**Volunteer Impact Library Learning Lab Template:**

**Project/Program:**

Friends of the Library

**Your Purpose:** Encourage new members to join, be able to discuss importance of Friends with council and other stakeholders

**Library/Program Mission:**

We provide equitable access to information to inspire creativity, build community, and foster lifelong learning.

**Library Values:**

Inclusion: Being a warm and welcoming place for community members to gather.

Access: Ensuring ready, equal, and equitable access to library materials.

Service: We care about the people we serve and strive to deliver exceptional experiences.

Community: Being actively engaged in the life of the community.

Innovation: Employing a collaborative, creative, and positive staff focused on our community’s needs and interests.

**Audiences**:

The public –as supporters, beneficiaries, and possible members of the Friends

Current Friends members

City council and other funders

**Volunteer Promise/Purpose:**

To engage the community in support of the library and to bring in new members with new skills and life experiences. To advocate for the mission and involvement with the library.

**Practices:**

Two-fold. I would like to recruit new members by communicating impact and importance of the Friends.

**Proof/Indicator Ideas:**

* Quantitative/numbers (amount or scope of what’s happening)

Currently track number of hours volunteered, amount of money raised.

Can add numbers of programs hosted and programs assisted.

* Qualitative/stories/quotes/testimonials (nature or depth of what’s happening)

Stories and testimonials about the experiences had during Friends volunteer activities. Impact to the individual and community.

* Satisfaction (level of satisfaction with what’s happening)

Volunteer retention.

Volunteer referrals to others (add “how did you hear about?” section on form)

**Proof/Indicators Collection and Reporting**

**Indicator 1**: Number of volunteer hours

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

Value: Community

Having community actively engaged with Friends is as important as staff being engaged in community.

* Source(s)

Secretary of Friends, volunteers

* Method(s)

Volunteer log at circ desk

Secretary report for board member hours

* Audiences and Reporting Formats

The public - Infographic on our annual stats poster, talking point during monthly radio appearance, social media post

Council – monthly report

AZ State library – yearly report

**Indicator 2**: Added value and capacity for programs (programs provided, programs assisted)

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

Values: Service and Innovation

Friends’ participation increases capacity for programs, especially adult programs. Also brings in new viewpoints and skill sets for those programs.

* Source(s)

Friends group, Early literacy coordinator

* Method(s)

Number of events and the attendance is reported by Friends secretary

Number of large event volunteers is reported by library programming staff (example Early Lit Coordinator for Dino Days, Fall Carnival, Community Baby Shower)

* Audiences and Reporting Formats

Public: social media posts, newsletter

Council: monthly report

**Indicator 3**: Stories of Friends’ impact

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

Advocates can help explain our mission and gain interest from the community.

* Source(s)

Friends’ members and other volunteers.

Volunteer Coordinator

* Method(s)

Comment section on volunteer log.

Email inviting volunteers to email me experiences as they occur.

Survey at Volunteer recognition events.

Observation by library staff in shared document or log.

* Audiences and Reporting Formats

The public: social media posts, infographics on posters, discussion points for radio/newspaper interviews, monthly newsletter highlights

Volunteers: stories to highlight during volunteer appreciation events.

Council: presentations to/meetings with Council by Friends/library staff