

Subject: [MARKETING] Volunteer Supers Provide Opportunities to Learn and Grow
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Get Curious Not Furious!

Do we seek opportunities to learn and grow? If we challenge ourselves to learn new things we are better able to help volunteers feel comfortable in challenging situations or accomplishing a task a different way.

What have we learned this past year while overseeing volunteers?

- We focused on the [Volunteer Measuring Stick](#) and learned to put ourselves in the volunteers' shoes to better meet their needs.
- We learned to log volunteer hours, taught all staff to log hours and then helped volunteers log hours as well!
- We've learned to document our partnerships with organizations, agencies and individuals who facilitate programs.
- We've utilized new methods of communication with volunteers (like [GoAnimate!](#))
- We've updated the [Volunteer Procedures](#) and made them easier to navigate.



Will we have opportunities to learn some new skills in 2014? Why yes, yes we will!

- New volunteer procedures and tasks for Summer Volunteers
- Virtual Volunteer Orientation development

This is just a sampling of new things - there are always amazing opportunities just around the corner. How can we help volunteers (and ourselves) be more comfortable with "new"?

1. Adapt tools that work, evaluate tools that don't and re-develop or discard. Try a different way, seek out a new idea, ask a volunteer for an opinion! Talk to your SPOC about utilizing [GoAnimate to communicate changes in a refreshing way!](#)
2. Practice being content with uncertainty. Remember Robert Burns: "The best laid

plans of mice and men..."

3. Know that attitude and response can be controlled even if everything else is out of our control. If a challenge is identified, see if you can think of three solutions before voicing the challenge. [Use the opportunity to solve it or make it better.](#)
4. Use our Library Mission and [Strategic Plan](#) to keep our purpose at the forefront in every interaction.

As the new year approaches let's commit to learn, grow, and provide this experience for library volunteers as well. Did you know one of the main reasons many people volunteer is to learn something new? We can do that!

Thank you for another great year creating amazing volunteer experiences!

Mission Statement - Volunteer Services

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

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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