



Volunteer Overview

Volunteer Services Mission:

Connecting Library advocates with a spectrum of opportunities, service and potential.

Types of Volunteers:

- Adult Volunteer (over 18)
 - Requires Authorization for Background Check Form
 - Requires reference check
- Teen Volunteer
 - Requires Parental Signature
 - Requires reference check
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- Court Appointed Community Service Volunteer (CACS)
 - Offense cannot be drug, weapon or alcohol related
 - Requires check by library staff with court-appointed liaison
- Specialty Volunteers
 - These fit into one of the three basic categories above (Adult, Teen, CACS) but have specialized processes and requirements
 - Children Reading to Dogs Volunteers, Volunteer Presenters and MLS Retirees as Volunteers are examples.

Volunteers in the Library:

- Each library location has a Single Point of Contact (SPOC) for volunteers. The SPOC is the primary liaison between the library, Volunteer Services Office, Manager of Library Operations, Volunteer Supers (Staff who oversee volunteers) and volunteers.
- Libraries may have multiple Volunteer Supers who oversee volunteers.
- Volunteers are used in libraries on an as needed basis, and opportunities may not be available at all libraries at all times.
- It is a privilege to volunteer in the library, and if expectations are not being met the library is not under obligation to continue providing service for a particular volunteer. For specific situations please check with your SPOC and Library Operations Manager.
- Additional resources for Volunteer Supers are available at MyMetroLibrary.org under *Resources, Supervisors of Volunteers*.



Volunteer SPOCs – Single Point of Contact

Duties

- Appointed by Manager to serve as an on-site knowledgebase for volunteer procedures.
- Ensure guidelines are being followed by communicating updates and changes regarding volunteers with Library Volunteer Supers and Library Operations Manager
- Learn and utilize volunteer management software to maintain volunteer check-in and check-out procedures, advertise for needed volunteers after Manager approval
- Oversee timesheet check in training and daily use of volunteer management software with all staff members and Library Manager
- Greet potential volunteers and miniview them
- Assist in training, orientation, and placement of volunteers with Library Volunteer Supers. Ensure that all library staff, including Library Operations Manager, meet the volunteer.
- Make contact with and encourage volunteers as they work at their assigned positions
- Make recommendations for training and learning opportunities for Library Volunteer Supers and volunteers to develop leadership and job skills
- Work with Library Operations Manager and Volunteer Coordinator to address and solve any issues that arise and to ensure smooth operation of volunteer program
- With Manager approval, assist with volunteer special events and recognition
- Assist with assessment of volunteer program effectiveness

Requirements

- Recommendation for role by Manager.
- Desire to promote volunteerism, and experience working with volunteers is preferred
- Enthusiastic and energetic style enhanced with a positive attitude
- Ability to effectively match skills and talents offered by volunteers with needs of the library or department as discussed and established with Supervisor or Manager.
- Ability to establish and maintain effective working relationships with manager, staff and volunteers
- Ability to encourage and guide both staff and volunteers , and work with volunteers in an appropriate manner
- Excellent verbal and written communication skills
- Responsible and dependable with strong leadership skills
- Ability to complete tasks and assignments with minimal oversight or supervision while keeping manager informed
- Proficient in Microsoft Office, e-mail, internet, and volunteer management software
- Able to attend quarterly volunteer supervisory trainings and yearly OKC Volunteerism Conference and relate information back to manager and other staff

Benefits

- “Above and Beyond” possibility
- Ability to mentor co-workers and staff
- Clear liaison roles between the library manager, staff, volunteers and volunteer services
- Additional training and guidance opportunities



Procedures for Volunteer Supers

Creating a Volunteer Opportunity:

- Staff will first update Manager of Library Operations that there is a need for volunteers.
- Upon Manager approval, visit MyMetrolibrary.org
- Choose Resources, then Supervisors of Volunteers.
- Choose Add Volunteer Opportunities from the right hand menu bar.
- Log in using your location specific User ID and Passcode.
- Complete the form including Contact Person and e-mail address.
- Be sure the title of the opportunity begins with the name of your location.
- Submit the opportunity, and you will receive e-mail confirmation when approved.
- You may choose whether or not the opportunity is published (available to view on www.supportmls.org/volunteer or unpublished and not viewable).

Recruiting, Interviewing and Placing Volunteers

- The opportunity contact will receive an automatic e-mail alert that a volunteer is interested in the position. Contact information for the volunteer is included.
- The Volunteer Super will contact the volunteer to determine if the library and opportunity are a good fit with the volunteer.
- Staff will set up a time for the volunteer to be interviewed.
- Upon successful completion of the interview, the Volunteer Super will contact Volunteer Services to request approval of the volunteer. For 18+ this includes a background check, for 17 and under a signed Parental Waiver should accompany the request.
- When approved, the volunteer will be placed with the appropriate opportunity by Volunteer Services. The Volunteer Super will be notified of the placement.
- The volunteer is now ready to be scheduled by the Volunteer Super and begin volunteer service.



Procedures for Volunteer Supers (cont.)

Sample Volunteer Interview Questions:

Work and/or Volunteer History

- What type of work or volunteering have you done in the past?
- Did you enjoy it?
- Tell me a little about your interest in volunteering.
- What kinds of things do you like to do?
- Do you like to try new things or have assignments that are more repetitious?

About You

- How many hours a day/week would you like to volunteer?
- Do you prefer to work independently or on a team?
- What type of work or volunteer environment do you prefer?

The Library System

- Is there anything I haven't told you about the Library System that you would like to know?

The Future

- What do you see as the result of your volunteering?
- What is important to you as you think about volunteering?

Logging Volunteer Hours

Volunteer hours are logged and tracked either by Library Staff or by the Volunteers. A monthly hours report is sent to the Volunteer SPOC at each location for review. Changes should be sent to the Volunteer Coordinator.

Logging Volunteer Hours at the Library by Staff (Teen & Adult)

- Library staff will access the Internet Explorer Favorites Menu.
- Staff will choose Volunteer Sign In.
- Staff will enter the Volunteers User ID and Passcode. (Time is now tracked)
- Volunteer completes service for the day
- Library staff again enters the Volunteer's User ID and Passcode. (Time is now logged as completed.)

Logging Volunteer Hours from home (Adults Only)

- From any public computer or at home volunteer will go to www.supportmls.org/volunteer
- Volunteer will choose Volunteer Log In.
- Volunteer will choose Record Service Hours under Volunteer on the grey menu bar.
- Volunteer can update hours.

Logging Volunteer Hours automatically

- If a volunteer is unable to check in and out when visiting the library, or if he/she volunteers on a regular schedule a calendar can be created for the volunteer to track his/her scheduled hours.
- Volunteers can edit these hours..



Specialty Volunteers

Volunteer Presenters

Individuals not being paid to present for a program, including community partnerships. For example: presenters from colleges, state agencies, organizations.

Process (Library Side)

1. Identify whether a presenter is paid or unpaid. If unpaid, proceed!
2. Create an opportunity. The title should be formatted: Library—Organization (DO NOT PUBLISH). For instructions to create an opportunity please visit MyMetrolibrary, Resources, Supervisors of Volunteers, and then Video.
3. Gather volunteer information. You or the volunteer can use the form (attached) or sign up at www.supportmls.org/volunteer.
4. Inform volunteer services of the volunteer, opportunity, and day and time of the event.
5. The volunteer will be added to the database, a background check will be conducted, the volunteer will be placed with the proper opportunity, and given a schedule on the calendar.
6. Hours for the volunteer will be logged automatically based on the calendar.

Repeat or Multi-Library Connection

1. E-mail the volunteer name/organization to hport@metrolibrary.org and include the appropriate opportunity name and schedule.
2. If returning, placement with the opportunity and on the calendar schedule will be immediate.
3. If new, return to the process above and complete steps 1—6.

Volunteer Presenters Form

Library Location: _____ Opportunity Name: _____

Date(s) of Program: _____ Start and End Time: _____

(By completing the Date and Times your hours will be automatically added in the database)

When you fill out this form we can add you to the library's new database of volunteers. We are obliged to document everyone who does a program or assists with an event for the public. We'll be glad to enter your information for you in the library's software, but we'll need the following (all fields are required):

First and Last Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

Phone: () _____ - _____ email: _____

Date of birth: Mo: ____ Day: ____ Year: ____ Male / Female t-shirt size: _____

☐ Yes, I give permission for the library to do a simplified background check.

Signature: _____ Date: _____

Return to hport@metrolibrary.org or FAX to 405-606-3735. You may also complete a profile online at www.supportmls.org/volunteer if you prefer.

Questions? Call MLS Volunteer Coordinator Heidi Port, 405-606-3762 or e-mail hport@metrolibrary.org. Thank you!



Specialty Volunteers (cont.)

Children Reading to Dogs Volunteers

- 1) **Keep a copy of each dog's Therapy Certification card at your library, and forward a copy to DVS.** The cards have the dog's name and expiration date of organization membership. If there is any question of whether the membership is current or not, the library has proof. Note: to be current with any therapy dog organization, dog owners have had to provide the organization with a current Veterinary form indicating the dog is current on shots.
- 2) **Also, keep a copy of the volunteer's letter with their insurance coverage, and forward a copy to DVS – Volunteer Services.** Trainers are sent a letter from their organization with the insurance coverage; the letter comes with their renewal packets after the first of the year.
- 3) **The rules of the certifying organization must be followed;** if there is an incident with a dog and it was proven they were violating the rules, then there is no insurance coverage by the organization.
- 4) The **leashes** are kept on the dogs, unless the trainer is having the dog perform tricks.
This enables the trainer to gain control of a situation, should the need arise.
- 5) **Dog treats** can be given to the dog during "demonstrations" but **ONLY** by the handler. Trainers are not to give treats to children or adults to give to the therapy dog. This creates a higher bite risk (some dogs are rather "excited" to get a treat and could bite a finger in the process of getting the treat).
- 6) Keep a copy of the **incident form** and have it in your files "just in case" it is ever needed.
- 7). Therapy dogs are usually used with our "Children Reading to Dogs" program. There may be a time that a therapy dog and trainer visit a **story time** for pre-school children (but not toddlers; the definition of "toddlers" is children aged 13 months - 23 months.)

MLS Retirees as Volunteers

MLS Retired Employees who wish to return as volunteers are welcomed and encouraged to do so. They will be considered "new" volunteers, and must follow the volunteer procedures as such.

Retired Employees who served in a supervisory capacity will not be placed at their last location of work for a period of at least one calendar year from retirement. These former employees may volunteer at another location after completing all the requirements to do so.

Questions regarding specific situations may be referred to the Volunteer Coordinator by the Single Point of Contact at that location.



Volunteer Perspective Overview

Steps to Volunteer:

- Potential volunteer visits www.supportmls.org/volunteer
- Selects Opportunity of interest which creates a Referral
- Logs In (Returning) or Creates a Profile
- Provides a signed Parental Waiver (17 years and under) or approval for Background Check (18 and over)
- Potential volunteer is interviewed by library staff, evaluated and placed according to the need of the library and skills and talents of the volunteer
- Volunteer is trained and scheduled.

Volunteer Agreement—Online Application:

Thank you for your interest in serving your community by volunteering for the Metropolitan Library System!

Completing your online profile is the first step. Your second step will be to choose volunteer opportunities of interest to you. Step three will be placement with a library opportunity, pending approval of your background check (18 and over) or receipt of your parental waiver (17 and under).

I certify that the statements made in this online profile are true and correct and have been given voluntarily. I understand that this information may be disclosed to any party with legal and proper interest, and I release the Metropolitan Library System of Oklahoma County from any liability for supplying such information.

I understand that the Metropolitan Library System reserves the right to screen volunteers and will not accept as a volunteer anyone who would jeopardize any aspect of library service or the safety of library staff and customers.

I understand that if I am unable to fulfill a scheduled time for any reason, I am to notify my library supervisor as soon as possible.

I understand that if I miss my scheduled date and time of service without prior notification, my volunteer opportunity may be terminated by the affected library site and supervisor.

I understand that I will not be paid for my services as a volunteer, and I am giving my time freely to the library to which I am assigned. I further understand that as a volunteer, I am not eligible for workers compensation insurance.

I also understand that by volunteering, I am not guaranteed any special consideration for any future permanent employment with the Metropolitan Library System of Oklahoma County, should I ever apply for a position.

I also agree photograph(s), audio, or video(s) of me may be used by the Metropolitan Library System of Oklahoma County for publicity purposes in newspaper/TV/radio ads & on the MLS website. MLS will identify me by first name only, and no other information will be released to the media or published in any internal publication without authorization from me or my parent/guardian.