

**NEW MEMBER/VOLUNTEER  
ORIENTATION/ONBOARDING**



## Presented by Judy Hills

---

- President of Friends of the North Carolina Public Libraries
- VP of Friends of the New Bern-Craven County Public Library
- Maintains two nonprofit websites
- Editor of four monthly newsletters and one bi-monthly newsletter
- Former college adjunct faculty—taught business education
- Taught grant writing, grant management, and other nonprofit courses
- Former Executive Director of a quasi-governmental regional organization that provides planning, aging program oversight, and other services to nine counties and 62 municipalities in central eastern North Carolina
- Contact info: [jahnbnc@gmail.com](mailto:jahnbnc@gmail.com)



# Characteristics of a Great Member/Volunteer

---

- Energetic/Enthusiastic
- Flexible
- Imaginative and Creative
- Reliable and Committed
- Selfless
- Passionate
- Team Player



# Member/Volunteer Rights

---

- Perform meaningful work in a healthy and safe environment
- Have personal information about them kept confidential
- Be treated fairly and without discrimination
- Be fully informed and trained about job duties and expectations
- Be recognized for their contributions to the organization
- Provide suggestions for improvement



# Why Orient a New Member?

---

- Success of your group depends on the work of enthusiastic, informed, prepared volunteers
- Best way to empower your new volunteer is through effective orientation
- Orientation objectives:
  - Makes your new volunteer feel welcome and valued
  - Acquaints volunteer with your mission and goals
  - Acquaints volunteer with what the Friends expects from a member



# What are Benefits of an Orientation?

---

- Benefits of Orientation:
  - Increase confidence of volunteer
  - Decrease risk of future issues with volunteer
  - Strengthen public image—volunteer represents the Friends in the community
  - Improve retention—maintains excitement and enthusiasm



# What Decision Do You Have to Make?

---

- How formal will your program be?
  - Informal
    - Lacks consistency—key points may be missed
    - New member could be overlooked and not receive orientation
  - Formal—helps ensure consistency and provides guidance to whomever conducts the orientation
- Appoint a Membership Coordinator?  
Role/responsibilities? Personality?
- Develop a written orientation program?
- Develop an orientation PPT?
- Conduct the orientation in person or virtual?
- How to engage the new member?



# How Do You Make First Contact?

---

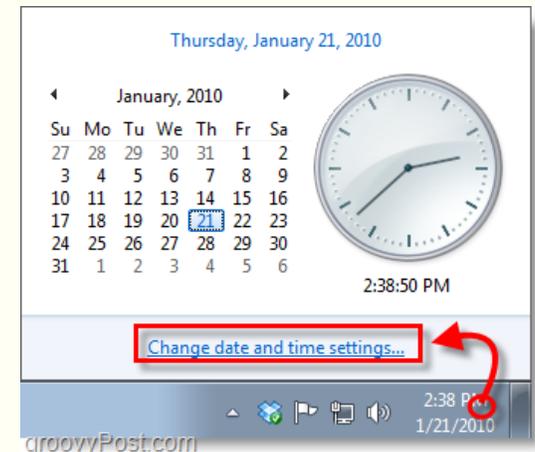
- Identify a personable member to make the first contact
- Connect ASAP after receiving membership application—preferably by phone
  - Thank them for joining
  - Ask them to tell you about themselves
    - where they live
    - life experiences
    - Interests
    - why joined
  - Briefly explain Friends mission/goals



## How Do You Make First Contact? (Cont'd)

---

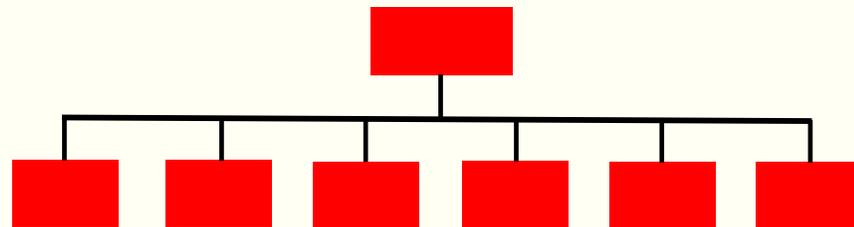
- Provide synopsis of current volunteer opportunities (e.g., sorting, working bookstore, stocking Little Free Library, coordinating StoryWalks®, etc.)
- Refer them to your website for more information
- Email them a copy of most recent newsletter and most recent annual report (if any)
- Set a date and time to complete the orientation process
- Publish a short bio of new member in newsletter



# Explain the Friends' Structure

---

- Explain the Board Structure
  - President
  - Vice-President
  - Secretary
  - Treasurer
  - Directors
  - Other positions
- Explain the committee structure
  - Standing Committees
  - Ad Hoc Committees
- Explain current and upcoming
  - Programs
  - projects



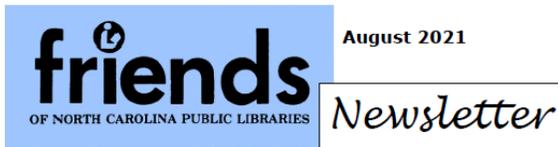
# Basics

---

- Communication—email is preferred method, followed by text
- Ignore spam email from what looks like a member (dead giveaway is usually the email address of the sender)
- Personal and contact information gained through membership is not to be shared—maintain confidentiality
- Explain any written manuals or guidelines
- Keep abreast of changes



# Newsletters—Keeping Friends Informed



Hello Friends!

Hope you are staying cool this hot, hot summer. Many Friends take the scorching summer months off and resume activities in the fall. We imagine that your calendar will be packed with in-person meetings and events that were postponed for the past 1.5+ years due to COVID. We hope that the pandemic is in our rear-view mirror now and that you are all vaccinated.

Alas, your FONCPL Board does not have the luxury of resting this summer. We are busy planning our Fall Virtual Workshop. The statistics from our Spring Virtual Workshop show this is a viable alternative to an in-person workshop. While we might do something different in 2022, we plan to have a virtual workshop again this fall with the YouTube channel premiering on October 23, 2021. We are in the process of lining up topics and presenters. As soon as we get the agenda set we'll convey that information to you. Again, we invite you to gather your Friends and watch the presentations together. This way you can stop after each one and discuss it. Have a party! Invite other nearby Friends groups to view it with you.

We found it interesting that the most viewed presentation from the Spring Virtual Workshop was on the topic of "Smoothing Rocky Relationships." If your group is struggling with this issue, please let us know if we can help. Our Board members have a lot of experience and may be able to offer constructive advice. All the spring virtual workshop videos are still and will continue to be posted. We hope you'll view the ones you missed. A lot of valuable information was conveyed.

In this issue of the newsletter, you will find the information on our Challenge Grant. Members are eligible to apply for funding for projects. The deadline is September 15, 2021. [Click here](#) to view the requirements and application.

While you may have missed the window of opportunity to voice your opinion to your members of Congress on the Build America's Libraries Act (BALA), there is still time to let your Senator or Representative in Washington know where you personally stand on library funding. BALA is a proposed \$5 billion library construction bill. Those of you in the grant writing world know how very, very hard it is to obtain what's called "bricks and mortar" funding for any public purpose. Remember, as Friends of the Library, one of our primary purposes is to advocate for library funding; however, I think it is one of the least exercised. How hard can it be for your Board members to sit down at a meeting and write a personal letter to each of your designated Senators or Representatives in Washington? You can have the names and addresses prepared so they don't have to look them up. The Friends can provide the note cards and the stamps. Or what if you sat in the lobby of the library and did the same with the patrons. Chain letters, petitions or emails won't cut it - they get tossed. Personal, handwritten notes are best, or you can always pick up a phone and call - especially if you know them. Please think about the advocacy role of the Friends.

Lynda Reynolds, our State Library liaison, reports that there are only 27 members who have joined the FOL listserv that has been set up. This is a great place to share ideas and get answers to your questions. Every Friend is welcome to sign up. [Click here](#) to subscribe.

## The Regional Gam\*

MONTHLY NEWSLETTER  
FRIENDS OF THE LIBRARIES OF  
CRAVEN-PAMLICO-CARTERET COUNTIES

September 2021 Volume 4 Issue 3

\*Gam—a visit or friendly conversation at sea or ashore

### September is Library Card Sign-Up Month

The following is from the ALA website.

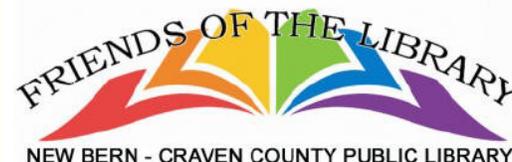
Marley Dias, author, executive producer, and founder of [#1000BlackGirlBooks](#), is joining the American Library Association and libraries nationwide in promoting the power of a library card this September.

As honorary chair, Dias wants to remind the public that signing up for a library card provides access to technology, multimedia content and educational programming that transforms lives and strengthens communities. "A library card provides opportunity for discovery and access to a rich and diverse world. It empowers you to make change and experience new stories," said Dias.

Visit your library online or in-person to see what's new and take part in the celebration. Libraries across the country are participating.

Do you have friends who don't have library cards? Invite them to sign up during September. What might your friend do to help encourage everyone to get a library card? If you did do something, we'd like to hear about it in the October Gam.

There's nothing more empowering than a library card. Through access to technology, media resources and educational programs, libraries provide people of all ages the opportunity to pursue their dreams and passions.



Chapter  
&  
Verse

### A Message from the FOTL President

September 2021

Dear Friends,

I hope many of you were able to attend our recent book sale and stock up on some new reading material. Many people used their quarantine time to declutter or reorganize and donate an extraordinary number of books. We had to rent a third storage unit since we were collecting for 18 months instead of our normal six months. Normally, in addition to our book sales, we would be using your donations to supply several area assisted living facilities, our 4 Little Free Libraries, and Vanceboro Correctional Facility. Some of the unsold books are boxed up and saved for the next sale. We discard books that have broken spines, are stained or outdated.

This year we are fortunate that a local non-profit "My Sister's House" and Integrated Container Corporation are allowing us to use their dumpster, at no charge, to dispose of the damaged books. We appreciate their support.

We also want to thank Saint Paul Catholic Church for the use of their Family Life Center. There was ample lighting and enough room to maintain social distancing. We heard many favorable comments about this location. Fingers crossed that we can use it again.

A special thanks to Alistair Whitfield, our youngest volunteer, who came every day and did whatever was asked of him. It was nice to have a young teen willing to assist customers with carrying books to their cars and climb on top of the bleachers to stack boxes. It saved some of us "older" folks from trying to do those things.

Have you checked the library's calendar of events recently? The September

calendar has activities for all ages including four book clubs. There are two adult reading clubs starting this month. "Rather Be Reading" is the new adult fiction reading group. The first meeting will be at 2 pm on Tuesday, September 21 and will be an opportunity to ask any questions and discuss your favorite genres. The title for October will also be decided.



"Fundamentals" is a new book club for non-fiction readers. This group will meet every third Thursday at 11 am in the Library's Conference Room beginning September 16. There will be a limit of five participants to maintain social distancing. The September title will be "The Radium Girls" by Kate Moore.

Registration is required for both discussion groups. You may call the Reference Department at 252-638-7807 or email [nbadultprograms@mycprl.org](mailto:nbadultprograms@mycprl.org) to sign up.

Whether you are reading for a book club in your subdivision, the new library clubs or for personal pleasure, I wish you Happy Reading!

In Friendship,

*Jeanne*



# Suggestions From Volunteers

---

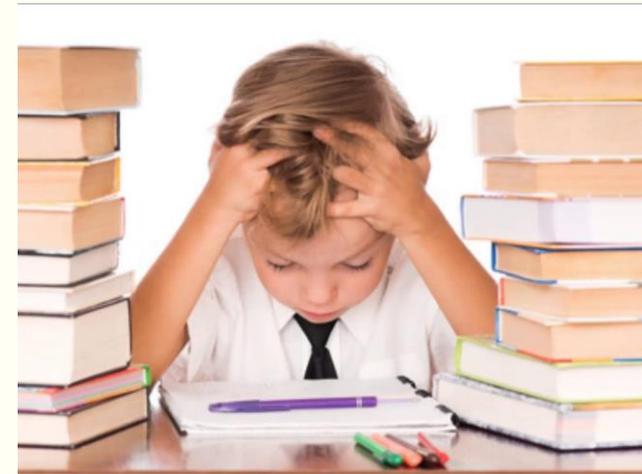
- We invite your comments
- Send email to the President
- If suggestion is for the library, best to discuss it with the President first
  - S/he may have pertinent historical knowledge
  - The idea may or may not fit with Friends' philosophy or plans



# What's Next?

---

- Criminal Background Checks (recommend if working with children)
- Assignment as Trainee to a Mentor (task requiring skill/judgment)
- Complete Training—Assign regular volunteer status
- Complete Orientation Evaluation—Feedback
  - What was most valuable?
  - What questions do you still have?
  - What would you add, delete, or change?
- Thanks for Volunteering!!!



# Questions?

---



