

Volunteer Applications and Hour Logging via the FOL Website

As you may know, we've recently switched from our old Access database to a new, more robust donor management system called DonorPerfect. Using DonorPerfect forms, we can collect volunteer information, including hours worked, and sync it to our constituents' member profiles to better see who's interested in helping with what kinds of activities and where they'd like to help, as well as what time and energy they've already donated to us.

- **Volunteer Application**

- When someone visits fresnofol.org, this form is available under the "Forms" dropdown on the top menu. Clicking this item will bring them to our Volunteer Application Form on DonorPerfect.
- QR code:



- **Volunteer Hour Log**

- This form is available as a subitem of the "Volunteer Form" option of the "Forms" dropdown. Clicking this item will bring them to the Volunteer Log Form on DonorPerfect.
- QR code:



Notes from FCPL Volunteer Coordinator, Channtrar Ngeth

Current Methods of Recruitment for FCPL:

In person Applications at Branches:

This had been the only method we used in the past to recruit volunteers for FCPL prior to 2021. It is still an option today, but the number of paper applications I receive averages around 7 applications a month. The option gives access to individuals that prefer to visit a physical location to apply for a volunteer position.

Online Application Through FCPL Website

This method was created in 2021 and has greatly increased the number of applications received. On average I receive about 5 applications a day, or an average of 153 applications a month. I believe this is successful largely due in part to the traffic we receive through our website. Staff have also been able to direct people that visit the library to use the online form, instead of the paper form for convenience.

Volunteer Match Applications

Recruitment through Volunteer Match has made it possible to recruit more specialized volunteers, such as book sale volunteers. I receive about 5 applications per 1 month recruitment period through this method.

Retention:

Knowing Where They Fit

I've always found success putting a volunteer in a environment where they would be most comfortable. As an example, I would pair a high energy volunteer with a staff member that would meet the pace of this volunteer. If a common goal was obvious, I found that they would stay with us much longer due in part to being aware that their efforts were toward reaching that common goal.

Impressions from new Volunteers

I've started to notice a trend with our youth volunteers that I feel might help with recruitment and retaining a young audience. During our interviews, when asked why they volunteer, a large majority want to make a positive impact through their actions on their community. So, it seems that activism is the reason why they volunteer, so I would suggest allowing them to involve themselves towards a common goal. Some examples I would recommend would be feeding the un-housed at a library, or book sale to fund school supplies for kids. The impact that the FOL makes internally in our libraries are incredible, so impacting groups outside of our walls may move FOL forward toward more recruitment and better retention.