

# Building a Volunteer Program

That Welcomes Many Ages and Skills

# Why Do You Want Volunteers

Be Clear About Why You Want  
Volunteers  
to yourself  
your staff  
and your board

Buy In

Help

Service

# Why Did the Volunteer Come to You

Ask the Question:

What Does the Volunteer Want in Return?

Build Resume

Community  
Connection

Have Fun

# Who Do We Want As Volunteers

Retired Teachers and Business Leaders?

Students?

Homemakers?



The Answer Is

**ALL OF THE ABOVE!**

# How Did We Begin Building Our Program

# First Steps: Policy Key Points

No youth under 14 years of age will be accepted as a volunteer unless under the supervision of a Boy or Girl Scout leader, school personnel, or a church group leader.

# First Steps: Policy Key Points

Volunteers may not work the circulation desk, access patron records or information, library business information, or any employment information.



# First Steps: Policy Key Points

The Library Director may reject any volunteer or make task assignments based on library needs and volunteer skills.

Volunteers who do not provide good service or abide by expectations for volunteers will be dismissed.

# First Steps-Paperwork

Contact Sheet & Confidentiality

Project Sheet or Task Sheet

Timesheet

**Volunteer Contact Sheet 2017**

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Special interests or skills: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Any other comments you would like to make:

\_\_\_\_\_

\_\_\_\_\_

I understand that I will be trained, supervised, and evaluated by the BCPL staff. I also understand that I will be subject to all the rules and policies that govern work and activities at the library.

\_\_\_\_\_ (signature of applicant)

**For Office Use**

\_\_\_\_\_

Date: \_\_\_\_\_

Schedule: \_\_\_\_\_

\_\_\_\_\_

Duties: \_\_\_\_\_

\_\_\_\_\_

**Volunteer Statement of Confidentiality**  
Buchanan County Public Library

By signing this document, I agree that I have read and am fully aware of the Buchanan County Public Library's confidentiality policies. I realize that the patrons trust us with their personal information, including information regarding their identity. I also understand that I may be privy to information concerning business practices and fellow employees. As a volunteer, it is my responsibility to protect this trust by refusing to share patron's or fellow employee's private information or their information needs with those who are not directly connected to the library, and by not discussing patrons, fellow employees, and library business practices outside the Buchanan County Public Library. I also agree to follow standard information clearing procedures as established by the library in order to better protect patron confidentiality.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witnessed by

Approved by the Buchanan County Public Library Board of Trustees at Feb. 28, 2011 meeting.

Version: 1

**Project: Be Haunted by Poe Haunted House**

Project Leader:

Sherry J Bright

Planned Completion Date: 10/23/17

**Problem:** not enough low cost fun activities with educational component available to our population

**Action Plan:** Pull together existing props, create new props, set up scenery, and run program

Will need guides, creative hands, and time.

**Challenges:** large program with lots of special effects and need people to run it

Additional information on plan sheet.

**Team:** All staff & Volunteers

**Strategic Plan Impact:**

Encourage literacy and builds community

**Outcome:** success measured by complete program, attendance, and feedback

**Key Tasks:**

Task	Tools	Who	When	Status
Gather props	carts	Sherry, Alesha, Kelly	October 5	
Create new items	Craft & building tools	Staff Volunteers	October 9 October 16	
Set up	Props, display box,	Staff & Volunteers	October 16-20 <sup>th</sup>	



# So Who Do We Want

We want retired teachers, business leaders, and homemakers.



# We Also Want

Library supporters with mental challenges.



And

Teenagers who are poor readers but love helping

And

Talented Artists of All Ages

# And

Court ordered individuals

For Speeding

For Drug Charges

For Trespassing

# And

People sent to us through Social  
Service and Work Program

VIEW

Goodwill

Workforce Investment

# And

Community Service workers who want  
to help an underserved community



# How Do We Find Volunteers

Find Us

Recommendations

Webpage

# What Do Our Volunteer Do

- Lots of Stuff!

# Building Shelves





# Digitalization Projects



# Children's Programs



# Promotional & Web Projects



# What Makes It Work

- A flexible staff who are willing to be assigned volunteers whose skills match a task the staff member has and who can work with the volunteer
- Clear goals and expectations
- Keeping the paperwork up to date

# And

- Being willing to change assignments
- Being willing to talk enough to find out about the volunteer and what they enjoy and need
- Being willing to stop accepting a particular volunteer

# Keeping Volunteers

Keep it Simple & Fun

Incentives

Focus on Value

# Challenges

Politics

Task assignment

Staff match

# The Biggest Challenge

- TIME



# Thank You

- Sherry J Bright
- Director Buchanan County Public Library
- [sherry@bcplnet.org](mailto:sherry@bcplnet.org)
  
- Kelly Smith
- Library Administrative Assistant
- [kelly@bcplnet.org](mailto:kelly@bcplnet.org)

# Evaluation

- [tinyurl.com/fri2017vla](https://tinyurl.com/fri2017vla)