VOLUNTEERS HANDOUT – Tom Neel (tneel@ogs.org)

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GENERAL OUTLINE

A. How do we get volunteers?
  1. Take Advantage of our Local Genealogical and Historical Society
  2. Using Senior Citizen Support Agencies
  3. Solicit Volunteers from the Regular Customers
  4. Advertise the Need and List Benefits
  5. Identify the Specific Expertise Desired

B. What are the Differences Between Volunteers and Interns?
  1. Volunteer Status vs. Employee Status
  2. Free Reign vs. Highly Scheduled
  3. Ask vs. Command
  4. Fun Learning vs. Career Learning
  5. Types of Internship Arrangements
  6. Unpaid Interns are Volunteers

C. What are the Basic Forms for Volunteers?
  1. Volunteer Application
  2. Project Release
  3. Volunteer Call List

D. What are Some Considerations in doing Projects?
IN-HOUSE
  1. List of Possible Volunteer Jobs
  2. What is the Goal?
  3. Responsibilities of the Task
  4. Instructions for each Project
  5. Reporting Tools
OFF-SITE
  1. Thoughts about Those you have Never Met
  2. What Jobs can be Performed Off-Site?
  3. Preparation is often Intensive
  4. Follow-up is Important

E. Do you Need a Volunteer Coordinator?
  1. Good Idea if More than 10 Volunteers
  2. Job Description is Necessary
  3. Is there a Backup Plan?

F. How do we Train our Volunteers?
  1. Volunteer Manual
  2. Classes and Webinars
  3. One-on-One Training

  4. The Buddy System
  5. Quality Control

G. How do we Recognize our Volunteers?
  1. Do we Reward the Best?
  2. Certificates and Gifts for All
  3. Welcome on Arrival and Thank-you on Departure
  4. Share the Final Product
  5. Articles

H. What are Some of the Issues Involved?
  1. Volunteer Does not Show Up
      Do we Exclude at the Start?
  2. Volunteer is Doing a Poor Job
      Do we Move Position or Retrain?
  3. Volunteer has a Conflict of Interest
      Do we Wait and Hope for the Best?
  4. Volunteer has Personality Issues
      Will it Become a Staff vs Board Issue?
  5. Volunteer Does not Follow Rules
      Does the Problem Start with You?

I. How do we Benefit from Volunteers?
  1. Lifelong Friends
  2. Eventual Benefactors
  3. Best Promoters
  4. Mutual Education

HELP!!! – WEBSITES FOR ADDITIONAL INFORMATION

Conflicts of Interest: http://www.ala.org/tools/ethics/conflictsofinterestqa
Forms (application): https://www.thebalancesmb.com/how-to-write-a-volunteer-application-that-works-2502600
Human Resources: https://www.shrm.org/
Job Descriptions: https://www.webjunction.org/explore-topics/job-descriptions.html
Manual (sample):
https://www.councilofnonprofits.org/sites/default/files/documents/Model%20Vol%20Handbook%20policies%20and%20proc.pdf
Policy Development: https://libguides.ala.org/librarypolicy
Projects (works for hire): https://www.copyright.gov/circs/circ09.pdf
Senior Volunteers: https://lib.dr.iastate.edu/cgi/viewcontent.cgi?article=8734&context=etd
Training: https://www.webjunction.org/explore-topics/create-deliver-training.html
Trustees are Volunteers: https://www.webjunction.org/explore-topics/friends-trustees.html
Volunteer Management:
https://www.webjunction.org/documents/webjunction/New_Directions_for_Library_Volunteers.html