs

## New Musings Editor



Hello, I am excited to begin my work as editor of Musings for the MSC and as an Ambassador Volunteer! My name is Scott Jones and I recently moved to Palm Springs - from Sedona, AZ.

I am married to my husband and partner of 14 years, Patrick Basile. We recently purchased one of the last remaining new homes in the SOL community. We are almost done with updates and renovations! We have 2 beautiful Mainecoon Cats, Spencer and Sophie and our Green Cheek Parrot named Judy!

It has been a fantastic transition from Arizona to your beautiful valley! We feel fortunate and blessed to have an open lifestyle and be accepted by everyone! Thank you!

By day I am a Financial Advisor with Edward Jones and when I "clock out" of the office I enjoy engaging our community. Palm Springs and Coachella Valley has so much to offer! The Arts, Entertainment, Community events...the list is

impressive. As a visitor to Palm Springs, the Museum was always a favorite destination for me! Now, I have the opportunity to be a member, volunteer, and advocate for the Museum's future!

### **What's up with the Newsletter?**

MSC Musings; is under construction! We are making changes to better serve our volunteer community. As you can see, we have a new look and format but the name will stay the same! Our goal is to deliver 3 newsletters during high season along with a Museum update (outlook) each summer. We want to deliver timely and useful information to you so you can explore all the volunteer opportunities available. As we begin this process, we need your ideas! What information is important to you? What feature stories interest you? The format and delivery options you prefer? Please send me your thoughts and suggestions. All suggestions will be considered!

My email is: [Scott1248@live.com](mailto:Scott1248@live.com)

Would you like to help with the Newsletter? If you are interested please let us know.

Sincerely, Scott Jones

## **Operation Outreach: Moving Forward**

Operation Outreach supports the advancement and sustainability of MSC through targeted recruitment, improved communication, and ongoing data management and analysis. Our members are dedicated to playing an integral role in enhancing the visitor experience thus ongoing recruitment is even more important this year given myriad museum activities.



Welcome and celebrate our newest MSC members (October 1, 2017 - September 30, 2018): Jon Amyx, Lynne Arkin, Jean Carey, Cim Castellon, Hainie Chew, Thomas Cofrancesco, Judy Curtis, John Ellis, Steffan Endres, Kurt Glowienke, John Gressman, Tom Haney, Liana Holm, Jon Jahr, Scott John Jones, Judy Luther, Michael Marcus, Leslie Mark, Laura McDermott, Gary Mercer, William Moorhous, Donna Myrow, Richard Nauman, David Orris, Michael Pagliaro, Richard Proctor, Carlos Quinones, Johnny Roy, Geraldine Salzano, Alan Samuel, Richard Sands, Frank Schulder, Martin Spector, Margaret Tinsley, Timothy Vogel, Bunny Weber, Jude Weisenfield, Dorian Winship; Galen Student Ambassadors (CSUSB, Palm Desert): Evelyn Aguilar, Chanel De La Mora, Ketzalin Perez, Katherine Richard, Janellis Rivera.

**Special thanks to Membership Intake & Orientation Coordinators** - Mark Jacobs, Sallie Gilmore, and Edie Groesbeck for exceeding Chair Ken Rashid's

recruitment goal of 40 new members during FY-2017-18.

**Numbers matter:** As of October 2, 2018, John Ellis, Data Management/Analysis Coordinator reported there are 160 active MSC members who contributed a total of 18,874 hours during FY 2017-18. Thank you MSC members for the difference you are making!

How did our newest members learn about MSC? During September Orientation sessions with Jon Amyx, John Gressman, Tom Haney, Liana Holm and Gary Mercer, Edie Groesbeck (Orientation Coordinator) assembled this collection of "quotes":

"I visited the museum and discussed volunteer opportunities with front desk and museum store representatives. Their enthusiasm was contagious."

"I loved PSAM from the first moment I visited, and consider it a true jewel. My interest in volunteering stems from wanting to give back to community and to warmly welcome visitors from all over the world."

"I checked out the museum and spoke to three individuals: one from Museum Store, a touring docent and a staff member at Admissions. Given the enthusiasm I saw and heard, I said, Sign me up."

"I found out about volunteering from the newsletter and came in last month to meet with Mark Jacobs who graciously started me on the path. Here I am now involved in community and the museum."

"When I moved to Palm Springs a friend recommended I join PSAM as a member and volunteer. The rest is recent history!"

### **Evolving Outreach Efforts:**

Fall 2018 Galen Student Ambassador Track expands w/CSUSB (Susan Pupkoff, Betsey Helie)

Winter 2018-19 Mini-Membership Outreach: HOAs Sandpiper, Palm Desert (Betsey Helie/Karen Prinzmetal), LaRocca, Indian Wells (Eileen Pinkerton/Cimi Castellon)

Winter 2019 Potential East Valley teachers outreach (Betsy Helie)

Spring 2019 CSUSB OLLI Members' Lunch/Learn Program (Daniel Hogan/Linda Blank)

### **Communication Initiatives:**

New MUSINGS for new season; new editor (Scott John Jones); improved communication via e-blasts; MSC Webpage includes downloadable Membership application, MSC General Meetings/special events schedule; and Marketing & Design outreach, thanks to Director Scott Slavin, PSAM semi-monthly E-blasts promote volunteering plus series of 1-page Sunday Desert Sun ads have showcased museum membership, volunteering, and new exhibitions.

Thanks again to everyone for continuing to do your part in reaching out to

friends and neighbors to increase and enrich our membership. Hey, invite a pal to the next MSC General Meeting!

Linda Blank,  
Vice Chair

### Changes!!



We are planning for some new changes! It makes sense to combine the retail team as far as staff and volunteers. We wonder just how many of the Museum Store volunteers have been to The Vault? We are one museum, one retail team, and the opportunity to volunteer at both locations is now going to be a reality.

We will be inviting The Vault Store volunteers to the Museum Store meetings and occasionally they will have the Museum Store meetings at the A+D so that volunteers can gain exposure to The Vault and the A+D.

As we move forward, we will send out an invitation to our volunteers on the time and location of upcoming meetings. We are excited to bring our staff and volunteers together and sincerely appreciate everyone's support.

Thank you,  
Deb McGroarty  
Acting Manager of Retail

### More Changes!!!

We are so sorry to announce the resignation of Chuck Amado and Rich Cansdale, Ambassadors PS Coordinator and Ambassadors PS Associate respectively. We thank them for their contributions and are so pleased they will stay on as Ambassadors.

We are pleased to announce that Brad Bachtelle has accepted the position as the new Coordinator Ambassadors Palm Springs effective immediately. Let's all give Brad all the support he will need!



Kenneth R. Rashid, Chair  
Museum Service Council

## Art Studio Classes

Our very good friends in the museum's education department have asked us to point out that their art studio class schedule is now online and the classes are available to purchase through the box office.

Here is the link to the classes. <https://www.psmuseum.org/palm-springs-art-programs/art-workshops-classes>

Please direct your questions to Hilary Roberts [hroberts@psmuseum.org](mailto:hroberts@psmuseum.org).

## Docent Tours

Docent Tours! We encourage all our wonderful volunteers to take the docent tours at all of our locations. You'll find the full schedule here <https://www.psmuseum.org/palm-springs-art-exhibitions/tours>. And I'm glad to arrange a special requested tour for you and your group. Just email me and we'll get you all set up. [dhogan@pmuseum.org](mailto:dhogan@pmuseum.org)

## Museum Service Council Steering Committee & Associates

### Steering Committee

Chair - Ken Rashid  
Vice-Chair - Linda Blank  
Ex-Officio - David Peck  
Secretary - Jack Delaney

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Administration - Jill Quick  
Ambassadors A+D - Linda Holden Clode  
Ambassadors PD - Betsey Helie  
Ambassadors PSAM - Brad Bachtelle  
Bistro - Steven Ross  
Data Management - John Ellis  
Orientation - Edie Groesbeck  
Programs & Tours - Travis Ginnett  
Special Events - Chris Butler  
Store - Karen Broadway  
Theater - Alan McPhail

### Associates

Ambassadors A+D Associate - Robert Collins  
Ambassadors PD Associate - Susan Pupkoff  
Ambassadors PSAM Associate - TBD  
Bistro Associate - Mark Jacobs

Data Management Associate- Robert Elmore  
Hospitality - Dennis Duca/David Peck  
Landscape Crew - Jackie Kramer/Robert Elmore  
Mailing/Phone Squad - Sherry Kaplan  
Membership Intake - Sallie Gilmore/Rosanne Knoepfle  
Musings Newsletter - Scott John Jones  
Orientation Associate - Robert Elmore  
Program & Tours Associate - John Marksbury  
Social Functions - Patricia Ewoldsen  
Special Events Associate - Rosanne Kummins  
Store Associate - David Orris  
Theater Associate - Mary Yahnke  
Vault Design Store - Jack Delaney



**First MSC Steering Committee meeting of the season  
Wednesday October 3, 2018  
Photo by Gary Mercer**

## Museum Service Council Schedule of Events / Meetings

<b>October 2018</b>				
Wednesday	3	Steering Committee Meeting	9:30 to 11am	Toor Library
Tuesday	16	Coffee & Conversation	9 to 10:45am	Elrod Garden
Tuesday	16	MSC General Meeting	10 to 11am	Lecture Hall
<b>November 2018</b>				
Wednesday	3	Steering Committee Meeting	9:30 to 11am	Toor Library
Wednesday	14	MSC & DC Mixer - Donna M's	5 to 7pm	Offsite
Tuesday	20	Coffee & Conversation	9 to 10:45am	AC Center
Tuesday	20	MSC General Meeting	10 to 11am	Lecture Hall
Wednesday	28	MSC Bus Tour - O.C. Museums	7:30am to 8pm	Orange County
<b>December 2018</b>				
Wednesday	5	Steering Committee Meeting	9:30 to 11am	Toor Library
Wednesday	12	MSC Member's Holiday Event	3 to 5pm	Grand Central PS
<b>January 2019</b>				
Wednesday	2	Steering Committee Meeting	9:30 to 11am	Toor Library
Tuesday	15	Coffee & Conversation	9 to 10:45am	AC Center
Tuesday	15	MSC General Meeting	10 to 11am	Lecture Hall
<b>February 2019</b>				
Wednesday	6	Steering Committee Meeting	9:30 to 11am	Toor Library
Tuesday	19	Coffee & Conversation	9 to 10:45am	AC Center
Tuesday	19	MSC General Meeting	10 to 11am	Lecture Hall



Palm Springs Art Museum, 101 Museum Drive, Palm Springs, CA 92262

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10/17/2018

MSC Musings - Fall 2018

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