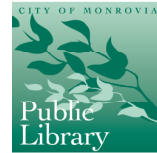




**CITY OF MONROVIA  
LIBRARY BOARD  
AGENDA REPORT**



**DEPARTMENT:** Public Services, Library Division

**MEETING DATE:** July 23, 2015

**PREPARED BY:** Carol Kampe, Librarian II

**AGENDA LOCATION:** AR -1

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**TITLE:** 2014-15 Fiscal Year Library Volunteers Report

**OBJECTIVE:** To update the Library Board on Monrovia Public Library volunteer program.

**BACKGROUND:** The Monrovia Public Library has used volunteers since its inception. A formal recruitment and training process began with the opening of the new library in 2009. Volunteers are required by the City to successfully go through an interview, a background check, drug, alcohol, and Tuberculous testing before starting their assignment. There are currently 56 active volunteers who provide service to the library.

**ANALYSIS:** Library volunteers help staff stretch services and resources, as well as improve customer service. Volunteers are recruited based on the Library's current needs and are trained and placed according to their skills. The emphasis is quality work and long-term commitment rather than large numbers of volunteers. The library attracts talented volunteers from a wide range of business, professional and education backgrounds including attorneys, scientists, students and teachers.

**Overview of Major Volunteer Functions:**

**Friends Store:** Volunteers run all aspects of the bookstore, from sorting incoming book and media donations. The store operates during regular Library hours, except late evenings, and proceeds from the store directly benefit library programs and services. Twice per year, Friends of the Monrovia Public Library also hold a large two-day book sale to reduce old inventory and increase revenue. Volunteers contributed 1969 hours.

**Tech Advisors:** Tech Advisors regularly assist adult and teen patrons with basic computer use. Help may consist of searching the Internet, establishing an e-mail account, and formatting or printing documents. These volunteers are stationed at the reference Adult Services desk with a librarian. While the volunteer is helping patrons with tech-related issues, the librarian is free to concentrate on patron reference questions. Some Advisors also participate in the newspaper digitization project to archive now defunct Monrovia papers. Tech volunteers put in 801.25 hours.

**Outreach to the Homebound:** A single volunteer delivers to, and retrieves books from, patrons who cannot come to the library because of temporary or permanent disabilities. Our volunteer gave 11 hours to our single homebound patron.

**Literacy Tutors:** Tutors are paired with adult learners who need to improve their English reading, writing and speaking skills. Tutors worked for a total of 933.25 hours.

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**Behind-the-Scenes Volunteers:** Volunteers serve multiple functions like performing data entry and other office work, acting as event facilitators, including the annual literacy fundraiser, and helping prepare materials for library programs. Volunteers did various projects for 730.25 hours.

**Volunteer Management Team (VMT):** The VMT was established in April 2010 in response to the California State Library’s statewide initiative to expand the visibility and contributions of skilled volunteers in public libraries. The purpose of the team is to work in concert with library staff to build an effective volunteer corps for the library, organize social recognition events, and to keep volunteers motivated. Some VMT members also form the nucleus for the yearly Literacy Services fundraiser. Six VMT members devoted 148.5 hours of service.

**ENVIRONMENTAL IMPACT:** There is no environmental impact associated with this report.

**FISCAL IMPACT:** Volunteer contributions are given an hourly pay scale by *Independent Sector*, a coalition of nonprofits, foundations and corporate giving programs. The pay scale for FY2014-15 is calculated at \$23.07/hr., up from the previous year’s \$22.14/hr. Based on the current pay scale, 56 volunteers contributed 4,583.25 hours for a value of \$101,473.15.

<b>Volunteers Hours Summary</b>	<b>2013-14</b>	<b>2014-15</b>
Literacy Tutors	1,180.5	933.25
Volunteer Management Team	108.75	148.5
Library Volunteers	3,504.5	3,501.5
<b>TOTAL HOURS</b>	<b>4,793.75</b>	<b>4,583.25</b>

The continuing decline in both volunteers and hours served is based in part on normal attrition due to graduation, new jobs, moving and illness/injury/old age. Sadly, one of our long-time tutors died this past year. A number of volunteers from previous years have been maintained on the books, though they have been inactive for some time. Those have since been removed for a more accurate count. Additionally, hiring and retention standards are substantially higher as the jobs available require higher skill sets and more training. TAB Volunteers, under the able direction of our Teen Librarian, have taken on more responsibility for jobs traditionally held by adults.

As there is no budget allocated for this program, staff solicits donations in order to recognize and reward volunteer efforts.

**COMMUNITY BENEFITS:**

1. A significant portion of one full-time Librarian is spent overseeing this program, but the benefits are immeasurable.
2. Friends Store volunteers not only support with their labor, but through the Friends of the Monrovia Public Library (FOMPL), the dollars they earn directly support programs and collection development.
3. The program is a win-win system: volunteers give Staff the benefit of their skills and the library gives working-age volunteers needed skills in their search for regular employment and/or to fulfill a desire to volunteer.
4. Retired volunteers have a renewed sense of purpose and a feeling of being able to give back to the community.

**RECOMMENDATION:** Staff recommends the Library Board move to receive and file AR-1 2014-15 Volunteer Program Evaluation.

**LIBRARY BOARD ACTION REQUIRED:** If the Library Board concurs, the appropriate action would be a motion to: Receive and file AR-1 2014-15 Volunteer Program Evaluation.

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