

# Engaging Volunteers During Difficult Economic

An *Infopeople*  Webinar

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# Agenda

- **Introduction**
- **Why Volunteer?**
- **Program Challenges – Economic Downturns**
- **Time Saving Tips**



# Introduction:

- How many volunteers does your library engage?
- Have you been asked to start or increase engagement of volunteers recently? Why?
- What are your most burning questions?

# The Decision to Volunteer





# Volunteer Motivation

- Mission and impact
- Social involvement
- Meet new people
- Gain skills
- Recent retiree
- Try a new experience
- Community service hours
- Build self-esteem



# Motivation: Economic Downturns

- Mission
- Gain new skills
- Networking
- Social involvement
- Recently unemployed
- Vocational rehab hours
- Get a job
- Build self-esteem



**Motivation**

# Motivation Change: Is it Important?

- Recruitment
- Position Development
- Satisfaction
- Retention
- Relationships



# Challenges:



A word cloud of organizational challenges. The words are arranged in a cluster, with some larger and more prominent than others. The words include: Staff, Change, Relationships, Too, Replace, Reductions, labor, many, Challenges, Union, Free, Resistance, Layoffs, Cuts, Volunteer, and Loss.

Staff  
Change  
Relationships  
Too  
Replace  
Reductions  
labor  
many  
Challenges  
Union  
Free  
Resistance  
Layoffs  
Cuts  
Volunteer  
Loss

# Challenges: **Lack of Trust**

- Unsure of the volunteer coordinator role
- Fear of volunteers
- Volunteers are unskilled
- Staff is uncomfortable engaging volunteers
- Union concerns

# Challenges: **Fear of Change**

- Staff layoffs
- Volunteer layoffs
- Constant change
- Mourning the loss of what use to be

# Challenges: Busting Myths

- Volunteers are free labor



# Challenges: A Good Problem



- Too many volunteers
- Too few openings

# Time Saving Tips: Recruitment

- Develop position descriptions
- Create “master” recruitment announcements
- Utilize online resources – [Volunteer Match](#),  
[Hands on](#) - Networks, [Library Website](#)



# Time Saving Tips: Screening

## Volunteer Applications

- [Multnomah County Library](#)
- [City of Tualatin](#)
- [Hillsboro Public Library](#)

# Time Saving Tips: Screening

## Screen Applications:

- Incomplete information
- Misspellings/Illegibility
- Court mandated service
- School service
- Minimum age requirements
- Minimum service commitment





# Time Saving Tips: Screening

- Create master response emails
- Clerical volunteers can help!
  - Data entry
  - Application screening
  - Sending master email responses

# Time Saving Tips: Screening

## Group Interviewing

- Outline Sample
- Mini interviews
- Unemployed volunteers





# Time Saving Tips: Screening

## What to look for:

- Body language
- Engagement with others
- Interested in topics
- Arriving on time or leaving early
- Engaged in activities
- Participation in discussion

# Time Saving Tips: Training

- Training Tutorials
  - [MCL Volunteer Site for Coordinators](#)
  - [Tualatin City Library Volunteer Orientation](#)
- Group Training- Handout

# Time Saving Tips: Supervision

## Walking Around Supervision:

- Engage many staff in asking
  - “how did it go today”
  - “any questions that came up that I can help with”
- All staff are engaged in assisting volunteers
- Have a priorities bulletin board

# Time Saving Tips: Supervision

## Lead Volunteers

- Supervise
- Schedule
- Train
- Mentor
- Similar to role as a trainer
- Example: Summer Reading Leader



# Time Saving Tips: Supervision

## Reports and Forms:

- Forms to collect statics for each shift
- Email updates on work progress
- Daily priority task lists





# **Time Saving Tips: Supervision**

## **Volunteer Database:**

- Accessible by staff supervisors
- Contact information
- Volunteer position assignments
- Volunteer profiles
- Volunteers can update their profiles



# Time Saving Tips: Supervision

The screenshot shows a web browser window with the following elements:

- Browser Tabs:** Volgistics, Volunteer Information Cent
- Address Bar:** <https://www.volgistics.com/ex/portal.dii?ACT=57>
- Page Header:** MULTNOMAH COUNTY LIBRARY Volunteer Services (with logo) and MCL Volunteer Site
- Section Title:** Volunteer information for Harry Potter
- Navigation Menu:** Home, Mail, My Profile, My Schedule, My Service History, Time Sheet, Account
- Instructions:** The following information is currently on file in your volunteer record. To update your records, enter your new information in the spaces provided. Click any of the "Save" buttons to save your changes or additions.
- Contact Information Form:**
  - First name: Harry
  - Last name: Potter
  - Street 1: 44 SE Division Street
  - Street 2: (empty)
  - City: Portland
  - State: OR (dropdown), Zip: 97202
  - Home phone: (123) 456-7890,  OK to call me here
  - Work phone: (empty),  OK to call me here
  - Cell phone: (empty),  OK to call me here
  - Email address: harrypotter@mcl.dom
  - Date of birth: 7-31-1980
  - Best Way to Contact You: Email (dropdown)
- Action:** A green "Save" button is located at the bottom left of the form area.

# Q&A





Thank You!

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