**Volunteer Impact Library Learning Lab Template:**

**Project/Program:**

Promoting Volunteer Impact in the Library

**Your Purpose:**

To expand volunteer involvement by demonstrating the positive impact volunteers have in their respective departments/programs. Expand into adding math and literacy tutor volunteers for all ages as well as for patrons learning English as their second language. Also possibly starting a volunteer-run Dungeons & Dragons program.

**Library/Program Mission:**

Yuma County Library District serves as your center for information, community enrichment, recreational reading, and lifelong learning. A primary goal of the Yuma County Library District is to improve and increase library resources and services.

**Library Values:**

* Integrity
* Commitment
* Dedicated Service

**Audiences**:

* Volunteers, staff, board, County Administration, patrons

**Volunteer Promise/Purpose:**

* To give the community a way to be of service so that we can improve and increase library services

**Practices:**

* Communicating Impact; provide adequate training, resources, assistance to do the assigned tasks; creating new volunteer position descriptions; and developing the training for new roles.

**Proof/Indicator Ideas:**

* Quantitative/numbers (amount or scope of what’s happening)
* Number of volunteers participating in program
* Number of hours volunteered
* Number of new volunteers and/or additional hours served from expanded roles
* Years of service
* Number of books processed by volunteers
* Number of program participants
* Qualitative/stories/quotes/testimonials (nature or depth of what’s happening)
* Comment box at sign-in location
* Volunteer stories or testimonials during annual volunteer appreciation event.
* Satisfaction (level of satisfaction with what’s happening)
* Survey could be sent out twice a year to gauge volunteer/staff satisfaction

**Proof/Indicators Collection and Reporting**

Indicator 1: Volunteer/Staff Satisfaction

* Link(s) to mission, values, and/or volunteer promise
  + Community enrichment – Providing members of the community the opportunity to be a part of their library system. Also giving them a say on ways we can improve the volunteer program.
  + Recreational reading – by getting books in the hands of our patrons as quickly as possible through volunteer support
* Source(s)
  + Volunteers or Staff
* Method(s)
  + Send out survey every six months to volunteers or staff with questions about the program and their satisfaction or suggestions
  + We could also have a comments box at sign-in location to get feedback
* Audiences and Reporting Formats
  + Volunteer Coordinator, supervisor, staff, possibly admin
  + Quotes from survey can be posted in:
    - Social media
    - Volunteer orientation
    - Annual report
    - Volunteer Appreciation Event

Indicator 2: Volunteer Statistics

* Link(s) to mission, values, and/or volunteer promise
  + Community enrichment – Providing members of the community the opportunity to be a part of their library system by assisting with part of the book preparation process. They also get the see all the newest titles before anyone else.
* Source(s)
  + Monthly timesheets
* Method(s)
  + Track the average time it takes for books to go from box to shelf.
  + We can also ask how often or how likely are they to checkout a book they have personally processed
  + Number of volunteers in program and hours volunteered
* Audiences and Reporting Formats
  + Library and County Admin.
    - Reporting what staff can do because they do not have to shelve or process books
  + Stats can be added to newsletter
  + Quarterly and annual reports

Indicator 3: Program Participation

* Link(s) to mission, values, and/or volunteer promise

Community Place, recreational reading, and lifelong learning

* Source(s)
  + Patrons
  + Volunteers
* Method(s)
  + Count number of participants
  + Are participants coming back
  + Have a survey after the program
  + Ask the caregivers for feedback
* Audiences and Reporting Formats
  + Patrons
  + Caregiver (if program is for minors)
  + Volunteers
  + Staff