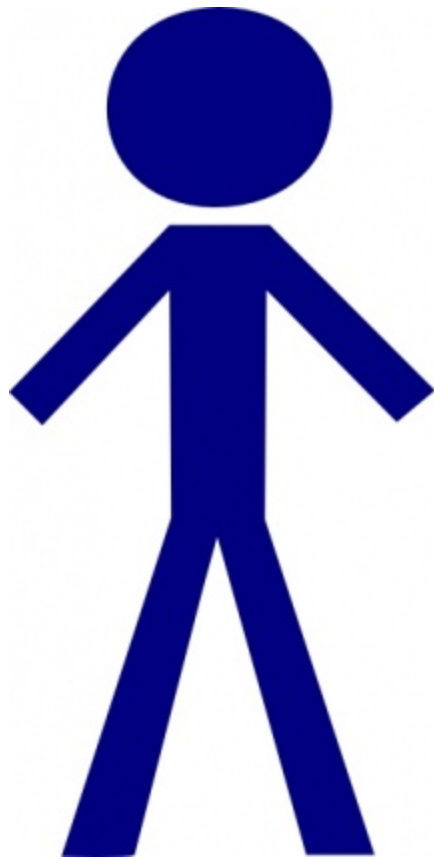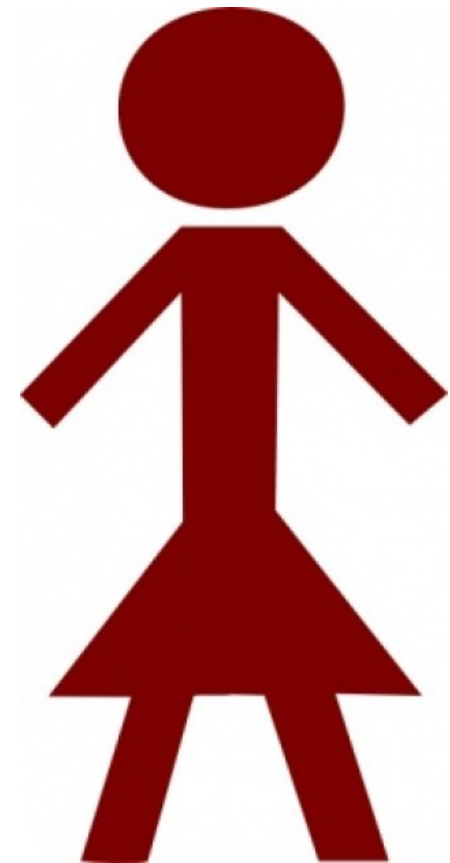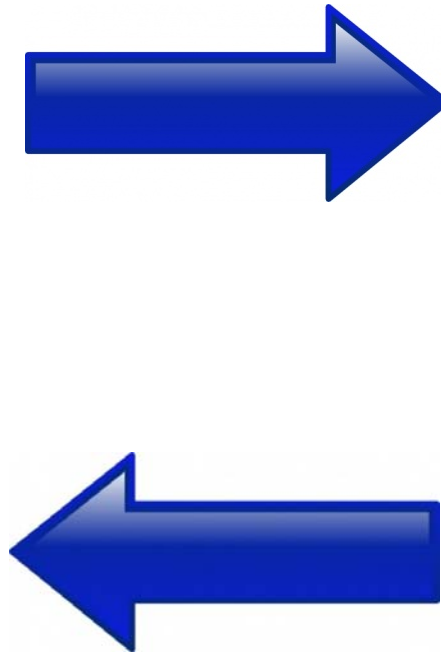# Making a Volunteer Program Work

Volunteer

Organization

Volunteer – Organization Relationship

Meeting the Needs of the Organization

o Define the job – Job Descriptions

o Provide Appropriate Training

o On-going Mentoring

Creating a
Job Description

Creating a
Job Description

o Position or job title

o Supervisor/Mentor

o Description of tasks and duties

o Desired skills and qualifications

o Time requirements

Creating a
Job Description

Utah State Archives
Volunteer Position

Project: Historic Records Indexing

Supervisor: Alan Barnett

Work Description:
Work involves search through historic records held by the Utah State Archives, identifying relevant search names or keywords and entering that information into a computer database to create an electronic index to the records. Records searched may be original paper records or records on microfilm. Records to be indexed may include State Prison inmate records, military discharges, court cases, or birth and death records. Work may be done at the State Archives or arrangements can be made for work to be done at home.

Required Skills:
Basic computer and keyboarding skills, ability to pay attention to detail and accuracy. Basic familiarity with Microsoft Excel is preferred, but not required.

Time Commitment: Minimum 4 hrs per week.

Creating a Job Description

Creating a
Job Description

Training Volunteers

o   Invest the necessary time

o   Provide written procedures or directions

o   Make training an on-going process

Training

PROCESSING PUBLICATIONS (VOLUNTEER/INTERN)

November 2011

You have been given various individual publications, which are generally defined as items not transferred or stored within larger record sets, such as a set of case files or correspondence. Publications are usually not unique records but are often released widely for public consumption and may be added to multiple collections in institutions such as libraries. They contain valuable information about agency activities, providing transparency.

Publications are processed very similarly to other records at the Archives. Handling them differs usually in how they are transferred (or "drift in") and to how much detail they are described. While other records may be described in aggregate such as correspondence from 1941-1950, publications may need individual titles and dates if known to make them the most accessible.

At the Archives, we gather isolated, one-time publications that are not part of a larger run into generic Publications series under various agencies. However, even a small set of identifiable newsletters, annual reports or regularly released budgets get their own series. It's a balancing act that becomes easier with a little experience.

Note: Working on the "backlog" may lead to finding duplicates which must be confirmed before weeding.

Identify Creating Agency

With publications, we do not have much more context than the item itself. Look on the cover, the back or the title page for information on the creating agency. Some items are printed by private or third-party companies, make sure that the content is "authorized" or "compiled" by a government entity to count as a government record. For cities and towns, it is also common to have reports or audits conducted on behalf of the local government which counts as a record.

Names and titles have changed often. Consult historical organization charts to determine the current name of an agency, though AXAEM does allow searching by previous names if known.

If an agency does not seem to exist, research the possibility of adding by following the
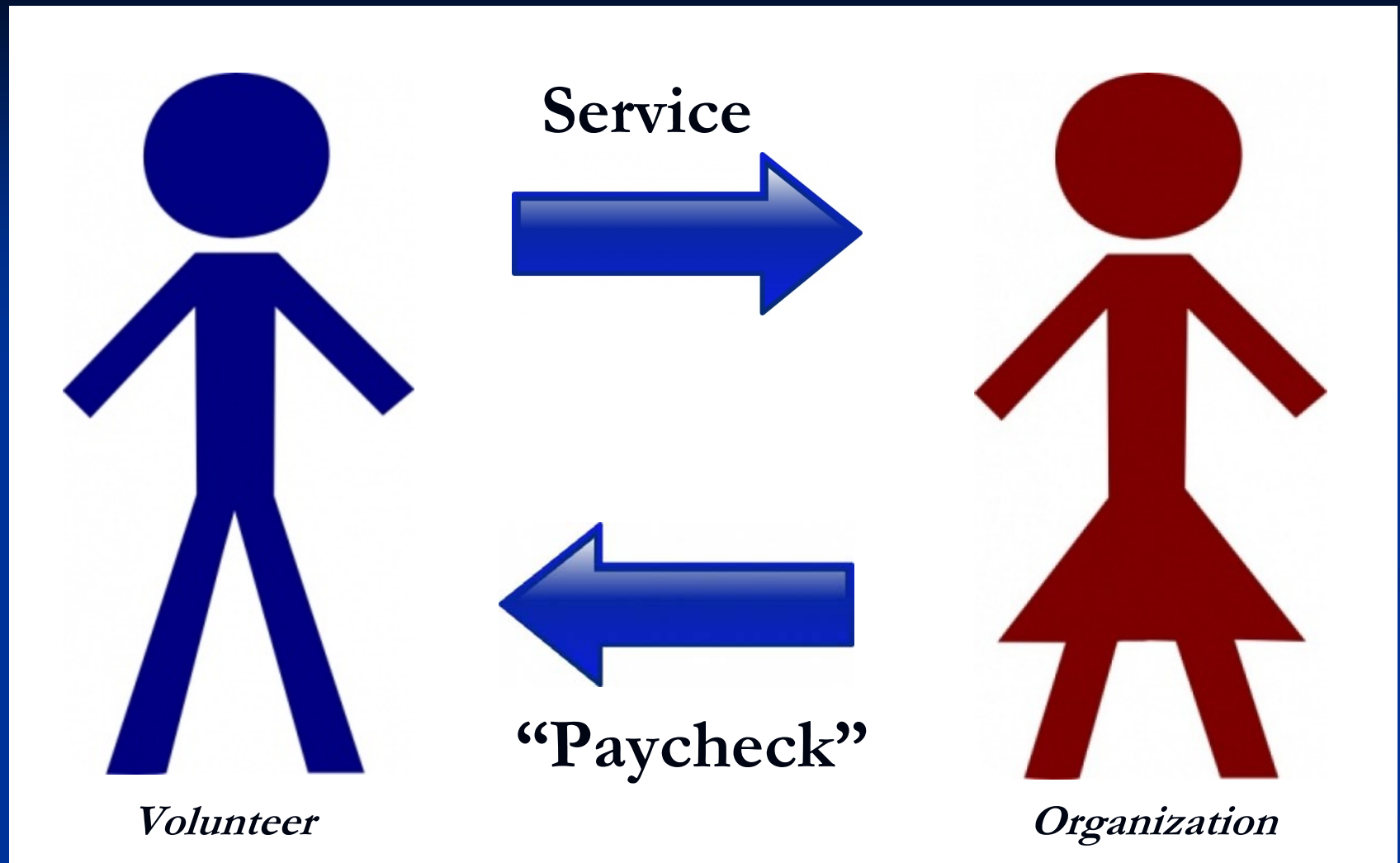
Mentoring Volunteers

o Check in regularly

o Create a relationship to encourage on-going questions and feedback

Work

Paycheck
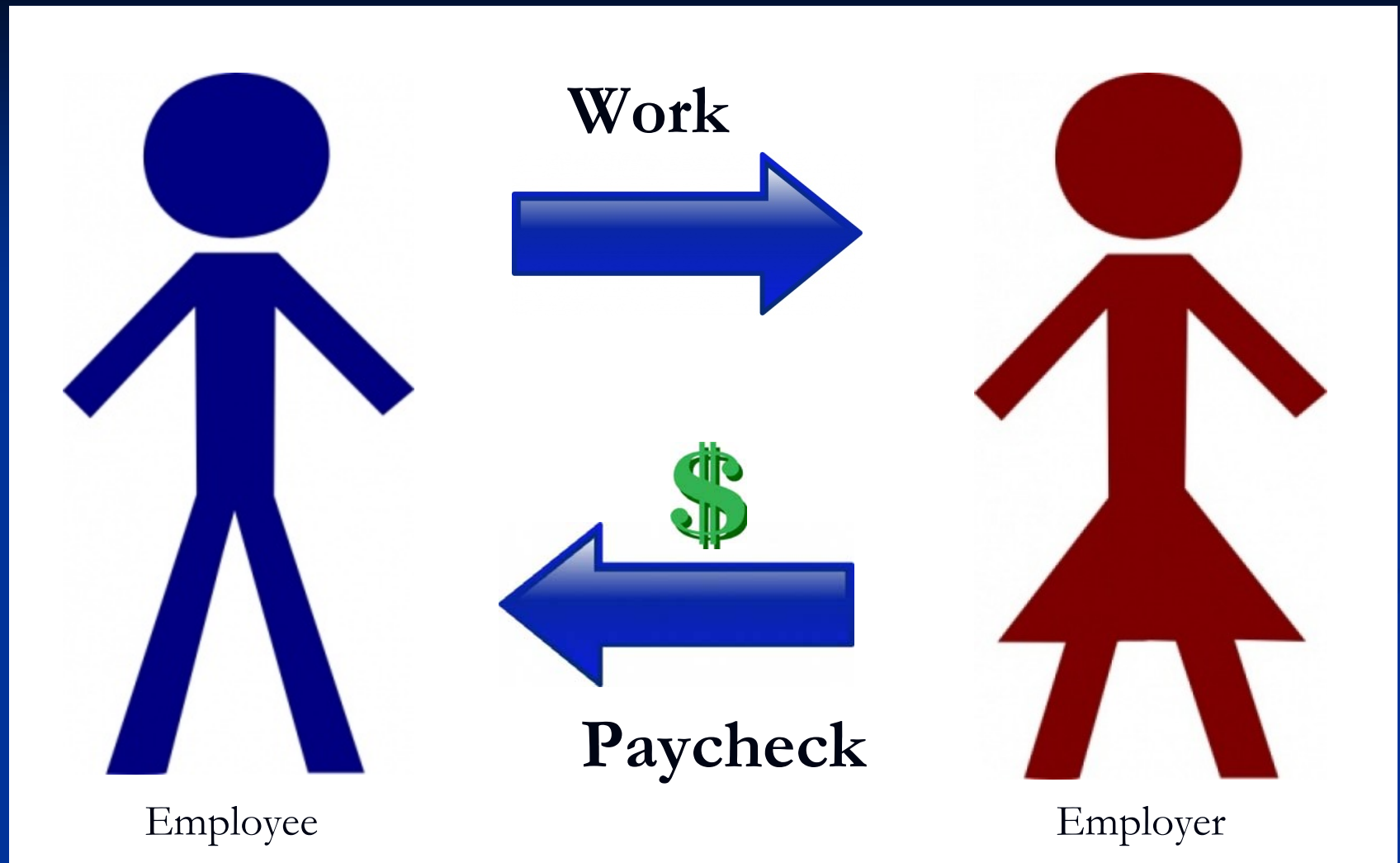
Employee

Employer

Employee – Employer Relationship

Volunteers as Employees

Service

"Paycheck"

Volunteer

Organization

Volunteer – Organization Relationship

Why Volunteer?

o Make a contribution – "give back"

o Enhance resume – develop skills

o Get out of the house

o Satisfy court order

o Social interaction

o Passion for the work

o Be a part of something

o Perks

Providing a "Paycheck"

o Make the job satisfying

- Match volunteer to appropriate tasks
- Provide adequate training
- Keep volunteers busy, but not overwhelmed
- Allow for learning and advancement
- Encourage ownership

Providing a "Paycheck"

- Make volunteers part of the organization
  - Introduce staff members
  - Include volunteers in staff meetings
  - Invite to activities, parties, workshops, etc.
  - Give volunteers designated work space
  - Allow for learning and advancement
  - Provide access to staff facilities
  - Newsletter

Providing a "Paycheck"

- Offer personalized rewards
  - Employment opportunities
  - Letters of recommendation
  - Registration for professional conferences
  - Opportunity to present work
  - Bus passes
  - Get-well cards
  - Facilitate social interaction

Providing a "Paycheck"

o Recognition
- Compliment and thank volunteers regularly
- Showcase in newsletter
- Hold a volunteer recognition luncheon
- Present certificates for service hours
- Volunteer of the month/year
- Gift certificates for outstanding service

Communicating Organization Needs

+

Volunteer "Paycheck"

=

Successful Volunteer Program

Volunteer Programs Can Make a Difference

Creating a
Job Description