

## Gaining Staff Buy-In for Volunteer Engagement

Reasons For Staff Concerns	Steps You Can Take to Avoid Problems
Fear of job replacement	<p>Establish official policy on supplementing, not supplanting staff positions.</p> <p>Clearly define roles, involve staff in that process.</p> <p>Engage the union in volunteer engagement planning</p>
Fear of decrease in quality or loss of control	<p>Start small – “pilot” volunteer engagement with one or more staff “Champions” – don’t try to implement everywhere all at once.</p> <p>Involve staff in designing and presenting volunteer training</p> <p>Train staff to be leaders and mentors.</p>
Unclear about volunteer/staff roles	<p>Provide written job descriptions and training for volunteers.</p> <p>Develop agreements between staff and volunteers</p>
Previous bad experience with volunteers	<p>Identify what’s in it for the library.</p> <p>Show job description format and ask for staff help in writing some.</p> <p>Train staff in volunteer engagement practices and delegation.</p> <p>Reassure about careful screening, training, and ability to reassign or terminate volunteers if necessary.</p> <p>Include staff in volunteer interviews</p> <p>Offer your support.</p>
Resent additional workload	<p>Share stories of staff successes with volunteers.</p> <p>Redistribute workload if necessary</p>
Believe there are things that volunteers shouldn’t do in the library	<p>Engage the library director and union representative in planning for volunteer engagement</p>
Fear of change.	<p>Management plays a visible and positive role in explaining the importance to the library.</p> <p>Create a volunteer engagement team to involve staff at all levels in planning for volunteer engagement.</p> <p>Identify internal “Champions” to implement some examples – share success stories.</p> <p>Demonstrate your commitment to the concept by engaging volunteers in your work.</p>

