

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

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

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



## Do Library Volunteers Receive Recognition and Praise?

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**April 21 - 27, 2013 is National Volunteer Week!** We'll be recognizing the Library System Volunteers with a card and luggage handle wrap with the library's logo on it. The gift and card will be mailed to each person who has been active as a volunteer since January 1, 2012. According to our recent survey of library volunteers, 94.6% of our volunteers received thanks or praise during the last time they volunteered! Great job everyone!!

For that last 5.4% who didn't, how else can we thank volunteers?

When volunteers check in to begin volunteering, thank them for coming! We all have the same 24 hours in a day, and the fact that they are carving out time to come help us serve our communities is awesome! It takes the same amount of time to be present in the moment and share gratitude while signing someone in as it does just to sign them in. (Sidebar: A volunteer "business card" with space for the volunteer's User ID and Passcode will also be included in this year's National Volunteer Week Gift.)

Learning new skills can also be a powerful form of recognition, and 98.6% of our library volunteers have learned something while volunteering! More

ideas? Have a special program coming up about scholarships? Let me know and we can invite all the pre-college aged volunteers to attend! Reward a dedicated volunteer with a lesson in something of interest to him/her at the library like additional shelving knowledge. There's a lot of learning opportunities around the system, so help volunteers find what they want to know!

Try a volunteer of the month at your location! Designate a special spot, put up a photo and a certificate for everyone to sign. Send volunteers home with a note that everyone has signed thanking them for helping! Point out a specific instance where you "caught" them doing something good, or describe a quality or skill unique to that volunteer.

Volunteer recognition items may also be ordered from MyMetrolibrary by the SPOC at your location! There are lots of fun things to choose from - just remember - those items are for volunteers only!

Have another great recognition idea? Let us know so we can try it out too! Our volunteers are so valuable not only because of the work they do for the library, but also because they are willing to help without monetary compensation.



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**ACTION ITEMS - Checking volunteers in/out and**

## Communication!

When a volunteer arrives at your location to volunteer it is very important that he/she check in with a staff member who will log the volunteer in on the volunteer software. The volunteer will then locate his/her supervisor to receive instructions about the tasks for the day. At the end of his/her shift, the volunteer will again need to check out with a staff member to log out on the software and make sure the hours accurately reflect the time the volunteer was helping. Not sure how to do this? Click this [link](#) to find out!

### **Staff Logging in from designated work station**

[http://www.metrolibrary.org/mls/mls\\_volunteer/videos/staff\\_logging\\_inout.htm](http://www.metrolibrary.org/mls/mls_volunteer/videos/staff_logging_inout.htm)

**Also, be sure when you create a new opportunity for volunteers your Volunteer SPOC (Single Point of Contact) at your location and your Library Operations Manager know about it and it's approved!** When the volunteer arrives the first couple of times be sure to familiarize him/her with the other staff, volunteers, and Library Manager. There's a [checklist](#) available on MyMetrolibrary, Resources for Volunteer Supers to be sure you've covered everything with new volunteers!

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## NEW Mission Statement

Thanks to the work of the SPOCs (Single Point Of Contact for volunteers), Volunteer Services has a new mission statement:

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

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Thank you for recognizing volunteers for their valuable contribution to our community and their unique qualities and skills each time they volunteer at a library! I appreciate you and your willingness to connect and reward library advocates!

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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**Metropolitan Library System** 300 Park Avenue, Oklahoma City, OK 73102  
Volunteer Services: 405.606.3762 | [hport@metrolibrary.org](mailto:hport@metrolibrary.org) | [Volunteer Supers Website](#)  
Fax: 405.606.3735 | [Privacy Policy](#) | [Email Preferences](#)