Are You the One In-Charge of Volunteers?

October 6, 2021
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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

Approved!
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


Links

- American Library Association; Professional Tips, Volunteers

- OCLC.org; Webjunction, Volunteers
  - https://www.webjunction.org/search-results.html#g=volunteers
Further Reading
Questions?

Thank You

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