

Get Involved
Volunteer Management System Pilot-Test Report

INFORMATION		RESPONSES	
Name of Library	San Jose Public Library		
Contact Person	Joan Young		
Email	joan.young@sjlibrary.org		
Phone	408 808-2181		
Date of Completion			
How many volunteers do you currently track annually?	about 1000		
In how many branches/ locations do you have volunteers?	19		
Do you have a literacy program?	yes		
Did you track literacy volunteers with this VMS?	no, not at this time		
Name of VMS Tested	Volunteer Impact (product of Volunteer Squared)		
Technology Requirements			
Web-based or software?	web-based		
Operating System Minimum Requirements or Limits	Browser Compatibility The preferred browser for administrators is Microsoft Internet Explorer 8+ or Mozilla Firefox 3.6+ (Mac or PC). Other browsers that can be used include Chrome (Mac or PC) or Safari (Mac). Volunteers can use Microsoft Internet Explorer 8+, Mozilla Firefox 3.6+ (Mac or PC), Chrome (Mac or PC) 12+ or Safari 5+ (Mac).		
Features and Functions		Tell us if the VMS you tested has this feature, whether you used it, and your assessment of its functionality	
Volunteer Profile- basic contact info, skills, availability, tracks training and background check completion, etc.	Yes, we use it and it functions well.		
Activity Tracking- hours worked, dates, locations, outcomes by job/role	Yes, we use it and it functions well.		
Scheduling- job assignment, auto scheduling, search availability and skills match	We use the assignment feature and auto scheduling. I haven't yet used the search for skills match, but the capability is there. Setting up the activities (jobs) involves some training/learning, but once you've done it a few times it gets more intuitive.		
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Email- broadcast, custom emails, mail-merge	It has all these features. I use the email feature often to email specific groups.
Print Communications- mail-merge, export files	I haven't used mail merge. I have exported and printed reports.
Online Accessibility for Prospective and Current Volunteers- update profile, availability, skills/ interests, input hours worked	Yes, our current volunteers access the system from home or at the library to do all these things.
Reporting and Exporting- generate monthly and annual reports and customized reports, data export	Yes, a number of different reports can be easily generated.
Ability to use Library Logo/Branding- to integrate with website, for publications, etc.	Yes, the organization provides a banner that the company puts at the top of the page. We use our logo and some photos.
Customization- ability to add custom data fields to suit your needs	Yes, we have a number of custom fields.
Ease of Use- technical skills required, reduce duplicate data-entry, etc.	In general, there is a learning curve involved, but nothing insurmountable! Most of our staff and volunteers have had no major difficulties with it. A few people who don't have strong technical skills find it challenging. In general, the users (both staff and volunteers) have embraced the technology. Some of our Friends groups were not enthusiastic about logging their hours on it, and we aren't forcing the issue. We have suggested that if some volunteers simply cannot use the software, the branch could assign a volunteer or staff member to input their hours for them.
Multi-user capability- allows multiple administrators, simultaneous users	Yes, we have about 80 administrators for different accounts. The system can be accessed by multiple users simultaneously.
Differential levels of access- allows full or limited access, i.e. branch/ program admins have access only to their domain not the whole	Yes, a Volunteer Impact administrator only sees the information for their account. As the Enterprise Level administrator, I have access to all the accounts' information.
Mobility/ flexible access- allows access offsite or limits to onsite computer station	Accessible from any computer.

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Security- levels of security to protect confidential information, user access, etc.	Their servers are protected with firewalls. Passwords are encrypted. While data is transmitted over the internet, it is encrypted using 128 bit secure socket layer.
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Pricing- differential cost per year, by number of volunteers, by number of administrators/ sites, etc.	Initial package was \$9800 for an Enterprise account and 21 Impact accounts (one for each branch and three at the main library) This included one full day of training with Volunteer Squared staff. The annual fee after the first year is pro-rated for the number of volunteers in the system, ranging from \$750 (1000 volunteers) to \$1800 (3000 volunteers)
Training and Support- availability by phone, online	Yes, one day of training initially and good email and phone support. User's Guide is very thorough.
Training and Support- quality of/ satisfaction with training and support actually received	I have been very happy with the support. They are quick to respond and very knowledgeable.
Additional Questions	
Comment on the VMS' overall functionality and your satisfaction (or dissatisfaction) with it.	We are satisfied with its functionality. It has taken me a while to get familiar with all of the features, and I still have lots to learn, but I think that will come with time.
Does it suit your library's volunteer management needs? If not suitable to your needs, why not?	It meets most of our needs. We still need to figure out exactly how it will be used by our literacy program. They are using their own database at this time, but we are exploring how the software might be applicable for them.
What features do you find most valuable?	Logging of volunteer hours and running reports on them, scheduling shifts of volunteers, communicating with administrators and volunteers.
Would you recommend for purchase?	Yes
Additional Comments- tell us anything pertinent to your use of the VMS that may be useful to others	If you have multiple branches that will be using the software, I would recommend that you familiarize yourself with it at one location first (a pilot site). After you are familiar with its features, then have the rest of the staff trained and roll it out system-wide. In our system, we all learned at once, and with multiple branches, it was a bit overwhelming for me to offer support when I didn't know much more than they did!
	One thing about the software that is less than optimal is the recording of group hours. For example, if you have a one time event and have 20 volunteers work for 2 hours each, there is no way to record that without entering each individual person into the software. You can put all 40 hours under one person, but then the system doesn't know that there were 20 people involved.