

Working with Volunteers



Volunteer Services at Deschutes Public Library

Volunteer Services Mission

Volunteer Services supports the Deschutes Public Library (DPL) mission to enrich lives and to build community.

Volunteer Services Vision

Volunteer Services (VS) is recognized by staff and the community as providing valuable services for a wide range of areas. VS is seen as partners in a joint mission to provide materials and services to a diverse population.

Volunteer Liaisons collaborate and share resources to enhance services across the district. Our informed and trained volunteers are diversely-skilled individuals who are committed to excellence. We continually explore and expand opportunities for volunteers to support the DPL mission. Our success allows our staff and customers to receive a high level of engaging service that promote literacy, recreation, and professional development.

Policies and Regulations

Policies

- Adult volunteers complete an application with background screening authorization.
- Youth volunteers complete a youth application signed by a parent/guardian.
- Screening of volunteer applicants including reviewing applications, 1:1 discussions with potential volunteer following district protocol and the result of required background screening (adults only).
- Volunteer Liaison selects individuals for volunteer service based on need for services and qualifications.
- All volunteers are trained and organized by a Volunteer Liaison or appropriate staff person in each library or department.
- Adult and youth volunteers are given access to a DPL Volunteer Handbook and training materials.
- Volunteers are recognized for their service and contributions.

Regulations

- Volunteers do not perform work in any library when staff is not on the premises.
- General liability coverage is provided for volunteers operating within the scope of their assigned duties.
- Court order community service hours can be provided dependent on offense and criminal history.
 - School community service hours can be provided and are dependent on volunteer hours available.
- <https://www.deschuteslibrary.org/about/adminrules/1.6%20Volunteers.pdf>



A Dynamic Volunteer Program

DPL creates an environment where volunteers feel appreciated and library needs for volunteer services are met

Support for the District

The Deschutes Public Library District operates with great success due to the support of hundreds of volunteers. Volunteer support creates a higher level of library service and provides complimentary tasks that free staff for other assignments and community engagement.

Support for the Volunteer Liaison

Volunteer Liaisons receive leadership support from their immediate Supervisor and the Volunteer Services Coordinator. Leadership support includes and is not limited to:

- Leadership on the standards and core principles of volunteer management.
- Collaboration in development of district-wide Volunteer Services.
- Support materials needed for new volunteers including: application, screening guidelines, background check processing, volunteer handbook, templates and supplies.
- Budgeted funds for volunteer events and appreciation.

Support for the Volunteer

District volunteers receive support through

- Skill development through a high level of training.
- Annual and ongoing recognition for excellence and commitment.
- Personal satisfaction.
- Social interactions and development.
- Community obligations.



The Role of the Volunteer Liaison

The Role of the Volunteer Liaison

The day to day coordination of volunteers and associated duties is the responsibility of the Volunteer Liaison with support from Staff, Supervisor and the Volunteer Services Coordinator.

- Recruit, screen, assign, train and organize volunteers.
- Inform on the mission, values, services and, general expectations.
- Communicate with volunteers, staff, volunteer liaisons, volunteer services coordinator.
- Create an environment that fosters volunteer engagement and retention.
- Collaborate to identify volunteer opportunities and program enhancements.
- Complete Volunteer Liaison duties following District procedures.



Volunteer Liaison Duties

Volunteer Liaison Duties

Recruiting and Screening

Recruiting

Recruitment is conducted by the Library Volunteer Liaison in collaboration with the Volunteer Services Coordinator through one or more of the following options:

- Electronic sign boards in libraries
- Lobby posters and rack cards
- Volunteer Central Oregon
- Social media done through CR (Community Relations Dept.)

DPL volunteers and staff are also recognized as an avenue for recruitment.

Screening

Screening is a central practice to a long lasting and satisfying volunteer relationship and helps determine appropriate fit through listening and observation skills.

- Review application
- Screening Discussion
- Review of notes
- Background Screenings

Volunteer Liaison Duties

Screening

Steps in the Screening Process

Review application

- Basic information, availability, areas of interest.

Screening Discussion

A screening discussion takes 15-30 minutes

- A discussion of interests and volunteering experiences
- A conversation about why they wish to volunteer with the library.
- An opportunity to talk about Volunteer Services and how DPL utilizes volunteers and what training is provided.
- A time for questions from the potential volunteer.
- Identification of the next steps.



Review of notes

Notes taken are useful when reviewing the candidate and when relaying information to staff members who will be working with and/or mentoring the volunteer.

- Add notes to Volgistics under the notes tab for future review and for other staff to see.

Background Screenings

An adult volunteer (18 years+) is required to have a background screening prior to volunteering. By submitting a volunteer application, the individual has agreed to allow DPL to conduct a background check.

Background screenings are conducted by the Volunteer Services Coordinator in conjunction with the Human Resources Dept.

Volunteer Liaison Duties

Orientation and Training

Orientation

A volunteer is

- Welcomed.
- Expectations communicated.
- Creating a connection to the larger picture of their work.

The ***DPL Volunteer Orientation Checklist*** provides the basic elements for a successful orientation.

The results of a successful volunteer orientation

- Familiarity with the specific expectations and responsibilities of their volunteer assignment.
 - Familiarity with the physical layout of their library, the recording of service hours, support systems and what should be done in an emergency.
-
- [Volunteer Orientation Checklist](#)

Training plus Orientation

A thorough training creates a solid foundation on which to build.

First Shift

Building orientation, one-on-one training on specific task(s), and check-in time about the task being performed and time at the end to discuss the session.

First/Second Shift

Demonstration of Skills

A demonstration of skills. For materials processing, this is done by a visual review of cart order and test flagging for shelving accuracy.

Second Shift Forward

Follow-up/on-going training.

Questions answered and follow-up training provided as needed.

[Training Materials](#)

Volunteer Liaison Duties

Communication

Fundamental to the success of DPL Volunteer Services is active and engaged communications between volunteer liaisons, volunteers, volunteer services coordinator and staff.

Communication with Volunteers

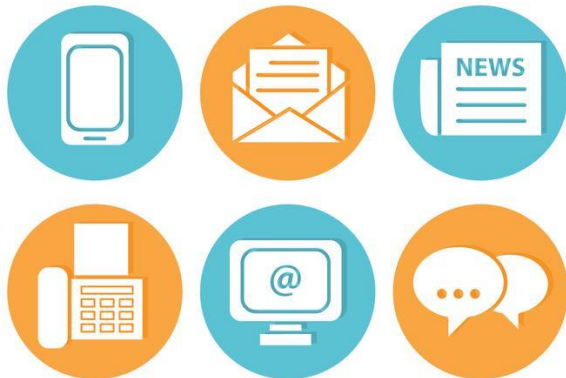
Effective communication keeps volunteers energized and engaged in their work with the library and maintaining communication cultivates solid relationships with volunteers and highlights the importance of volunteers to the library.

Timely contact with potential and active volunteers is critical and as a representative of DPL email communications are to be professional.

Communication with Staff

Communication with staff is an important component of the Volunteer Services Program.

- Updates and changes with volunteers or program changes and the follow-up of staff requested volunteer tasks, builds support from staff.



Designed by Vecteezy

Communication by Staff regarding Special Projects or Requests

Special projects or events offer an additional way to support the library volunteers love.

Requests should be made 10 days ahead of the need for volunteer support*

Volunteer Liaison will

- Recruit for project within volunteer ranks first and if needed utilize assistance of the Volunteer Services Coordinator for Get the Word Out and other recruitment avenues
- Provide volunteer(s) contact information to supervising staff
- Assign appropriate volunteer assignment for log-in & tracking purposes on Volgistics
- Follow-up as needed

Supervising staff will

- Contact volunteer to confirm project/commitment/time of shift/location to report
- Instruct and oversee volunteers during project or program
- Provide reminder to log in for service hours
- Email post-project/event thank you cc'ing volunteer liaison

*Short time turn around request may be accepted but recruitment may take more time than staff anticipates and special project may be delayed as a result.

Volunteer Liaison Duties

Communication

Communication Resources

Resources include

- Email - Group email use
- Volgistics - Initial, tracking purposes
- Sharepoint blog
- One-on-one training and conversations
- In-service trainings with volunteers
- Staff meetings

Communication - Closures

Emergency Closure

If there is a district wide closure similar to the March 2020 Covid-19 closure, communication regarding library closure will be done by the Volunteer Services Coordinator. District-wide volunteers will be notified immediately as information is available from the Library Director.

- Ongoing communication with volunteers about the library's status and other updates will be provided by the Volunteer Services Coordinator.
- After an emergency closure and based on need, volunteers will be brought back according to seniority; the length of time served volunteering with the library.

Weather Closure

Due to inclement weather events individual or all libraries may close. A Volunteer Services business card is provided to new volunteers at their first orientation session which provides a weather closure number in addition to individual library phone numbers.



Volunteer Liaison Duties

Recognizing Contributions

Recognizing a volunteer is as important as understanding how a volunteer prefers to be recognized.

One volunteer may like public acknowledgment while another might prefer a hand written note or a quietly spoken “thank you”.

Informal Recognition

- Praise for work well done
- Acknowledgement by name
- Birthday card
- Inquiry about a volunteer’s world outside the library
- A “thank you” for the work accomplished.

Formal Recognition

- Annual recognition event
- DPL recognition gift
- Social media
- Volunteer newsletter

Longevity Awards

Longevity awards are given in 5 year increments. The recognition gifts are the following

Selection #1

- 5 years – Wooden Pen Set
- 10 years – Crystal Picture Frame
- 15 years – Crystal Bud Vase
- 20 years – Crystal Paperweight
- 25 years – Crystal Clock

Selection #2

- (For 20 & 25 years of service only)
- 20 years - \$25 gift card to local business of choice
- 25 years - \$50 donation to non-profit of choice

Volunteer Liaison Duties

Collaborating

Collaboration is working together to achieve a goal.

Mastering collaboration skills requires

- Working effectively with diverse teams
- Making necessary compromises to accomplish a common goal
- Communicating clearly

A Volunteer Liaison collaborates by

- Working with library management to ensure volunteers are meeting library needs.
- Working with other Volunteer Liaisons and the Volunteer Services Coordinator in the development of Volunteer Services @ DPL.
- Discussing with DPL staff changes that occur in volunteer support or any modifications within Volunteer Services.



Volunteer Liaison Duties - Record Keeping

An essential part of working with volunteers is the tracking, organizing, maintaining, and documenting of volunteer related materials.

Three key areas in organizational responsibilities include:

Volunteer Schedules

- Volunteer schedules are a component of Volgistics.
- Weekly schedules are printed and posted in a location for staff viewing.

Volunteer Statistics

Volunteer statistics are used to measure established program goals and guide the direction of the library volunteer program.

- Statistics are collected through Volgistics and are reported through the Volunteer Services annual report and posted on Sharepoint.
- Total service hours for volunteers by library are collected monthly and posted on Sharepoint by the Volunteer Services Coordinator.

Volunteer Information and Lists

Printing reports or lists is done through Volgistics with many options for on demand lists and data.

- As a Volunteer Liaison you may be asked how many hours a person has served DPL which can easily be done through Volgistics.
- Sorting can be done based on type (youth, adult) or status (active, inactive, applicant) or those who work a certain assignment.

Forms and Procedures

1. Acknowledgment Communication
2. Anti-harassment
3. Applications (Adult & Youth)
4. Background Screening
5. Contact Information
6. Dress Code
7. Exit Survey
8. Handbook for Volunteering
9. Name Badge
10. Orientation Checklist
11. References and Recommendations
12. Safety
13. Schedule
14. Screening
15. Service Hours
16. Youth Volunteers



Forms and Procedures

Acknowledgment Communication

Volunteer Inquiry

- A timely response to an inquiry signifies interest and commitment
- A delayed response may send the wrong message and result in a missed opportunity with a potential volunteer.
- Professional courtesy for responding is one to three days.

When an inquiry is received, acknowledgement is made via email or phone with

- Appreciation of their interest in volunteering
- Information on how to become a DPL volunteer
- Where our volunteer application is located
- How to submit an application.
- [Communications Templates](#)

Anti-Harassment

Deschutes Public Library is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, the Library expects that all relationships among persons will be respectful and professional, free from bias, prejudice and harassment in the workplace, at work related events, or any activity coordinated by or through the Library. The Library policy applies to all employees, elected officials, Board or commission members, volunteers, interns and any other person we interact with in the course of accomplishing the work of the Library.

The Library has developed this policy to ensure a work environment free from unlawful harassment, discrimination and retaliation. The Library makes every effort to ensure that all concerned are familiar with these policies and are aware that any complaint in violation of these policies will be investigated and resolved appropriately.

Reporting an incident or harassment, discrimination or retaliation

The Library encourages reporting of all perceived incidents of discrimination, harassment or retaliation regardless of the offender's identity or position. Volunteers who believe that they have been the victim of such conduct should discuss their concerns with the Library Supervisor who will communicate with the Volunteer Services Coordinator and if necessary, the Human Resources Manager to determine next steps in the process.

The full Library anti-harassment policy can be found on the DPL website, Volgistics and in the volunteer handbook. Requirement of reading and acknowledging the Library anti-harassment policy is consistent with reading the volunteer handbook. **Volunteers acknowledge Library volunteer policies through electronic signature in VicNet.**

[Admin Rule - Anti-Harassment Policy](#)

Forms and Procedures

Volunteer Application

Anyone wishing to volunteer with DPL must submit a volunteer application. Information on the application helps in matching volunteer interests and skills to volunteer tasks and additionally, provides important contact information.

- Applications are electronically submitted via the DPL website and received and maintained in Volgistics.
- Upon resignation a volunteer record will be archived and kept for a period of time determined by the Volunteer Services Coordinator.
- There are two DPL volunteer applications – Adult (18+) & Youth (12-17)
- Response time for acknowledging receipt of an application is stated on the application as 7-10 business days.
- Paper applications are provided only when necessary.



Forms and Procedures

Background Screening

A background check is required for individuals 18 years + and must be completed before an individual can start volunteering.

- Criminal checks only.
- Processed by the Volunteer Services Coordinator.
- Initiate the process by sending an email needs with “background screening needed” in the subject line and the full name in the text.
- Teen volunteers who turn 18 while volunteering with the library are not required to have a background screening until they turn 19 and remain volunteering with DPL.
- After a six month absence adult volunteers will have a new screening conducted.
- In the absence of the Volunteer Services Coordinator a request for screening should be sent to the HR Generalist for processing and must include the full name and email as they have no access to Volgistics to obtain information.

DPL is a public institution and acts cautiously in performing a thorough review before acceptance of a volunteer.

Contact Information

Being able to communicate with volunteers is critical. An update form is in the volunteer handbook and can also be done through Volgistics/VicNet.

- If a volunteer provides the Volunteer Liaison with updated contact information it is the responsibility of the Volunteer Liaison to update Volgistics with the new information.

[Contact Information Form](#)

Dress Code

Currently there is no dress code for volunteers. However, personal cleanliness, neatness and clothing appropriate for the assignment. Is requested The volunteer handbook addresses dress code as does the youth volunteer application.

Volunteers are asked to respectfully not wear

- Clothing with promotional advertisement with the exception of DPL logo.
- Summer attire that is too short or revealing
- Open toed shoes are discouraged while shelving (for safety reasons)

Volunteer and staff dress code requirements vary slightly.

Questions regarding dress code may be directed to your Library Supervisor or the Volunteer Services Coordinator.

Forms and Procedures

Exit Survey

Resigning volunteers are sent an exit survey via Survey Monkey. They are encouraged to express themselves about their DPL volunteer experience and reasons for leaving. The link and ideally is sent within 2 weeks of resignation.

[Exit Survey](#)

Handbook for Volunteering

The DPL Volunteer Handbook serves many purposes

- To convey to a new volunteer information useful in their role with the library.
- To insure that every volunteer is reading off the same page.

At orientation a volunteer is told emails will be sent to them with instructions on how to access the volunteer handbook via VicNet and how to set a password for access to the handbook. Both emails should be sent immediately after orientation and training – these emails are sent through Volgistics.

- #1 How to access VicNet has a template, *New Volunteer Access to Handbook and Training Materials*, and can be found [here](#)
- #2 How to establish a password for VicNet is via the Vic tab of the volunteer's record by clicking "send reset link" for instructions on establishing a password.

As a Volunteer Liaison it's important that you're familiar with the information in the volunteer handbook.

[Volunteer Handbook](#)

Name Badge

All volunteers are requested to wear a name badge when volunteering on behalf of the library. Badges are provided on the first day of orientation and training. Fonts and type sizes are established on the template and consistent throughout the district.

[Name Badge Templates](#)

Orientation Checklist

The DPL Volunteer orientation checklist provides the basics for a successful orientation. It provides structure and allows information to be conveyed in a timely manner.

Goals for an Effective Orientation:

- Don't overwhelm, inspire.
- Get to know one another and familiarize new volunteer with the organization.
- Train any specific skills necessary.
- Connect volunteer to the larger level picture of their work.

[Orientation Checklist](#)

Forms and Procedures

References and Recommendations

A volunteer can receive a **professional** reference or recommendation after 20 hours of volunteering.

On DPL letterhead

- An outline of the tasks and the number hours, the start and completion dates and any professional commentary about their helpfulness and dedication.
- Youth who volunteer on a short term basis to fulfill school requirements may also request a letter outlining their service.
- If a volunteer asks for a letter of recommendation before completing 20 hours discuss with your Supervisor and Volunteer Services Coordinator to determine how best to proceed.

Letters of reference are archived on Sharepoint on the Volunteer Liaisons site in the following folder [Letters of Recommendation](#)

Note: **Phone references** are not provided easily. Ask for questions via email and inform them we will respond as quickly as possible (be sure to ask for a date and time needed to respond by).

Safety



Volunteer safety is as important as employee safety. The volunteer handbook contains many critical safety elements volunteers should follow. During orientation Volunteer Liaisons are responsible for covering additional areas of safety including building safety and evacuation procedures.

It is the responsibility of a volunteer to:

- Know and follow established safety policies and procedures.
- Immediately report all on-the-job accidents and/or injuries to your Supervisor.
- Report all unsafe practices and procedures to volunteer liaison.
- Cooperate and assist in the investigation of work accidents.
- Inform staff of any suspected child abuse but are not consider mandatory reporters.

Note: Volunteers are expected to follow the same safe work practices as employees.

Volunteers are to direct any questions concerning safety to their Volunteer Liaison.

Forms and Procedures

Schedule

Volunteer schedules are created and maintained through Volgistics. Each library has a calendar and each Volunteer Liaison is responsible for maintaining, printing and posting the weekly volunteer calendar for staff to see.

Screening Discussion

DPL provides screening question as a guideline and structure to a discussion which gives an opportunity for information to be exchanged.

[Youth and Adult Screening Questions](#)

A checklist of items of all duties from incoming applications to updating of lists are completed.

[Screening Checklist](#)

Service Hours

Volunteers are requested to record their volunteer hours at the time of their service on a convenient and easily accessible tablet.

At orientation volunteers are shown the log in/out procedure on the tablet. An access number is required and is typically the contact phone number (minus the area code) provided on the application.

When siblings or couples have the same contact number volunteer, one will receive a random access number as an access number. They can keep or select another number which can be entered into the record by the Volunteer Liaison.

- Service hours are important for:
- Measuring success
- Reporting purposes
- Recognition

[How VicTouch Works](#)

Forms and Procedures

Youth Volunteers

DPL provides children age 12-17 volunteer opportunities within all of our libraries. The youth application has a lot of information about volunteering with the library for this age bracket. The volunteer agreement is extensive and is to be read by child and parent.

Deschutes Public Library follows BOLI, Bureau of Labor and Industries, standards. Minors may volunteer during the school year during the hours of 7am – 7pm and June through Labor Day 7am – 9pm. This applies to weekends as well.

Volunteer agreements for adults and youth are part of volunteer applications.



Volunteer Assignment Descriptions

DPL has many assignment which volunteers provide assistance. Volunteer Liaisons and staff are encouraged to submit ideas for volunteer assignments.

Assignment descriptions are written by the Volunteer Services Coordinator.

Descriptions provide a clear outline of a task and includes:

- About the position
- Task and responsibilities
- Time and length of commitment
- Skills and qualifications
- Training
- Age requirement
- Benefits

Volgistics

Volgistics is the software which manages volunteers through the entire volunteer cycle from the online application form to the calculation of awards to maintaining records and service hours.

There are many components to Volgistics. Volunteer Liaisons are given one-on-one training to start the learning process. There is a large topic driven help section in Volgistics and the Volunteer Services Coordinator is always available for assistance.

Fundamental areas of Volgistics

- Application
- Communication
- Scheduling
- Tracking Service
- Archiving Records



Volunteer Services Budget

Volunteer Services annual budget is allocated into 7 different components – 6 libraries and district.

Individual library

- Items related to volunteer appreciation (annual appreciation gifts, costs associated with an appreciation event or even candy or coffee cards for birthday gifts which are a way of appreciating volunteers).

District budget

Basic supplies needed in support of volunteers including birthday cards, lanyards, t-shirts, longevity awards.

An individual library budget is determined by taking an average monthly number of volunteers at the individual over the course of a year which is multiplied by the current amount of \$15 per volunteer (2020).

Offsite volunteer programs fall under the Downtown Bend budget as the programs are housed in DB.

Reimbursement for expenses:

- Provide all receipts
- Review by Supervisor who adds signature
- Received by VS Coordinator who adds budget code
- Signed off by VS
- Signed off by Operations Manager and sent to Accounting for processing

[Budget Sheets](#)

Resources

Books available in the VS District office

Managing Library Volunteers – Dumas and Driggers

Building Staff/Volunteer Relations – Ivan Scheier

The New Breed – Understanding the 21st Century Volunteer - Jonathan & Thomas McKee

From the Top Down – Susan Ellis

Recruiting and Managing Volunteers in Libraries – Bonnie McCune & Terry Nelson

General

Oregon Volunteers! www.oregonvolunteers.org

Free Management Library www.managementhelp.org

Energize Inc. <http://www.energizeinc.com/index.html>

Screening <http://www.coyotecom munications.com/volunteer/attitude.shtml>

Tobi Johnson <https://tobjohnson.com/>

Training Volunteers

<http://managementhelp.org/staffing/volunteers.htm#anchor1269832>

<https://www.wildapricot.com/articles/starting-volunteers-off-right>

Educational Resources

Gale Courses - (Search leadership, teamwork, communication)