

For Master Gardener volunteers:

The Arboretum Yard & Garden Phone Line: Guidelines for retrieving phone messages

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Taking calls from the answering system at the Minnesota Landscape Arboretum Yard & Garden Phone Line can be a fun and challenging volunteer opportunity – and any Master Gardener can do it, anywhere!

In a nutshell, a volunteer listens to and takes a call from the answering system by following the steps below. Then he/she researches possible answers and calls the caller back with recommendations.

How to sign up to volunteer for the Arboretum Y&G Phone Line:

Any Master Gardener in Minnesota can sign up to take messages off the Arboretum Y&G Phone Line through the **Volunteer Tools** on the **Master Gardener Program** website. Here's how:

1. Click on the Master Gardener Program website at <http://www.mg.umn.edu>.
2. Click on **Volunteer Online Tools**.
3. Click on Minnesota Landscape Arboretum Phone Line.
4. Sign on with your login information - first and last name, the county in which you volunteer, and your password. Click Submit or hit Enter.



Note: If you have forgotten your login info, click on “Forgot your login info?” and it will be emailed to you immediately.

5. The month and year are shown at the top of the calendar page. Click the arrows to see additional months and years.
6. The slots available for you to sign up for are shown as [Register](#). Just click on any of these dates / time slots you'd like to register for, and your information will appear. Check the time and date to be sure you are available, and click Register.
7. Review the information listed to be sure it is accurate.
8. To return to the calendar of available slots, click Event Page at the top. You will be able to then register for another time slot. You can also delete your registration

by clicking on Delete Registration under your name. Click Confirm Deletion to be removed from that time slot.

9. To return to the Volunteer Tools, or to go to your contact page, or the Events Registration page, click on one of the links at the bottom of the page.

How to access the Arboretum Y&G Phone Line from an outside phone:

1. Dial 952-443-1400 which is the Arboretum's main line. A voice mail recording will come on. Press * twice.
2. You will be asked to put in the voice mail box # and the password. **The mail box # is 1426, the password is 1400.** Press the # sign after entering 1400.
3. Press 2 to hear new messages. Press 1 if you need to listen to the message again. Write down the details you need in order to research the question. Sometimes people provide a lot of detail. Sometimes, they provide very little. You may need to call the caller for more details before researching the question.
4. Press 6 to hear saved messages. **Note: There should not be any saved. If there are, please let Shirley Kooyman know at the email listed below.**
5. Press 7 to hear date, time and telephone number in case you don't understand the person's telephone number left on the message.
6. Press 8 to delete the message. **Be sure to delete all messages that you have resolved.** Any messages not deleted will end up in the "saved messages box".

Reporting data:

Please track and report the following information to Shirley Kooyman, coordinator for the Arboretum Y&Garden phone line via email: kooym001@umn.edu. This information is reported to directors, deans and department heads, and helps to justify this important service to the public.

- number of calls your resolved;
- each caller's county (you may need to ask them if you reach them in person)
- if the people are Arboretum members.

No need to send the actual questions resolved to Shirley.

Many thanks for your volunteer efforts!