



Mission... Possible!

Volunteers increase access to materials, services and programs, contributing to the overall mission of the Library System. Through assisting staff with ongoing needs, providing homework help or presenting a program, volunteers have an impact on our ability to meet the needs of our customer base. How are we doing at acknowledging this contribution to our shared mission?

Do volunteers know the purpose of a public library? A fantastic way to connect volunteers with our library's purpose and the difference we make every day is through [Share Your Story](#). When orienting a new volunteer, encourage him or her to [watch](#) a few of the stories available to get a feel for what we do. Afterwards, listen to the story of the volunteer! Everyone has a reason he chose to give his time, energy and talent to the library, and becoming familiar with that story can help you provide feedback that will validate the volunteer's contribution.

Ensure a welcoming experience! As we provide a warm and enthusiastic welcome to a volunteer, she will provide that same experience for customers and other volunteers.

Spend time answering questions the volunteer might have, even if they seem unrelated to the task at hand. Explain how the volunteer's work contributes to the overall project or goal of this library and ultimately impacts the customers and community?

Throughout the experience with a volunteer, reinforce the connection he has to the library's mission and our community. "I love to watch you help that customer learn to play Yu-Gi-Oh. He'll always remember the library as a safe place to grow, learn and have fun! Thanks for creating that moment for him!"

Let's create rabid library fans through consistent validation of contributions to our mission! This also sets the tone for engaged volunteers and staff to influence, support and further our goals. An outstanding example of rabid library fans in action was Lois Cross'

recent retirement party at Nicoma Park Library. Two of her former teen volunteers were there because they begged their mom to take them after school! **From Yukon** (where they currently live)! They felt so connected to their library and the memories they had there that they would not miss this chance to honor their former volunteer supervisor, even if it meant forcing their mom to make an hour long (one way!) trip to be there!

How do you connect volunteers to our mission? Send your thoughts and experiences to hport@metrolibrary.org!

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!

Mission Statement - Volunteer Services

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

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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