

2021 in Volunteer & Visiting Library Services

another year of start/stop, on again/off again, excitement/deflation, and WOW!

Summary

Amazingly, 2021 volunteer engagement, expressed in hours, was **up 130%** from 2020 (857 hours) for a total of **1,969** hours, despite the persistence of ever-changing COVID measures. Against the pre-COVID 4-year average of 2,535 hours, this is impressive considering a large number of volunteer roles were not active or fully active in 2021.

This is due in large part to programmers being able to pivot so well to virtual, and continue to provide existing and new volunteer opportunities that allowed civic engagement to prevail.

In an average year we typically receive 43 applications and onboard just better than half of them. In 2021, I was pleased to onboard **34 new volunteers** from a pool of both 2020 & 2021 applicants. This included new volunteers for Reading Buddies, for ongoing and summer programs for teens, for the MakerSpace, Tech Tutors (for when it returns) and in book mending.

The year ended with 80 volunteers still 'active.' This includes those who have not been able to engage in their volunteer roles for some or all of 2021.

In keeping in touch with currently inactive volunteers at times throughout the year, it is clear that many are still willing to be contacted when we are able to reincorporate their volunteer roles once again. I am heartened to know that COVID has not completely derailed our existing nor potential volunteers from wanting to engage with the library.

A couple of false starts happened trying to resume in-library volunteer roles, in particular Tech Tutors, one because I was off in the fall due to a serious wrist injury, and the second because of the late year COVID shut down measures. Tech Tutors have been missed by many.

Visiting Library Service was active year-long, albeit with a smaller than usual complement of volunteers. Deliveries were as contactless as possible, with door or lobby exchanges only. Patrons were universally grateful that this service could continue. Continued contact with LTC & RH staff re their own evolving COVID protocols allowed for seamless deliveries throughout the year. **Nine new patrons** were signed on to the service in 2021.

You may not have always seen them, but volunteers were busy supporting the library in these areas and in these fabulous ways:

Patron Services & General Admin (156 hours)

- **Shelf-Readers**, only able to be in library from July to December, read through 98% of the library's collections, helping staff to maintain the shelves
- **Library Scrapbook** – checking Beacon Herald papers for any articles where the library is highlighted or mentioned and gathering them into a scrapbook

Tech Services (24 hours)

- **Book Mender**

Programming (1,211 hours)

- **Adult** (13 hours): *Pints 'n Pages, Garden Culture Day, Books 'n Brews, Video Edit*
- **Children** (552 hours): *Reading Buddies, Whale of a Tale Video Edits*
- **Teen** (529 hours): *Crafting for a Cause, In Residence Writer, Maker Crew, Boo Bash, Friday Night Ghost Stories*
- **MakerSpace** (111 hours): *Get Unstuck, Maker Jam, Maker Meet-ups, 3D Design Workshop, Virtual Open Labs, Project Assist to both staff and customers*

Outreach: Visiting Library (578 hours)

- **Delivery visits**: 578 visits made by 7 amazingly dedicated volunteers

While, like so many, I had felt completely discombobulated for much of the year, I am very pleased that Volunteer and Visiting Library Services could still contribute greatly to the library's success in 2021.

Respectfully submitted.

Kate