
This book describes an alternative to the traditional metrics of reporting volunteer service – “by the numbers” – to help reflect the true value of volunteers to your organization. Those familiar with the balanced scorecard measurement tool first developed by Kaplan and Norton in the 1990’s will recognize the concepts adapted uniquely for volunteer involvement.


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.


This book is written for the top level decision-maker -- executive director, Library Director, etc. Focuses on key aspects for ensuring success -- from staffing, budgeting and legal issues, determining dollar value of volunteers and evaluating impact.


This book will help you create your own forms from many samples; collect and communicate volunteer information in easy and effective ways; write reports that get your executive’s attention.


This guidebook presents a step-by-step process for creating a culture for Boomer volunteers to thrive in your organization.


A definitive work on a sensitive but vital subject. Screening volunteers (and employees) has always been an important part of the volunteer coordinator’s job, but in today’s climate of risk and liability, the stakes have risen considerably.


Inspiration and practical ideas to help you think beyond scarcity, and step up to the challenge of engaging educated, experienced and talented people in the work of your organization.


Advice, wisdom, and experience from over 85 real-life, on-the-job supervisors of volunteers. A good analysis of what works and what doesn’t in supervision.

Traditional library volunteer programs must re-tool for today’s volunteer. Libraries can and should be using volunteer service as a strategy for community engagement. When successfully engaged, many volunteers naturally become library supporters and advocates. Practical hands-on techniques, skills and tools for achieving success are identified and included.


Based on the experiences of the author’s work with library volunteer programs, this book describes the critical elements for volunteer program success and provides sample materials that can be used to further develop a library volunteer program.


Explores the innovative volunteer engagement approaches that are reshaping nonprofits and their communities, and shows how you can bring these approaches to your own organization. The chapter on “Leading Big Volunteer Operations” is a case study of the California State Library’s own “Get Involved: Powered by Your Library” statewide initiative.


This collection of 30 new essays (including 3 by Carla Campbell Lehn) brings together the experiences of numerous individuals across the US, providing ideas, projects and best practices in five sections: recruitment and retention; policies and process; mentoring and empowering; placement programs and responsibilities; and outreach.


Central to this book is the belief that the key factor in volunteer success is the attention of an organization’s top decision makers. Each section sequentially moves through a strategic volunteer engagement planning process. From budgeting for volunteer engagement, through ensuring legal compliance and managing risk, the book provides insights and tools to help.


A clever volunteer center in London created a “Volunteer Speed Matching” event with all the characteristics of speed dating including score sheets, a stop watch, and “daters” moving from table to table on 3-minute whistle sounds! They produced this Toolkit with event planning tips, templates for score sheets and other basic materials, sample press releases, etc.

Wall, Milan, and Vicki Luther, Ph.D., 10 Ideas for Recruiting New Leaders (Lincoln, NE: Heartland Center for Leadership Development, (800) 927-1115, 2000.)

Ten excellent ideas based on actions of community leaders dealing with the very real problem of developing new leadership.


A collection of favorite and most-requested presentations from Marlene Wilson, volunteer management pioneer and leader in the field.


Clear, easy-to-read book that demystifies risk management and explains this responsibility for directors of volunteers in any setting. Learn how to limit risk at each step of managing a volunteer program.
Volunteerism Webography
(Developed by Carla Lehn -- Revised July, 2019)

Association of Leaders in Volunteer Engagement www.volunteeralive.org
BoardSource (resources for boards) www.boardsource.org
Council for Certification in Volunteer Administration (CVA) www.cvacert.org
- Professional Ethics in Volunteer Administration http://cvacert.org/resources-and-media/professional-ethics/
Corporation for National Service www.nationalservice.gov
- Volunteering & Civic Life in America www.volunteeringinamerica.gov
Doing Good Together (Youth and Family Volunteering) http://www.doinggoodtogether.org/
DOVIA (Directors of Volunteers in Agencies by State) www.energizeinc.com/prof/dovia.html
Get Involved: Powered by Your Library Resource Clearinghouse www.getinvolvedclearinghouse.org
The Millennial Impact Report www.themillennialimpact.com/
National Association of Volunteer Programs in Local Government www.navplg.org
Nonprofit Risk Management Center www.nonprofitrisk.org
Online Communities for Volunteer Administrators https://www.energizeinc.com/directory/onlinec/discussion
Points of Light Foundation www.pointsoflight.org

Value of Volunteer Time
- Independent Sector (Dollar Value Average) https://www.independentsector.org/volunteer_time
- Return on Investment http://tobijohnson.typepad.com/tobisblog/2012/01/roi-for-volunteer-programs.html
- ROI Calculator http://verifiedvolunteers.com/resources/return-on-volunteer-investment-calculator
VolunteerMatch (volunteer recruitment site) www.volunteermatch.org