

## **2016 Goals for Summer Reading Program Volunteers:**

- To gain job training and work experience
- To develop skills including self-motivation and taking initiative
- To increase connection to the Library
- To encourage camaraderie with like-minded teens
- To encourage reading skills
- To support the Library



## **Expectations and Behaviors to encourage:**

- Smiling!
- Being friendly and welcoming to all library customers and encouraging participation in the reading program and attending library events.
- Making eye contact with customers and asking if they need assistance.
- Speaking to customers politely and clearly. Being excited about reading and all the library has to offer!
- Explaining the reading program and answering questions thoroughly.
- Being accurate and marking incentives appropriately.
- Keeping your area neat and tidy. If you need more supplies, ask your volunteer supervisor.
- Being approachable by not using your cell phone to call or text while volunteering.
- Asking questions, and referring situations you can't solve to a staff member.
- Doing your best to provide a smooth experience for each customer!

## **Volunteer Opportunity Suggestions:**

1. Celebration Station Volunteer
  - a. Celebrate reaching goals by awarding earned incentives with gusto!
  - b. Provides options for signing up (personal smart device, library computer, library catalog computer, and for more assistance directs to staff)
  - c. Assists customers in signing up for the reading program
  - d. Offers reading encouragement
  - e. Encourages participation in the reading program
  - f. Invites customers to events (Neighborhood Arts, Reading Buddies, etc.)
  - g. Promotes social media sharing #ireadfor20
  - h. Dress up as a sports hero for photo opportunities
2. Reading Buddy Volunteer
  - a. Encourages reading skills by listening to or reading with younger customers
  - b. Scheduled and advertised days and times are recommended.
  - c. Additional Training to include tips and tricks for reading with children as well as in-person practice.
3. Event Assistance & Little League Craft Programs
  - a. Count attendance
  - b. Craft preparation
  - c. helping with crafts

- d. Cleaning toys (daily)
- e. Shelving board books
- f. Straightening children's area – edging shelves
- g. Cleaning children's keyboards and computer area
- h. Changing displays
- 4. Library Career Overview
  - a. Volunteer job shadowing – not training, just exposure to various library jobs
    - i. Weeding
    - ii. Collection development
    - iii. Circulation
    - iv. Customer Service
    - v. Shelving
    - vi. Dewey system – why do we use it?
  - b. What do you (as staff) know that could add value to the volunteer experience
  - c. Use as a recruitment tool for the librarian field

## **Volunteer Training:**

### Online

- Overview Video
- Summer Reading Help
- Dress Code
- Scheduling Conflict (what to do)
- Engage with your library
- Library System Tours

### In Person

- Steps to Award Books
- Summer Cheat Sheet
- Help teens answer the three most important questions:
  - Who tells us who we are?
  - Where do we want to go with our lives?
  - How do we want to get there?
- What are my strengths and how do I use them?
- Why are libraries important, and why specifically is reading important (why summer reading?)

[http://www.huffingtonpost.com/michael-mulligan/the-three-most-important-questions-you-can-ask-your-teenager\\_b\\_6173822.html](http://www.huffingtonpost.com/michael-mulligan/the-three-most-important-questions-you-can-ask-your-teenager_b_6173822.html)

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## **Summer Volunteer Timeline:**

December 17 – Summer Artwork request

January 26 – Summer Artwork completed

February 5 – Volunteer Opportunities and returning invite list ready for review by Summer Supers

February 26 – Returning summer volunteer invite list due back to Heidi

March 11 – Summer volunteer opportunities online

May 1 – May 31 – Volunteer Trainings at libraries and online

May 11 – 15 Shirts and badges delivered

May 1 – May 31 – Volunteer Trainings at libraries and online

August 2 – Volunteer Recognition Event – Laser Quest

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## **Sample Library Timeline for Summer Reading Volunteer Supervision:**

January – March

- Create list of volunteers to invite back and cross-reference with list from volunteer services
- Create Summer Reading Volunteer Directory in z-drive (*Sample 1- Volunteer Info tab*). Include pictures so staff can see, verify, and enter volunteer User ID and password to record hours. Also allows all staff access to remind, call, e-mail volunteers with schedule updates.

March – April

Interviews

- Potential Teen Volunteer and parent attend a 30 minute interview.
  - Sample Interview Schedule (*Sample 2*) and email to schedule volunteer interview (*Sample 5*) (could also use VolunteerSpot.com)
  - Include:
    - volunteer information sheet (*Sample 2*)
    - Interview Questions (*Sample 2*)
    - Volunteer Skills Assessment (*Sample 2*)
    - schedule availability (*Sample 1- Availability June/July tab*) for every day throughout summer
    - parental waiver with signature (*Sample 2*)
    - teen volunteer expectations – to be read and signed (*Sample 2*)

May

Training and Scheduling

- Acceptance e-mail for volunteers (*Sample 6*)
- Rejection e-mail for volunteers (*Sample 7*)
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- Training Session (Group) Includes:
  - Role play
  - Powerpoint of sign-up process (*Sample 9* – update to follow new system)
  - Game to test knowledge

- Library tour
- T-shirt handout
- Verification of User ID and passwords
- Sign up for Summer Reading
- Training Session (Individual) in June and July Includes:
  - Staff sit with them at Celebration Station and go through training and all scenarios
  - Have volunteers create videos for training based on different scenarios. (Provides kinesthetic knowledge) Staff should script approve.
  - Customer Service training – customers can sign up online or volunteers can help them sign up
- Schedule – similar to desk schedule *(Sample 1- Desk Schedule Temp tab)* – use VolunteerSpot - [www.volunteerspot.com](http://www.volunteerspot.com) – free and online (ED and CH have both used)
  - E-mailed to everyone (Summer Volunteers, Parents and Library Staff)
  - Can't come? Call in and staff will reschedule
  - What activities determines the number of teens needed during shift:
    - Help with all programs includes:
      - Open and close doors
      - Count participants
      - Ushers and greeters
      - Encourage participation
      - Runner
    - Little League Craft Projects (different activity every day) *(Sample 4)*
      - Conversation starters during craft
        - What are you reading?
        - How's your tracking going?
        - Have you read...?
    - Reading buddies
    - Mentoring Opportunities

## June and July

Notebook at Celebration Station includes

- All programs
- Prize cheat sheet
- Answers to all questions
  - Steps to use Netbook
  - How to award Prizes
  - List of Prizes
  - Reading Certificates

Create and take advantage of teachable moments

Official "champion" certificates posted in staff areas that volunteers can access *(Sample 8)*

Document success and positive behaviors – all employees can award

Ensure all volunteers are signing in and out each volunteer session

## August

Volunteer Recognition Party from 6 – 8 p.m. for all approved Summer Volunteers

All Metro League Summer Volunteers will receive

- Email confirmation of hours served (and logged) during May, June and July 2016
- Hard mailed certificate of hours served (and logged) during May, June and July 2016
- Ending Gift for Metro League Volunteers – M logo retractable ear buds for 2016