

**Subject:** [MARKETING] Volunteer Supers - August Update

**From:** Volunteer Services <hport@metrolibrary.org>

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**To:** "Heidi A. Port" <hport@metrolibrary.org>



## Do I seek feedback from volunteers?

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### **August's focus on the Volunteer Measuring Stick: Do volunteers know their opinions make a difference?**

A good example is a volunteer who helped at the chess club at Northwest Library for a few weeks, and then helped at Capitol Hill.

He noted the difference in the chess sets at the two locations to his volunteer supervisor at Capitol Hill Library, Jennifer Jones. The ones at the Northwest rolled up and were easy to store and the pieces all fit in a round tube, and the ones at Capitol Hill were not matched sets and were awkward to store. Jennifer talked to her MLO, Jana Hausburg, about ordering some new sets, and the chess club participants and volunteers alike were thrilled with the new matching sets that were ordered by staff\* for Capitol Hill.



The volunteer felt that he had made a difference by sharing his experience and that his opinion mattered where he volunteered, and the chess club participants were excited to have awesome new chess sets to play on as well!

Do we actively request feedback about Summer at the Library from our volunteers, and then listen to the insights they share?

What other ways can we learn from the experiences that volunteers have at the library? I value your feedback as well about how things are working for volunteers, things we might need to adjust or change, or ideas that will make things easier! Let me know how I can support and serve you more effectively!

\*Another really important side note - Volunteers should NEVER purchase anything on behalf of the Library. We do not reimburse volunteers.

## Volunteerism Conference will (hopefully) be Spring 2014

Due to some major changes at OKDHS the Volunteerism Conference that we participate in each fall will hopefully be held in the Spring of 2014. I'll let you know more as soon as I can!

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### Mission Statement

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

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Thank you for helping us be better every day by requesting and listening to volunteer feedback!

Heidi Port, MLS Volunteer Coordinator

For more information on this, you can always view the [Volunteer Supers Website](#) for further information.

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