Boulder Public Library Volunteer Services: June 5, 2018
Agenda

• Volunteer Program Goals

• Progress Toward the Goals: 2016 to 2018

• Overview of 2018

• 2019 and Beyond
Volunteer Program Goals

- Develop a robust volunteer program that embeds volunteers in all aspects of our work.

- Increase the number and diversity (skills, ages, and backgrounds) of volunteers contributing to the work of the library.
If we reach these goals, we will:

- **Support staff** to deliver excellent programs and services
- **Increase community engagement** by giving greater ownership and voice to the community
- **Improve** the programs and services and provide additional services
- **Ensure the library is welcoming for a wider diversity** of community members.
To achieve these goals in my past two years, we have ...
Worked towards establishing a more structured, systematic volunteer process

- Online Application and scheduling
- Risk and Release form for all volunteers
- Background checks
- Tracking of # of volunteer and hours
- Development of an email list of volunteers
- Recognition events and appreciation week
Growing the number of volunteers

• 43% increase in volunteers – 2016 to 2018
• 30% increase in volunteer hours – 2016 to 2018
• Laid the groundwork to expand teen involvement
• Involved groups of volunteers
Growing the number of volunteers

• Significant increases in adult volunteers: Summer of Discovery and Computer Science Ed Week
• Almost every program at the Main Library, utilizes volunteer support
More volunteer leadership

- Donations processing, Used Bookstore and Used Book Sales
- BLDG 61
- Jaipur Literature Festival Boulder
- Homebound Delivery Program
“She improves my life by being so nice, friendly & genuine in her concern. I’m in a wheelchair and this just makes my life wonderful. You have lots of books I like.” – Patron Homebound Services
Build citywide volunteer systems: improve the volunteer experience and increase volunteerism

• Service Enterprise certification
• Strategic Plan
• Risk and release form
• Volunteer appreciation events
• Citywide Volunteer Handbook
• Volunteer management system
Overview of 2018 Highlights

1,100 volunteers donated 23,765 hours of service with an in-kind value of $636,400

Library volunteers: 20% more hours than volunteers in any other city department
Programs with the Greatest Number of Volunteers in 2018

- **175 Jaipur Literature Festival Boulder**
- **172 BoulderReads** – 90 literacy tutors, 73 Reading Buddies, and 9 facilitators
- **139 Computer Science Education Week** – 84 instructors and 55 helpers
- **108 George Reynolds Library** – Reading Pals, STEAM Pals, Teen Advisory, Summer of Discovery…
- **100 Summer of Discovery teens** - 70 and adult 30 volunteers – across libraries
## Greatest Number of Volunteer Hours 2018

<table>
<thead>
<tr>
<th># of Vols</th>
<th># of Hours</th>
<th>Program/Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>172</td>
<td>6,345</td>
<td>BoulderReads Contact and Planning Hours (4,290), Reading Buddies (1,554), Conversations in English (384)</td>
</tr>
<tr>
<td>59</td>
<td>2,923</td>
<td>Homebound Delivery Program</td>
</tr>
<tr>
<td>51</td>
<td>2,213</td>
<td>Carnegie Library (1,351) and the Maria Rogers Oral History Program (862)</td>
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<tr>
<td>20</td>
<td>1,336</td>
<td>Used Bookstore and Book Sales</td>
</tr>
<tr>
<td>13</td>
<td>1,240</td>
<td>Childrens Department Volunteers at Main only</td>
</tr>
<tr>
<td>175</td>
<td>1,205</td>
<td>Jaipur Literature Festival Boulder</td>
</tr>
<tr>
<td>108</td>
<td>1,188</td>
<td>George Reynolds Programs (Reading Pals, Teen Advisory Group, STEAM Pals, Summer of Discovery,…)</td>
</tr>
<tr>
<td>5</td>
<td>1,177</td>
<td>Library Commission</td>
</tr>
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</table>
BoulderReads
Largest ongoing volunteer programs with twice the number of volunteer hours of any other program
2019 and Beyond

• Build the foundation and systems to be able to grow the program: “Count Me In Boulder”

• **Summer of Discovery** – many more volunteer opportunities for adults and teens

• **Jaipur Literature Festival** – community, especially youth, participation + volunteer leadership

• Adding a 20 hr/week **temporary staff member**: JLF and foundational pieces
Starting 2019 yet more future oriented

• Proactively advancing our volunteer program goals and priorities
• Prepare all staff to be effective volunteer coordinators

• Advancing several master plan goals:
  • Engage diverse communities
  • Prepare for North Boulder Library
  • Expand maker programs
  • Expand educational and cultural programs based upon community interest
  • Host an annual literacy-focused festival
Summary

Volunteer Program Goals
Progress toward the goals: 2016 to 2018
Overview of 2018
2019 and Beyond
Moving Forward

• Keeping focus on our **goals**
• Proud of our **achievements** over the past 2½ years
• Looking forward to:
  • Continuing to **build and expand** our volunteer programs;
  • Contributing significantly to achieving our **Master Plan goals**; and
  • **Working together** with you to achieve this!
Questions
Thank you to all of our volunteers who make a difference in our community every day. Together we make Boulder a better place for all.

**ACROSS THE CITY IN 2018**

- **6,654 TOTAL NUMBER OF VOLUNTEERS**
- **79,879 TOTAL HOURS CONTRIBUTED**
- **$2.14 MILLION VALUE OF CONTRIBUTION**

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>VOLUNTEERS</th>
<th>HOURS</th>
<th>TOTAL VALUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boards &amp; Commissions</td>
<td>69</td>
<td>2,536</td>
<td>$67,914</td>
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<tr>
<td>City Manager’s Office</td>
<td>7</td>
<td>105</td>
<td>$2,812</td>
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<tr>
<td>Housing &amp; Human Services</td>
<td>215</td>
<td>9,446</td>
<td>$252,964</td>
</tr>
<tr>
<td>Library</td>
<td>1,100</td>
<td>23,765</td>
<td>$636,400</td>
</tr>
<tr>
<td>Open Space &amp; Mountain Parks</td>
<td>2,156</td>
<td>18,810</td>
<td>$503,732</td>
</tr>
<tr>
<td>Parks &amp; Recreation</td>
<td>2,436</td>
<td>20,187</td>
<td>$540,608</td>
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<tr>
<td>Police</td>
<td>70</td>
<td>1,502</td>
<td>$40,224</td>
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<tr>
<td>Public Works</td>
<td>601</td>
<td>3,528</td>
<td>$94,480</td>
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“It’s the most gratifying thing I’ve ever done in my life.”

— Jackie J., victim advocate volunteer since 2014
“Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in.” — Marjorie Moore

1,100 VOLUNTEERS
23,765 HOURS
$636,400 VALUE

17 VOLUNTEERS
STRAIGHTENED
3 MILES
OF BOOKS AT THE
MAIN LIBRARY

90 VOLUNTEERS
CONTRIBUTED
3,026 HOURS
TO
ONE-ON-ONE
LITERACY & LANGUAGE
TUTORING FOR
ADULT LEARNERS

59 VOLUNTEERS
PROVIDED
PERSONAL AND
CUSTOMIZED SERVICE TO
85 HOMEBOUND
PATRONS

70 TEEN
VOLUNTEERS
REGISTERED
3,607 CHILDREN FOR THE
LIBRARY’S SUMMER OF
DISCOVERY PROGRAM

2 GO CLUB
VOLUNTEERS
GAVE
3,000
HOURS OF SERVICE
OVER 15 YEARS
Hello, Commissioners,

Just about ready for approval at our meeting next week (I will be absent), attached you will find the Rules for Public Comment.

My notes:

1) I prefer Rules to Guidelines because the latter may imply "suggestions."

2) Bullet 2 - "...the Chair will request that the speaker conclude his, her, or their comments." I don't know what is the correct and accepted list of pronouns (used to be his or her). Please advise.

3) Bullet 3 - "The chair may lengthen or shorten the total time allotted" refers to the total time for public comment, not the time for an individual.

4) Bullet 7 - I copied this from the Planning Board's rules. Does it apply to us? If not, let's take it out.
"Speakers are requested not to repeat items addressed by previous speakers other than to express points of agreement or disagreement."

Juana
Hello Commissioners,

I’m following up to your questions from Wednesday’s meeting. Thank you so much for your questions and suggestions:

1) Here are the current registration numbers since we opened online registration on April 15th: 135 children have registered, 25 teens have registered and 30 adults have registered. A total of 180.

2) According to the 2018 SoD fact sheet (see attached) last year 224 children, teens and adults registered prior to the “official” launch date.

3) Last year, 70 teens volunteered a total of 1,259 hours and 9 adults volunteered a total of 92 hours. A grand total of 1,351 hours.

4) Our social media hashtag is #boulderlibrarysummer

Let me know if you have any further questions. Kick-off is June 1st at all of our branch locations. Here is a link to our SoD programs. I encourage you sign-up now 😊 https://bpl.readingrecord.net/

Best,
Anne Ledford
Hi Juana. Please see my answers below in red.

Some questions and comments about the poll:

1) Did anyone respond to the Spanish online poll? We are still checking with CRPP.
2) The wording of the "$90 per $850,000" is confusing. I don't know what it means. The $90 amount per $850K household reflects the amount that GK Baum, our financial consultants would be required to "fund the gap." Ie. The amount required to generate revenue in the amount of $3 – 3.5 million annually to fund the master plan.
3) The quote of CRPP's summary, "On several key,...."with and opinion" - seems to be a typo/ not sure
4) Would "don't know" or "unsure" respondents usually be non-voters in the end? The survey actually indicates that 94% of the respondents plan to vote. I did ask Jerry Lindsley of CRPP this exact same question. CRPP's goal is to get honest answers. In his evaluation, he assumes the “unsures” are being honest. They really do not know yet. The vital point of reference he gave to better understand the “unsures” was the earlier question that showed that nearly 70% of the respondents stated they knew little or nothing about library funding issues. That lack of knowledge is more determinative of an “unsure” response than people being dishonest.
5) When asking about satisfaction, if people are unsatisfied, do the pollsters leave it at that? Yes. If by your question you mean, did they ask why. They did not record why a person was not satisfied.
6) On Importance of Funding pg. 8 of the report, in the description of how the library is funded, could it be described as "a City department"? I am not sure I understand your question.
7) Where the funding levels asked in descending order "At $280, at $220..."? yes.
8) Council might jump on the observation on pg. 9 that 40% of respondents could rather see fund reallocation within the city. Which departments would take the hit? ;-) that is not defined. Hence the high number of people who are unsure.
9) Did the pollsters know whether they are calling land lines or cell phones? I think Jerry Lindsley explained this on Tuesday night. They use a random number scrambler which gets land lines and cell numbers [listed and unlisted.]
10) Regarding demographics, these don't exactly parallel our city's or district's. Does that matter? Should we have a chart comparing the poll demographics to the district's? You are correct. No city survey correctly approximates boulder's demographics. Where this one did well was among age groups – in which this survey did better than any I have seen in getting close to the correct age distribution. Where it did poorly is among people who identify as “latino” and among renters. But even there these numbers are consistent with other city polls I have seen.
11) The population polled is skewed more towards city dwellers. As far as the proposed
district, is city vs. county 67% v 33%? Population is actually about 75/25 which matches the survey.

12) Length of residency is skewed towards long-time residents. Is this due to land lines? or older people not having caller ID? How does this compare to the city? Again, I am not sure. But this is consistent with other polls I have seen in the city. Conjecture, it could just be that long time residents are the folks that respond to polls.

13) Rent or own also seems skewed towards homeowners. Is this reflective of our actual population or maybe due to land lines/ long term residents? The actual distribution is something like 55/45 with 55% being renters. The survey is consistent with other polls.

14) Income levels - are these household or individual? The question was about household. 15) Sorry to see the tiny participation of Latinos :-( Where any of the pollsters Spanish-speaking? Yes. There were Spanish speaking pollsters.

Juana

On Friday, May 3, 2019, 2:18:15 PM MDT, Seaton, Celia <SeatonC@boulderlibrary.org> wrote:

Good Afternoon – please disregard the previous email and use the attached document for next week’s meeting.

Celia

From: Seaton, Celia
Sent: Friday, May 3, 2019 2:01 PM
To: BPL-COM <BPL-COM@boulderlibrary.org>
Subject: 5.8.19 BLC Packet

Hello Commissioners and Staff,

Please find the April packet for next week’s meeting, attached.

Reminder that we will be meeting at the George Reynolds Branch at 3595 Table Mesa Drive on May 8th.

Thanks,

Celia

Celia Seaton
Administrative Specialist II
O: 303.441.3106

seatonc@boulderlibrary.org

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1001 Arapahoe Ave. | Boulder, CO 80302

www.boulderlibrary.org

www.bouldercolorado.gov
Ditto!
Joel Koenig
720 979 1104

If you save one life you save the World. Hebrew Bible

On Sat, May 4, 2019 at 5:55 AM <juana@lawrenceandgomez.com> wrote:
Yay, team!

On Friday, May 3, 2019, 6:57:20 PM MDT, Farnan, David <FarnanD@boulderlibrary.org> wrote:

https://www.dailycamera.com/2019/05/03/boulder-library-champions-organize-petition-for-library-district/

Sent from my Sprint Phone.
Yay, team!

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