

OUR LIBRARY VOLUNTEERS MADE AN IMPACT IN FY2018!

TOTAL HOURS

Total APL hours: 19,781



BOOK WRANGLING

Total volunteers: 335

Total hours: 10,525

BOOKS ON WHEELS

Volunteers: 12

Hours: 270

Volunteers circulated
124 items at 7 locations



ARLINGTON READS

Volunteers: 135

Hours: 3,920

ESL/Civics: 80% of students showed a measurable skills gain
on a progress test

HSE/GED: 15 students received a GED and 80% of students
showed measurable skills gain of a progress test

DOWNTOWN MOVE AND GRAND OPENING DAY VOLUNTEERS

Volunteers: 98

Hours: 849



Our APL volunteers
saved the City of
Arlington \$488,392!

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SURVEY RESPONSES



"DO YOU FEEL THAT YOU GOT ENOUGH TRAINING WHEN YOU STARTED AS A VOLUNTEER WITH ARLINGTON PUBLIC LIBRARY?"

93% of those surveyed said "yes"

4% of those surveyed said "no"

3% of those surveyed said "N/A"

"HOW CAN STAFF HELP YOU FEEL MOST APPRECIATED?"

93% of those surveyed said they already feel appreciated

7% of those surveyed said they would appreciate a smile when coming and leaving and a "thank you"

"WHAT ARE THE TRAITS OF THE IDEAL STAFF MEMBER TO WORK WITH?"

Most common answers:

Friendly

Helpful

Understanding

Ready to help

Knowledgeable

Gives clear instructions

PLEASE DESCRIBE YOUR BEST EXPERIENCE AS A VOLUNTEER

"The grand opening was a lot of fun! I also enjoyed learning how to use the Cricut with Ms. Loretta."

"Someone asked for a book and couldn't remember the title. I knew exactly where it was and what it was because I'd shelved it the week before!"

"Teaching a 65 year old man who had dropped out in the 3rd grade the alphabet, basic reading skills and, for the first time in his life enabling him to read to his granddaughter!"

IF YOU HAVE HAD ONE, PLEASE DESCRIBE A NOT SO GREAT EXPERIENCE AS A VOLUNTEER

"Many times I showed up and there seemed to be a lot of confusion about who I was or where the sign up sheet was. Staff seemed disorganized and uninterested for the most part."

"Not knowing where to turn for help. Also, not having our usual classroom taken over with no forewarning and having to find another spot. It seemed like we didn't matter."

"We could never keep one of the study rooms outside of Arlington Reads."