



SJPL Volunteer Feedback Survey 2020

San José Public Library is conducting a survey of our volunteers to learn more about your volunteer experience at the library. The findings of the survey will help us build our volunteer program to be the best it can possibly be! This survey has been sent to you because you have given 1 hour or more of your time in the past year.

This survey is anonymous, your participation is voluntary, and individual results will be kept confidential.

*** 1. What is your primary volunteer role? (The role in which you have logged the most hours)**

- | | |
|---|---|
| <input type="radio"/> King Library Docent Tours | <input type="radio"/> Reading to Children |
| <input type="radio"/> ESL or ELL Conversation Club Facilitator | <input type="radio"/> Coding Education Program (including Coding5k) |
| <input type="radio"/> Friends of the Library | <input type="radio"/> Tech Mentor/ Computer Coach |
| <input type="radio"/> Library Services (shelf reading, shelving, tidying, etc.) | <input type="radio"/> Summer Learning Program (formerly Summer Reading Program) |
| <input type="radio"/> Homework Club/ Homework Coach | <input type="radio"/> Free Summer Food (formerly Summer Lunch or Snack Program) |
| <input type="radio"/> Partners in Reading (Literacy tutor, computer lab, etc) | <input type="radio"/> Teaching/ Leading a class or program (art, citizenship, exercise, etc.) |
| <input type="radio"/> Other (please specify) | |

*** 2. Do you volunteer at SJPL in more than one way right now?**

- Yes
- No

If yes, what are your other volunteer roles?

* 3. At which Library location(s) do you volunteer? (Check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Almaden Branch | <input type="checkbox"/> Evergreen Branch |
| <input type="checkbox"/> Alviso Branch | <input type="checkbox"/> Hillview Branch |
| <input type="checkbox"/> Bascom Branch | <input type="checkbox"/> Joyce Ellington Branch |
| <input type="checkbox"/> Berryessa Branch | <input type="checkbox"/> Maker[space]Ship |
| <input type="checkbox"/> Biblioteca Latinoamericana Branch | <input type="checkbox"/> Mt. Pleasant Neighborhood Library |
| <input type="checkbox"/> Calabazas Branch | <input type="checkbox"/> Pearl Avenue Branch |
| <input type="checkbox"/> Cambrian Branch | <input type="checkbox"/> Rose Garden Branch |
| <input type="checkbox"/> Dr. Martin Luther King Youth Services | <input type="checkbox"/> Santa Teresa Branch |
| <input type="checkbox"/> Dr. Martin Luther King Programs and Reading Resources (KPRR) | <input type="checkbox"/> Seven Trees Branch |
| <input type="checkbox"/> Dr. Martin Luther King Administration | <input type="checkbox"/> Tully Community Branch |
| <input type="checkbox"/> Dr. Martin Luther King California Room | <input type="checkbox"/> Vineland Branch |
| <input type="checkbox"/> Dr. Roberto Cruz - Alum Rock Branch | <input type="checkbox"/> West Valley Branch |
| <input type="checkbox"/> East San José Carnegie Branch | <input type="checkbox"/> Willow Glen Branch |
| <input type="checkbox"/> Edenvale Branch | <input type="checkbox"/> Village Square Branch |
| <input type="checkbox"/> Educational Park Branch | |

* 4. What is your approximate age? (This helps us determine how well we are engaging volunteers of different ages)

- | | |
|--------------------------------|------------------------------------|
| <input type="radio"/> Under 15 | <input type="radio"/> 50-59 |
| <input type="radio"/> 15-17 | <input type="radio"/> 60-69 |
| <input type="radio"/> 18-29 | <input type="radio"/> 70-79 |
| <input type="radio"/> 30-39 | <input type="radio"/> 80 and above |
| <input type="radio"/> 40-49 | |

* 5. How long have you been a volunteer at the Library?

- | | |
|---|--|
| <input type="radio"/> Haven't started yet (only attended training/ orientation) | <input type="radio"/> 1-3 years |
| <input type="radio"/> Less than 1 month | <input type="radio"/> 3-5 years |
| <input type="radio"/> 1-6 months | <input type="radio"/> 5-10 years |
| <input type="radio"/> 6-12 months | <input type="radio"/> more than 10 years |

* 6. How did you learn about volunteering at the Library? (check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> A friend or family member | <input type="checkbox"/> A listing on a volunteer website (like volunteermatch.org) |
| <input type="checkbox"/> A Library staff member | <input type="checkbox"/> Library social media (like Facebook or Instagram) |
| <input type="checkbox"/> My school, college, or university | <input type="checkbox"/> SJPL Bound (the Library's quarterly printed magazine) |
| <input type="checkbox"/> The Library's website, SJPL.org | <input type="checkbox"/> The City of San José Website (sanjoseca.gov) |
| <input type="checkbox"/> My religious organization | <input type="checkbox"/> A Library email newsletter |
| <input type="checkbox"/> My social club | <input type="checkbox"/> Nextdoor |
| <input type="checkbox"/> My employer | <input type="checkbox"/> Another library volunteer |
| <input type="checkbox"/> A resource fair | |
| <input type="checkbox"/> Other (please specify) | |



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Volunteer Satisfaction

Your answers will help us determine how well we our volunteer program is doing and what we can improve.

* 7. How likely are you to recommend SJPL to others as a place to volunteer?

- Very likely Likely Neither likely nor unlikely Unlikely Very unlikely

* 8. I find that my skills and talents are well suited to the volunteer position that I hold.

- Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree

* 9. When I have a question or need assistance, I feel comfortable approaching a staff member.

- Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree

* 10. I tell friends and family about the services the library has to offer.

- Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree

* 11. I feel that my volunteer work has a positive impact on my community.

Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree

* 12. I feel/ felt adequately prepared for my volunteer role.

Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree

* 13. After volunteering at the Library, I have started using more Library resources or programs.

Strongly Agree Agree Neither agree nor disagree Disagree Strongly Disagree



SJPL Volunteer Feedback Survey 2020

Volunteer Recognition and Support

We at SJPL want to recognize you for the amazing work that you do! This year because of the Library closure, we had to celebrate national volunteer week remotely. Please let us know how you felt about these new virtual recognition methods.

* 14. Please rate the following recognition methods to let us know which interest you the most.

	Very Interested	Interested	Neutral	Not interested	Very Not Interested
The Youtube video featuring thank you's from SJPL Staff members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The virtual PenPal program for volunteers 18+	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital postcard sent from your Library branch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual branch recognition event held over Zoom.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15. How else can SJPL recognize you for your volunteer work?

16. How would you finish this statement? I volunteer at SJPL because...

17. Is there anything else you would like to tell us about your experience as a volunteer at SJPL?