

Thank You!

**Thank you for being a volunteer at the Cedar Rapids Public Library!**

**Your contributions to keeping our Library clean, our media in tip-top shape, our holds shelf constantly busy, our patrons warmly welcomed, our sorter smoothly flowing, and our big events fun for both the patrons and our busy staff make our Library the inspiring, exciting gem that it is for our community!**

**Each year we want to check in with you to see how your volunteer experience is going. Programs like ours require continuous process evaluation and improvement. We want a clearer picture of what's working for you, what we could be doing better, and how you feel your experience has been as a volunteer at the Library.**

**Your input is valuable in making our program stronger and the volunteer experience better for you, your fellow volunteers, and future Library supporters.**

**The survey should take you between 5-15 minutes. We are eager to hear your thoughts! Help us create the best volunteer experience in town so we can all work to elevate this amazing Library to the next level.**

**Thank you!**

## Your Volunteer History at the Library

\* 1. How long have you been a Library volunteer?

- 6 months or less
- 7-11 months
- 1-2 years
- 2-4 years
- More than 4 years

\* 2. Approximately how many hours of your time do you volunteer at the Library each month?

- Less than 1 hour
- 1-5 hours
- 6-10 hours
- More than 10 hours

\* 3. Which of these volunteer roles have you done in the past year? (Choose all that apply.)

- Volunteer Corps - helps with special events, programs, or projects (examples: Community Cultural Celebration & Expo, holiday parties, Summer Dare Celebration, one-time youth programs)
- Clean Team
- Holds Hunter
- Media Maintenance
- Sorter Room Assistant
- Adopt-A-Shelf
- Library Concierge
- Clerical/Office Assistance
- Children's Crafts
- Dare Desk
- Summer Dare Everywhere (YMCA, Jane Boyd, Kids on Course)
- Inventory
- Rooftop Gardener

Other (please specify):

\* 4. At which location do you volunteer the majority of your time?

- Ladd Library
- Downtown Library
- Equally at both libraries

Comments:

## Your Experience: Volunteer Corps Opportunity

**This series of questions relates specifically to the Volunteer Corps opportunities at the Library.**

\* 5. In the past 12 months, approximately how many times have you volunteered with the Volunteer Corps for a special event, program, or short-term project? (Examples: holiday parties, Summer Dare event, etc.)

- 0 times
- 1-3 times
- 4-8 times
- 9-12 times
- 12+ times

Comments:

6. In thinking of your work with the Volunteer Corps, please rate the following:

	Yes - This has been a positive opportunity for me.	Kind of - Some improvements are needed to make this a better volunteer opportunity for me.	No - This has not been a good volunteer opportunity for me at the Library.	Does Not Apply
I feel that I have had sufficient opportunities to volunteer as a Volunteer Corps member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know where I can find out more about upcoming Volunteer Corps opportunities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff values my time as a Volunteer Corps member helping with special events or programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I enjoy my Volunteer Corps work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

7. What could we do to make the Volunteer Corps opportunity better for you?

### Your Experience: Working with the Staff

**This series of questions relates to your regular, on-going volunteer role at the Library. This does not include the Volunteer Corps experience.**

\* 8. Using the responses below, please rate your volunteer experience.

	All the time - I love this about the staff!	Most of the time - Most people are great to work with.	Sometimes - It's hit and miss with the staff.	Rarely - I have struggled with this.	Never - This is an issue for me!
I feel welcomed and respected by the Library staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a positive climate of teamwork between staff and volunteers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel my contributions are recognized and appreciated by the Library staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

9. Is there an experience you've had with Library staff that you'd like to share? We would love to hear about staff who really went above and beyond, or if there was an experience with staff that perhaps we could improve upon. *(If you share a "kudos" for a particular staff member(s), we will happily pass that along!)*

## Your Experience: Communication

\* 10. Using the responses below, please rate your volunteer experience.

	All the time - I love this about the Library.	Most of the time - Overall, this is a strength of the Library.	Sometimes - It's hit and miss.	Rarely - I have concerns about this.	Never - This is an issue for me!
I feel up to date on what's happening at the Library.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I receive timely communications related to my volunteer role.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel the Library's volunteer program is well organized.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

11. What could we do to improve communication with you?

## Your Experience: Ongoing Support

\* 12. Using the responses below, please rate your volunteer experience.

Yes - The Library helps me succeed as a volunteer.	Kind of - Sometimes I feel supported, but other times I feel lost.	No - I need more support to succeed as a volunteer.	N/A - I have not been through this yet.
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I continue to receive the support and guidance I need to be successful in my volunteer role.

Comments:

13. What can we do to be more supportive of you in accomplishing your volunteer work at the Library?

14. What other ongoing training, support, or social opportunities would you like the Library to explore developing?

## Your Experience: Are you satisfied?

\* 15. Using the responses below, please rate your volunteer experience.

	Yes - This has been a positive experience for me.	Kind of - Some improvements are needed to make this a better experience.	No - I have not had a good volunteer experience at the Library.
I am satisfied with the variety of volunteer opportunities the Library offers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My volunteer work at the Library gives me a sense of accomplishment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel the Library is flexible and willing to work with my scheduling needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend volunteering at the Library to my friends and family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

16. Are we asking you to do significant work? If you don't think so, please explain what might add meaning to your volunteer work.

17. What new volunteer roles or expanded volunteer duties would you like the Library to explore developing?

### Your Experience: A Summary

18. What problems or specific hurdles have you faced in volunteering at the Library? What do you think would have helped you?

19. The thing I enjoy most about volunteering at the Library is...

20. The thing I find most challenging about volunteering at the Library is...

21. How do you feel the Library could improve the volunteer experience?

Thank You!

22. Thank you for your time and thoughtful responses!

- In appreciation for your participation in this survey, please register for the prize drawing.
- We will draw four winners for \$5 gift cards to the Greyhound Cafe located in the Downtown Library.
- To register, click on the link here: <https://www.signupgenius.com/go/10c0d49ada92aa2f58-volunteer6>.

Please let us know if there is anything else on your mind as it pertains to the Library, this survey, or volunteering.