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[Review of "Managing library volunteers" by Preston Driggers and Eileen Dumas]

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CJILS Book Review: *Managing Library Volunteers*, 2nd ed.

Reviewer: Nicole Eva

Driggers, Preston and Eileen Dumas. *Managing Library Volunteers*, 2nd ed. Chicago, IL: American Library Association, 2011. ISBN: 978-0-8389-1064-1. \$55.00

Managing Library Volunteers is a complete step-by-step guide for those who are either starting a volunteer program at their library, or moving into the position of managing their library's existing volunteer program. It is organized by large topics broken into shorter sections which allows you to focus in on the specific area of interest. A detailed table of contents, list of sample documents, and index all aid in finding the appropriate topic; also included is an extensive bibliography of further reading, including non-library volunteer resources. It has been updated from the first edition (2002) to include the myriad changes in technology since that time, including the advent of 'virtual volunteers'.

Driggers is a professor of Human Resources at Regis University in Colorado, and has worked as a Human Resources Manager for a public library district; Dumas was volunteer coordinator for the Aurora Public Library in Colorado for eighteen years – so between them, they have a wealth of experience and knowledge to draw from. Included is everything from the rights of volunteers, to managing other staff's attitudes about volunteers, legal issues, position descriptions, HR matters, interviewing tips, recruitment techniques, and much, much more. While all examples used are from U.S. public libraries, other types of libraries that use volunteers could also benefit from this book. Canadian libraries may not want to rely on the legal advice and U.S.-specific associations mentioned, but most of the book will still be applicable.

For someone who has not worked with library volunteers before, this book was very enlightening in terms of the importance of volunteers not only in the library's operations, but also in their link to the community and its perception of the library. Another surprise was the the challenges with other library staff vis-a-vis the volunteer program. The ideas for what type of work volunteers can do – including the

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new area of 'virtual volunteers' – is useful and has great potential to expand the roles currently served by volunteers. The multitude of forms, checklists, job descriptions, and other examples provided would be extremely helpful to someone who is starting from scratch.

While other books deal with volunteers in libraries, most are either focused on one aspect (ie, church libraries; training; Teen Advisory Groups; etc) or more general (library promotion; library training). This book covers everything one might need to know about library volunteers from start to finish. I would highly recommend it to anyone who finds themselves managing the volunteer program at their library, or thinking about starting one.

-- Nicole Eva, University of Lethbridge Library