**Volunteer Impact Library Learning Lab Template:**

**{Notes in brackets are other possibilities}**

**Project/Program:**

Friends of the Mission Viejo Library - Bookstore Associates

**Your Purpose:**

Two purposes:

1. Shift the Bookstore Associate volunteers’ perception of their role in supporting the library.
2. Share more than just number of hours/volunteers/monetary value to all shareholders.

**Library/Program Mission:**

The mission of the Friends is:

* to promote public awareness and encourage support of library facilities and programs;
* to solicit, receive, hold, and manage goods, services, and funds donated for the furnishing, enhancement, and ongoing improvements of the library and to serve as the perpetual trustee of, and steward for, donations made to the library.

They do this through donations to purchase new materials, the operation of the Friends Bookstore, Amazon book sales, special fundraising events, and the promotion of pubic awareness about the Library and its services.

**Library Values:**

City/Library organizations values:

Public Service, Integrity, Teamwork, Innovation, Excellence

**Audiences**:

Library volunteers, staff, and users. City administration and City Council

**Volunteer Promise/Purpose:**

The purpose of the Library’s (City’s) volunteer program is to:

1. Enable citizens to take an active role in their community;
2. Provide volunteer experience in government services;
3. Develop a non-compensated group of individuals who will assist in providing services for Mission Viejo Library and Cultural Services.

Utilizing volunteers enables the City of Mission Viejo to expand services within the community without a major fiscal impact.

The purpose of the Friends of the Library bookstore is to accept community donations for resale. Proceeds from bookstore sales are donated to the library.

The bookstore associates are successful when:

* money is raised from daily sales
* money is raised from special book sale events
* community members donate to the bookstore
* bookstore stock continuously turns over
* community members comment when bookstore is closed
* they connect with community members over books and library programs, creating repeat customers
* community members want to volunteer at the bookstore

{Valuable addition to articulate what success looks like}

**Practices:**

* Planning
  + Assess bookstore operations
  + Assess bookstore schedules
  + Assess bookstore volunteers
  + Review recruiting materials
  + Review training materials
* Evaluation
  + Review bookstore sales
  + Review bookstore event sales
  + Review number of material donations made to bookstore
  + Review quality of material donations made to bookstore
  + Review bookstore material turnover
  + Review number of new volunteer interest inquiries

{Volunteers could be valuable partners in the assessment and review}

**Proof/Indicator Ideas:**

* Quantitative/numbers (amount or scope of what’s happening)
  + Number of bookstore volunteer hours (monthly)
  + Number of bookstore associates (monthly)
  + Amount of monthly bookstore sales
  + Amount of bookstore special event sales (monthly, as they happen)
* Qualitative/stories/quotes/testimonials (nature or depth of what’s happening)
  + Bookstore associates’ stories/quotes/testimonials
  + Bookstore customers’ stories/quotes/testimonials
  + Library staff stories/quotes/testimonials on materials or programs made possible by bookstore sales
* Satisfaction (level of satisfaction with what’s happening)
  + Bookstore volunteers
  + Bookstore customers
  + Library staff

**Proof/Indicators Collection and Reporting**

**Indicators 1 & 2**: Volunteers Hours / Number of Volunteers

* Link(s) to mission, values, and/or volunteer promise
  + Enable citizens to take an active role in their community;
  + Accept community donations for resale. Proceeds from bookstore sales are donated to the library.
* Source(s)
  + Volunteers
* Method(s)
  + Volunteers clock in and out for each shift (online database: Volgistics)
    - Volunteer coordinator inputs volunteer hours if volunteer forgot to clock in/our or if computer was not available to do so (ex. offsite event)
  + Volunteer coordinator runs monthly report in Volgistics to gather number of volunteer hours
  + Volunteer coordinator reviews hours monthly, quarterly, and annually to identify trends, challenges, and opportunities
* Audiences and Reporting Formats
* Library Director
  + Reports monthly to Community Services Commission
    - Total number of volunteers
    - Total number of volunteer hours
    - What it takes to support and engage volunteers so they can contribute hours
    - What the bookstore sales allowed the library to do (collection development, programs)
    - Noteworthy trends, insights, recommendations, requests
  + Reports annually or as requested to City Council
    - Total number of volunteers
    - Total number of volunteer hours
    - What it takes to support and engage volunteers so they can contribute hours
    - What the bookstore sales allowed the library to do (collection development, programs)
    - Noteworthy trends, insights, recommendations, requests

**Indicators 3 & 4**: Bookstore sales / Bookstore special event sales

* Link(s) to mission, values, and/or volunteer promise
  + to solicit, receive, hold, and manage goods, services, and funds donated for the furnishing, enhancement, and ongoing improvements of the library and to serve as the perpetual trustee of, and steward for, donations made to the library.
  + Accept community donations for resale. Proceeds from bookstore sales are donated to the library.
* Source(s)
  + Friends of the Library Treasurer
* Method(s)
  + Treasurer reports monthly earnings and funds balance
  + Treasurer reports yearly earnings and funds balance
* Audiences and Reporting Formats
  + Library Director & FOL Staff Liaison - monthly & annually
    - How much money was raised by bookstore sales
    - How much money was raised by bookstore special event sales
    - What money is being spent on
    - What money allowed staff to do
    - Number of material donations to bookstore
    - Quality of material donations to bookstore
    - Noteworthy trends, insights, recommendations, requests
  + {could also share this info with the community at large}