



Guidelines for Virtual Recognition

Recognition of SJPL volunteers is crucial to maintaining good relations and contributes to volunteers staying committed to an organization. Volunteer recognition will look a little differently this year. For starters, we will be honoring our volunteers through virtual methods until the current shelter-in-place situation has settled.

This year, The Volunteer Services unit will recognize all volunteers by:

- Sending an email message of gratitude from a member of our Library Leadership Team
- Sharing a video message from members of the SJPL family
- Posting a blog to showcase the current Volunteer of the Year selection for each branch/unit
- Working with the Web Team to create a Volunteer Recognition Page which will house a full listing of past and present Volunteers of the Year throughout SJPL
- Inviting all Accepted volunteers to take part in an SJPL Volunteer Pen Pal program to help them build connections with other SJPL volunteers (you'll get more information on this soon)

Virtual Recognition at the Branches

For branches wondering how to recognize their volunteers remotely, we came up with a few fun ideas.

1. Send a Branch Update Email

Send your Accepted volunteers an [email through Better Impact](#). This is an opportunity for you to flex your creativity, some ideas to consider include:

- Short stories from staff saying what they have been up to
- Video messages from staff
- Photos of staff keeping busy at home
- Photos of staff emptying the book drops at the branch
- Photos of staff with their families holding up a large THANK YOU sign

Feel free to copy, paste, and edit the below email template.

Hello %%1 %%2,

Although we aren't able to see you in person due to the COVID-19 shelter-in-place, we still want to show our gratitude for everything you do as a volunteer. Every April we recognize the work put forth by our wonderful volunteers and this April won't be any different. You have made the decision to better your community through the sharing of your skills and helping our branch out with an endless list of tasks. We all appreciate everything you have done and know that we will all reunite soon enough.

Since you share your time with us, I wanted to share with you what we've been doing during the last few weeks.

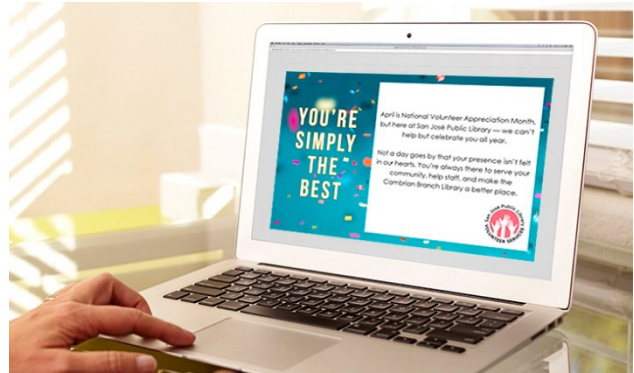
- *Lizzie is relishing the time she's getting to spend with her twins.*

- *Andie built a fort out of sofa cushions for her son, but he loved it so much he won't let her take it down.*
- *Bridget was dangerously close to giving herself a haircut but instead decided to give her adorable dog, Frenchy one.*
- *Jenney is learning quickly just how much fun homeschooling a preteen can be.*
- *Megan and Liezel set up a weekly FaceTime session to discuss the books and television shows that they're enjoying.*

Hope that you're doing well, and we can't wait to see you soon.

2. Digital Postcards

Using Better Impact, you can also email a digital postcard to your volunteers. Consider using one of these [templates on SharePoint](#) (there are 5 designs to choose from). Or feel free to create one yourself using online design tools like Canva.



3. Reach Out to Volunteers Who Don't Use Email

Not every volunteer uses email so consider giving these volunteers a quick phone call to thank them for their service (sample script below). Better Impact makes it easy to search for volunteers without emails attached to their profiles. To do so, follow the below steps:



1. Log into Better Impact
2. From the navigation bar, select **People > Search**
3. Under Module and Status Filters, add a check next to **Accepted**

The screenshot shows the Better Impact web application interface. At the top, there is a navigation bar with the logo and menu items: Main, People, Communicate, Activities, Assign, Reports, and Configuration. Below the navigation bar is a search bar with the placeholder text "Type a person's name to search". Underneath the search bar is a section titled "Module and Status Filters". This section includes a "Select All" button and a list of filter options with checkboxes. The "Volunteer" filter is checked. Other filters include Applicant, In Process, Accepted, Inactive, Short Term, Long Term, Archived, Didn't Start, Moved, Other, Rejected, Resigned, Dismissed, and Deceased.

4. Under Communication Filters, tick the box next to **Has No Email**

Communications Filters

Email
 Don't Filter Has Email Has No Email

Mobile Email
 Don't Filter Has Mobile Email Has No Mobile Email

5. Click on the **Search** button, and a list of volunteers without emails listed in their profiles will appear

Search Results (1 person was found.)

Last Name	First Name	Status
■ Randall	Laura	VOL - Accepted

Feel free to use the sample phone script below.

Hello (volunteer name),

This is (your name) from (your branch). This month is National Volunteer Appreciation Month, and I and the rest of the staff wanted to say thank you for all you do for our community. I know things seem a bit odd right now, but we can't wait to get back to the branch and welcome all our volunteers back as we once did. Our library branch is a better place because of the many skills that people like you share. Again, thank you and I hope that you're safe and well-stocked at home.

4. Virtual Hangouts

Since we can't throw a volunteer recognition party at the branch, let's do it online! Staff can set up a virtual hangout through Zoom and invite all your volunteers. Consider giving your event an exciting theme such as:



- Teatime – Stew a pot of tea, and show & tell with others your favorite teacup/mug
- Mocktail Party – Be creative with this one. Get dressed up and play music
- Taco Tuesday – Tortillas + yummy ingredients = fun fiesta!
- Brunch – Have everyone login with their prepared meals in-hand
- Costume Dinner Party – Same as above only with costumes!
- Murder Mystery Party – Have your volunteers' RSVP, email them their roles, and see who drops dead first
- Hoopla Movie Discussion – Have everyone watch a popular movie on Hoopla and gather together to discuss:
 - How the story made you feel?
 - Who was the character that you related to the most?

- What are some of the ways that she/he handled, or might have handled, their challenges? If you were friends with this character, how might you talk with them about their situation? What questions would you ask them?
- Why certain aspects of the narrative had such an impact. (e.g. Why did immigrants in the film leave their country of origin?)
- If you were tasked with changing one thing within this film, what would it be?
- Game Night – Volunteers can play a simple yet fun group game. Some easy game options that don't require anything other than a pencil, paper, and some imagination include:
 - 2 Truths and a Lie
 - Charades
 - Hangman
 - One-Word Stories
 - Would You Rather?

Need help with Zoom? Take the [Zoom training on Lynda.com](#). Access on-demand with your library card and pin. [Zoom's Help Center](#) is also an excellent resource.