



"Volunteers want to be a part of a team that's fun to work with and produces results they are proud of."

*Peter Senge, The Fifth Discipline*

We're at halftime of Summer Reading, so let's build on the momentum we created in June! Summer Volunteers are now familiar with what to do, and we can focus on coaching volunteers to ensure each experience with customers includes the behaviors that are important to MLS. This is not specific to teens, let's also remember our other volunteers: adults helping with Come Read With Me, tutoring and reading with children at various locations, and many other ongoing opportunities throughout the system. Volunteers are helping because they are passionate about libraries, the customers we serve and our communities. We want them to know they are appreciated and are making a difference as well.

**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!

These are also good to keep in mind for us as paid staff -- volunteers will treat customers exactly the way we do, both internal and external! Let's set a winning example!

As always, let me know how I can help!

Heidi Port, MLS Volunteer Coordinator

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

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