

Endnotes

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3. *Guidelines for using volunteers in libraries*. Chicago : American Library Association, 1971.
4. Howard V. Hayghe, "Volunteers in the U.S. : who donates the time?" *Monthly Labor Review* 114, no.2 (1991): 17-23.
5. Wyly, "Uncommon human resources", p.317.
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7. Carole Obrokta, "Media in catechesis." *Catholic library world* 60 (May/June 1989): 247.
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This paper was presented in a workshop at the 1994 ACL Conference. Reprinted with permission. First published in The Christian Librarian v.38, no.3, 1995.

Before you recruit: Preparing for effective volunteer involvement

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1. Why does your library want volunteers in the first place? e.g. 'volunteers diversify and expand the programs we can offer to our patrons.' 'Involving volunteers allows us to *stretch the budget* way beyond what we otherwise might be able to afford.'
2. Determine what role they will play in fulfilling your mission. Exactly what will volunteers be expected to accomplish? What goals and objectives are you going to set for volunteers?

Task analysis: Examine the many services your library provides, and carve out meaningful assignments that can be accomplished in two to four hour intervals, perhaps weekly. Ask: 'What needs to be done around here? Identify all the unmet needs of clients and staff. List large and small projects that have been on people's "wish lists" for a long time. You are not promising that volunteers can be found to do all of these things, but only when you know what work is required can you develop a strategy for recruiting the types of volunteers able to handle those necessary tasks.

- What are we doing now that we would like to do *more* of?
- What *unmet needs* do library users have that we presently can do nothing about?
- What would *support* the staff in their work?
- What might we do *differently* if we had more skills or time available to us?

The Question of Professionalism:

1. It is possible to identify many tasks done in the course of a day that do not require the training of a librarian, but still are part of the job.
2. If a librarian supervises work, she/he is still involved with it even if someone else does a large part of it.
3. Library work benefits from a combination of expertise in librarianship and knowledge of a world of special disciplines.

Volunteer Job design considerations:

1. Continuous, ongoing volunteer assignments, but also short-term and one-time work projects.
 2. Things individual volunteers can do but also what teams of two or three volunteers (family units?), or larger groups of people, can do. This may include "job sharing".
 3. Periodic assignments that allow the volunteer to be "on call" to help as necessary.
 4. Work that can be done by anyone willing to be instructed ("generalist" positions) versus work that requires previous experience or skills ("specialist" positions.)
 5. Assignments dealing with people, with things, or with ideas.
- Hands-on work, or thinking / planning work, or work based on observation. Keep in mind that volunteers can be flexible, particularly in their schedules.
 - "Homework Corner" co-ordinator - coordinating and monitoring an after-school program in which children or teens can do homework in a designated, supervised area of the library.
 - Library Orientation Leader - not only helping new users to become familiar with library resources, but also doing so in foreign languages, sign language, or whatever special form may be required.
 - Vertical file developer - focusing on building collections of pamphlets, photographs and other materials in special subject areas, as well as maintaining the condition and organisation of the files.
 - Special Research Assistant - under the supervision of a librarian, conducting special-request research for library patrons.
 - Display Creator - decorating bulletin boards and organising display cases.
 - Community Organisation Liaison - representing the library at community meetings, giving tours to local community groups, etc.
 - Patron Surveyor - conducting surveys of library users to assess satisfaction, identify needs, and gather other data, including surveying populations not using the library but desired as a target audience.
 - Off-hours Access Provider - either monitoring the library for use at unusual hours or making an off-site library "sampler" available in a community agency. (Note that volunteers who keep a library open at off times - such as at night during exam periods - do not have to provide the full range of library services normally provided by librarians. The key for library users is often simply *access* to the collection.)

Reprinted with permission from: *The Christian Librarian: journal of the Association of Christian Librarians*, v.39, no.2, Apr.1996, pp.55-59. Notes on an adaptation & expansion of chapter 1 of *The Volunteer Recruitment Book* Philadelphia: Energize Inc. [5450 Wissahickon Ave, Philadelphia Pa 19144], 1994. The book may be ordered from Energize, Inc.

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Kerrie Hunter has moved from her part-time position at Ridley College, Melbourne, and is now working one day a week with Ann Close at Whitley College, Melbourne. **Kathryn Duncan** has joined Ruth Millard as Assistant Librarian at Ridley. Kathryn is a student at Whitley College, and has previously been librarian at Australian Conservation Foundation and the Salvation Army.