

Annual Volunteer Survey Results - 2019

General Statistics (60 volunteers responded)

How long have you been a library volunteer?

- 28.33% - 1-11 months
- 23.33% - 1-2 years
- 21.67% - 2-4 years
- 26.67% - More than 4 years

How many hours volunteer per month?

- 3.33% - Less than 1 hour
- 41.67% - 1-5 hours
- 36.67% - 6-10 hours
- 18.33% - More than 10 hours

Top Volunteer Roles

1. Volunteer Corps – 35% (21)
2. Adopt-A-Shelf – 33.33% (20)
3. Holds Hunter – 31.67% (19)
4. Inventory – 20% (12)
5. Media Maintenance – 16.67% (10)

Library Location

- 76.67% - Downtown
- 16.67% - Ladd
- 6.67% - Both

Volunteer Corps

How many times with Volunteer Corps in past 12 months?

- 4.76% - 0
- 71.43% - 1-3 times
- 23.81% - 4-8 times

Highlights

- I feel that I have had sufficient opportunities to volunteer at the library as a Volunteer Corps member. – 90.48% strongly agreed
- The staff values my time as a Volunteer Corps member helping with special events or programs. – 90.48% strongly agreed
- I enjoy my Volunteer Corps work. – 95.24% strongly agreed
- Area for Growth: continue to develop ways to share Volunteer Corps opportunities – exploring website with permanent listings, direct emails with upcoming opportunities.

Working with Staff

I feel welcomed and respected by the library staff.

- 70% - All of the time
- 25% - Most of the time
- 5% - Sometimes

There is a positive climate of teamwork between staff and volunteers.

- 80% - All of the time
- 16.67% - Most of the time
- 1.67% - Sometimes
- 1.67% - Rarely

I feel my contributions are recognized and appreciated by the library staff.

- 71.67% - All of the time
- 25% - Most of the time
- 1.67% - Sometimes
- 1.67% - Never

Highlights

- "I work with great staff members who are friendly, welcoming, and express their appreciation for volunteer contributions each time I am there."
- "Staff always listen and are ready to help me with a problem or concern. They never turn me away."
- "When I first started volunteering, I did not feel welcomed or appreciated. Within the past few years, I am thanked, spoken too and feel like I am helping them. What a difference from my early years!"
- "I am always greeted when I arrive, bid a fine farewell when I leave, and included in conversations as I work on my projects. There is always someone available (and more than willing!) when I have a question."
- "I have never had much interaction with staff. They smile and sometime say hi but that is it. I'm okay with this but I would assume some volunteers would appreciate more interaction."
- Lots of great mentions of staff in the "kudos" section of the survey.
- Area for Growth: Exploring differences between Downtown and Ladd; Sundays and varied staff schedules.

Communications

I feel up to date on what's happening at the library.

- 62.71% - All of the time
- 32.2% - Most of the time
- 3.39% - Sometimes
- 1.69% - Never

I receive timely communications related to my volunteer role.

- 83.05% - All of the time
- 15.25% - Most of the time
- 1.69% - Rarely

I feel the library's volunteer program is well organized.

- 86.44% - All of the time
- 11.86% - Most of the time
- 1.69% - Sometimes

Highlights

- “Is there a link on the CR Library website that lists all the upcoming volunteering opportunities? Or is there a link on the library’s website that goes to another website that lists all these opportunities? Then, you could add, for those who haven’t volunteered before “.....” and leave some instructions so they know what to expect for training, background check or not, how easy it is, some ongoing and special events personal commentaries, etc.”
- “Volunteer news letter and monthly meeting are very helpful to keep volunteers updated about changes and news in the library and community.”

Ongoing Support

I continue to receive the support and guidance I need to be successful in my volunteer role.

- 94.83% - Yes
- 5.17% - Kind of

Highlights

- “The monthly newsletters help me with this the most, and then the Treats & Training. I also like that Treats & Training migrates to different days of the week which give me more opportunities to come.”
- “I would just say to always encourage staff to be friendly to all volunteers and at least say "hi" to them and thank them for their service as a volunteer.”
- “When I was a brand new volunteer, it would have help me a lot to have a designated staff member to work with on my first few shifts. Someone who ahead of time I knew who they were, could meet them before my shift started, and then had them to help and ask questions when I needed. Just anyone who would have been working the same day as my first, maybe second, shift.”
- Areas for Growth: staff as mentors/trainers; ideas generated throughout survey for future Treats & Training topics (active shooter, location of children’s materials, information on library outreach programs, LivingLearning Roof, serving homeless patrons, helping patrons vs. directing to staff).

Satisfaction

I am satisfied with the variety of volunteer opportunities the library offers.

- 94.64% - Yes
- 5.36% - Kind of

My volunteer work at the library gives me a sense of accomplishment.

- 85.71% - Yes
- 14.29% - Kind of

I feel the library is flexible and willing to work with my scheduling needs.

- 98.21% - Yes
- 1.79% - Kind of

I would recommend volunteering at the library to my friends and family.

- 98.21% - Yes
- 1.79% - Kind of

Highlights

- 4 respondents commented they love recommending the library as a volunteer opportunity to others.
- 3 respondents commented they appreciated the library's flexibility with volunteer schedules.
- "On weeknights it does feel sometimes that there is not much needing to be done that can be done."
- "I feel that doing what I do means that staff members can focus on other relevant areas. Our library offers so many great services to our community. I'm happy to support these efforts!"
- "Any work that helps the staff is significant, especially when they are appreciative!"

Enjoy Most

- 13 commented on staff
- 13 commented on patrons/kids/public
- 9 commented on working with books/materials

Biggest Challenge

- 5 said their personal schedules
- 2 said not always having enough to do