

Subject: [MARKETING] Volunteer Supers Encourage Volunteer Progress!

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Progressive Volunteers? Let's make it happen!

Our [volunteer measuring stick](#) question this month is **"During the time I have been volunteering, have I talked with someone about my progress?"**

The Volunteer Measuring Stick

Sounds simple, right? But what does that actually look like at a library location? It may look different depending on the volunteer, location and type of volunteer.

At Nicoma Park Library there is a long-time volunteer who helps regularly, and progress to her means that her opinion is being heard and she is in the loop regarding changes in procedures. She doesn't want added duties or more responsibility, she wants the satisfaction of knowing she's causing something good to happen! That's ensuring progress at NP - great job Vickie Saxton!

At a recent visit to Northwest I spied a "Spotted Doing Something Good" wall put together by Rondia Banks. This is a creative way for staff to commend each other for being "spotted" making a positive difference and continuing on a path of progress. What a fun idea that could be adapted to summer or year-round volunteers!

Progress could also mean completing a community service requirement for school and then continuing to volunteer, learning a new skill, or being entrusted with a new task. Maybe a teen volunteer could progress to being a homework help volunteer. An adult volunteer

1. Do I know what is expected of me as a volunteer?
2. Do I have the materials and equipment I need to do my tasks right?
3. Do I have the opportunity to do what I do best each time I volunteer?
4. During the last several times I have volunteered, have I received recognition or praise for good work?
5. Does my supervisor or someone where I volunteer, seem to care about me as a person?
6. Is there someone where I volunteer who encourages my development?
7. Do my opinions seem to count when I volunteer?
8. Does the mission/purpose of the Library System

could help train another volunteer. What opportunities can we offer volunteers, and are we effectively communicating these with current and new volunteers?

One of the goals of our [strategic plan](#) is **"To Satisfy Curiosity and Encourage Lifelong Learning"**, which beautifully describes ensuring that volunteers are learning and progressing during their experience at the library.



8. Does the mission/purpose of the Library System make me feel like my volunteering is important?
9. Are my co-volunteers and the staff of the Library committed to doing quality work?
10. Do I have a best friend where I volunteer?
11. During the time I have been volunteering, have I talked with someone about my progress?
12. Where I volunteer, have I had opportunities to learn and grow?

Adapted from Buckingham, Marv & Coffman, Curt (1999) *First Break All the Rules: What the World's Greatest Managers Do Differently*. Simon and Schuster. New York New York

Do you know of a Volunteer Super who is helping volunteers progress? It might even be you! I'd love to hear about it! Send it to hport@metrolibrary.org, and feel free to include some photos! In the meantime, keep progressing!

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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