



Cedar Rapids Public Library - New Volunteer Onboarding Survey

Thank you!

**Thank you for joining the Library's Volunteer Team! We'd like your feedback on the process of becoming a new volunteer at the Library - from the interview to the orientation to the training. Our goal is to provide the most effective, efficient, and positive new volunteer experience that we can. Your input about your experience will help us evaluate and improve our process.**

**The following survey should take you approximately five minutes to complete. You can skip any questions that might not pertain to your experience.**



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Interview

**The following questions relate to the volunteer interview process at the Library.**

1. How satisfied were you with the following:

	Satisfied	Neutral	Not Satisfied
The length of time from when you applied to when you were scheduled for an interview?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The organization and scheduling of your interview?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your pre-interview communications with staff?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

2. What could we do to improve the interview process?



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New Volunteer Orientation

**The following questions relate to the New Volunteer Orientation at the Library. This is the group training that included an overview of the Library, the role of volunteers, volunteer expectations, volunteer logistics, and a tour. This does not included the specific training for your volunteer tasks.**

3. How satisfied were you with the following:

	Satisfied	Neutral	Not Satisfied
Number/variety of opportunities to attend an orientation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of orientation topics to your role?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of the orientation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information presented in a clear, engaging manner?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall ability of the orientation to prepare you to volunteer in the Library environment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

4. Do you feel the New Volunteer Orientation successfully prepared you for being a part of the Library?

- Yes
- No
- If no, what can we do to better prepare you?

5. What could we do to improve the orientation process?



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### Training

**The following questions relate to your volunteer training. This would be for the specific tasks you do at the Library.**

\* 6. What volunteer role(s) were you trained for? *(Check all that apply.)*

- Holds Hunter
- Media Maintenance
- Adopt-A-Shelf
- Concierge
- Sorter Room Assistant
- Closed Captioning
- Clean Team
- Youth Tour Guide
- Volunteer Corps - *There is not a formal training for this role. If this is your only volunteer role at the Library, you may skip the following questions on this page.*
- Other (please specify)

7. How satisfied were you with the following:

	Satisfied	Neutral	Not Satisfied
The organization and scheduling of your training?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The length of time it took from when you attended an orientation to when you received training on your specific role(s)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The explanation of your volunteer duties?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The length of time for your training for your specific role(s)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hands-on/practice portion of your training for your specific role(s)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall ability of the training to prepare you for your volunteer duties?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

8. Do you feel the training prepared you to successfully perform your volunteer role at the Library?

- Yes
- No
- If no, what can we do to better prepare you?

9. What could we do to improve the training process?



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Overall Onboarding Process

10. How would you rate your overall experience in the onboarding process as a new Library volunteer?

- Excellent
- Good
- Fair
- Poor
- Comments:

11. Since you started your new volunteer role(s) at the Library, how confident are you in performing your duties?

- Very confident
- Mostly confident - but able to get help when I need it
- Somewhat confident - not able to get help when I need it
- Not confident
- Comments:

12. What could we have done to have helped you feel more welcomed and/or more prepared for your volunteer role at the Library?

13. What did we do well that you want us to keep doing in the future for new volunteers?

**Thank you for your input and for joining the Cedar Rapids Public Library team!**