VOLUNTEERS OR FRIENDS WHO DOES WHAT

At the Library

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FONCPL PRESIDENT

- VP of Friends of the New Bern-Craven County Public Library

- 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

- Familiar with business and financial policies and procedures of government entities

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BOTTOM LINE

- Volunteers apply to assist at the library

- Online research shows that libraries use volunteers primarily within the library for a multitude of tasks

- Friends do not apply to assist at the library unless the library requires them to do so. One library specifically said on their website under "*Friends of the Library Volunteer*" "…if you are interested in volunteering with the library, please fill out the volunteer application linked below."

BOTTOM LINE

- Friends are primarily relegated to:
  - Advocating
  - Fundraising
  - Selling books
  - Running bookstores
  - Assisting with special events inside and outside the library

WHEN ASSIGNING TASKS

- What risks/liabilities are involved in the task?
  - Physical (e.g., can he or she shelve books overhead using a stool?)
  - Exposure to patrons (e.g., what people skills are needed?)
  - Exposure to children (e.g., is he or she a registered sex offender?)
  - Exposure to confidential information (e.g., email or patron database?)
  - Riding in vehicle with staff (e.g., what if there is an accident?)
- Will using a volunteer or Friend to accomplish the task take a paying job (F/T or P/T) away from someone?

COURT-MANDATED COMMUNITY SERVICE

- Some libraries allow it and some don't
- Separate application required
- Staff assigned to oversee individual
- Hours must be tracked and forms signed
- May need to interact with assigned court officer

GENERAL INFORMATION

- Some allow youth as young as 12 years old to volunteer, but most start at age 15
- Some libraries suspended their volunteer program during the pandemic
- All require an application
- Some do an orientation
- Some require a minimum commitment (hours/shifts)
- Some require a skills test (e.g., sample shelving test)

GENERAL INFORMATION

- Most have a formal sign in/sign out procedure

- Some require name tags to be worn

- Some provide a t-shirt or vest for easy identification

- Some do screen (e.g., ID; self-reporting of convictions of a felony or misdemeanor; references; background checks)

- Some had a process to reject volunteer applicants

- Some have online calendars so volunteers can see opportunities for special events

VOLUNTEER TASKS

Shelving Assistant	Clerical	Managing Book Clubs
Children's Programming Assistant	Collection Maintenance Assistant	Public Computer Lab Assistant
Teen/YA/Adult/Seniors Programming Assistant	Book Display/Bulletin Board Assistant	Care for Audio/CD/DVD Collections
Library Services Assistant	Computer Projects	Greet Patrons & Provide Directions
New Materials Processor	Arts & Crafts—Prepping Craft Kits	Special Collections Assistant

VOLUNTEER TASKS

Circulation Department Assistant	Scanning	Hospitality for Public Programs
Adult Tutoring	Homebound Deliveries	Job Search Assistant
Summer Children's Library Assistant	Video Production	Holds Request Assistant
Phoning Patrons	Database Maintenance	Homework Help
Mending Books	Seed Library Maintenance	Technology Tutor
Weeding Collections	Special Events	Research Assistant

FRIENDS VOLUNTEERING AT LIBRARY

Here are some tasks performed by some Friends:

- Creating flyers

- Updating calendars

- Making copies and scanning documents

- Writing & submitted press releases to media

- Posting to community calendars

- Taking the Virtual Reality Program to groups in the community

FRIENDS VOLUNTEERING AT LIBRARY

Here are some tasks performed by some Friends:

- Maintaining mailing list; MailChimp account
- Handling displays in the library
- Hosting receptions
- Helping with outside events
- Helping with Book/Tech Mobile (meet at location)

LIBRARY INSTITUTING NEW VOLUNTEER PROGRAM

- Friends should meet with library director as the new volunteer program is being planned to:
    - Clarify the role of the Friends vis-à-vis the volunteers
    - Determine how the Friends might assist (e.g., pay for background checks; provide recognition awards; provide refreshments for volunteer recognition events; provide t-shirts or vests; provide name tags; provide volunteer management software)

RESOURCES

- Greensboro library—lists strengths and duties, volunteer handbook, volunteer application—good example of a simple volunteer program.
 https://library.greensboro-nc.gov/about-us/volunteers-needed

- Forsyth County Library– Volunteer information
https://www.forsyth.cc/library/volunteer.aspx

- Hickory Library—good list of volunteer positions and duties
https://www.hickorync.gov/library-volunteers

- Henderson County Library—good examples of supporting documents + good example of a more comprehensive volunteer application
https://www.hendersoncountync.gov/library/page/volunteer-your-library

- Henderson County Sample Shelving Test
 https://www.hendersoncountync.gov/sites/default/files/volunteershelvingtestsample.pdf

- Adopt-A-Shelf Volunteer Training (videos, PPT slides, duties list, training packet & tracking sheet)
https://www.crlibrary.org/aas-training/