Texas Library Association

Volunteer Services at the Library

Harris County Public Library

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- **RECRUITMENT**
  - Branch staff decide literacy program(s) to offer
  - Recruit for specific volunteers
    - ESL
    - Citizenship
    - Adult Basic Education
  - Recruiting tutors and students
    - Posters, flyers and WOM
    - Branch staff promote and discuss program
  - Online recruitment
    - Connect4Literacy
    - Volunteer Houston
    - VolunteerMatch
    - HCPL Website
  - Community Outreach
    - Community Based Partnerships
    - ISD Parent Program
    - Apartment Communities
- **UNITE WITH LOCAL LITERACY PROVIDERS**
  - Partner and share with local literacy providers
  - Houston Center for Literacy
  - Barbara Bush Houston Literacy Foundation
  - Refer students for services

- **TRAINING AND ORIENTATION**
  - Each program is a separate training
  - Trainings are 5 hours long
  - Scheduled throughout the County
  - Offer a variety of days and times
  - 5-hour trainings are group trainings
  - Offer small group or one-on-one training when necessary
  - Three areas covered in training
    - HCPL Overview
    - Volunteer responsibilities
    - Teaching methodologies
  - Get volunteers to help with training!
  - Volunteer tutors facilitate two-hour mini-workshops
- **PROJECT MANAGEMENT**
  - Onsite Literacy Coordinator
  - In-house database
    - Tracks students
    - Volunteers
    - Contact hours
    - Assessment scores
  - Statistics
    - Tutors keep daily attendance
    - Reported monthly
    - Entered into system wide report
  - Extensive Communication with Volunteers
    - E-mail, telephone, text
    - Mini-workshops
    - Provide support for materials and resources
    - Meet face-to-face
  - Staff Development
    - Bi-monthly Literacy Coordinator Meetings
    - Staff attend volunteer trainings
    - Staff coordinate the program locally
- **VOLUNTEER RECOGNITION**
  - Branch coordinators arrange volunteer recognitions
    - Luncheons
    - Christmas parties
    - End of semester party