

# Are You the One In-Charge of Volunteers?

October 6, 2021

Maggie Rose

[Maggierose520@gmail.com](mailto:Maggierose520@gmail.com)

# And Other Duties as Assigned...

- Job Descriptions
- Locating Volunteers
- Inheritance
- Inclination/mentorship



# Welcome

- Using volunteers to promote the library's mission and goals
- Identify service areas for volunteers
- Create and maintain a volunteer program
- Maintain communication up and down the ladder
- Work with volunteer with respect and gratitude

# Promoting your Library's Mission, Goals, Services and Programming

# Why Volunteers?

- Add new or expanded services
- Relieve staff
- Embedded services
- Expanding the library community
- Utilizing all your resources



# Identifying Services for Volunteer Work

# Where can you expand?

- Summer Reading Club
- Program presentation
  - Book clubs
  - Skills seminars
- Weeding/shelving
- Home deliveries
- Digitization
- Computer labs
- Tech coaching
- Community story times



# Creating a Volunteer Program



# How to set it up

- Administrative buy in
  - Write a plan, goals, mission
  - Ethical issues, unions
  - Background checks
- Outline the benefits
  - Freeing up staff
  - Expanding/implementing services
- Identify team members for leadership roles
  - Encourage mentorship
- Interview/vetting process
- Clear volunteer position descriptions
  - Outline the duties, qualifications, and expectations

# Finding Volunteers

- Social Media
- Digital resources
  - Volunteermatch.org
  - LinkedIn
- Local Newspapers
- High Schools
- College work/study
- Friends of the Library
- Library Foundation
- Community Organization Partnerships

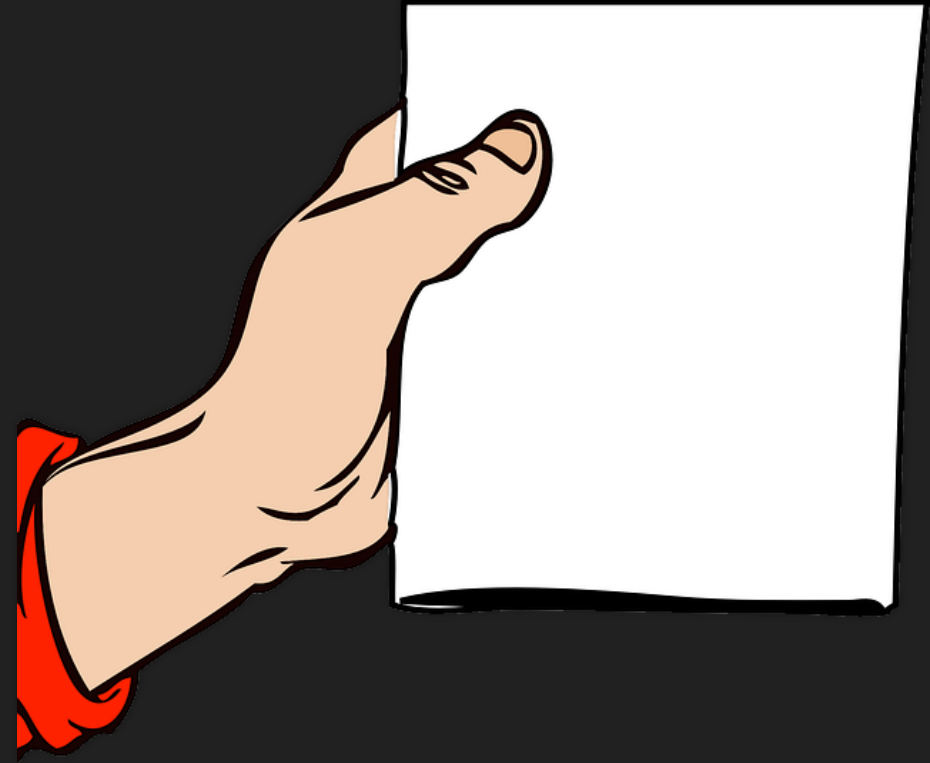
# Recruiting Process



1. Volunteer application
2. Volunteer interview
3. Job description
4. Volunteer training
5. Volunteer rewards and gratitude

# Job Description

- Approved by Admin
- Outline responsibilities
- Qualifications
- Time and duration commitment expectations
- Contact information for teammate



# Volunteer Application

- Contact Information
- Position requested
- Interests/skills
- Education/work history
- Background check/driver's license and insurance card
- Availability schedule
- References



# The Interview



- Team members
- Informal attitude
- Are they a good fit?
- Motivation for volunteering?

# Training

- Onboarding checklist
- Keys/badges
- Tour and meet & greet
- Work space/tools
- Volunteer manual, guidelines, best practices
- Sign-in sheets

# Volunteer Recognition

- Unpaid labor is not free
- Award staff perks
- Recognition events
- ARCs
- Privileges?
- Volunteer of the Month/Year, etc





# Maintaining Communication

# Communicate Often

## To the Volunteers

- Phone
- Email
- Periodical Newsletters
- Thank you notes
- What to do if X,Y, and then Z

## To Administration

- Statistics
- Newsletters
- Exciting projects
- Feedback from recipients of service

# Respect and Gratitude

# Honor their Commitment

- Social Media features
- Thank you/Birthday/Anniversary notes
- Bio in newsletter
- Credit where it's due
- After hours access
- Recognition Breakfast/Lunch/Dinners



**If it Doesn't Work Out**

# Have a Plan, and a Back-up Plan

## Prevention

- Use the interview and application as a screening process
- Get to know motivation for volunteering
- Clearly communicate volunteer expectation and commitments

## If it Goes South

- Reassign to another position
- Move to a substitute position (stress how important it is)
- “I’m so sorry but things have changed...”
- “Administration says...”
- Thanks, but no thanks (then honor them)

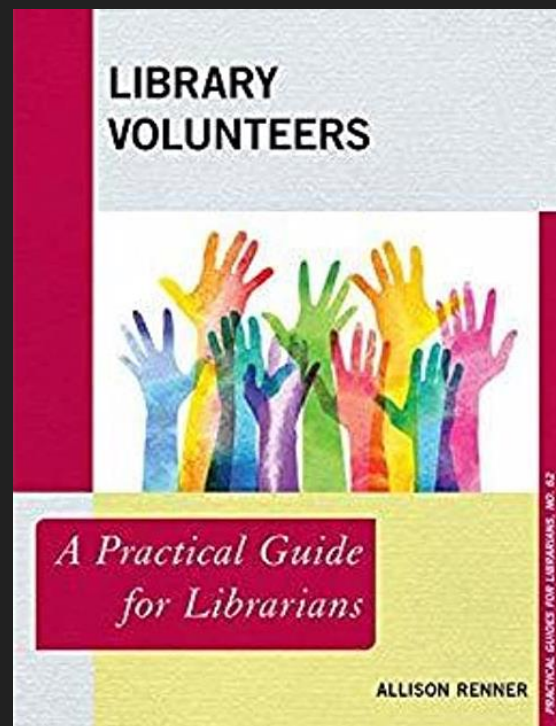
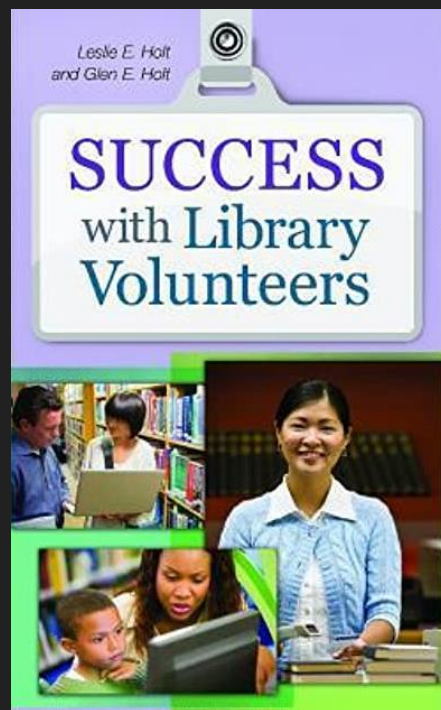
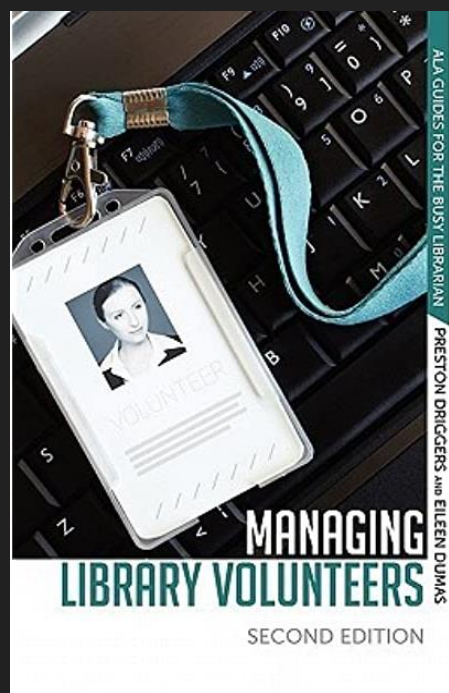
# References

- Ferandez, M. J. (2019, July 5). *Do's & Don'ts of Supervising Library Volunteers*. Retrieved July 12, 2020, from [http://publiclibrariesonline.org/2019/07/\\_\\_\\_trashed](http://publiclibrariesonline.org/2019/07/___trashed)
- Lehn, C. (Producer). (2018, September 18). *Revitalizing Library Volunteer Engagement [Recorded Webinar]*. <https://learn.webjunction.org/course/view.php?id=401>
- Lyttle, M., & Walsh, S. (2016, November 21). *The Challenges of Using Volunteers in The Library*. Retrieved July 12, 2020, from <http://publiclibrariesonline.org/2016/11/the-challenges-of-using-volunteers-in-the-library/>
- Throgmorton, K. (2016). *Recruiting and Retaining Volunteers*. *American Libraries Magazine*, 46(6), 42-45.  
doi:<https://proxy.oplin.org:2111/login.aspx?direct=true&db=c9h&AN=115722043&site=ehost-live>
- Jacobsen, A. (2010, April 16). *Those Who Can, Do. Those Who Can Do More, Volunteer*. Retrieved July 12, 2020, from <https://americanlibrariesmagazine.org/2010/04/16/those-who-can-do-those-who-can-do-more-volunteer/>

# Links

- American Library Association; Professional Tips, Volunteers
  - <https://wikis.ala.org/professionaltips/index.php?title=Volunteers>
- OCLC.org; Webjunction, Volunteers
  - <https://www.webjunction.org/search-results.html#q=volunteers>





Further Reading

Questions?

Thank You

Maggie Rose

[maggierose520@gmail.com](mailto:maggierose520@gmail.com)