

VOLUNTEER MANAGEMENT FOR NEW LIBRARIANS

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Former Volunteer Manager
at Calgary Public Library

Reason:

Share the knowledge I've gained through my work experience with MLIS Candidates and FIMS Faculty. There is a gap in explaining the intricacies of volunteer management in LIS education.

Goal:

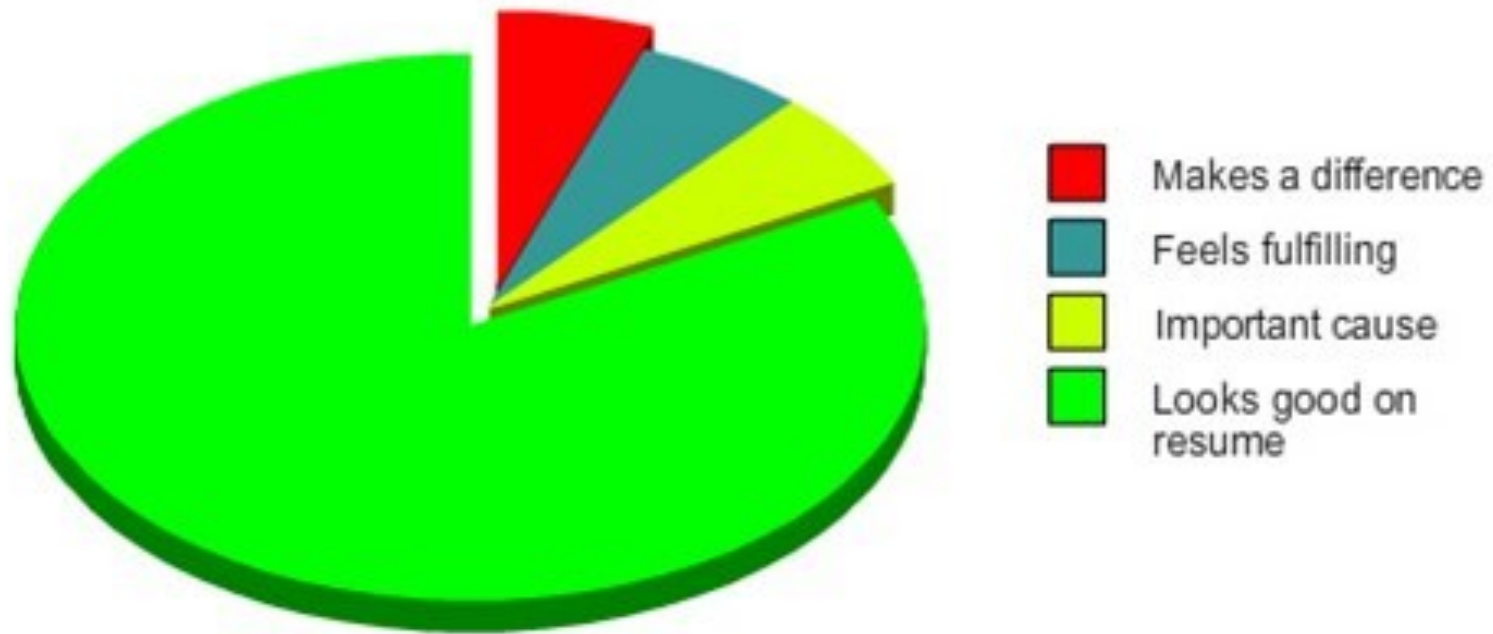
Help MLIS Candidates get job offers and support volunteers in their jobs.

Volunteer Management terminology and basic practices will be helpful in acquiring jobs where volunteer support or management is required.

Why volunteer management?

- Most libraries have volunteers. Academic, Public, Government, and some Special
- Add services to your library
- Community building and enhancing
- Human Resources
- Skill Building
- Improves services for users

Reasons for Volunteering



Volunteer Management: It's like HR, but harder and with less money!

- Finding people isn't always the issue
- Motivation
- Canadian Administrators of Volunteer Resources

<http://www.cavrcanada.org/>

Canadian Volunteer Code for Volunteer Involvement

Volunteer Canada is the overarching organization. Similar to ALA or CLA in that it isn't an enforcing organization, but does support any and all volunteer situations in Canada through their code of ethics, and other support.

volunteer.ca/

THE VALUE OF VOLUNTEER INVOLVEMENT

Volunteer involvement has a powerful impact on Canadian society, communities, organizations, and individuals.

Volunteer involvement is fundamental to a healthy and democratic society in Canada

- It promotes civic engagement and active participation in shaping the society we want
- It gives everyone a voice and the space to contribute to the quality of life in communities

Volunteer involvement is vital for strong, inclusive, and resilient communities

- It promotes change and development through the collective efforts of those who know the community best
- It identifies and supports local strengths and assets to respond to community challenges while strengthening the social fabric

Volunteer involvement builds the capacity of organizations

- It provides organizations with the skills, talents, and perspectives that are essential to their relevance, vitality, and sustainability
- It increases the capacity of organizations to accomplish their goals through programs and services that respond to and are reflective of the unique characteristics of their communities

Volunteer involvement is personal

- It promotes a sense of belonging and general wellbeing
- It provides the opportunity for individuals to engage according to their personal preferences and motivations

Volunteering is about building relationships

- It connects people to the causes they care about, and allows community outcomes and personal goals to be met within a spectrum of engagement
- It creates opportunities for non-profit organizations to accomplish their goals by engaging and involving volunteers, and it allows volunteers an opportunity to engage with and contribute to building community

GUIDING PRINCIPLES FOR VOLUNTEER INVOLVEMENT

Volunteers have rights. Non-profit organizations recognize that volunteers are a vital human resource and will commit to the appropriate infrastructure to support volunteer engagement.

- The organization's practices ensure effective volunteer involvement.
- The organization commits to providing a safe and supportive environment for volunteers.

Volunteers have responsibilities. Volunteers make a commitment and are accountable to the organization.

- Volunteers will act with respect for the cause, the stakeholders, the organization, and the community.
- Volunteers will act responsibly and with integrity.



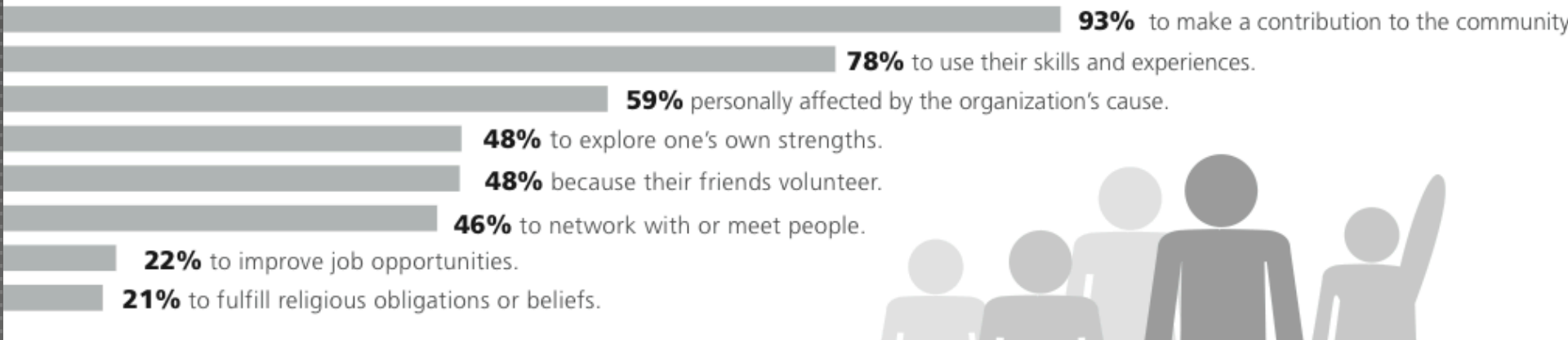
“The survey dispels the myth of disengaged youth. Canadians aged 15-24 volunteer more than any other age group at a rate of 58 per cent versus the overall rate of 47 per cent.”

- See more at: <http://volunteer.ca/content/nearly-one-million-more-volunteers-2007#sthash.IgmaXkGu.dpuf>

REAL MOTIVATION:

DATA FROM STATISTICS CANADA, 2010 CANADA SURVEY OF GIVING

Why Canadians VOLUNTEER



Imagine Canada (2014). *Volunteering in Canada*. Retrieved from <http://www.imaginecanada.ca/infographics>

VOLUNTEER RESPONSIBILITIES:

- ▶ Job descriptions are essential
- ▶ Unionized environments
- ▶ Value added services
- ▶ Bridge staffing gaps
 - ▶ (Controversial, but happens more often in rural libraries)
- ▶ Mutually Beneficial

Volunteers can not do
everything.

You shouldn't fear they
will take your job

Your organization has serious ethical issues if they can
not decide which roles are paid and which unpaid

VOLUNTEER RECRUITMENT:

- ▶ Often done online or through posters in libraries or in the community
- ▶ Often cities have volunteer organizations with board or forum for opportunities- Pillar
- ▶ Be creative! Partner with schools, put up posters on community boards, grocery store boards, etc.
- ▶ More people you reach not always better than being selective and targeted. Ex-Television

Application Process & Screening

- ▶ All volunteer positions should have an application process.
- ▶ Form
- ▶ Phone interview
- ▶ in person interview
- ▶ Commitment and Skill Check
- ▶ Explain everything

HIRING

- Match
 - Skills,
 - Availability,
 - Location, and
 - Commitment
- Police checks
- Listen to your gut



Photo from <https://www.facebook.com/calgarypubliclibrary>

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Risk Assessment

- ▶ Completing reference checks, police checks, screening process and weeding out people who will not work is risk management
- ▶ Expectations
- ▶ Contract
- ▶ Volunteers in libraries have done it for the wrong reasons but above is considered due diligence

Training & Support

Can be one on one or sessions, can involve sending them to outside organization or even academic learning and tests.

Make yourself (or someone) available to help

Checkup



Photo from <http://calgarypubliclibrary.com/blogs/library-connect?p=2210#p2210>

Evaluation

- Regular Evaluation
Important- Anonymous?
- Librarians supporting
volunteers may have to
contribute to this process.

Recognition

- ▶ Get to know your volunteers!
- ▶ Acknowledgement
- ▶ Awards can be given out for length of service, most hours, outstanding contributions.
- ▶ Celebrations or parties
- ▶ Awards outside of the organization bring prestige to the organization.

RETENTION

- Proper training, support, and recognition all lead to retention.
- Letters of Reference.
- Record keeping



Jen, Read With Me. Photo from <http://calgarypubliclibrary.com/blogs/library-connect?p=1603#p1603>

Firing

- ▶ Risk Management is your friend
- ▶ Sometimes it does happen
- ▶ More often, people will leave through self-selection

TAKEAWAYS

If you remember nothing else about today, I want you to remember:

in order to retain volunteers you need to build a relationship with them and emphasize the benefits of their actions.

Vocabulary- very handy to make it sound like you know what you are talking about in an interview!



Spanish Conversation Club. Photo from <http://calgarypubliclibrary.com/blogs/library-connect?p=2051#p2051>



Conoco Phillips Corporate Volunteers.

Photo from <http://calgarypubliclibrary.com/blogs/library-connect?p=2054#p2054>

THANK YOU

Any questions? Email me at cpinkne2@uwo.ca