# **Creating a First Day Experience**

**Interview**

## Things to do before the Interview to create a positive defining moment:

1. Once an interview is scheduled, place the volunteer and close all other interview slots for the morning or afternoon.
2. Schedule one onboarding or interview per morning or afternoon.
3. Secure interview team and notify all staff at location.
4. Schedule Meeting Room for interview, notify interview team

## **Two days before**

* Email all staff at location to make them aware that a new person is considering joining our team! Prep staff to:
  + Welcome the potential volunteer – say your name (and pronouns)
  + Be friendly – Introduce yourself first
  + Answer questions
  + Reach out to help
  + Identify for staff who the point person is for this volunteer connection
* Email applicant:
  + Welcome
  + Link to [Volunteer Handbook](https://my.nicheacademy.com/volunteer/course/41745)
  + Dress norms for library volunteering
  + Confirm date and time of interview
  + Notify who to contact in case of cancellation or delay
  + Confirm parking and directions
  + Confirm point person to look for when arriving and where to check in
* Prep Interview:
  + Print interview questions, one copy per team member

## **Day of Interview:**

* Schedule interviews or first days to begin at 9:30 am or later, after the library is open
* Send a reminder email to all staff on location
* Have interview team, location, questions, and feedback rubric (for teens) ready
* Notify security that volunteers will be checking in – provide names and point person contact information
* Wait at designated area 10 minutes before scheduled arrival time
* Welcome the potential volunteer - say your name (and pronouns)
* Introduce the potential volunteer to any staff or volunteers you encounter
* Conduct the interview
* Give a brief overview of the next steps
* Give a brief tour of location

**Late or No-show:**

* If the volunteer is 15 minutes late, call to confirm.
* If the volunteer is 30 minutes late or no-shows, follow-up via email to check on the applicant:
  + Is everything okay?
  + Did you want to reschedule the interview?
  + Are you still interested in volunteering with the library at this location?
* Notify Volunteer Services if the volunteer is not interested in continuing.
* Reschedule if needed.
* If the volunteer is ill, send a get-well card to their home.

**Following the Interview**

* Notify Volunteer Services the outcome:
  + Teen: Approve/place
  + Adult: Run background check
  + Need further action – not a good fit, not approved, etc.
  + Request lanyard and name badge
* When approved and placed, send email to volunteer:
  + Onboarding information (schedule slots for training)
  + Link to opportunity and instructions to schedule shifts – include tutorial

**Onboarding**

## **Two days before**

* Schedule arrival for after 9:30
* Schedule Tuesday - Friday
* Email all staff at location to make them aware someone is joining our team! Prep staff to:
  + Welcome the volunteer – say your name (and pronouns)
  + Be friendly – Introduce yourself first
  + Answer questions
  + Reach out to help
  + Identify for staff who the point person is for this volunteer connection
* Email applicant:
  + Welcome
  + Dress norms for library volunteering
  + Confirm date and time of onboarding
  + Notify who to contact in case of cancellation or delay
  + Confirm parking and directions
  + Confirm point person to look for when arriving and where to check in
* Prep / Print
  + Print Volunteer Onboarding Document
    - Connection of volunteer tasks to Metropolitan Library System Mission – WHY is this work important and HOW is it helping our guests and community reach our goals?
  + Print for Adopt-a-Shelf:
    - Local Collection Scavenger Hunt
    - Local Shelving Order Guide
    - Shelving Order Guide
    - Inventory Instructions
    - Best practices and goals
  + Print for Tech Helper
    - Instructions for remote printing, from both phone and computer
    - Instructions to sign into a computer ("METRO” not “OTHER")
    - Internet Access Agreement
    - Instructions for Self-Service Technology
      * Fax and Copy Instructions
      * Metro Library App instructions
    - Best practices and goals
  + Print for Shelving
    - Local Collection Scavenger Hunt
    - Local Shelving Order Guide
    - Shelving Order Guide
  + Email Link for [Shelving Training](https://my.nicheacademy.com/volunteer/course/50812/lesson/148200)

## Day of:

* Send a reminder email to all staff on location
* Have checklists and training ready
* Notify security that volunteers will be checking in – provide names and point person contact information
* Wait at designated area 10 minutes before scheduled arrival time
* Welcome the volunteer - say your name (and pronouns)
* Introduce the volunteer to any staff or volunteers you encounter
* Give a brief tour of location
* Show the volunteer how/where to log in and out
* Conduct the training and orientation
* Volunteering begins
* Check in frequently
* Follow up at the end of the shift to answer any questions and receive feedback
* Assist the volunteer in logging out
* Ensure a future shift is scheduled
* Email a short note of thanks