

Contents

Tip #1: How to Recruit Volunteers.....	1
Tip #2: Working with Library Volunteers	1
Tip #3: How to Log Volunteer Hours (signing volunteers in and out).....	2
Tip #5: Communicating with Teens.....	2
Tip #6: Helping Volunteers Feel Part of the Team	3

Tip #1: How to Recruit Volunteers

Do you have a teen at your location who enjoys coming to the library regularly? You may ask them if they would consider becoming a volunteer.

Finding skilled and reliable teen volunteers can be as simple as looking around your library! Be encouraging and reach out to teens in your community who may be interested but are too nervous to ask about volunteering. Walk them through the volunteer process and tell them about how being a volunteer can be fun and beneficial.

Some benefits of being a volunteer include:

- **Job experience and resume building**
Teens can learn valuable job skills such as customer service, gain perspective of job responsibilities and build relationships to use for future references.
- **Earning service-learning hours**
Library volunteer hours can be used to meet requirements for school or scholarships.
- **Confidence building**
The volunteer experience may help teens build the confidence needed to interview for a future job, work better with others and look for new opportunities to learn and grow.

Tip #2: Working with Library Volunteers

Even if you are not a Summer Super, you will be working with Summer Reading volunteers daily to carry out the needs of your library and reach your Summer Reading Goals.

Make your library volunteers feel at ease with some of these simple tips to success:

1. **Greet them!**
Learn the names of each of your summer volunteers and greet them when they arrive each day. You may want to check the schedule to see who is coming in. A simple greeting can help make them feel like part of the team and build your relationship with them for the summer ahead.
2. **Be approachable**
Ask volunteers regularly how they are doing. If they see you as a friendly face, they are more likely to enjoy the experience and ask questions to further improve their service to the library.

3. Answer questions

If volunteers *do* come to you with questions, help them. If you do not know the answer, ask the [summer super](#) at your location.

4. Help them make the most of their volunteer experience

If you have a project that volunteers could help with that would enrich their experience, talk to the Summer Super at your location to schedule time the volunteers are available to help.

5. Remember, they are your customers too

If someone is volunteering at your location, then just as all library customers are *your customers*, all library volunteers are *your customers* as well.

Tip #3: How to Log Volunteer Hours (signing volunteers in and out)

Assisting your summer volunteers with logging their hours is simple. Just follow these steps, and if you have questions contact your location's [Summer Super](#).

Here are the steps to log volunteer hours:

1. Visit the volunteer hours website [HERE](#)
2. Select your library
3. Enter the volunteer username and password

The username and password is located on their badge, but if the volunteer does not know their username or password and does not have this information on them, check with the [Summer Super](#) at your library location.

4. When the volunteer is finished with their shift, repeat steps 1-3 to log them out.

Tip #4: Training Your Future Co-workers

Many summer volunteers become library employees. The example you set and the way you treat your co-workers and volunteers sets the tone for their future at the library.

Be sure that you are:

- Prompt
- Friendly
- Dependable
- Knowledgeable
- Helpful
- A good team player
- Responsible

Tip #5: Communicating with Teens

Teen volunteers are a great way to make lifelong library users and they can help make your Summer Reading experience go more smoothly. Working with teens may also be intimidating if you have never done it before.

Here are some helpful tips for working with your teen volunteers:

- **Say “yes” whenever possible and rephrase a “no” to a “yes” if you can**
Instead of “no, you can’t read to children” you can say “yes, you can read to children on Tuesdays at our storytime program”.

- **Phrase concerns as questions**
Ask them questions such as “have you considered...?” or “have you tried...?”
- **Assume the best intent**
Many times, teens don’t know, so assume their intentions are good and they are trying to help.
- **Listen and be curious**
Oftentimes, teens just want to be heard, so listen to what they have to say and ask questions.
- **Know your boundaries**
Find out from your Summer Super what boundaries there are for volunteers. If there are issues let the Summer Supers know so they can address them.
- **Get to know your volunteers**
By getting to know them it will be much easier to communicate with them throughout the Summer.

Tip #6: Helping Volunteers Feel Part of the Team

We all like to feel included. Our summer volunteers want to be a part of your library’s team!

Here are some tips for making them feel like part of the team:

- **Feed them!**
It can be difficult to concentrate if you’re hungry. Sometimes, simply offering them a snack will help make things easier.
- **Give them a goal**
Communicate your library’s Summer Reading goals with the volunteers so they know what we are working to achieve together.
- **Celebrate with them**
Include your volunteers in the incremental celebrations of success.
- **Listen**
Let them share their thoughts and ideas to contribute to success.
- **Praise them**
Recognize and encourage them in their role as a volunteer
- **Develop friendships**
Groups of friends outperform groups of acquaintances, according to Adam Grant, professor at the Wharton School at the University of Pennsylvania.
- **Be positive**
Stay positive about your library, your team and Summer Reading.