

# Meet the Member Services Working Group by Barbara Norberg

As most of you know, OLLI is almost exclusively run by volunteers. We have one full-time employee, Becky Low, and two part-timers, Lee Sianez and Barbara White, Executive Director. Other than those three—we are strictly a volunteer-run entity.

OLLI has a Governing Council, made up of Board Members (President, VP, Secretary, Treasurer, etc.)—plus the Leader of each Working Group in OLLI at CSULB. The working groups are: Education, Technology, Member Services, Governance, and Communication.

## MSWG

We'd like to introduce you to the Member Services Working Group (MSWG). It is one of the working groups staffed entirely by volunteers that help run OLLI. These are the folks charged with assisting in recruitment and retention of members and volunteers; organizing



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events such as meetings, socials, dedications, holiday celebrations, and excursions. We participate in University and community events on behalf of OLLI.

Member Services also distributes the quarterly newsletter, *The SUN*, to district supervisors,

libraries, senior centers and University representatives, so we continually remind folks we are here!

## The Party People

Pre-Covid (if you remember back that far) Member Services organized and held Annual Membership meetings each Fall. We hosted New Member Orientations four times a year to welcome those who would like to “meet and greet” current OLLI members and perhaps look at volunteer opportunities. The most notable event hosted by Member Services each year was the Volunteer Luncheon in the spring and the Instructor Ice Cream Social—both of which were designed to thank and reward our hard-working volunteer force.

## Scribe

Since the pandemic shut down in person classes in 2020, Member Services have turned their energy toward acknowledging members remotely. The role of “Scribe” was created to send handwritten thank you notes to



members who have donated to OLLI, and to send other special occasion notes as requested. In addition to those notes, each new member receives a welcome email with OLLI information and contact numbers.

## Membership Handbook

A Membership Handbook was developed and is posted on the OLLI website. It answers most questions new (and old) members have regarding classes, parking, locations, and more. The pdf document can be printed for those who want a hard copy.

They are also defining the roles and responsibilities of each volunteer in each Working Group. When the project is completed someone will be able to manage the Volunteer process and it will become a sub-group of Member Services with a key person acting as co-chair.

## Travel Committee

The Travel Committee is another sub-group within MSWG. These are the folks who work with Good Times Travel to schedule trips for our OLLI members. To date, we have only done day trips, but if interest is shown we could do multi-day trips as well. There are two to four trips per year, and the last one they managed to sneak in between Covid shutdowns was a trip to the Mission Inn in Riverside to see the beautiful Christmas decorations and have dinner. **The next planned trip will be Tuesday, April 12, to the newly opened Academy Museum of Motion Pictures.**

## Group Members

The Member Services group meets every other month, and adds additional meetings when planning an event. Currently, they are working on an OLLI 25th Anniversary celebration to be held in-person in March—delayed from January 9, due to Covid restrictions. We are also looking forward to holding more in-person events when safe to do so.

Currently, the members of the group are: Maria Arce, Barry Bosscher (also Travel Lead), Kay Bosscher, Karin Covey, Gloria Curry, Lynne Jungers, Constance Malaambo, Barbara Norberg (Lead), and Karen Pruet.



Kay and Barry Bosscher