

Today's Presenters



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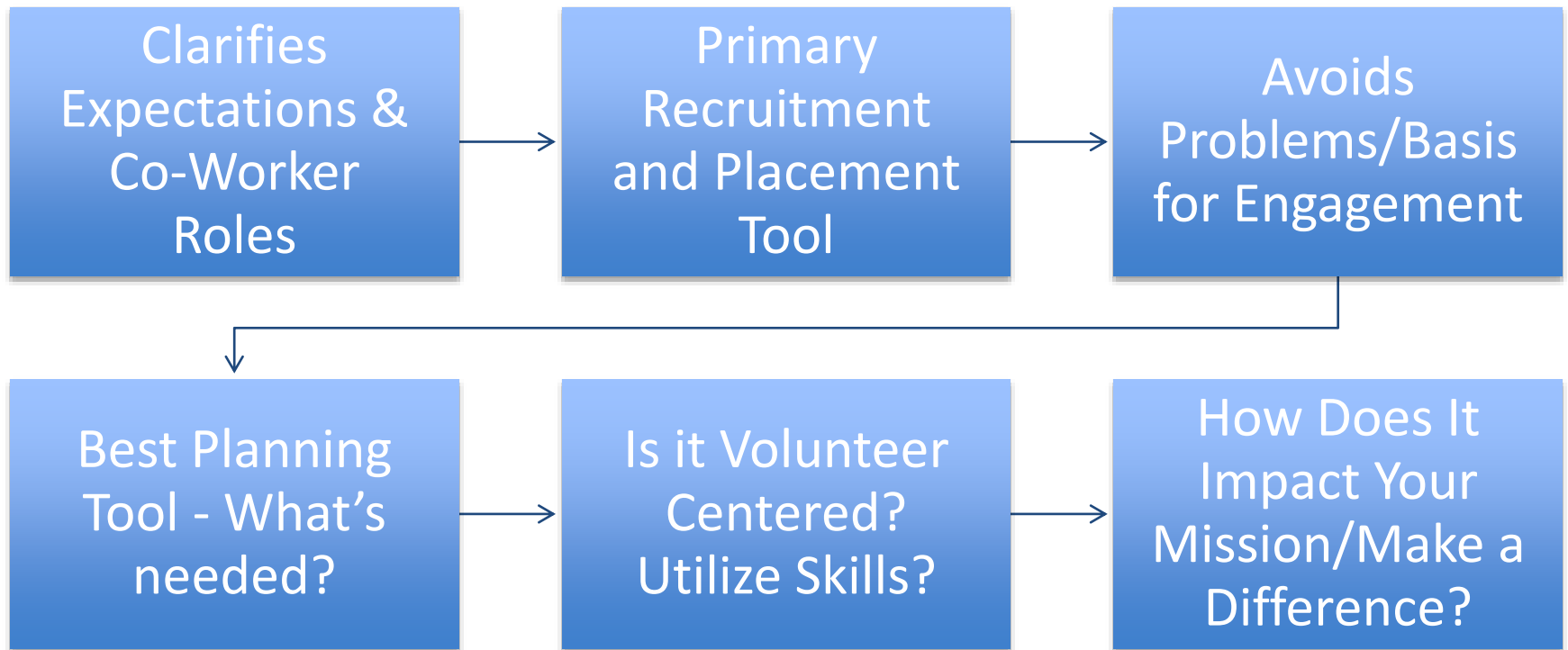
Evan Struble
Library Consultant,
State Library of Ohio

What We've Learned



- Move from Volunteer “Management” to “Engagement”
- Engage their skills and expertise
- Provide clear expectations of time, tasks and training
- Show them impact on mission – how will they make a difference?

Why Have Written Volunteer Position Descriptions?



Huntington Beach Public Library

Position Description

Volunteer Computer Coach

Position Overview and Impact: Change a Life! Share your computer skills with novice computer users. As the world becomes more wired and the economy demands computer knowledge, many people are learning to use a computer for the first time. Be part of a team that is helping to bridge the digital divide in our community.

Key Responsibilities:

1. Sign up for at least one 2 hour shift per week.
2. Be available to respond to requests from patrons as needed. Assist users one-on-one with such tasks as: logging on to the computers, MS Office, printing, resume formatting, Internet searching and e-mail.
3. Troubleshoot minor computer and printer problems.
4. Identify any additional "Commonly Asked Questions" and share with staff and other coaches. Consult reference librarians as needed.
5. Other projects and assignments according to interest. These may include helping

Computer Coach Program Coordinator

Volunteer Position Description

Overview: The Huntington Beach Public Library Computer Coach Program Coordinator, in partnership with Library Management, oversees the Computer Coach program and leads a highly skilled group of Computer Coaches. These Coaches provide hands-on computer assistance to library customers and assist with public computer classes. The Program Coordinator is on the front lines of the emerging public library trend of expanded roles for volunteers.

Primary Duties:

- Manage the Computer Coach program at Central Library.
- Maintain a weekly coach schedule and post online.
- Recruit, interview, and train potential Computer Coach volunteers.
- Develop training materials.
- Individually train new volunteers on library computer procedures and policies.
- Serve as liaison between coaches and library staff.
- If requested, attend staff trainings on new technologies.
- Send regular updates to coaches with information on changes to library policies, schedules, and other opportunities.
- Track statistics for use of the computer coach program.
- If applicable, lead or co-lead public computer classes, oversee scheduling

Targeted Recruitment

- Based on Position Description -- WIIFM
- Not every warm body fits every position
- Assess Skills/Interests and make a good fit
- Don't be limited to who you know -- work together
- Multiple recruitment methods
- Better to have a vacancy than the wrong volunteer in the position



TARGETED RECRUITMENT PLAN

Volunteer Position:

From the Volunteer Position Description:

What qualifications must this person have? (skills, attitudes, experience, time required)	What benefits will the volunteer receive? (Share skills, meet people, gain skills/experience)

How Could We Locate Them?

Who has these qualifications? (a particular profession, age range, educational level, etc.)	Do people like these congregate anywhere? (professional association, service club, corporate volunteer program, faith community?)

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Human Rights



Animals



Arts & Culture



Board
Development

or

66 UPCOMING EVENTS

 ▾

OCTOBER

SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10



LOCAL



VIRTUAL



Share your knowledge with a...
MicroMentor | An initiative of Mercy Corps



Elders Need Helpers in the...
ElderHelpers.org



Desert California History Art

Welcome

Get Involved: Powered By Your Library is a California statewide initiative designed to expand the visibility and contributions of skilled volunteers through public libraries. With tens of thousands of Californians, especially baby boomers, seeking new ways to use their skills and experience to make a difference in their community, public libraries are positioned to engage this talent to extend their capacity in the community and to develop advocates and supporters of their services.

Learn from your public library colleagues who are creating effective volunteer engagement strategies, tools and practices that you can use! Search the database of Get Involved resources and enhance your success in volunteer engagement. Resources include:

- **Management Tools**, Policies, and Handbooks
- High Impact Volunteer **Position Descriptions**
- **Training Materials**, Videos, and Tutorials about best practices
- Professional **Photos** related to position descriptions



Make a Difference Volunteer

Zip Code:

In partnership with VolunteerMatch

What's New

[What's New for October, 2014](#)

Management Tools

[Idealist's Volunteer Management Resource Center](#)

Position Descriptions

[ESL Conversation Club Facilitator](#)

[ESL Conversation Club Program Coordinator](#)

[Genealogy Catalog Associate](#)

[more](#)

Upcoming Events

Woodland - November 10 - 8:15 am - 3 pm

Get Involved training opportunity for Northern California region.

More information and Registration:
Cathy Crossthwaite, ccrosthwaite@saclibrary.org

Featured Photos



Suggest a Resource!

Know a great resource you'd like to share with your colleagues?

High Impact Volunteer Position Descriptions

Leading-edge position descriptions that give volunteers the opportunity to put their skills and experience to work...

NOTE: These are examples from public libraries in California and should be reviewed and modified to assure fit with local policies and culture.

Keywords

-Adult Programming

- Any -
- Teen/Young Adult Services
- Tech Services
- Fundraising and Grantwriting
- Children's Services
- Computer - Tech Coach
- Docents
- Book Sales / Bookstore
- Arts
- Adult Literacy
- Adult Programming**
- Early Literacy
- English as a Second Language
- Leadership/Managerial
- Materials Handling
- Outreach
- Job/Employment Coach
- Greeter/Concierge
- Graphic Design, Marketing and Publicity
- Program/Project Coordinator

	Year
San Jose Public Library	2013
...istance to patrons who need help with their genealogical research.	
	2011
...cts, organizes and markets quality adult programming.	
	2014
y	
...roups for San Jose Public Library.	
Bookmobile Volunteer - Meet in Own Car - Tulare County	2010
Volunteer Job Description for Tulare County Bookmobile volunteers who meet the bookmobile at one or more of its various stops. (See	
Also: Bookmobile Volunteer - RideAlong)	
Tags: Bookmobile	
Keywords: Adult Programming , Children's Services , Materials Handling	

Suggest a Resource!

Know a great resource you'd like to share with your colleagues?

[Let us know!](#)



Support for Your Success

- Website – getinvolved.library.ca.gov
- Clearinghouse of Sample Materials www.getinvolvedca.org
- Start Recruiting! -- www.VolunteerMatch.org
- VolunteerMatch Training resources
<http://learn.volunteermatch.org>
- Free Volunteer Engagement Online Course
<http://www.transforminglifeafter50.org/tools-ideas/volunteers/volunteer-engagement-course>
- New Book: Volunteer Engagement 2.0
<http://learn.volunteermatch.org/book>
- Me: Carla Lehn: carla.lehn@library.ca.gov and my book:
<http://www.library.ca.gov/lds/getinvolved/docs/F-resources/VolunteerInvolvementInCaliforniaLibraries-BestPractices.pdf>

Developing Technology Trainers: The Guiding Ohio Online Approach

Mandy Knapp and Evan T. Struble
State Library of Ohio



What We'll Cover:

- Brief overview of Guiding Ohio Online
- Recruitment of technology trainers
- Training of technology trainers
- Tools available for technology trainers
- Maintaining a pool of technology trainers



Guiding Ohio Online: An Overview

- AmeriCorps
- Program's objective
- Location(s)
- Duration



Recruitment of Technology Trainers

- Advertise
- Job/Career Fairs
- School/College Visits
- Interview
- Testing



Training of Technology Trainers

- What to expect, overall
- Classroom vs. one-on-one
- Online vs. in-person
- Personality types
- General tips for training
- Role-playing
- Ongoing process



Tools/Resources Available for Technology Trainers

- Templates
- “Boxed” curriculum
- Links to other tech training programs
- Administrative support
- Central location for all of the above



Maintaining a Pool of Technology Trainers

- Incentives
- Involvement
- “Train the Trainer” programs



Any Questions?

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