



# VolunTeens 101 Webinar

Presented by  
Chrissie Morrison

[librarianamama@gmail.com](mailto:librarianamama@gmail.com)

<http://librarina.wordpress.com>

Twitter: @librarianamama

# WHAT WILL WE COVER?

- ◉ Recruitment
- ◉ Summer vs. School Year
- ◉ Training
- ◉ Scheduling
- ◉ Tracking
- ◉ Communication
- ◉ Appreciation
- ◉ Retention

# DON'T BOTHER WITH NOTES!!!

- ◉ There is a Google Drive folder with **EVERYTHING** you will need!

- [bit.ly/volunteewebinar](https://bit.ly/volunteewebinar)

Google Drive

VolunTeen Webinar 4 items



PowerPoints



Samples/Templates



Tutorials for Google



READ ME!

# VT RECRUITMENT

- ◉ Posters in the library
- ◉ Send posters to school librarians/teachers
- ◉ Post an ad in the library newsletter
- ◉ Announcement on library website
- ◉ Social media posts
- ◉ Discuss in Teen Advisory Group
- ◉ Talk to regulars in Teen Area
- ◉ Contact local service groups
- ◉ School visits
- ◉ Send POSTCARDS to previous VTs!

# SUMMER VS. SCHOOL YEAR

- What's so different about Summer VTs?
  - Only EVERYTHING!
- Schedule
  - Constant coverage = need more VTs
- Summer VT Jobs
  - Run the kids' Summer Reading Headquarters
  - Help with kids' programs
  - Paging/straightening the Children's Room
- Formal training sessions

# SUMMER VT TRAINING

- ◉ Standard jobs = standard training
- ◉ Drop in training
  - Less stressful for VTs who are unsure
  - Slightly more stressful for trainer!
- ◉ Vary trainings for availability
  - Both afternoon and evening
  - Include a weekend training
- ◉ Application required
  - Recommend completion ahead of time
  - Available online or for pick up

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Have you been a SVT before? \_\_\_\_\_ If so, which years? \_\_\_\_\_

Why would you like to be a SVT? \_\_\_\_\_

Do you have special skills or other previous experiences that will help you as a SVT? (If so, what?)

What was your favorite book this year? \_\_\_\_\_

I am interested in becoming a:

**VolunTeen\***  
**16-24 hours**  
(min. 2 hrs/wk)

**Super VolunTeen\***  
**24-32 hours**  
(min. 3 hrs/wk)

**Super Über VolunTeen\***  
**32+ hours**  
(min. 4 hrs/wk)

\* VolunTeens are role models for participants in the kids' SRC, so they must actively participate in the Teen SRC (reach at least half-completion) in order to successfully complete the VolunTeen program.

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**Please note:** The East Greenbush Community Library reserves the right to remove VolunTeens from the program based on poor behavior and/or attendance. By signing below, you acknowledge that you are aware of and agree to follow the Summer VolunTeen Rules & Responsibilities (available on the VolunTeen page of [www.eastgreenbushlibrary.org](http://www.eastgreenbushlibrary.org)).

VolunTeen Signature \_\_\_\_\_ Date \_\_\_\_\_

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# SUMMER VT TRAINING

- Locked doors?
  - Makes a statement about being on time for shifts
  - Prevent sneak-ins at the very end
- Slide show with LOTS of visuals
- Role playing
- Handout with FAQs
- Collect applications AFTER training!
  - Chance to decline
  - Parent/guardian will be there for pick-up if applications are missing information



# VT TRAINING VISUALS

# GOOGLE CALENDAR

Summer VolunTeens

Today June 2015

Print Week Month Agenda

# SELECT WEEK!



Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
				7pm SUMMER VOLUNTEEN TRAININ		1pm SUMMER VOLUNTEEN TRAININ
14	15	16	17	18	19	20
	4pm SUMMER VOLUNTEEN TRAININ	4pm SUMMER VOLUNTEEN TRAININ		9am SUMMER VOLUNTEEN SUB LIST		
21	22	23	24	25	26	27
28	29	30	Jul 1	2	3	4
8am SIGN UP STARTS @ TRAINING 9am HQ 9am HQ 11am HQ 11am HQ	9am HQ 9am HQ 11am HQ 11am HQ 1pm HQ	9am HQ 9am HQ 9:30am STORYTIME HELPER 11am HQ 11am HQ	9am HQ 9am HQ 11am HQ 11am HQ 1pm HQ	9am HQ 9am HQ 11am HQ 11am HQ 1pm HQ	9am HQ 9am HQ 11am HQ 11am HQ 1pm HQ	10am HQ 10am HQ 12pm HQ 12pm HQ 2pm HQ 2pm HQ
<a href="#">+15 more</a>	<a href="#">+7 more</a>	<a href="#">+9 more</a>	<a href="#">+7 more</a>	<a href="#">+7 more</a>	<a href="#">+7 more</a>	



# VT TRAINING VISUALS

# GOOGLE CALENDAR

Slots that have been **filled** will include the name (first name and last initial) of the VolunTeen who is working that shift.

11 - 1p HQ	11 - 1p HQ	11 - 1p HQ	11 - 1p HQ
1p - 4p KICK OFF HELP	4p - 1p KICK OFF HELP	4p - 1p KICK OFF HELP	1p - 3p Suzie S. -- HQ
4p - 6p HQ	4p - 6p HQ	4p - 6p HQ	3p - 5p HQ
			5p - 7p HQ

If there is not a VolunTeen's name before the description of the job, the slot should be **available** for you to sign up.

# VT TRAINING VISUALS

# GOOGLE DRIVE VT TRACKER

		Last	Updated	4/30/2015	
<p><b>NOTE:</b> When you achieve VolunTeen status or level up, I will change the color of the block with your name in it according to the chart to the right.</p>		VolunTeen = VT = 16 hours			
		Super VT = SVT = 24 hours			
		Super Uber VT = SUVT = 32 hours			
				<b>Week A-1</b>	<b>V</b>
	<b>VT Level Goal</b>	<b>Current VT Level</b>	<b>Total Hours</b>	<b>6/29-6/30</b>	
<b>VolunTeen's Name</b>					
<i>Sample, Sam</i>	<i>SUVT</i>	<i>SUVT</i>	48	5	

# VT TRAINING VISUALS

## THE "SUB LIST"

### **Suggested script for finding a sub:**

(Look through the sub list, below, for a potential sub to call.)

Hi. My name is \_\_\_\_\_ and I am a Summer VolunTeen. May I please speak to \_\_\_\_\_?

[when they answer]

Hi, \_\_\_\_\_, this is \_\_\_\_\_. I was wondering if you would be able to work a shift for me. The shift is from \_\_\_\_\_ to \_\_\_\_\_ on \_\_\_\_\_.

*If they say yes = "Thanks!"*

*If they say no = "Thanks anyway."*

### **Suggested Script for Notifying Librarians of a Substitute:**

(Call the YS Librarians @ 477-7476 x 105)

Hi. My name is \_\_\_\_\_ and I am a Summer VolunTeen. I am unable to work my shift from \_\_\_\_\_ to \_\_\_\_\_ on \_\_\_\_\_, but I found a substitute.

\_\_\_\_\_ will be taking my shift for me.

# VT TRAINING VISUALS

# REGISTRATION FORMS

Kids' Summer Reading Challenge Registration Form							
Name: <small>first</small>		<small>last</small>					
Age:			Phone:				
Street Address:							
City/Town:			School:				
Entering Grade: <small>(circle one)</small>							
Pre-K	K	1	2	3	4	5	(See YS Librarians if in 6+)

## SRC Headquarters Behavior Reminder

### Please **DO NOT**:

- **abandon SRC HQ**  
(let us know if you need to use the bathroom, etc.)
- **babysit/bring visitors**  
(you need to be available to help the SRC members who come in)
- **horseplay, throw stuff, and/or shout**  
(this can be unsafe and/or disrupt other patrons)
- **make extra "samples"**  
(this wastes supplies and costs \$)
- **steal/damage SRC prizes**  
(it's not fair to the kids who worked to earn them and costs \$)
- **text/chat while working**  
(it's unprofessional and makes you look unavailable to people who need help)
- **vandalize library property**  
(if you're bored, we can give you paper and pencils, crayons, etc.)

*Failure to comply with these rules (and our regular library behavior policy) can lead to dismissal from the program.*

## Who, What, & Where?

### **Chrissie Morrison** **VolunTeen Coordinator**

Tween & Teen Librarian

518-477-7476 ext 105

- *Check your schedule*
- *Notify of substitute*
- *Schedule more shifts*

### YS/Children's Desk

- **Check in** before shift
- **Check out** after shift
- *Check your schedule*
- *Notify of substitute*
- *Schedule more shifts*

### VolunTeen Web Page: eastgreenbushlibrary.org

Select "Teens" tab

Click "VolunTeens" button

### Calendar/schedule:

bit.ly/\_\_\_\_\_

### Shift tracker:

bit.ly/\_\_\_\_\_

### Sub List:

bit.ly/\_\_\_\_\_



# Summer VolunTeen Program

Congratulations! Now that you have completed training, you are officially an East Greenbush Summer VolunTeen (SVT)!

This flyer contains important contact information and some frequently asked questions you and your parent/guardian may have about our program.

*(Please feel free to ask if you have any further questions.)*

**Chrissie Morrison**  
Tween & Teen Librarian  
VolunTeen Coordinator  
eglibraryteens@gmail.com

## Motivation

- No forced “volunteering”
- We only want VolunTeens who WANT to be here!  
(Feel free to send your parents to talk to me if they are trying to force you to volunteer and you are not interested.)

## Teen Summer Reading Challenge (SRC)

- SVTs must attempt to complete the Teen SRC
- Read what you want...  
NO assignment for SRC!  
(Time you spend reading for your school work DOES count for SRC!)

## Dress Code

- No need to “dress up”
- Dress modestly
  - NO bellies
  - NO butt cheeks
  - NO butt cracks
  - NO cleavage
- Bring a sweater/hoodie, since it gets cold in here!

## Whose Job Is This?

- This is YOUR job!  
(Your parent/guardian is NOT allowed to schedule your shifts and/or to call around for subs.)

## Time Commitment

- 16 hours minimum  
(for the whole summer)
- 2-3 hours per shift
- “Level up” every 8 hours  
16 = VolunTeen (VT)  
24 = Super VT  
32+ = Super Über VT

## SVT Responsibilities

- Kids’ SRC Headquarters  
(*CHECK CHEAT SHEETS!*)
  - Sign kids up for SRC
  - SRC Check In
  - Data Entry (as needed)
- Help at SRC Events
  - Set up before event
  - Help during (crafts, etc.)
  - Clean up after event

## SVT Schedule/Calendar

- Shifts can be scheduled up to 2 weeks in advance  
(*a new week of shifts will open each Monday at 9am*)
- You can view the calendar from home using the URL on the back of this sheet
- Track your shifts on your paper form and notify Chrissie if you notice any discrepancies/mistakes

## Signing Up for Shifts

- Check with ride and/or parent/guardian first!  
(You are responsible for a shift as soon as it is entered into the VolunTeen calendar.)
- By **phone** or @ **YS desk**  
*YOU CANNOT SIGN UP BY EMAIL!*  
(Only librarians can add a shift to the SVT schedule!)
- Work your shifts or find a substitute!
- Two (2) missed shifts will lead to your dismissal  
(Emergencies do not count toward this limit, but we ask that your parent/guardian contact us ASAP in the case of an emergency so that we don’t worry/expect you.)

## Sub-List

- Available by \_\_\_\_\_

## SVT Raffles

- One (1) ticket per hour
- Two (2) winners of \$20 raffle at summer’s end  
(Want more raffle variety?  
Read more for the Teen SRC!)

\*\*\* MORE ON BACK \*\*\*



# SUMMER VT TRAINING

- ◉ Important points to remember:
  - This can all be scaled up or down based on the needs of your library!
  - VTs need clear guideline
  - VTs like samples/examples
  - Teens will usually work to meet your level of expectations... so set them high!

# SUMMER VT SCHEDULING

- Determine your usage of VTs first
  - Will they run your Summer Reading Club?
    - 2 VTs per shift, every 2 hours
  - Help at programs?
    - 30 minutes before until 30 minutes after
  - Paging and data entry?
    - 1-2 hours at most
- Abbreviations for each type of shift
  - Color coding on staff side doesn't come through to shared calendar!
    - Headquarters = HQ
    - VolunTeen Page = VTP

# SUMMER VT TRACKING

- Another great use of Google Drive
  - Easy to share - VIEW ONLY!
  - Avoid math errors with formulas
  - Include “last updated” field
- I recommend keeping it all on one tab
  - Less to explain to VTs/parents
  - Easier to scroll across for data entry
    - Color coding each month helps separate columns visually

# COMMUNICATION

- ◉ Gmail is AWESOME!
  - Add all your VTs to your contacts
  - Create a “group” (*tutorial on Drive*)
  - Email them all at the same time!
- ◉ Try not to email more than twice a week
  - For special announcements
  - To beg for help if too many empty shifts
- ◉ Don't forget to use BCC!!!!!!!

# COMMUNICATION

- NO EMAIL TO SIGN UP FOR SHIFTS!
  - No guarantee shift will still be there
    - I may be out that day
    - I may not be on email
    - Parents will try to email for their teens!
- Call or stop by to sign up for shifts
  - Practice conversation skills & phone etiquette
  - Parents can notify library for an emergency

# APPRECIATION

- Showing appreciation is key to happy VTs!
  - At the very least, make some certificates
    - I offer to write letters for VTs who don't complete the program but still want to have proof of their hours
  - I like to have an end of summer party
    - Try to get the Director to come in and say thanks
    - Ice cream sundaes are easy to set up/clean up
    - Party games (*Minute to Win It*) work well
    - Goodie bags are a fun touch

# SUMMER VT RETENTION

- Make “save the date” postcards to send to former SVTs (*sample on Google Drive*)
  - Send out a month or two before training sessions
  - Use summer reading clip art to give a sneak peek of the theme they’ll be working with
  - You can scan your signature and save it as an image to add to all of the postcards without having to hand-sign them all!
  - I like to write out the addresses, though, so I can combine siblings on one card.

# SVT RESOURCES FOR YOU

- ◉ Sample application for SVTs
  - (plus a rules overview to provide as a heads up)
- ◉ VT training PowerPoint
  - (to use as a template)
- ◉ Google Calendar tutorials
  - Setting up your calendar
  - How to duplicate shifts with minimal effort
  - Sharing the calendar with your VTs



# SVT RESOURCES FOR YOU

- ◉ Templates for VT documents
  - FAQ to hand out after training
  - Sample scripts for sub list
- ◉ VT Management Documents
  - Sign in template
  - Sample shift tracker
- ◉ Templates for VT recognition
  - SVT program completion certificates
  - VT reference letter

# SCHOOL YEAR VOLUNTEERS

- Recruitment methods are basically the same
- Work varies quite a bit
  - General craft help
  - Children's Room maintenance
  - Help with Friends group and/or book sales
  - Help with special events
  - Help other departments
- List of tasks available on Google Drive

## VT TASKS

- Help with circulating collections
  - Use baby wipes/disinfecting wipes to clean up board books
  - Shelf-read your books and DVDs
  - Go through spinners to make sure books are in the proper location
  - Help fill displays
  - Pick up abandoned items and put them on the re-shelf cart
  - Weed out old issues of periodicals
  - Dust the shelves
- Clean-up Children's Room Play Areas
  - Tidy up/put away learning toys
  - Use disinfecting spray/wipes on toys
  - Wipe down tables in your area
- Help with library programs
  - Set up tables and chairs
  - Prep craft supplies
  - Sort/organize craft materials to be put away
  - Make "crayon cups" to hand out during crafts (one of each color from the classroom-style box of crayons)
- Help organize your puzzle collection
  - Label each puzzle (and it's corresponding pieces) with a number
  - Put together puzzles to be sure they have all the pieces
    - Give librarians any random pieces or incomplete puzzles
- Help with general library/office tasks
  - Find single-sided papers in recycling bin to use as "scratch paper"
  - Cut up "scratch paper" and fill bins at computer stations
  - Sharpen pencils
  - Fold flyers/pamphlets
  - Stuff envelopes
  - Stamp "date due" cards
  - Shred old documents that are no longer needed

# SCHOOL YEAR VOLUNTEERS

- Recruit groups for special events
  - Book sale set-up/helpers
  - Special Celebrations
    - Star Wars Day
    - Take Your Child to the Library Day

# SCHOOL YEAR VT TRAINING

- Application required
  - Available online or for pick up
  - Drop off anytime
  - Discuss availability/interests at drop off
  
- “On-the-job” training
  - Depends on the job
  - Often give a quick demo

# SCHOOL YEAR VT TRAINING

- ◉ **DISCLAIMER:** *Though I have not tried this style of SYVT training, I think it could work very well. Of course, I thought of this idea as I was completing my final training for Summer VTs!*
  
- ◉ **Monthly Trainings During School Year:**
  - Standard training for paging, craft prep, etc.
  - Two shift possibilities:
    - Sign up for “regular” shifts (e.g. every Tuesday @ 3pm)
    - Sign in and complete work whenever available
  - Two job possibilities:
    - Set jobs  
(e.g. Lauren shelf reads/dusts the Picture Books, John does J Fic)
    - Jobs assigned as needed  
(e.g. whoever is available helps with craft prep for tomorrow)

# SCHOOL YEAR SCHEDULING

- Not as many shifts needed
  - Usually 1 or 2 VTs per day
- Scheduling
  - Can use Google Calendar
  - Paper calendar is sufficient
    - Kept right on YS Ref Desk
    - Easy to see at a glance

# SCHOOL YEAR TRACKING

- Spreadsheet for the year
  - Different tabs for each month
  - Track even small bits of help in Teen Area
- “Short term” volunteering is common
  - Participation in government class
  - Religious education classes
  - Martial arts classes
  - Honor society



FEEL FREE TO REACH OUT  
IF YOU HAVE ANY QUESTIONS!

[librarianamama@gmail.com](mailto:librarianamama@gmail.com)

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