**An Annotated Bibliography for Library Volunteer Programming**

Campbell, Katherine Noyes and Susan J. Ellis.  ***The (Help!) I-Don’t-Have-Enough-Time***

***Guide to Volunteer Management***. Philadelphia: Energize Books, 1995.

This book was written for volunteer managers who are stretched thin – struggling to handle the demands of creating and running volunteer projects as an adjunct to other job responsibilities or on a part-time basis. Strategies for organizing, structuring and delegating are shared.

Driggers, Preston and Eileen Dumas. ***Managing Library Volunteers***. 2nd ed. Chicago:  
 ALA, 2011.

Volunteers are essential to a successful library program—and at a time when deep budget cuts are the norm, there are many libraries that depend on the help of dedicated volunteers, who do everything from shelving books to covering the phones. Whether these are friends, trustees, or community members, managing them effectively is the key to harnessing their enthusiasm for the benefit of your library. In the new second edition of *Managing Library Volunteers* authors Preston Driggers and Eileen Dumas completely overhaul their classic work, presenting a top-to-bottom toolkit for recruiting, interviewing, training, supervising, and evaluating volunteers.

Ellis, Susan. ***From the Top Down: The Executive Role in Volunteer Program Success***.

Rev. ed. Philadelphia: Energize Books, 1996.  
Although the subtitle suggests that only executive directors (library directors) should read this book, it is, in fact a “must read” for coordinators of volunteers. Reading it will help organizations develop a clear vision for why they want to involve volunteers and how to do so effectively.

Ellis, Susan. ***The Volunteer Recruitment Book***. Philadelphia: Energize Books, 1994.  
This book starts by showing how to design the best assignments for volunteers as the initial step to finding the most qualified people. The rest of the book is filled with ideas and recommendations on the subject of recruitment.

Ellis, Susan. ***The Board’s Role in Managing Volunteer Resources.*** Washington, D.C.:

The National Center for Nonprofit Boards, 1999.

While the vast majority of nonprofit organizations involve volunteers in direct service or support roles, the subject of volunteers rarely, if ever is raised with the Board of Directors, translating into missed opportunities and wasted resources. The 23- page booklet describes the critical role that can and should be played by Boards in making volunteer programs successful.

Gillespie, Kelly M. ***Teen Volunteer Services in Libraries***. Lanham, Md.: Scarecrow Press,

2004.

This is a practical guide to using teen volunteers in the library. While the focus is on public library programs, the information on planning and developing teen volunteer programs is equally applicable in schools.

Lee, Jarene Frances, Julia M. Catagnus, and Susan J, Ellis, eds. ***What We Learned  
 (the Hard Way) about Supervising Volunteers.*** Collective Wisdom Series.   
 Philadelphia: Energize Books, 1998.

Get advice from over 85 on-the-job supervisors of volunteers about how to define volunteer work expectations, build relationships based on trust and respect, expand communication, be a coach and facilitator, and resolve performance problems. Author Lee's extensive knowledge plus anecdotes from colleagues in the field clarify what works and what doesn't! A great tool for designing formal training programs for staff who supervise volunteers, or for that matter, for those who supervise paid staff.

MacKenzie, Marilyn. ***Dealing with Difficult Volunteers***. Downers Grove, IL: Heritage  
 Arts Publishing, 1988.  
This book begins by outlining strategies to prevent most volunteer management problems, but then also provides suggestion about what to do when problems arise, as well as, when all else fails, how to fire a volunteer.

McCune, Bonnie F., and Charleszine Nelson. ***Recruiting and Managing Volunteers in***

***Libraries: A How-to-Do It Manual***. New York: Neal-Schuman, 1995.

A successful volunteer program should be fluid and responsive, maximizing service based on the skills and time constraints of unpaid staff and the needs of the community or organization. Here is a comprehensive manual detailing all aspects of managing a volunteer program in school, academic, and special libraries, including recruitment; organizational structure and orientation; training; evaluation; record-keeping; court-appointed community service; specialized challenges; positive reinforcement strategies; and general troubleshooting.

McCurley, Steve. ***Volunteer Management Forms***. Downers Grove, IL: Heritage  
 Arts Publishing, 1988.  
The forms contained in this book are designed to assist you in the operation of your volunteer program. The forms cover many of the areas necessary to planning, managing, and evaluating a volunteer program.

McCurley, Steve. ***Volunteer Management Policies***. Downers Grove, IL: Heritage  
 Arts Publishing, 1990.

This book contains wording of sample policies for volunteer program from A-Z. It is intended to stimulate your thinking about what policies you need, and find you a place to start. Policy statements for everything from confidentiality to dress codes, from expense reimbursement to insurance, and from criminal records checks to dismissal of volunteers are included.

**McCurley, Steve and Rick Lynch.** ***Volunteer Management: Mobilizing all the Resources of the***

***Community.***  3rd. ed. Downers Grove, IL: Heritage Arts Publishing, 2010.  
This new edition is a thorough examination of every facet of a successful volunteer program, from planning and organizing through measuring effectiveness. Highlighted throughout are insightful quotes by practitioners and consultants in the field. It has an extensive bibliography, resource list, sample volunteer management policies, and numerous forms and worksheets. This is also available in digital format.

McLeish, Barry J. ***Successful Marketing Strategies for Nonprofit Organizations.*** 2nd ed.

New York: John Wiley and Sons, 2010.  
Barry J. McLeish shares everything he's learned during more than two decades managing and consulting nonprofits of every shape and size. Skipping all the arcane theory and the business school jargon, he gives you clear, step-by-step advice and guidance and all the tools you need to develop and implement a sophisticated marketing program tailored to your organization's needs and goals.

Scheier, Ivan H. ***Building Staff/Volunteer Relations*.**Philadelphia: Energize, 1993.  
The author provides a step-by-step process of analyzing tasks and work preferences to help  
employees and volunteers work together successfully.

Stallings, Betty. ***Resource Kit for Managers of Volunteers***. Pleasanton, CA: Building Better  
 Skills Publishing, 1992.  
This guide addresses recruiting, training, staff relations, dismissal and recognition. The kit also includes an assessment guide to identify strengths and weaknesses in your organization’s volunteer program.

Stallings, Betty. ***Training Busy Staff to Succeed with Volunteers***. Pleasanton, CA: Building Better  
 Skills Publishing, 1996.  
This book shares methods to build commitment to your volunteer program. The author guides you in the design of training sessions to enhance staff competencies. Time is spent reviewing the essentials of good training.

Reed, Sally Gardner. ***Library Volunteers Worth the Effort! A Program Manager’s***

***Guide.*** Jefferson, N.C.: McFarland, 1995.

This well-organized guide to managing public library volunteers provides practical advice on recruiting, screening, training, evaluating, and thanking volunteers. Though effective volunteer programs require a great deal of staff time, Reed presents a strong argument that the benefits exceed the costs. She emphasizes the importance of volunteer advocacy in shaping public opinion and securing funding and describes volunteers as "conduits to the community." Reed includes sample applications, library skills tests, job descriptions, and press releases. She also offers insightful, humanistic suggestions for dealing with "challenging" volunteers.