Library Volunteers Field Guide

Forms and Checklists

Contents

Indian Rocks Beach Library

Volunteer Application

PERSONAL INFORMATION:
(Please print)

_____
Last Name, First Name, MI

_____
Address   City   State   Zip

_____
Phone No.   Email   DOB (month/day)

Are you a year-round resident? _____ If not, what time(s) of

the year are you in town? _____

Education: HS   College   Graduate school

Degrees: _____

Special Skills: (e.g.: computer skills, office skills, teaching,

working with children)_____

_____

Contact in case of Emergency:

_____
Name   Relationship

_____
Address   City   State   Zip

_____

Library Volunteers Field Guide

Forms and Checklists

Home Phone No.   Cell Phone No.   Work Phone No.

VOLUNTEER AVAILABILITY:
Please select the days/times you are available.

MONDAY	930-130	130-5
TUESDAY	930-130	130-5
WEDNESDAY	930-130	130-5
THURSDAY	930-130	130-5
FRIDAY	930-130	130-5
SATURDAY	10-1	
SUBSTITUTE	Any day? _____	Specific day? _____

What would you like to do in the library? Pick as many as you like! Some of the tasks we need help with are shelf reading, straighten shelves, and assist with programming, Assist with managing the collection including organizing and processing materials, book sale room, and re-shelving books.

Library volunteers are required to work with basic computer programs in circulation. Knowledge of libraries and the Dewey decimal system is helpful but not required. Volunteers will be scheduled to train before being assigned a shift.

Have you ever committed, been convicted of, plead guilty to or plead nolo contendere to a felony or misdemeanor? (Conviction of a crime will not necessarily disqualify you).

_____NO _____YES If yes, please explain: _____
_____
_____
_____

The information listed in this application is accurate and complete to the best of my knowledge. I understand that if the information in this application is false I will be dismissed without notice regardless of when the false information is discovered.

_____

SIGNATURE   DATE

Library Volunteers Field Guide

Forms and Checklists

<u>2. One Minute Training</u> –
Simple clear direction
One point of information
Face to Face
Written reminder at hand
Copy in procedures book
Repeat

ATTENTION IRB VOLUNTEERS
PPLC COMPUTER CARDS STARTING WITH "5" NOT RECIPORICAL

Computer cards are issued to patrons who cannot prove Pinellas County residency (patrons who live outside the PPLC area including out of county/state). Computer cards issued by Largo are valid for one year; however other libraries have different expiration dates. They cannot be used to check out materials at any PPLC library - they are for computer use only.
5/18 LM

3. Key Points Check list

- ✓ Recruiting volunteers- outreach is a community conversation.

- ✓ Training volunteers- great starts produce great results. One Minute "how to" sessions.

- ✓ Scheduling volunteers- keep it simple- keep them informed- ask for help

- ✓ Volunteers working together- teamwork- learn something –teach something.

- ✓ Supporting volunteers as community experts- look within to connect outside the library.

- ✓ Programming ideas under your nose- check with volunteers for ideas and interests.

- ✓ Rewards and recognition- No certificate printing required if you do this right. Think intrinsic rewards.

- ✓ Remember update and communicate- flexibility- face to face time and gratitude.

- ✓ Policies and procedures keep everyone in the loop regarding expectations.
  - Make policy and procedure changes part of the review and training times, use fun "check for understanding" tools like a quick survey, a fill in the blank or call and reply with rewards for the correct responses. Use suggestion boxes and feedback forms with accountability to allow for volunteers to contribute easily.
  - Procedure changes need to be revisited regularly, repetition is a good thing.

4. Intrinsic Rewards

Intrinsic motivation (that what comes from within us) is gradually lost as a person is confronted with a world in which everything relies on extrinsic (things like money or chocolate!) motivation. **If we want to incentivize people into volunteering, then perhaps we need to steer a different course, a course that offers a more flexible, empowering, rewarding and fulfilling volunteering experience. Daniel Pink says: "*Intrinsically motivated people want to be able to dictate when they work, what they work on, and what they are responsible for. They do not need to be directed or rewarded, because they enjoy working and do so voluntarily, without demanding anything in return*".**

Are we mistakenly placing too much emphasis on policies, procedures, rules and control as the essential tools to get the best from volunteers? Are we seeing success in how many volunteers we have and how many hours they give rather than in an understanding of the true difference they make in our communities?
The more I think about it, I think the answer is yes.

Here are some ideas to help identify intrinsic rewards-

- **Challenge:** People are more motivated when they pursue goals with personal meaning and when attaining the goal is possible but not necessarily certain. These goals may also relate to their self-esteem when performance feedback is available.
- **Curiosity:** Internal motivation is increased when something in the physical environment grabs the individual's attention (sensory curiosity). It also occurs when something about the activity stimulates the person to want to learn more (cognitive curiosity).
- **Control:** People want control over themselves and their environments and want to determine what they pursue.
- **Cooperation and competition:** Intrinsic motivation can be increased in situations where people gain satisfaction from helping others. It also applies to cases where they are able to compare their own performance favorably to that of others.
- **Recognition:** People enjoy having their accomplishment recognized by others, which can increase internal motivation.

Coon D, Mitterer JO. Introduction to Psychology: Gateways to Mind and Behavior With Concept Maps. Belmont, CA: Wadsworth; 2010. Griggs RA. Psychology: A Concise Introduction. 3rd ed. New York: Worth Publishers; 2010. Malone TW, Lepper MR. Making Learning Fun: A Taxonomy of Intrinsic Motivations for Learning. In: Snow RE, Farr MJ, ed. Aptitude, Learning, and Instruction: Iii. Conative and Affective Process Analysis. Hillsdale, New Jersey: Erlbaum; 1987.

5. Your Volunteer Community- Considerations and Checklist

Basic Considerations
Don't make volunteers hunt for an open work space somewhere instead set aside specific desks, computers, and other needed tools specifically for use by volunteers.

Provide an official e-mail address to a volunteer who is doing research or outreach specifically as a representative of the organization.

Provide a secure storage area where volunteers can leave purses, briefcases, and other personal items while on duty in the facility.

Invite volunteers to engage in a project including planning and/or reporting meetings about projects. Invite them to staff training

Basic training on day one.
If the first shift of a new volunteer is a short one, it may best be spent in getting a "back stage" tour of the library followed by an informal discussion of library philosophy. This is the perfect chance for the new volunteer to ask questions about the library and most importantly, to get a clear understanding of just how her work will contribute to library service as a whole.

The most important thing you can do on a volunteer's first day is make the workplace welcoming.

Have a mentor/ buddy for new volunteers
For many volunteers, this volunteer job may be the first work experience - certainly for most it will be the first work experience at this library. The first day can be overwhelming and unsettling. You can increase the comfort level for a new volunteer by ensuring that she is made to feel as welcomed as she truly is and to see to it that she isn't hit with too many job requirements and tasks right away. By taking it slow and easy, and by helping the volunteer feel part of the team, you will likely increase the volunteer's enthusiasm for and commitment to the library.

At this point, a new volunteer may be introduced to the person who will handle the actual training -mentor and trainer need not necessarily be the same person. in fact, if the mentor is not responsible for training, you will have provided the volunteer with two contacts she feels comfortable with before the end of the first day!

Lee Miller- Library Volunteer Field Guide
August 2018   VIP Conference

Library Volunteers Field Guide

Forms and Checklists

6. Guided volunteering-

Spend time talking about the things that volunteers add to service that are intentionally ***different*** from the role of paid staff. At the same time, validate the work that employees do by making sure volunteers know the extent of staff responsibilities beyond what a volunteer may witness in only a few hours periodically.

Urge volunteers to observe and report. They will see and hear things through their work that might not be recognized by paid staff. Stress how important this can be.

But outline the way in which such feedback should be offered constructively. In fact, create an effective suggestion process, with a consistent way of reporting observations and ideas, to whom, at what times. Also define a response mechanism through which you and the volunteer making a suggestion follow up on any results.

Emphasize that the lack of pay does not mean a lack of standards. Remind volunteers that the reason they are donating their time is to serve your clients. **Service comes first**. High quality service is the goal and mediocre service is unacceptable. This also means that volunteers need to ask for more training, better instructions, and the right tools to be successful, not quietly accept whatever is given to them.

What's especially onerous about all this is the very negative message such actions convey to volunteers about the degree of value placed on their service by the organization – whose decision makers seem oblivious as to what is going on and how comparatively simple it is to correct it.

7. Tool Checklist

- ✓ Name badges- Lets make one for you! Include you name title and area of expertise and years of service in a library.

- ✓ Community and skill experts- identify them and use them- this can be included on a volunteer name badge or a counter table tent or name sign (for example genealogist or kayaker).

- ✓ Electronic easily edited schedule Outlook or Google docs work great

- ✓ Contact list with phone numbers and email and share with all staff and volunteers.

- ✓ Email group for notices- send notices about schedule changes, events, closings and celebrations

- ✓ Training the trainers- Create experts in library tasks- recognize success and collaboration

- ✓ Suggestion box

- ✓ Feedback/Comment cards

- ✓ Birthday celebrations, graduation and completion of service