

- ▶ **APPLICANT** – A volunteer who has completed a VOLUNTEER PROFILE and is waiting to be interviewed and placed. The APPLICANT may or may not be REFERRED to a VOLUNTEER OPPORTUNITY.
- ▶ **BACKGROUND CHECK** – after a volunteer has been interviewed and you would like his/her participation at your location please e-mail hport@metrolibrary and request that the background check be run and upon approval list where the volunteer should be placed.
- ▶ **LOG VOLUNTEER HOURS** – Volunteers may either SIGN IN and SIGN OUT when they volunteer at the library, or they may log their hours from home at www.supportmls.org/volunteer and select RECORD SERVICE HOURS.
- ▶ **OPPORTUNITY** – The job that you create that the volunteer will be performing. If you are supervising the volunteers, you should be listed as the contact person for the opportunity.
- ▶ **OPPORTUNITY CONTACT** - If you are supervising the volunteers for an opportunity, you should be listed as the contact person for the opportunity.
- ▶ **OPPORTUNITY SEARCH BUTTON** – when visiting www.supportmls.org/volunteer, volunteers should be encouraged to click the Opportunity Search Button first and indicate interest in a specific volunteer job, and then complete a volunteer profile. This creates a REFERRAL and attaches the volunteer to your location and a specific opportunity.
- ▶ **PARENTAL WAIVER** – A volunteer 17 and under must have written parental permission before participating. When an application is submitted for a teen 17 and under an e-mail with a parental waiver attached is automatically sent to the parent/guardian. These can be returned by e-mail to hport@metrolibrary.org, by fax to 405-606-3762, or in person to you and you can send it to DVS:HP through interoffice mail.
- ▶ **PASSCODE** – the volunteer specific code chosen by the volunteer that is required for a volunteer to log in to the system and record volunteer hours. The PASSCODE may be changed by the volunteer and by Heidi, MLS Volunteer Coordinator but may not be seen by Heidi.
- ▶ **PLACED** – When a volunteer is interviewed, scheduled, approved and ready to help at your location. Hours may not be logged without a volunteer being PLACED.
- ▶ **RECORD SERVICE HOURS** – certain volunteers and volunteer opportunities may log their hours from home by going to www.supportmls.org/volunteer and selecting LOG IN and then RECORD SERVICE HOURS.
- ▶ **REFER/REFERRAL** – a volunteer should select an opportunity he/she is interested in from the OPPORTUNITY SEARCH screen. This lets us know what opportunity the volunteer is interested in. When a volunteer is approved, he/she will be moved from being a referral to being PLACED. An APPLICANT without a referral will appear on an e-mail grid to the SPOC each week.
- ▶ **SIGN UP** – after finding an opportunity, volunteers should click SIGN UP to create a VOLUNTEER PROFILE.
- ▶ **USER ID** – the volunteer specific code chosen by the volunteer that is required for a volunteer to log in to the system and record volunteer hours. USER ID may be seen and/or changed by the volunteer or by Heidi, MLS Volunteer Coordinator.

- ▶ **VOLUNTEER PROFILE** – The personal information of each volunteer. Formerly known as a volunteer application. These are only online now