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**What branch/agency volunteer coordinators do:**

**Provide leadership for volunteer engagement.**

**Create the action -** With your colleagues, manager and Support Programs & Volunteer Resources (SPVR), you will develop how volunteers can contribute. Armed with this information, SPVR will craft a Volunteer Position Description to meet your needs. Many locations have existing Position Descriptions, but it is always good to review and update!

**Recruitment –** Let SPVR know your recruitment needs. We post opportunities on our website as well as other well placed outlets. You may recruit directly at your location.

**Respond to Volunteer Inquiries** – via telephone, in person, or e-mail. SPVR will also forward you any relevant volunteer inquiries received through the IndyPL website.

**Pre-screening** - A great deal can be learned from an initial telephone conversation with a potential applicant. Prior to scheduling an interview, you may wish to conduct an initial assessment for things like

* availability,
* expected length of placement,
* task expectations, etc.

E-mail the inquirer your branch’s Volunteer Position Description so they can decide their interest before moving forward. Are goals and requirements compatible? If not, say ‘no’ (nicely) now.

*Sidebar: Volunteer applications for on-going placements are only completed by a candidate at the time of the interview. Blank volunteer applications are not handed out at any other time.*

**Screen volunteers - during the screening interview**

* Applicant completes the Volunteer Application & Waiver (required) & photo release (optional)
* Conduct the interview
* Review Volunteer Position Description with applicant
* Approve, approve with conditions, deny, post-pone acceptance
* Volunteer completes the Criminal Background Check release form
* Volunteer & staff sign the Library/Volunteer Agreement
* Give volunteer the Volunteer Handbook
* Set the volunteer’s schedule and communicate next steps

**Immediately following the volunteer interview**

* Send the completed & signed originals of following to SPVR/Central
  + Volunteer application (w/release and waiver),
  + Background check release,
  + Your interview notes,
  + Library/Volunteer Agreement.

You may keep a *copy* of the application and your interview notes; though keep this information locked up. It’s confidential. Shred or pulverize when volunteer leaves.

* Complete the Emergency Contact Card & keep for your files
* Communicate with all agency/branch staff the addition of volunteer staff and their assigned tasks and schedule.

SPVR will submit the background check.

* Results are received within 48-72 hours of submission.
* SPVR will e-mail the Volunteer Coordinator (VC) when the Background Check has come back.

**Interview offer -** If the VC suspects a volunteer interview may be a difficult one, or if you are new to the position and wish to observe a volunteer interview before going solo, a representative from SPVR is available to co-conduct the volunteer interview at the branch/agency. Just give us a call.)

**Volunteer Orientation & Training**

* Meet and greet the new volunteer on their first day.
* Initiate the Orientation / Training protocol.
* Orientation and training can be conducted by the VC or can be assigned to other Library staff.
* Monitor the volunteer’s ability to learn and work independently.

Most Volunteer Position Descriptions state *“Upon completion of training and a reasonable time on task, volunteers must be able to perform tasks independently with limited supervision.”*

**Staff / Volunteer Integration**

* Educate and communicate with all staff the role and expectations of your volunteers.
* Communicate the expectation of all staff to be welcoming and helpful to volunteers. Staff should *always* take the initiative to introduce themselves to new volunteers.
* Be watchful that well-meaning staff don’t ask volunteers to work ‘off job description’.
* Listen to and consider Library staff and volunteer suggestions for volunteer activity changes.
* Create a working environment that promotes positive staff / volunteer relationships. Dedicated volunteers stay dedicated because of the people not the place. Unfriendly and unwelcoming environments drive volunteers away.

**Provide leadership for on-going positive engagements**

* Monitor volunteer performance objectively and coach when appropriate.
* Investigate when a volunteer does not show up to volunteer.
* Communicate task changes and/or additional training requirements to volunteers.
* Be kind and honest when giving feedback; bad as well as good.
* Terminate volunteer when warranted *(please* do this in conjunction with SPVR)
* Maintain the “sign-in / out” area designated for volunteers
* Send in volunteer sign-in sheets to SPVR at the end of each month.
* Problem-solve issues quickly! An unresolved problem builds ill-will for everyone.

**Library Express**

*Library Express* volunteers may select your branch as their preferred branch for picking-up/dropping off materials for their assigned patron. In this instance, the branch is charged with completing quarterly checks with both the volunteer and patron. This ensures that the Library is doing its due diligence to the match and providing the best possible customer service. It is the responsibility of the volunteer coordinator to be the gate-keeper for the contacts; meaning confirming that the contacts are being made and documented appropriately. The Branch Manager is to be notified if there are problems with this process.

**Volunteer Recognition**

* Plan recognition initiatives (nothing big required)
* Communicate with staff the importance of thanking volunteers daily.