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## NOVAA COLLECTION

January, 2007

Revised January 23, 2007

The Library Committee of Northwest Oregon Volunteer Administrators Association (NOVAA) is dedicated to the professional advancement of volunteer managers. The committee would like to acknowledge all the people who helped to develop the Volunteer Management Library Collection located at the Lake Oswego Public Library.

We acknowledge, with heartfelt appreciation, NOVAA for the financial support of maintaining current information on volunteer management; the Lake Oswego Public Library for giving the collection a home, and the library staff for processing the materials selected by the NOVAA Library Committee.

To learn more about this professional organization, go to [www.novaa.org](http://www.novaa.org) or write NOVAA, PO Box 8536, Portland, Oregon 97207-8536

*2006-07 NOVAA Library Committee*

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**PROCEDURE FOR CHECKING OUT NOVAA  
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- NOVAA members from Clackamas, Washington, Multnomah Counties, and Fort Vancouver may register for a library card at the Lake Oswego Public Library free of charge.
- All items on volunteerism and volunteer management can be found in the computer under **author, title, or subject**.
- Materials that are listed in the computer and identified as being in other libraries may be sent for through interlibrary loan. If the particular item you want is out, you may put it on reserve.
- Books, periodicals, videos and cassettes are checked out for four weeks and may be renewed if not reserved by another person. Renewals may be made by phoning 503-697-6582.

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## Volunteer Management – General Handbooks

361.763

**BEST**

**BEST PRACTICES IN WORKPLACE EMPLOYEE VOLUNTEER PROGRAMS/THE POINTS OF LIGHT FOUNDATION WITH SUE VINEYARD, EDITOR.** Points of Light Foundation, 1996.

This book shares the best practices of large, medium and small company's employee volunteer programs as they effectively serve the needs of their communities. Hundreds of benchmarking ideas in ten categories.

361.763

**CONNORS**

**Connors, Tracy Daniel. THE VOLUNTEER MANAGEMENT HANDBOOK.** Wiley, 1995.

This complete all-in-one guide provides practical strategies, proven guidelines, suggestions and checklists for all areas of basic management practices.

361.763

**ELLIS**

Ellis, Susan J. & Katherine N. Campbell. **BY THE PEOPLE: A HISTORY OF AMERICANS AS VOLUNTEERS.** This is the third version of an earlier publications ( 1978; 1990 ). Energize, 2005.

Three centuries of volunteerism are examined, defined, critiqued and celebrated in this in-depth look at our American tradition of volunteerism. The 1990 version is also in the NOVAA COLLECTION. Scholars may wish to compare the two.

361.763

**ELLIS**

**Ellis, Susan J. & Noyes, Katherine H. NO EXCUSES: THE TEAM APPROACH TO VOLUNTEER MANAGEMENT.** Energize, 1981.

Written especially for those individuals who find that their job description includes, among other responsibilities, volunteer management. Delightful cartoons will brighten your day.

361.763

**ELLIS**

**Ellis, Susan J. & Noyes, Katherine H. PROOF POSITIVE: DEVELOPING SIGNIFICANT VOLUNTEER RECORDKEEPING SYSTEMS.** Energize, 1980.

Based on the premise that each volunteer program is unique, presents basic elements of a recordkeeping system and guidelines for developing appropriate versions. Very useful.

361.763

**FISHER**

**Fisher, James C. & Cole, Kathleen M. LEADERSHIP AND MANAGEMENT OF VOLUNTEER PROGRAMS.** Jossey-Bass, 1993.

A text based on the "Certification Competencies" developed by the Association for Volunteer Administration. Each chapter deals with a different functional area. An excellent guide for volunteer administration.

361.763

**FLETCHER**

**Fletcher, Kathleen. THE 9 KEYS TO SUCCESSFUL VOLUNTEER PROGRAMS.** The Taft Group, 1987.

This book discusses what make a volunteer program work: good job design, staff commitment, well planned recruitment, careful screening and selection, appropriate training, good supervision by staff, appropriate surveillance by the volunteer program manager and systematic evaluation.

361.763

**GRAFF**

**Graff, Linda. BEST OF ALL: QUICK REFERENCE GUIDE TO BEST PRACTICE.** Graff & Associates, 2005

No time for tomes? This is a great book for the busy volunteer administrator. Graff et al. offer a clear and succinct compilation of best practices.

361.763

**GRAFF**

**Graff, Linda. BY DEFINITION: POLICIES FOR VOLUNTEER PROGRAMS.** Graff & Associates. 1993.

Looks at why policy making regarding volunteers is critical, explains different types of policies, suggests general and specific policies, and gives seven easy-to-follow steps to define policies for a volunteer program. Written in Canada, but a must-read book for any agency-based volunteer program leader anywhere.

361.763

**HYBELS**

**Hybels, William. THE VOLUNTEER REVOLUTION: UNLEASHING THE POWER OF EVERYBODY.** Zandervan, 2004.

This book addresses faith-based volunteer programs. Hybels faces the problem of dwindling numbers in church volunteers. He coaches church volunteer leaders in “attracting, connecting, training, and commending volunteers . . . and “help the church to bring meaning to the lives of church members and more glory to God the Father. ”

361.763

**ILSLEY**

**Ilsley, Paul J. ENHANCING THE VOLUNTEER EXPERIENCE.** Jossey-Bass, 1990.

The author draws on four years of research to explain how to build vigorous, active volunteer programs by focusing on the adult learning experience rather than altruism.

361.763

**KNOTT**

**Knott, Ronald A. ACCENT ON HUMOR BOOK SET: THE WIT AND WISDOM OF PHILANTHROPY.** Philanthropic Service for Institutions. 1992 and 1996.

Filled with quotes, cartoons, and jokes on topics of philanthropy, especially fund raising, with a look at volunteering, boards, the IRS, and other familiar themes. Generate smiles at your next meeting or presentation.

361.763

**MACDUFF**

**Macduff, Nancy. DESIGNING PROGRAMS FOR THE VOLUNTEER SECTOR.** Macduff/Bunt Associates, 1989.

Designed for anyone who is charged with developing and planning a program. This book outlines the process that answers the basic program planning questions and provides a system for organizing planning in the volunteer community.

361.763

**MACDUFF**

**Macduff, Nancy, Graff, Linda and Millgard, Janie. EPISODIC VOLUNTEERING: ORGANIZING AND MANAGING THE SHORT-TERM VOLUNTEER PROGRAM.** MBA Publishing, 2004

This is an expanded version of an earlier publication.

361.763

**MACKENZIE**

**MacKenzie, Marilyn & Moore, Gail. THE VOLUNTEER DEVELOPMENT TOOLBOX.** Heritage Arts Publishing, 1993.

This all-in-one resource is full of practical guidelines, strategies and ready-to-use forms to incorporate its unique applications in your own organizations.//

361.763

**MCBEE**

**McBee, Shar. TO LEAD IS TO SERVE: HOW TO ATTRACT VOLUNTEERS & KEEP THEM.**

361.763

**McCURLEY**

**McCurley, Steve & Lynch, Rick. ESSENTIAL VOLUNTEER MANAGEMENT.** Heritage Arts, 1988.  
A basic text on operating a volunteer program. It is well written and provides excellent guidelines for operating a volunteer program.

361.763

**McCURLEY**

**McCurley, Steve. VOLUNTEER MANAGEMENT FORMS.** Heritage Arts, 1988.  
It contains ready to use forms which can be adapted for volunteer programs. Covers almost every conceivable situation you might find in volunteer administration.

361.763

**McCURLEY**

**McCurley, Steve. VOLUNTEER MANAGEMENT POLICIES.** Heritage, 1990.  
Contains wording for policies and procedures related to various aspects of firing volunteers, confidentiality, evaluation, etc. plus 75 different sample policies.

361.763

**McCURLEY**

**McCurley, Steve and Vineyard, Sue. 101 IDEAS FOR VOLUNTEER PROGRAMS.** Heritage Arts, 1986.  
There are over 900 ideas presented which offer creative, useful and effective ways to plan and administer volunteer programs. Humorous tidbits and clever cartoons are an added bonus.

658.4

**PETERS**

**Peters, Thomas J. THE PURSUIT OF WOW!** Vantage, 1994.  
The book is organized into more than 200 thought-and-action- provoking elements. It is a practical guide to impractical times, containing the tactics and strategies necessary to survive in the 21st Century global market place.

361.763

**PIDGEON (KIT)**

**Pidgeon, Walter Jr. THE UNIVERSAL BENEFITS OF VOLUNTEERING: A PRACTICAL WORKBOOK FOR NONPROFIT ORGANIZATIONS, VOLUNTEERS AND CORPORATIONS.** AFP/Wiley Fund Development Series. 1997.  
This hands-on guide for both nonprofit executives and corporate human resource professionals offers tips for recruiting, training, and retaining volunteers. Filled with step-by-step procedures, checklists, model policies, real world examples, and sample forms, this reference will help nonprofit and corporate managers work together to better manage their entire volunteer function. CD-Rom included.

361.763

**PROFESSIONAL**

**PROFESSIONAL ETHICS IN VOLUNTEER ADMINISTRATION.** Association for Volunteer Administration, 1999.  
AVA-developed guidelines, *Professional Ethics in Volunteer Administration*, is in its 3rd edition. This 25-page bound document is the state-of-the-art guide in professional ethics for those involved in coordinating and leading volunteers. Its easy-to-apply format includes instructions on how and when to use it, charts of core values with corresponding ethical principles, actions, and program components, a flow chart and a worksheet. This document is a practical tool for anyone who faces challenges in a variety of situations involving volunteers, and is a valuable addition to courses in volunteer administration.

657.97

**QUARTER**

**Quarter, Jack, Mook, Laurie and Richmond, Betty Jane. WHAT COUNTS: SOCIAL ACCOUNTING FOR NONPROFITS AND COOPERATIVES.** Prentice Hall, 2002.  
This book starts where general accounting leaves off and defines social accounting. It features methods for calculating outputs, volunteer value, social return on investment and value added. Authors answer questions such as: How do nonprofits add value to communities? How can they measure their social performance and make their business case?

371.763

**SCHEIER**

**Scheier, Ivan. MAKING DREAMS COME TRUE WITHOUT MONEY, MIGHT, OR MIRACLES.** Energize. 2000.

An extraordinary book that caps Ivan Scheier's long career as philosopher, provocateur, and conscience of the volunteer field.

658.314

**STILES**

**Stiles, Kendall M. SHARING MOMENTS OF RECOGNITION EVERY DAY: DISPELLING THE MANY MYTHS ABOUT RECOGNITION.** Out of the Box Publishing, 2002.

361.763

**VINEYARD, MCCURLEY**

**Vineyard, Sue & McCurley, Steve. BEST PRACTICES FOR VOLUNTEER PROGRAMS: BEST IDEAS FROM BEST PROGRAMS.** Heritage Arts. 2001.

Consultants share innovative ideas in volunteer program management. In this new volume, readers will find a smorgasbord of topics: changing contexts of volunteering; new roles and competencies required by managers; how to juggle five generations of volunteers; why good volunteers choose to do bad things; working with self help groups; the volunteer life cycle; and building credibility and clout. A motivational collection.

361.763

**VINEYARD**

**Vineyard, Sue. BEST PRACTICES IN WORKPLACE EMPLOYEE VOLUNTEER PROGRAMS.**

Points of Light Foundation, 1996.

Shares practices of corporate volunteer programs in small, medium and large companies. Focus on social responsibility of business and the social aspects of building alliances. Includes project ideas.

361.763

**VINEYARD**

**Vineyard, Sue. MEGATRENDS & VOLUNTEERISM.** Heritage Arts, 1993.

Exciting book that includes the dynamics and impact of current trends that will change and improve the role of volunteer directors.

361.763

**WILSON**

**Wilson, Marlene. THE EFFECTIVE MANAGEMENT OF VOLUNTEER PROGRAMS.** Volunteer Management Associates, 1976.

The "classic" and still one of the best in volunteer management.

361.763

**WILSON**

**Wilson, Marlene. POLISHING THE POTENTIAL OF VOLUNTEER AND PAID STAFF TEAMS.**

Volunteer Management Associates, c1995. (Video: 1 hr. 35 min.)

Marlene discusses topics on team building, changing paradigms, reasons staff resist volunteers, steps to

collabora

361.763

**WILSON**

**Wilson, Marlene. YOU CAN MAKE A DIFFERENCE.** Volunteer Management Associates, 1990.

Taking a practical approach that is perfect for anyone who wants to take a step toward a more satisfying life, Marlene Wilson presents a "blueprint for change" that is easy to understand and easy to implement. The book provides guidance on choosing volunteer activities best suited to the reader's talents and interests.

361.763

**WITTICH [KIT]**

**Wittich, Bill. TEN KEYS TO UNLOCKING THE SECRETS TO EXCELLENT VOLUNTEER PROGRAMS.** Knowledge Transfer Publications, 2000.

A sixty-minute cassette audio book that presents the ten steps required to produce an outstanding volunteer program. This tape provides ten common-sense keys that will allow the volunteer director to move their program to the new millennium. Ten Keys suggests that selecting the right people, getting to know them, and recognizing them the right way will fire them up with a passion for volunteering at your place.

004.67

**ZEFF**

**Zeff, Robin. THE NONPROFIT GUIDE TO THE INTERNET.** John Wiley & Sons, Inc., 1996.  
This information-packed guide shows how the Internet can enhance all aspects of an organization's operations, especially in the areas of outreach, research and fundraising

## **Recruitment and Screening**

361.763

**BOTTORF**

**Bottorf, Jim. EVERYTHING YOU NEED TO DO BEFORE YOU BEGIN TO RECRUIT.** Provol, 1994.  
From the Volunteer Management Made Easy Series. Stresses research by performing a professional needs assessment, building staff support and writing effective job descriptions.

361.763

**ELLIS**

**Ellis, Susan. THE VOLUNTEER RECRUITMENT BOOK.** Energize, 1994.  
Stresses the need to design the best assignments for volunteers as the first step in finding the most qualified people. What follows is a wealth of information, comprehensive in scope, yet easy to use.

361.763

**GRAFF**

**Graff, Linda L. BEYOND POLICE CHECKS: THE DEFINITIVE VOLUNTEER & EMPLOYEE SCREENING GUIDEBOOK.** Graff and Associates, 1999.  
Practical tips, helpful cautions, and check lists to improve screening effectiveness. Includes screening responsibilities for agencies using volunteers.

361.763

**HAINES**

**Haines, Mike. VOLUNTEERS: HOW TO FIND THEM, HOW TO KEEP THEM.** Vancouver Volunteer Center, 1989.  
An easy-to-read workbook full of ideas on how, when and where to recruit volunteers. Designed to be used either as a resource for a workshop or to be read on its own.

361.763

**LITTLE**

**Little, Helen. VOLUNTEERS: HOW TO GET THEM, HOW TO KEEP THEM.** Panacea Press, Inc. 1999.  
An essential guide to volunteer leaders and staff of professional, trade and charitable organizations. Outlines 12 basic needs of volunteers in membership associations and clearly explains how to meet those needs. Rich with examples and useful tools.

**(in process, being cataloged)**

**LYSAKOWSKI**

**Lysakowski, Linda. NONPROFIT ESSENTIALS: RECRUITING AND TRAINING OF FUNDRAISING VOLUNTEERS.** Wiley, 2005.  
Linda outlines the steps of recruiting volunteers for campaigns and fulfilling their roles within the fundraising scheme. This is a resource for development officers and nonprofit leadership. "Real World" examples of concepts in action are frequently utilized for clarification and use at a local level.

361.763

**MACDUFF**

**Macduff, Nancy. VOLUNTEER SCREENING; AN AUDIO WORKBOOK.** MBA Publishing, 1996.

Invaluable information about job descriptions, applications, interviews and contracts. Accompanying work book contains instructions, worksheets, sample forms and exercises designed to be used while listening to the tape.

361.763

**PATTERSON**

**Patterson, John. STAFF SCREENING TOOL KIT: KEEPING BAD APPLES OUT OF YOUR ORGANIZATION.** Nonprofit Risk Management Center, 1994.

Step-by-step guidance to screening out dangerous individuals who apply for volunteer positions.

361.763

**PELL**

**Pell, Arthur R. RECRUITING, TRAINING AND MOTIVATING VOLUNTEER WORKERS.** Pilot Industries, 1972.

From a personnel specialist's view, the author wrote the book with the purpose of guiding professional staff and volunteer leaders of groups. It provides the best techniques in selection and utilization of the vast source of man/woman power. The material can be adapted to fit any volunteer organization, large or small.

371.763

**WINNING**

**WINNING VOLUNTEER RECRUITMENT STRATEGIES.** Stevenson Consultants, 2001.

If your organization could use more volunteer assistance, then this is the manual for you! Discover the secrets of what other volunteer-driven organizations are doing to increase their volunteers numbers. Whether you work with a handful of volunteers or thousands, Winning Volunteer Recruitment Strategies will give you the tools you need to attract more and better qualified volunteers.

361.763

**WILSON**

**Wilson, Marlene. HOW TO RECRUIT TODAY'S VOLUNTEERS.** Volunteer Management Associates, 1991. (Video 53 min.)

This live workshop focuses on how to effectively market your organization or cause for high-impact results. Wilson focuses on how volunteer recruitment is affected by change, creativity, attitudes and other issues.

## **Recognition**

361.763

**BOTTORF**

**Bottorf, Jim. VOLUNTEER RECOGNITION: HOW TO MAKE IT WORK FOR YOU.** Provol, 1994

From the Volunteer Management Made Easy Series. Offers a process for successful recognition events that includes staff, volunteers and the community as appropriate.

361.763

**GRUBBS**

**Grubbs, Arlene. VOLUNTEER RECOGNITION SKIT KIT.** Energize, 1992.

A collection of seven original skits, complete with instructions, scripts and ideas for adaptation. Perfect for presentation at recognition and special events.

361.763

**HAWTHORNE (KIT)**

**Hawthorne, Nan. RECOGNIZING VOLUNTEERS: RIGHT FROM THE START.** Macduff/Bunt Publishing. NA

This training kit has a unique approach to making sure volunteers feel rewarded and successful. Everything you need is here: step-by-step training manual, handout masters, transparencies, and exercise tools.

361.763

**MACDUFF**

**Macduff, Nancy. VOLUNTEER RECRUITING AND RETENTION.** Macduff/Bunt Associates, 1985.

Designed for the managers of volunteer programs who may have skills in one aspect but realize the need for an array of skills. Manual is divided into specific areas of volunteer program management.

361.763

**VINEYARD**

**Vineyard, Sue. BEYOND BANQUETS, PLAQUES AND PINS: CREATIVE WAYS TO RECOGNIZE VOLUNTEERS AND STAFF!** Heritage Arts, 1989.

Revised with new cover and updated data. Offers more than 400 specific ideas for different volunteers.

361.763

**YOUNGGREN, SIKANAS**

**Younggren, Lynnette & Sikanas, Debra. THE JOY OF RECOGNITION: DESIGNING AND IMPLEMENTING A SUCCESSFUL RECOGNITION PROGRAM.** Baudville. 2000

While aimed at for-profit corporations, this creative book provides new approaches for any size non-profit organization to acknowledge volunteers and employees, too. A step-by-step guide to getting the entire organization to participate in the planning and execution of recognition activities.

## **Leadership**

361.763

**BRADNER**

**Bradner, Jeanne. LEADING VOLUNTEERS FOR RESULTS: BUILDING COMMUNITIES TODAY.** Conversation Press. 1999

Volunteer management requires the skills of leadership. Bradner, an experienced and thoughtful community leader, shows how to inspire results-oriented volunteer effort through ten easy steps, including core values, a culture of success, and a framework that enables.

361.763

**BRYCE**

**Bryce, Harrington J. PLAYERS IN THE PUBLIC POLICY PROCESS: NONPROFITS AS SOCIAL CAPITAL AGENTS.** Palgrave Macmillan, 2005.

This book focuses on the nonprofit organization as a social capital asset and agent in all phases of the public policy process--from influencing political parties, platforms, and choice of candidates to the formulation and implementation of public policy including the facilitation of transactions. The book emphasizes such topics as sources of conflict in public expectations and organizational performance, the moral hazard and benefits of organizational self-interest, tax exemption as compensation or a reservation price rather than just a subsidy, the role of social service organizations as managers of adverse social risks, and their inherent competitive advantage (even when faith-based) over firms as agents of choice for social service contracts from a strictly business perspective.

361.7

**DEPREE**

**De Pree, Max. LEADERSHIP IS AN ART.** Dell, 1989.

Author points out the quality of our relationships, communications and promises to each other. He maintains leadership must be felt, experienced and created.

361.763

**ELLIS**

**Ellis, Susan J. & Noyes, Katherine H. FROM THE TOP DOWN: THE EXECUTIVE ROLE IN VOLUNTEER PROGRAM SUCCESS.** Energize, Revised 1996..

The only book that addresses the top decision maker's role in a volunteer program. Illuminates the issues necessary to facilitate volunteer program success. This fully-revised edition is packed with updated information regarding legal, risk management, insurance changes and more.

361.763

**MORRISON**

**Morrison, Emily Kittle. LEADERSHIP SKILLS: DEVELOPING VOLUNTEERS FOR ORGANIZATIONAL SUCCESS.** Fisher Books 1994.

A complete handbook to build essential skills for positions of leadership. Beginning with the basic, this all-in-one resource explores the essential elements of listening, group dynamics problem-solving and time management. Builds personal skills, as well as inspires the most productive work by volunteers.

361.763

**SEITA**

**Seita, Trudy. LEADERSHIP SKILLS FOR THE NEW AGE OF NONPROFITS: KEEPING VOLUNTEERS HAPPY IN A CHANGING WORLD.** Heritage Arts, 1990.

A book that could change the way you recruit, manage and retain volunteers and paid staff. It examines society in the '90s and discusses trends affecting the volunteer workforce.

361.763

**VICK**

**Vick, Candace Goode. YOU CAN BE A LEADER.** Sagamore, 1989.

This self-help book presents a common sense approach to leadership. Based on the premise that leadership is learned, not inherited, the book is divided into two main parts: an introduction to basic leadership concepts and skills and learning leadership through volunteering.

361.763

**VINEYARD**

**Vineyard, Sue. STOP MANAGING VOLUNTEERS! NEW COMPETENCIES FOR VOLUNTEER ADMINISTRATORS.** Heritage Arts, 1996.

Presents critical competencies volunteer program managers MUST develop if they are to succeed in leading their efforts into the next century. Worksheets help to transfer learning into specific plans to fit one's own program.

361.73

**WILSON**

**Wilson, Marlene. CREATIVITY AND LEADERSHIP.** (Video: 45 min.)

Learn the keys to tapping your right brain (or creative powers) and uncover hidden leadership potential. Includes a simple, yet effective three-step method for creative problem-solving.

361.763

**WILSON**

**Wilson, Marlene. HOW TO DELEGATE TO TODAY'S VOLUNTEERS.** (Video: 58 Min.)

This live one hour workshop will teach you how to: get more done with less effort and stay well; plan to prioritize and avoid procrastination; delegate to volunteers based on their motivational needs.

## **Public Relations/Media/ Marketing**

070.572

**BEACH**

**Beach, Mark. EDITING YOUR NEWSLETTER: HOW TO PRODUCE AN EFFECTIVE PUBLICATION USING TRADITIONAL TOOLS AND COMPUTERS.** Writer's Digest Books, 1995.

Explains applications of desktop publishing, word processing and database computer programs. Describes how to raise quality; control costs; stay on schedule; and evaluate type, graphics, and photographs. Analyzes pages and nameplates from dozens of newsletters, many presented in full color.

659

**FLETCHER**

**Fletcher, Tana. GETTING PUBLICITY.** Self-Counsel Press, 1995.

Regardless of your budget or your background you can learn how to sparkle in the media spotlight. Aimed specifically at individuals and organizations whose ambitions are bigger than their bankbooks. Includes advice on radio appearances and a section that answers frequently asked questions.

361.763

**HORVATH**

**Horvath, Terri. SPREAD THE WORD: HOW TO PROMOTE NONPROFIT GROUPS WITH A NETWORK OF SPEAKERS** Publishing Resources, 1995

Discover why face-to-face communication is the most effective way to promote your organization. Learn how to target your efforts, assess audiences and identify speaking opportunities. Offers special guidelines for selecting speakers and keeping them motivated.

658.8

**McLEISH**

**McLeish, Barry J. SUCCESSFUL MARKETING STRATEGIES FOR NONPROFIT ORGANIZATIONS.** John Wiley & Sons, Inc. 1995

This personal guide takes a hands-on approach to developing marketing strategies to support fundraising, promote services and enhance visibility in the local community and nationwide. Learn from step-by-step guidelines and real-life case studies.

361.763

**NELSON**

**Nelson, Peggy. HOW TO CREATE POWERFUL NEWSLETTERS: EASY WAYS TO AVOID THE PITFALLS 80 PERCENT OF ALL NEWSLETTERS FACE.** Bonus Books, 1993

Unlock the secrets to making your newsletter the best it can be. Create the right mix of promotions and information that will get your newsletter read.

650.13

**ROANE**

**Roane, Susan. HOW TO WORK A ROOM.** Warner, 1988.

Gain the confidence of know-how to meet new people that can make a difference to your profession and personal advancement. Author shows how you can overcome roadblocks that keep people from making new contacts, to make the right impressions, to start and end conversations smoothly, follow simple rules of etiquette and to circulate with ease and confidence

659

**SMITH**

**Smith, Jeanette. THE NEW PUBLICITY KIT.** J. Wiley, 1995.

Don't get left behind by the new media! Your organization's media relations efforts should be taking full advantage of the new ways radio, television and newspapers now target their audiences. Includes a review of news releases, press conferences and press kits.

361.763

**VINEYARD**

**Vineyard, Sue. MARKETING FOR VOLUNTEER MANAGERS: MASTERING ITS MAGIC IN A NEW MILLENNIUM.** Points of Light Foundation, 1999.

Learn the secrets behind marketing your program to reach your goals. Practical, easy-to-use techniques will help you find solutions to your problems.

361.763

**VINEYARD**

**Vineyard, Sue. MARKETING MAGIC FOR VOLUNTEER PROGRAMS.** Heritage Arts, 1984.

Four steps to get what and whom you need...practical, easy, caring and effective. Helps volunteer community put this tool to work for itself in practical, easy-to-follow steps.. A practical guide to improve your flipchart presentations.

808.51

**WOODALL**

**Woodall, Marian. SPEAKING TO A GROUP.** Professional Business Communications, 1989.

Practical tips on mastering the skill of public speaking.

808.51

**WOODALL**

**Woodall, Marian. THINKING ON YOUR FEET: ANSWERING QUESTIONS WELL WHETHER YOU KNOW THE ANSWER--OR NOT.** (Audio)

Strategies with specific examples to provide you with all the help you need to respond with poise and confidence

## **Training and Motivation**

808.51

### **DUTTON**

**Dutton, John. HOW TO BE AN OUTSTANDING SPEAKER.**

Life Skills, 1987.

Mr. Dutton says, "The trick in giving a speech is not to get it said, but to get it heard." The book provides a step-by-step approach with usable and practical ideas for mastering the task of public speaking.

361.763

### **EITINGTON**

**Eittington, J.E. THE WINNING TRAINER.** Gulf Publishing Co., 1989.

The wealth of ideas for training activities and methods come alive for participants. It covers use of music and humor in training as well as many new icebreakers, openers, small group activities and case studies.

361.763

### **GENERIC (KIT)**

**GENERIC VOLUNTEER ORIENTATION MANUAL: YOUR GUIDE TO DEVELOPING AN ORIENTATION MANUAL FOR VOLUNTEERS/ VOLUNTEER SUPOORT PROJECT(MANUAL DESIGN AND EDITING BY JOHN LEE).** Essential Press, 1995

Manual to assist in creating volunteer handbook. Includes sample policies, procedures, guidelines and standards. Computer disk included to provide easy access to adaptable text.

361.763

### **HAWTHORNE**

**Hawthorne, Nan. BUILDING BETTER STAFF RELATIONS WITH VOLUNTEERS.** Macduff/Bunt Publishing. NA

This training kit has all you need to bolster positive relationships between the staff and volunteers within your organization: step-by-step training manual, handout masters, a flyer announcing the training, and transparencies.

361.763

### **HAWTHORNE (KIT)**

**Hawthorne, Nan. MANAGING VOLUNTEERS IN RECORD TIME.** Macduff/Bunt Publishing. NA

This training kit contains all you need to teach others in your program: how to apply classic problem-solving strategies to time-crunch, step-by-step training manual, handout masters, announcement flyers, transparencies, and exercise tools.

361.763

### **McCURLEY**

**McCurlley, Steve & Lynch, Rick. VOLUNTEER MANAGEMENT: MOBILIZING ALL THE RESOURCES IN THE COMMUNITY.** Heritage, 1996.

The perfect manual for those teaching classes on volunteer management or for the practioner who wants state-of-the-art information on program operation.

361.763

### **MOTIVATING**

**MOTIVATING VOLUNTEERS.** Larry Moore, Editor. Vancouver Volunteer Center, 1985.

Draws on the work of many authorities to answer the question as to why individuals volunteer and how you can keep them involved.

331.2592

### **PIKE**

**Pike, Bob & Solem, Lynn 50 CREATIVE TRAINING OPENERS AND ENERGIZERS.** Pfeiffer, 2000.

Contains interactive session openers, ice breakers, and attention grabbers to get participants in the mood to learn. Business presenters and educators of all kinds can quickly incorporate these creative designs into their work.

361.763

### **SHELLEN-BERGER**

**Shellenberger, Steve. FLIP ART.** It Depends Publishing, 1994.

A practical guide to graphically improve your flipchart presentations.

371.763

**STALLINGS**

**Stallings, Betty. THE 55-MINUTE TRAINING SERIES** Betty B. Stallings & Associates, 1996.  
Companion training series to Training Staff to Succeed with Volunteers. Training modules on ten key volunteer program topics, each designed for 55 minutes of staff time. Topics include: Supervision, Interviewing, Job Design, Performance Reviews, Motivation, Recruitment, Delegation, Recognition, Risk Management, and Role of the Board.

371.763

**STALLINGS**

**Stallings, Betty. TRAINING BUSY STAFF TO SUCCEED WITH VOLUNTEERS.** Betty B. Stallings & Associates, 1996  
This book provides methods for building commitment to the volunteer program. It helps with training sessions to enhance staff competency.

371.763

**STEVENSON**

**Volunteer Motivation Primer.** Stevenson Consultants, inc.  
Motivate Volunteers by following the step-by-step methods, strategies and techniques provided in this 46-page manual

361.763

**TEMME**

**Temme, Jim. PRODUCTIVITY POWER: 250 GREAT IDEAS FOR BEING MORE PRODUCTIVE.** Skill Path, 1993  
A use-it now guide to help you increase productivity as you lead volunteer efforts. Focus on defining the future, setting goals, dealing with interruptions, work with supervisors, paperwork, delegation and stress.

361.763

**VAN DEALE**

**Van Deal, Carrie A. 50 ONE-MINUTE TIPS FOR TRAINERS.** Crisp Publications 1995  
A quick and easy guide to help trainers sharpen their skills. Determining needs; preparing a training manual; preparing yourself; organizing your presentation; delivering training, arranging the room; selecting aids.

361.763

**VINEYARD**

**Vineyard, Sue. BASIC VOLUNTEER MANAGEMENT TRAINING KIT; BUILDING A BRIDGE FROM DREAM TO REALITY: BASIC KIT VOLUNTEER MANAGEMENT. (video: 75 min.)**  
Offers ten components of volunteer management: Goals, Objectives, Plans of Action, Job Designs, Interviewing, Placing, Training, Supervising, Evaluating plus climate, trends and feedback. Comes with overheads and handout masters and exercises. Everything you need to train.  
A timeless, colorful and effective 75 minutes of Sue Vineyard's wit and wisdom on the basics of volunteer management. The most universally used video to explain and train basics of planning, organizing, staffing, directing and assessing volunteer program management. This kit includes handouts for audience participation.

361.763

**VINEYARD**

**Vineyard, Sue. THE GREAT TRAINER'S GUIDE.** Heritage Arts, 1990.  
An easy-to-read guide for trainers, this book lists tips and information on what training is and is not, clients, the management process, what to avoid, communications, adult learning styles, motivations and needs.

361.763

**VINEYARD**

**Vineyard, Sue. SECRETS OF MOTIVATION: HOW TO GET AND KEEP VOLUNTEERS AND STAFF.** Heritage Arts, 1991.  
A "get-to-the-point" fun book that gives you minimum theory and maximum practical application. Also includes 300 ideas for motivating specific folks.361.763

361.763

**WILSON**

**Wilson, Marlene. HOW TO MOTIVATE VOLUNTEERS AND STAFF.**

(Video: 63 min.)

A powerful resource for learning new techniques to motivate both volunteers and staff plus tips to help them achieve their potential.

808.882

**WORDS**

**WORDS OF WISDOM FOR WRITERS, SPEAKERS, AND LEADERS.** Adventist World

Headquarters, 1993

Twenty-three topic areas, including benevolence, giving, love, philanthropy, service and voluntarism.

Abundant material for use in training, presentations, promotional or recruitment brochures, and recognition events.

371.102

**ZACHARY**

**Zachary, Jois J. THE MENTOR'S GUIDE: FACILITATION EFFECTIVE LEARNING RELATIONSHIPS.** Jossey-Bass, 2000.

A comprehensive and accessible review of the complex process of mentoring. Written in a conversational way, the author conceptualizes mentoring as a relationship of adult learning with numerous illustrations, exercises, and suggestions for good practice.

## **Affinity Groups/ Volunteer by specific Subject**

361.763

**BAYSE**

**Bayse, Daniel J. HELPING HANDS: A HANDBOOK FOR VOLUNTEERS IN PRISONS AND JAILS.** American Correctional Association, 1993.

Written for the individual volunteer but also a wonderful starting point for group training; potential pitfalls of prison volunteer work.

361.763

**BRUDNEY**

**Brudney, Jeffrey. FOSTERING VOLUNTEER PROGRAMS IN THE PUBLIC SECTOR.** Jossey-Bass, 1990.

The author describes how private citizens and public agencies can work together to provide a broad spectrum of public services.

361.763

**CORPORATE**

**CORPORATE VOLUNTEER PROGRAMS: BENEFITS TO BUSINESS.** Conference Board 1993.

Based on a landmark study, this book sheds light on how corporate volunteer programs are meeting the needs of business. See why they are increasingly valued and surviving corporate restructuring.

361.763

**COMMUNICATING (KIT)**

**COMMUNICATING WITH COMPASSION:** How to Communicate in Ways that Ease the pain and Lift the Spirit. (Video)

To prepare volunteers to interact with people who are ill, injured, isolated or in distress. Real-life examples of caregivers in action to demonstrate four key communication skills: attention, acknowledgment, affection and acceptance.

361.763

**D'AMOUR**

**D'Amour, Cynthia. HOW TO TURN GENERATION ME INTO ACTIVE MEMBERS OF YOUR ASSOCIATION.** Jump Start Books. 1999

Bursting with step-by-step tip lists and bullet points, this book will give any group officer renewed creative energy to tackle everything from marketing to newsletters to delegation. Discover the secrets of involving

today's young adult volunteers who don't respond to the old ways of doing business- and discover how long-time members can be revitalized, too!

361.763

**DEVELOPING**

**DEVELOPING AND MANAGING LONG TERM CARE OMBUDSMAN VOLUNTEER PROGRAMS.** Legal Counsel for the Elderly, Inc./AARP 1994.

Written by and for practicing long-term care ombudsmen themselves, this nuts-and-bolts manual shares their best practices in this special type of volunteer program development and management.

361.763

**DEVELOPING**

**DEVELOPING AND STRENGTHENING A CORPORATE VOLUNTEER COUNCIL: GUIDELINES FOR SUCCESS**

Take a behind-the-scenes look at how several Corporate Volunteer Councils have strengthened and energized their corporate member employee volunteer programs. Points of Light Foundation. 1993.

361.763

**ELLIS**

**Ellis, Susan J. CHILDREN AS VOLUNTEERS.** Energize, 1991

Designed for both leaders of volunteer programs and leaders of children. The book presents a myriad of ideas on how to involve children creatively and how to solicit and use their input.

361.763

**FISCHER**

**Fischer, Lucy Rose & Schaffer, Kay Banister. OLDER VOLUNTEERS.** Sage, 1993.

Though the authors wrote with the older volunteer in mind, they address universal volunteer management. A great value to anyone wishing to tap the senior community and to understand the differences, similarities and insights about volunteers of any age.

361.763

**INVOLVING**

**INVOLVING THE HANDICAPPED AS VOLUNTEERS: A GUIDEBOOK.** The National Center for Citizen Involvement, 1984.

Designed with a process for volunteer management in helping persons with disabilities become as self-sufficient and productive as possible. It contains worksheets, checklists and a complete resource list. //

361.763

**KUYPER**

**Kuypers, Joan, Hurzy, Ellen & Huftalen, Kathleen. VOLUNTEER PROGRAM ADMINISTRATION; HANDBOOK FOR MUSEUMS AND OTHER CULTURAL INSTITUTIONS.** ACA Books. 1993.

Suggests practices for applying state-of-the-art volunteer management principles to the needs of cultural institutions.

155.9

**LARSON**

**Larson, Dale. THE HELPER'S JOURNEY: WORKING WITH PEOPLE FACING GRIEF, LOSS AND LIFE-THREATENING ILLNESS.** Research Press.

A must for professional and volunteer caregivers. Highly readable and offers tips for successful caregiving, increased personal growth and stress reduction.

361.763

**LEIFER**

**Leifer, Loring & McLarney, Michael. YOUNGER VOICES, STRONGER CHOICES: PROMISE PROJECT'S GUIDE TO FORMING YOUTH/ADULT PARTNERSHIPS.** Kansas City Consensus, 1997

Organizations interested in creating youth/adult partnerships will find extensive direction, resources and examples in this first-of-its kind guide. This book will give you a new perspective. The book was co-written by a high school senior and an adult writer and their e-mail communications are woven throughout the chapters. A must for groups already working with youth and especially those who wonder if youth and adults can ever work in partnership.

361.763

**LOGAN**

**Logan, Suzanne. THE KIDS CAN HELP.** Putnam, 1992.

Written to be read to younger children by parents or group leaders. Gives concrete suggestions for helping the homeless, elderly, sick and disabled, other kids in need and the planet and animals. Helpful as a supplement to **CHILDREN AS VOLUNTEERS**//

361.763

**MACDUFF**

**Macduff, Nancy. EPISODIC VOLUNTEERING: BUILDING THE SHORT-TERM VOLUNTEER PROGRAM.** MBA Publishing, 1991.

For those volunteers who want assignments of short duration, the book provides strategies to determine this type of program, techniques to recruit and ways to sustain the episodic volunteers.

361.763

**MANAGING**

**MANAGING VOLUNTEER DIVERSITY: A RAINBOW OF OPPORTUNITIES.**

**Vineyard, Sue and McCurley, Steve, Editors.** Heritage Arts, 1992.

Eighteen articles from different publications, including involving youth, seniors, military personnel, professionals, parents, groups, and disabled people as well as rural volunteering, episodic volunteering and grassroots groups. Also a useful bibliography for further reading.

361.763

**MCFARLAND**

**McFarland, Betsy. VOLUNTEER MANAGEMENT; A GUIDE FOR ANIMAL CARE ORGANIZATIONS.** The Humane Society of the United States, 2003.

A general guide to volunteer management with specific references to animal care and animal control agencies covering preparing for volunteers, recruitment, training, scheduling, supervising, safety, motivating, and retaining volunteers. Guide includes many examples of volunteer management forms and resources.

361.763

**MORRIS**

**Morris, Margie. TOOLS FOR BUILDING YOUR VOLUNTEER MINISTRY.** Newton-Cline Press, 1992.

A research book for churches of all sizes and faiths to successfully develop volunteer ministry programs.

361.763

**PATTERSON**

**Patterson, John & Oliver, Barbara. THE SEASON OF HOPE: A RISK MANAGEMENT GUIDE FOR YOUTH-SERVING NONPROFITS.** Nonprofit Risk Management Center, 2002.

Learn which risks are inherent in your program due to the developmental stage (infancy through adolescence) of the participants. Build your own plan from examples of risk management strategies for violence, health, injuries and accidents, and Internet access. Its broad focus approach speaks to youth development professionals, executive directors, board members, directors of volunteers and human resource managers.

361.763

**POWER**

**THE POWER AND POTENTIAL OF YOUTH SERVICE TO COMMUNITIES.** The Minnesota Office on Volunteer Services, 1993.

A guide that helps community organizations involve youth effectively in meaningful services opportunities. A skill/ability approach including model programs. Includes **MATERIALS FOR TRAINERS.** A companion piece designed for presentations, training and activities.

361.763

**PRACTICAL**

**A PRACTICAL GUIDE FOR DEVELOPING AGENCY/SCHOOL PARTNERSHIPS FOR SERVICE LEARNING.** Points of Light Foundation, 1995.

This hands-on guide provides step-by-step instructions for designing a new service learning program or improving current one. Learn about the philosophy behind service learning and how agencies can be a catalyst to offer new opportunities for youth.

361.763

**RATCLIFF**

**Ratcliff, Donald & Blake, J. Neff. THE COMPLETE GUIDE TO RELIGIOUS EDUCATION VOLUNTEERS.** Religious Education Press, 1993.

Guide for religious education directors to plan, administer, and evaluate their volunteer programs. Provides references for further study.

361.763

**RECRUITING**

**RECRUITING COLLEGE VOLUNTEERS: A GUIDE FOR VOLUNTEER RECRUITMENT & MANAGEMENT,** Big Brothers/Big Sisters of America, 1995.

A concise and applicable guide for working with colleges and universities to tap student volunteers. Practical advice concerning how to work in an academic community.

361.763

**SEIDMAN**

**Seidman, Anna & Patterson, John. KIDDING AROUND? BE SERIOUS! A COMMITMENT TO SAFE SERVICE OPPORTUNITIES FOR YOUNG PEOPLE.** Nonprofit Risk Management Center, 1996, 1996

Here is a thoughtful and practical resource to guide you through the obvious and not-so-obvious considerations to assure safety for everyone. An important book for every organization recruiting students and other young volunteers.

361.763

**REED**

**Reed, Sally Gardner. LIBRARY VOLUNTEERS - WORTH THE EFFORT** McFarland, 1994.

A manager's guide that provides information on developing effective methods of managing and implementing successful volunteer programs. Also includes issues as recruitment, placement, training, development, evaluation and the "problem" volunteer.

361.763

**REHNBORG**

**Rehnborg, Sarah Jane. THE STARTER KIT FOR MOBILIZING MINISTRY.** Leaderships Network, 1995.

A contemporary and effective resource for building a thriving lay ministry.

361.763

**VIZZA**

**Vizza, Cynthia. A NEW COMPETITIVE EDGE: VOLUNTEERS FROM THE WORKPLACE.**

Volunteer-The National Center, 1986.

The most comprehensive information available on the rationale for and benefits of employee volunteer programs. Findings from the national survey, Workplace in the Community, reinforce basic concepts and illustrate the variety of strategies undertaken by businesses to encourage and support worker involvement in the community. Includes profiles of 15 companies.

361.763

**VYTAL**

**VYTAL MANUAL: VOLUNTEER YOUTH TRAINING AND LEADERSHIP.** Greater Pittsburgh Camp Fire Council. Council, 1993.

A great tool for orienting teen volunteers to agency service, youth group project planning and understanding commitment to community service.

361.763

**VOLUNTEERS**

**VOLUNTEERS FOR THE CITY: A HOW-TO MANUAL FOR DEVELOPING OR ENHANCING MUNICIPAL VOLUNTEER PROGRAMS.** Volunteer Exchange, 1999.

This manual provides concise and practical information developing and enhancing municipal volunteer programs. Includes sample tools from successful municipal programs.

361.763

**WEAVER**

**Weaver, John D. AN UNTAPPED RESOURCE: MENTALLY ILL VOLUNTEERS.** MBA Publishing, 1993.

Mental health professionals increasing look toward volunteerism as a way to increase socialization and vocational opportunities for clients. Topics include: overview on mental illness, hints on how to develop techniques to deal with crisis situations and controlled interview process to ensure the most effective placements.

361.763

**WILSON**

**Wilson, Marlene. HOW TO MOBILIZE CHURCH VOLUNTEERS.**

Discover how to put the secrets of motivation to work in your organization. (Audio - 63 Min.)

361.763

**WILSON**

**Wilson, Marlene. HOW TO MOBILIZE CHURCH VOLUNTEERS.** Augsburg Publishing, 1983.

How do you motivate volunteers in your church? An insightful book to inspire answers to pertinent questions of "volunteer burn-out" and to volunteer recruitment.

361.763

**WILSON**

**Wilson, Marlene. MOBILIZING CHURCH VOLUNTEERS.** (Two video cassettes: one book) Volunteer Management Association, 1995.

Applying the secrets of motivation to work in your organization.

## **Management Techniques**

361.763

**CAMPBELL**

**Campbell, Katherine Noyes & Ellis, Susan. THE (HELP!) I DON'T HAVE ENOUGH TIME GUIDE TO VOLUNTEER MANAGEMENT.** Energize, 1995.

A framework for creating a team approach; finding administrative volunteers to help in vital ways and coordinating efforts of a management team that work with each other. Also contains forms and procedures to simplify work.

158

**COVEY**

**Covey, Stephen. SEVEN HABITS OF HIGHLY EFFECTIVE PEOPLE.** Simon & Schuster, 1989.

Based on values of fairness, integrity, honesty and human dignity, the seven habits represent strategies for personal change, working with others and communicating successfully.

361.763

**DRUCKER**

**Drucker, Peter F. MANAGING THE NONPROFIT ORGANIZATION.** Harper, 1990.

By one of the world's foremost management gurus, Peter Drucker presents a solid overview of topics. From the mission, through leadership and goal setting to managing performance and working with staff, boards, volunteers and community.

361.763

**HERMAN**

**Herman, Melanie & Oliver, Barbara. VITAL SIGNS—ANTICIPATING, PREVENTING AND SURVIVING A CRISIS IN A NONPROFIT.** Nonprofit Risk Management Center, 2001.

Written for the nonprofit executives and leaders who want to invest in the care and treatment of their nonprofits. *Vital Signs* addresses the Symptoms, Diagnosis, and Treatment Methods and Treatment Phases of a crisis. The chapters include sample worksheets to illustrate how you can use your time and brainpower wisely. Blank worksheets are included. Creating a crisis management plan for your organization, how to assign key personnel and establish a protocol are described.

361.763

**JOHNSTONE**

**Johnstone, Ginette & Waymire, Judith V. . WHAT IF..... A GUIDE TO ETHICAL DECISION MAKING.** Johnstone Training and Consultation, 1992.

This thoughtful reference presents a practical framework for defining values, ethics, and policies, and includes a suggested process for making difficult ethical decisions. Filled with personal and professional insights.

658.456

**JUSTIS**

**Justis, Jane. WE CAN'T KEEP MEETING LIKE THIS!** Jane L. Justis & Assoc., 1990.

A guide with concrete suggestions for implementing good meeting practices. A must for any group who wants a guide to more effective meetings.

361.7

**KENNEDY**

**Kennedy, Larry. QUALITY MANAGEMENT IN THE NONPROFIT WORLD.** Jossey-Bass, 1991.

Larry Kennedy explains how a well-managed organization attracts increased involvement by both volunteers and contributors. Managing for quality not only can improve the services nonprofits provide, but also can increase the number of people they serve.

361.763

**KINDLER**

**Kindler, Herbert. MANAGING DISAGREEMENT CONSTRUCTIVELY.** Crisp Publications, 1988

Teaches how to reduce stress and tension, manage disagreements before they escalate and measure how disagreements are handled in your organization.

658.4

**KOUZES**

**Kouzes, James M. CREDIBILITY: HOW LEADERS GAIN AND LOSE IT AND WHY PEOPLE DEMAND IT.** Jossey-Bass, 1993

Helps you understand the fundamental importance of credibility for building personal and organizational success. Also, for fostering trust within work, family and community.

361.763

**LEVANT**

**Levant, Rebecca & Seel, Keith. CREATING BRIDGES: A PRACTICAL PLANNING GUIDE AND CHECKLIST FOR THE DEVELOPMENT OF A CROSS-CULTURAL VOLUNTEER PROGRAM.** Volunteer Center of Calgary, 1995

A planning guide for incorporating cultural diversity in an organization, emphasizing how to tap into rich diversity of race, ethnicity, lifestyles and gender to recruit and train volunteers.

361.763

**LICKSON**

**Lickson, Charles. IRONING IT OUT: SEVEN SIMPLE STEPS TO RESOLVING CONFLICT.** Crisp Publications, Inc. 1996.

Nine basic ground rules to empower you and help you recognize different types of conflict. How to assess conflict clearly, then work through the seven steps to resolve the issues.

658.409

**LYNCH**

**Lynch, Rick. LEAD! HOW PUBLIC AND NONPROFIT MANAGERS CAN BRING ABOUT THE BEST IN THEMSELVE AND THEIR ORGANIZATIONS.**

This book stands out among the leadership literature available today by being grounded in real-life concerns and an understanding of volunteer leadership. A must for all leaders of volunteers who want to tap the potential for greatness within themselves, within their organizations, and within their volunteers.

361.763

**LYNCH**

**Lynch, Rick & Vineyard, Sue. SECRETS OF LEADERSHIP.** Heritage Arts, 1991.

Quick, easy-to-read format with hundreds of ideas to help you develop leadership skills in yourself and others.

361.763

**MACKENZIE**

**MacKenzie, Marilyn. DEALING WITH DIFFICULT VOLUNTEERS.** Heritage Arts, 1988.

A how-to for solving the problem of the troubled or troublesome volunteer. Offers practical advice and deals with problem volunteers including termination.

361.763

**MACKENZIE**

**MacKenzie**, Marilyn. **CURING TERMINAL NICENESS**. Heritage Arts, 1990.

The author describes how to build a productive partnership between volunteers and staff. i.e., recognize the differences, celebrate their unique contributions, skills and achievements and offers practical tips on making partnerships happen in your agency. Includes checklists and worksheets.

361.763

**McCURLEY**

**McCurley**, Steve & **Lynch**, Rick. **VOLUNTEER MANAGEMENT: MOBILIZING ALL THE RESOURCES IN THE COMMUNITY**. Heritage, 1996.

The perfect manual for those teaching classes on volunteer management or for the practitioner who wants state-of-the-art information on program operation.

361.763

**MACLEOD**

**MacLeod**, Flora. **MOTIVATING AND MANAGING TODAY'S VOLUNTEERS**. Self-Counsel Press, 1993

Outlines techniques for planning, starting and administering a volunteer program. Teaches creative recruiting ideas to draw volunteers from diverse backgrounds and motivational tools to keep them enthusiastic, dedicated and productive.

361.763

**MANAGING**

**MANAGING VOLUNTEER DIVERSITY: A RAINBOW OF OPPORTUNITIES**. Vineyard, Sue and McCurley, Steve, Editors. Heritage Arts, 1992.

Eighteen articles from different publications, including involving youth, seniors, military personnel, professionals, parents, groups, and disabled people as well as rural volunteering, episodic volunteering and grassroots groups. Also a useful bibliography for further reading.

658.45

**PAUL**

**Paul**, Kevin. **CHAIRING A MEETING**. Self Counsel, Press, 1992.

If you need help running a meeting, this is an easy guide to rules and procedure. It is written clearly and concisely without unnecessary jargon. It covers preparation, calling to order, agenda, forms of address and making main motions and amendments.

361.763

**SCHEIER**

**Scheier**, Ivan H. **BUILDING STAFF/VOLUNTEER RELATIONS**. Energize, 1993.

Author shares, analyzes and demonstrates how desirable job descriptions avoid the pitfalls of responsibility. With wit and clarity he explores reasons for conflict and offers many useful solutions.

371.763

**SCHEIER**

**Scheier**, Ivan. **MAKING DREAMS COME TRUE WITHOUT MONEY, MIGHT, OR MIRACLES**. Energize. 2000

An extraordinary book that caps Ivan Scheier's long career as philosopher, provocateur, and conscience of the volunteer field.

361.763

**TEMME**

**Temme**, Jim. **TEAMPOWER: HOW TO BUILD AND GROW SUCCESSFUL TEAMS**. Skill Path Publications 1996.

Examines team chemistry, personality style, climate, trust, changing role of team leader, empowerment etc. Great guidance from an experienced volunteer program leader!

361.763

**VINEYARD**

- Vineyard, Sue & McCurley, Steve. HANDLING PROBLEM VOLUNTEERS.** Heritage Arts Publication, 1998.  
A comprehensive guide to dealing with problem volunteers. Includes how to manage differences, break stalemates, redirect good-intentions, handle disruptions, assess culture, manage conflict and legal actions, when to call for help and how to fire a volunteer.
- 361.763  
**VINEYARD**  
**Vineyard, Sue. STOP MANAGING VOLUNTEERS! NEW COMPETENCIES FOR VOLUNTEER ADMINISTRATORS.** Heritage Arts, 1996.  
Presents critical competencies volunteer program managers MUST develop if they are to succeed in leading their efforts into the next century. Worksheets help to transfer learning into specific plans to fit one's own program.
- 658.456  
**WATSON**  
**Watson, Jane THE MINUTE TAKER'S HANDBOOK.** Self Counsel Press, 1992.  
If you are a reluctant minute taker, this is a useful handbook to help you produce impartial, to-the-point and true minutes on a timely bias. You will learn what should and should not be included; how minutes of parliamentary-style meetings are prepared and how you can make meetings more efficient.
- 361.763  
**WITTICH**  
**Wittich, Bill CARE AND FEEDING OF VOLUNTEERS.** Knowledge and Transfer Publishing, 2000.  
The Care & Feeding of Volunteers has evolved from a series of successful seminars attended by thousands of people across the United States and into Europe. In these sessions, Bill & his wife Ann have presented unorthodox ways of working with volunteers. They have attempted to change the paradigm of how America thinks about managing volunteers.
- 361.763  
**WILSON**  
**Wilson, Marlene. HOW TO DELEGATE TO TODAY'S VOLUNTEERS.** (Video: 58 Min.)  
This live one hour workshop will teach you how to: get more done with less effort and stay well; plan to prioritize and avoid procrastination; delegate to volunteers based on their motivational needs.
- 361.763  
**WILSON**  
**Wilson, Marlene. HOW TO PLAN FOR VOLUNTEER AND STAFF SUCCESS.** (Video 38 min.)  
Focus is on how to set realistic goals; evaluate and achieve them. Also, how to design job descriptions that attract the qualified people you need most.
- 361.763  
**WILSON**  
**Wilson, Marlene. POLISHING THE POTENTIAL OF VOLUNTEER AND PAID STAFF TEAMS.** (Video: 1 hr. 35 min.)  
Marlene discusses topics on team building, changing paradigms, reasons staff resist volunteers, steps to collaborative volunteer/staff team building, leadership and delegation, team effectiveness and organizational climates.
- 658  
**WILSON**  
**Wilson, Marlene. SURVIVAL SKILLS FOR MANAGERS.** Volunteer Management Associates, 1990.  
The author uses her personal and professional experiences to provide a fresh insightful approach to coping with the challenges and frustrations of today's workplace. She presents creative, positive ways to deal with the changing world of today's manager including sections on creativity, making people and programs come alive.
- 361.763  
**WILSON**  
**Wilson, Marlene. YOU CAN MAKE A DIFFERENCE.** Volunteer Management Associates, 1990.

Taking a practical approach that is perfect for anyone who wants to take a step toward a more satisfying life, Marlene Wilson presents a "blueprint for change" that is easy to understand and easy to implement. The book provides guidance on choosing volunteer activities best suited to the reader's talents and interests.

361.763

**WOLFE**

**Wolfe, Joan. MAKING THINGS HAPPEN: THE GUIDE FOR MEMBERS OF VOLUNTARY ORGANIZATIONS.** Island Press, 1981.

Author shows the best way to attract volunteers, lead effectively, initiate action and avoid burnout. She presents issues and offers solutions

361.763

**YARBROUGH**

**Yarbrough, Elaine. CONSTRUCTIVE CONFLICT.** Heritage Arts, 1988.

A guide to making conflict work for you, and turning it from a negative into a potentially positive situation. The author demonstrates sources and types of conflict situations and gives practical advice on the value of conflict and methods for getting productive results from conflict situations.

## **Fundraising/Grant/ Events**

361.763

**BRADSHAW**

**Bradshaw, Anita. SO YOU WANT TO SPONSOR A WORKSHOP.** Heritage Arts, 1988.

A guide to developing and managing local training events by one of the most experienced and successful conference planners in volunteering. Complete with forms to help you work your way through the process.

361.763

**CLARKE**

**Clarke, Cheryl. STORYTELLING FOR GRANTSEEKERS.** Jossey-Bass. 2001.

In this book, Cheryl Clarke presents you with an innovative, organic approach to grant seeking. Storytelling for Grantseekers illustrates how grant writers who approach the process as one in which they are writing a narrative find greater success with funders. Filled with resources on crafting an effective synopsis, the book offers you suggestions for overcoming writer's block and contains a gradual approach for creating the inquiry and cover letters that support the larger proposal

361.763

**FLANAGAN**

**Flanagan, Joan. THE GRASS ROOTS FUNDRAISING BOOK.** Contemporary Books, 1982.

It presents innovative tested ideas on choosing the right fundraising method, organizing special events and making the most money in the shortest time.

361.763

**FLANAGAN**

**Flanagan, Joan. SUCCESSFUL FUNDRAISING: A COMPLETE HANDBOOK FOR VOLUNTEERS AND PROFESSIONALS.** Contemporary books 1993.

From small donors to big givers, this book covers it all. A comprehensive look at every aspect of fundraising. Learn how to build a broad base of givers and develop strategies for enhancing your total fundraising program.

**REF**

361.763

**FOUNDATION**

**THE FOUNDATION CENTER'S USER-FRIENDLY GUIDE.** Judith Margolin, Editor. The Foundation Center, 1996.

An easy to read booklet that answers the most commonly asked questions about fundraising. A research guide used by professional fundraisers.

361.7

**FUNDRAISING**

**FUNDRAISING FOR BOARD MEMBERS AND VOLUNTEERS: A HOW-TO MANUAL.**

Stevenson Consultants, Inc. 2000.

Step-by-step principles your board members and volunteers can follow to generate funds for nonprofits. Sections and topics include: techniques for overcoming objections, characteristics of a campaign-ready board, setting appointments with corporate decision makers, dealing with unresponsive prospects, how to overcome procrastination barriers, and tips for upgrading existing donors. Proper solicitation procedures, eliminate fund-raising anxiety, meeting fund-raising deadlines and soliciting gifts are covered.

361.7

**GREENFIELD**

**Greenfield, James. FUNDRAISING FUNDAMENTALS: A GUIDE TO ANNUAL GIVING FOR PROFESSIONALS AND VOLUNTERS.** John Wiley & Sons, Inc., 1994

The book explains the basics of annual giving methods and techniques from direct mailing and membership drives to special events and volunteer fundraising. Included are sections on developing first time donors, testing your program for optimum results, setting goals, when to mail, to whom and how often, and multimedia solicitation. Forms, checklists and worksheets are included, as is a section on managing the annual giving program with performance measurement and budget preparation, gift reporting and more.

361.7

**HODIAK**

**Hodiak, Diane L. & Henley, Michael J. FUND RAISING AND MARKETING IN THE ONE-PERSON HOP: ACHIEVING SUCCESS WITH LIMITED RESOURCES.** Development Resource Center, 2002.

Thorough and well-organized, the authors target the "one-person shop," stressing the need for smaller organizations to be selective in setting priorities. They show how to get others involved by taking advantage of volunteers, interns, and well-placed board members and offer up hundreds of useful tips. The authors detail how to identify potential donors, utilize technology, put together a strategic plan, garner publicity, solicit major gifts, and acknowledge and recognize donors.

361.763

**HODIAK**

**Hodiak, Diane & Ryan, John. HIDDEN ASSETS: REVOLUTIONIZE YOUR DEVELOPMENT PROGRAM WITH A VOLUNTEER-DRIVEN APPROACH.** John Wiley & Sons. 2001

Written by two fundraising experts, Hidden Assets introduces a unique, proven formula for volunteer development that aims at enhancing fundraising, public relations, and marketing results through the strategic use of volunteers

361.763

**KNOTT**

**Knott, Ronald A. ACCENT ON HUMOR: THE WIT AND WISDOM OF PHILANTHROPY.**

Philanthropic Service for Institutions. 1992 and 1996

Filled with quotes, cartoons, and jokes on topics of philanthropy, especially fund raising, with a look at volunteering, boards, the IRS, and other familiar themes. Generate smiles at your next meeting or presentation.

361.7

**MUTZ**

**Mutz, John & Murray, Katherine. FUND-RAISING FOR DUMMIES.** IDG Books Worldwide, Inc., 2000.

This book will help you define your group's focus, create a viable plan, build a board of directors, find and train volunteers, market your plan in print and online, and promote your plan with the media. The information applies to organizations large and small, and includes information on researching and writing grant proposals as well.

658.456

**SIMERLY**

**Simerly, Robert C. PLANNING AND MARKETING CONFERENCES.** Jossey-Bass, 1990.

A hands-on, how-to guide offers more than 170 practical, easy-to-implement tips, tools and techniques for planning and marketing high-quality conferences, meetings and workshops.

371.763

**STALLINGS**

**Stallings, Betty & McMillion, Donna. HOW TO PRODUCE FABULOUS FUNDRAISING EVENTS: REAP REMARKABLE RETURNS WITH MINIMUM EFFORT: INCLUDES STEP-BY-STEP GUIDE TO THE PERFECT FUNDRAISING EVENT.** Building Better Skills, 1999.

A complete guide to step-by-step fundraising events. How to select the right event; attract, support and appreciate you volunteers; and plan, budget,publicize, and evaluate your event.

371.763

**STEVENSON**

**BEST EVER DIRECTORY OF SPECIAL EVENTS.** 2nd Edition. Stevenson Consultants, Inc.  
Raise additional revenue for your organization. Attract new donors. Bring out greater visibility for your cause. A comprehensive menu of fund raisers from which to choose - nearly 90 various types of events in all! Examples from nonprofits of all types and sizes, each special event description will provide you with a step by-step process for implementing successful events.

371.763

**STEVENSON**

**SOLICITATION SKILL BUILDER.** Stevenson Consultants, Inc.  
The 46-page manual is packed with proven tips, techniques and strategies that will strengthen the solicitation skills of your development team. This valuable tool will also help train volunteers and board members involved in raising funds. Results-oriented management forms to improve solicitation productivity.

361.763

**WARWICK**

**Warwick, Mal. HOW TO WRITE SUCCESSFUL FUNDRAISING LETTERS: STRATEGIES FOR GROWTH AND FINANCIAL STABILITY.** Strathmoor Press 1994.

This comprehensive guide to fundraising appeals includes a multitude of proven techniques for persuading potential donors and securing support year after year. Discusses the cardinal rules of writing fundraising letters.

361.763

**YOUNG**

**Young, Joyce. FUNDRAISING FOR NON-PROFIT GROUPS.** Self-Counsel Press, 1995.  
Suggests methods on how to approach for money from corporations, foundations and government.

004.67

**ZEFF**

**Zeff, Robin. THE NONPROFIT GUIDE TO THE INTERNET.** John Wiley & Sons, Inc., 1996

This information-packed guide shows how the Internet can enhance all aspects of an organization's operations, especially in the areas of outreach, research and fundraising

## **Volunteer Stories**

361.763

**AMERICA**

**AMERICA'S VOLUNTARY SPIRIT: A BOOK OF READINGS.** Brian O'Connell, Editor. Foundation Center, 1983.

Readings that cover virtually every aspect of American life such as churches, health agencies, colleges and research agencies, social service agencies, museums, performing arts groups, and a host of other nonprofit activities.

361.763

**CIVICUS**

**Civicus: World alliance for Citizen Participation. CIVIL SOCIETY AT THE MILLENNIUM.** Kumarian Press. 1999

An inspiring collection of essays on civil society from contributors around the world, with volunteering acknowledged as the foundation of civic involvement. Defines the history and future of civil society internationally known and its relation to youth, women, government, organizations, and information technology.

361.763

**ELLIS**

**Ellis, Susan J. & Noyes, Katherine H. BY THE PEOPLE.** Jossey-Bass, 1990.

The only comprehensive documentation of the significant impact volunteers have had on American history - from colonial days to the present. Volunteerism's most-quoted source

362.763

**FORWARD**

**Forward, David C. HEROES AFTER HOURS.** Jossey-Bass, 1994.

Describes the remarkable efforts of everyday employees to make a difference in their communities, cities and the world. Includes examples of corporate-driven service programs and a special resource section, which highlights practical steps for participating in community service.

361.763

**O'CONNELL**

**O'Connell, Brian. VOICES FROM THE HEART: IN CELEBRATION OF AMERICA'S VOLUNTEERS.**

Twenty-five volunteers explain why they volunteer and rewards they receive from volunteering.

361.763

**O'CONNELL**

**O'Connell, Brian. VOLUNTEERS IN ACTION.** Foundation Center, 1989.

This book is a must for anyone who trains, speaks or writes on volunteer management. It brings together a comprehensive look at hundreds of volunteers, providing endless anecdotes and illustrations for speeches and papers.

361.763

**RAYNOLDS**

**Raynolds, John. VOLUNTEERING: HOW SERVICE ENRICHES YOUR LIFE—AND HOW ITS UNEXPECTED HALO EFFECT BOOSTS YOUR CAREER.** St. Martin's Griffin, 1999. Written for the

volunteer or the potential volunteer, Raynolds illustrates how volunteering provides us with an invigorating way to stand out in an ever more competitive environment by reaching out and helping others. Meaningful volunteer work not only enriches our own souls-- it is also one of the best ways to advance in a career. Volunteer stories and examples of the benefit of volunteering are included. Raynolds expands on how to learn how to take career risks, pick up new skills, meet important contacts, expand your industry profile, and develop an entirely new perspective on your goals

371.763

**STANTON**

**Stanton, Timothy, Giles, Dwight & Cruz, Nadinne. SERVICE-LEARNING: A MOVEMENT'S PIONEERS REFLECT ON ITS ORIGINS, PRACTICE, AND FUTURE.** Jossey-Bass. 1999

In this fascinating collection of stories, leaders in service-learning describe early efforts to combine education and social action, explaining the origins of current practices and helping community organizations and educators value both service and learning. Reveals the tension between activism and academia, the different perspectives of the university and the community, and other critical issues affecting student community service.

361.763

**STEPHENS**

**Stephens, William. ALTRUISTS AND VOLUNTEERS: LIFE HISTORIES.** Macduff/Bunt Publishing. 1991

This study of altruism and volunteering reports its findings through the eyes of ears of active volunteers. The focus is on what we can learn about them from their life history and in the context of altruism research

361.768

**TODAY'S**

**TODAYS' HEROES (Video) 1991.**

Seventeen minute video highlights four typical teenagers who share their compelling stories about the value of service and learning from others. Designed for those working with middle and high school age youth. Includes guides for youth and volunteer leaders.

## **Personal Care/ Personal Communications**

361.763

### **MACKENZIE**

**MacKenzie**, Marilyn. **CURING TERMINAL NICENESS**. Heritage Arts, 1990.

The author describes how to build a productive partnership between volunteers and staff i.e., recognize the differences, celebrate their unique contributions, skills and achievements and offers practical tips on making partnerships happen in your agency. Includes checklists and worksheets.

153.85

### **McGEE-COOPER**

**McGee-Cooper**, Ann. **YOU DON'T HAVE TO GO HOME FROM WORK EXHAUSTED!..** Bantam, 1992

An action resource that will recharge your batteries. A wealth of creative ideas and strategies that can help you keep from dragging yourself to work and feeling your life is a job.

650.13

### **ROANE**

**Roane**, Susan. **HOW TO WORK A ROOM**. Warner, 1988.

Gain the confidence of know-how to meet new people that can make a difference to your profession and personal advancement. Author shows how you can overcome roadblocks that keep people from making new contacts, to make the right impressions, to start and end conversations smoothly, follow simple rules of etiquette and to circulate with ease and confidence

361.763

### **TEMME**

**Temme**, Jim. **PRODUCTIVITY POWER: 250 GREAT IDEAS FOR BEING MORE PRODUCTIVE**. Skill Path, 1993

A use-it now guide to help you increase productivity as you lead volunteer efforts. Focus on defining the future, setting goals, dealing with interruptions, work with supervisors, paperwork, delegation and stress.

361.763

### **VINEYARD**

**Vineyard**, Sue. **HOW TO TAKE CARE OF YOU...SO YOU CAN TAKE CARE OF OTHERS**. Heritage Arts, 1989.

Written from the deeply personal perspective of the world's most respected authors and trainers, this book gives both preventive measures and self-care tips to any caring person. Based on the author's close brush with death, it includes dealing with change, coping with stress, emotional health and gaining balance in life.

658

### **WILSON**

**Wilson**, Marlene. **SURVIVAL SKILLS FOR MANAGERS**. Volunteer Management Associates, 1990.

The author uses her personal and professional experiences to provide a fresh insightful approach to coping with the challenges and frustrations of today's workplace. She presents creative, positive ways to deal with the changing world of today's manager including sections on creativity, making people and programs come alive.

361.763

### **WOLFE**

**Wolfe**, Joan. **MAKING THINGS HAPPEN**. Island Press, 1981.

Author shows the best way to attract volunteers, lead effectively, initiate action and avoid burnout. She presents issues and offers solutions

## **Boards**

361.763

### **BRADNER**

**Bradner**, Jeanne. **THE BOARD MEMBER'S GUIDE: A BENEFICIAL BESTIARY**. Conversation Press. 1995.

Uses a light-hearted approach from animal characteristics displayed by human board members to make serious points about perpetual challenges as goal-setting, power struggles and non-productive behavior.

361.7

**FUNDRAISING**

**FUNDRAISING FOR BOARD MEMBERS AND VOLUNTEERS: A HOW-TO MANUAL.**

Stevenson Consultants, Inc. 2000.

Step-by-step principles your board members and volunteers can follow to generate funds for nonprofits. Sections and topics include: techniques for overcoming objections, characteristics of a campaign-ready board, setting appointments with corporate decision makers, dealing with unresponsive prospects, how to overcome procrastination barriers, and tips for upgrading existing donors. Proper solicitation procedures, eliminate fund-raising anxiety, meeting fund-raising deadlines and soliciting gifts are covered.

361.763

**HARDY**

**Hardy, James M. DEVELOPING DYNAMIC BOARDS.** Essex Press, 1990.

This book provides a clear, no-nonsense approach to building a board of directors. Calling for a high degree of activity on the part of CEOs and board chairs in the development process, the book provides tested tools and techniques for developing dynamic boards. Includes forms, charts, checklists and designs.

361.763

**MACKENZIE**

**MacKenzie, Marilyn. THE GROUP MEMBER'S HANDBOOK.** Partners plus, 1993

In section one, this lively and practical book helps every member develop into the best group participant possible. Section two focuses on the role of the leader, offering ideas to make meetings successful, nurture teams, and coach individuals.

361.763

**MACDUFF**

**Macduff, Nancy. BUILDING EFFECTIVE VOLUNTEER COMMITTEES.** Macduff/Bunt Associates, 1986.

This book presents an excellent ten-step process to building committee strength and effectiveness. With short narrative sections describing each step, the book contains useful reproducible forms to assist staff and committees in beginning the process.

361.763

**MUELLER**

**Mueller, Robert K. SMARTER BOARD MEETINGS: FOR EFFECTIVE NONPROFIT GOVERNANCE.** National Center for Nonprofit Boards. 1992.

Steps necessary to planning and running effective meetings; how to develop a good agenda, lead a meeting and participate.

361.763

**O'CONNELL**

**O'Connell, Brian. THE BOARD MEMBER'S BOOK.** Foundation Center, 1985.

For board members of America's voluntary organizations who make a difference for many causes and build a caring spirit in society.

361.763

**SCRIBNER**

**Scribner, Susan. BOARDS FROM HELL.**

Identifying board problems, strategies and develop strengths.

658.456

**WATSON**

**Watson, Jane THE MINUTE TAKER'S HANDBOOK.** Self Counsel Press, 1992.

If you are a reluctant minute taker, this is a useful handbook to help you produce impartial, to-the-point and true minutes on a timely basis. You will learn what should and should not be included; how minutes of parliamentary-style meetings are prepared and how you can make meetings more efficient.

**Risk Management/Insurance**

361.763

**GRAFF**

**Graff, Linda L. YES YOU CAN!: DISCIPLINE AND DISMISSAL OF VOLUNTEERS: AN AUDIO WORKSHOP (SOUND RECORDING)** Graff and Associates, 1999.

This 95 minute, live presentation covers establishing appropriate expectations, elements of rightful dismissal, progressive discipline and how to decrease the risk in discipline and dismissal actions.

361.763

**GRAFF**

**Graff, Linda L. BETTER SAFE...RISK MANAGEMENT IN VOLUNTEER PROGRAMS AND COMMUNITY SERVICE.** Linda Graff & Associates, Inc., 2004

A comprehensive risk management manual for volunteer programs and community services involvement. Lots of practical information, how-to-tips, worksheets, checklists and ready-to-use forms applicable in all kinds of nonprofit settings, with large and small programs. Follow through the process of risk identification and management. Excellent help for managing risks in positions of trust.

361.763

**HENSON**

**Henson, Sarah & Larson, Bruce. RISK MANAGEMENT: STRATEGIES FOR MANAGING VOLUNTEER PROGRAMS.** Macduff/Bunt Associates, 1988.

Manual explains how to manage and lessen organizational risks, including information on special risks, legal agreements and contracts. Includes forms.

361.763

**HERMAN**

**Herman, Melanie L. NO SURPRISES: HARMONIZING RISK AND REWARD IN VOLUNTEER MANAGEMENT.** Nonprofit Risk Management Center, 2001.

If your volunteer program seems to be humming along on pitch, beware of a false sense of security. You may continue with no mishaps or bad press, but why wait and be surprised if you're not? *No Surprises* is a clear, easy-to-read booklet that demystifies "risk management" and explains this responsibility for every director of volunteers in any type of setting. Learn how to limit risk at each step of managing a volunteer program.

361.73

**LAI**

**Lai, Mary L., Chapman, Terry and Steinbock, Elmer L. AM I COVERED FOR...? A COMPREHENSIVE GUIDE TO INSURING YOUR NONPROFIT ORGANIZATION.** Consortium for Human Services, Inc., 1992.

Designed to help you communicate with insurance agents and make sure they are providing the types and amounts of coverage you need to be protected. Includes worksheets to help you calculate and a guide to help you negotiate.

361.763

**McMENAMIN**

**McMenamin, Robert W. VOLUNTEERS AND THE LAW - A GUIDEBOOK.** Jomac, 1995.

Written by an attorney who emphasizes the importance of preventive law in solving problems. You will find it easy to use when looking for practical information to protect you, your organization, and your volunteers.

361.763

**PROFESSIONAL**

**PROFESSIONAL ETHICS IN VOLUNTEER ADMINISTRATION.** Association for Volunteer Administration, 1999.

AVA-developed guidelines, *Professional Ethics in Volunteer Administration*, is in its 3rd edition. This 25-page bound document is the state-of-the-art guide in professional ethics for those involved in coordinating and leading volunteers. Its easy-to-apply format includes instructions on how and when to use it, charts of core values with corresponding ethical principles, actions, and program components, a flow chart and a worksheet. This document is a practical tool for anyone who faces challenges in a variety of situations involving volunteers, and is a valuable addition to courses in volunteer administration.

361.763

**SCREENING**

**SCREENING VOLUNTEERS TO PREVENT CHILD SEXUAL ABUSE: A COMMUNITY GUIDE FOR YOUTH ORGANIZATIONS.** National Collaboration for Youth 1997.

It's an alarming subject, but it must be faced. Learn how to incorporate screening of volunteers into your overall child abuse prevention strategy, along with training and parental involvement.

361.763

**SEIDMAN**

**Seidman, Anna & Patterson, John. KIDDING AROUND? BE SERIOUS! A COMMITMENT TO SAFE SERVICE OPPORTUNITIES FOR YOUNG PEOPLE.** Nonprofit Risk Management Center, 1996.

Here is a thoughtful and practical resource to guide you through the obvious and not-so-obvious considerations to assure safety for everyone. An important book for every organization recruiting students and other young volunteers.

361.763

**TREMPER**

**Tremper, Charles Robert. NO SURPRISES: CONTROLLING RISKS IN VOLUNTEER PROGRAMS.** Nonprofit Risk Management Center, 1993.

Applicable to volunteer efforts in any type of setting. A great aid in dealing with agency lawyers and insurance agents. Presents tasks of volunteer program management and explains how to limit the risks at each stage: in volunteer job design, application and screening process and on-going training the supervision.

## **Evaluation of Your Volunteer Program**

361.763

**McCURLEY**

**McCurley, Steve & Vineyard, Sue. MEASURING UP! ASSESSMENT TOOLS FOR VOLUNTEER PROGRAMS.** Heritage Arts Publishing 1997.

Accountability is being demanded on every front. This book offers guidance, forms and tools to help you fairly assess program success, climate, volunteer performance, training, change, customer services, etc. Tips to present and leverage data to hierarchy. Invaluable!

361.763

**MANUAL**

**MANUAL FOR JCAHO STANDARDS FOR VOLUNTEER DEPARTMENTS.** California Association of Hospitals and Health Systems, 1998.

This manual covers what a volunteer department needs for on-going performance improvement and effective survey preparation.

361.763

**MEASURING**

**MEASURING THE DIFFERENCE VOLUNTEERS MAKE: A GUIDE TO OUTCOME EVALUATION FOR VOLUNTEER PROGRAM MANAGERS.** Minnesota Department of Human Resources, 1997.

This publication provides a practical approach to beginning a process of volunteer outcomes and impact evaluation providing the understanding to evaluate volunteers and programs effectively.

361.763

**MOORE**

**Moore, Gail. BUILDING CREDIBILITY WITH THE POWERS THAT BE.** Heritage Arts, 1990.

Designed for volunteer administrators and executive directors, readers learn how to gain respect and credibility within the organization and in the community. It provides models and how-to information on effectively gaining the resources necessary to do the job.

361.763

**VINEYARD**

**Vineyard, Sue. EVALUATING VOLUNTEERS, PROGRAMS AND EVENTS AND REFLECTION.** Heritage Arts, 1994.

Revised in 1994. Includes a section for anyone working with or offering service-learning programs. Offers advice, guidance, sample forms, and step-by-step "how to's" on making evaluation meaningful.

## Video Cassettes

361.763

### **COMMUNICATING**

#### **COMMUNICATING WITH COMPASSION: How to Communicate in Ways that Ease the Pain and Lift the Spirit. (KIT)**

To prepare volunteers to interact with people who are ill, injured, isolated or in distress. Real-life examples of caregivers in action to demonstrate four key communication skills: attention, acknowledgment, affection and acceptance.

361.763

### **EHN**

#### **VH2**

#### **Borer, Lenny. ENHANCING PERFORMANCE (2 tapes).**

A workshop focusing on management skills which encourage high-quality performance from both volunteer and paid staff.

361.768

### **TODAY'S**

#### **TODAYS' HEROES (Video) 1991.**

Seventeen minute video highlights four typical teenagers who share their compelling stories about the value of service and learning from others. Designed for those working with middle and high school age youth. Includes guides for youth and volunteer leaders.

361.763

### **VINEYARD**

#### **Vineyard, Sue. BASIC VOLUNTEER MANAGEMENT TRAINING KIT; BUILDING A BRIDGE FROM DREAM TO REALITY: BASIC KIT VOLUNTEER MANAGEMENT. (video: 75 min.)**

Offers ten components of volunteer management: Goals, Objectives, Plans of Action, Job Designs, Interviewing, Placing, Training, Supervising, Evaluating plus climate, trends and feedback. Comes with overheads and handout masters and exercises. Everything you need to train. A timeless, colorful and effective 75 minutes of Sue Vineyard's wit and wisdom on the basics of volunteer management. The most universally used video to explain and train basics of planning, organizing, staffing, directing and assessing volunteer program management. This kit includes handouts for audience participation.

361.73

### **WILSON**

#### **Wilson, Marlene. CREATIVITY AND LEADERSHIP. (video: 45 min.)**

Learn the keys to tapping your right brain (or creative powers) and uncover hidden leadership potential. Includes a simple, yet effective three-step method for creative problem solving.

361.763

### **WILSON**

#### **Wilson, Marlene. HOW TO DELEGATE TO TODAY'S VOLUNTEERS.**

(Video: 58 Min.)

This live one hour workshop will teach you how to: get more done with less effort and stay well; plan to prioritize and avoid procrastination; delegate to volunteers based on their motivational needs.

361.763

### **WILSON**

#### **Wilson, Marlene. HOW TO MOTIVATE VOLUNTEERS AND STAFF.**

(Video: 63 min.)

A powerful resource for learning new techniques to motivate both volunteers and staff plus tips to help them achieve their potential.

361.763

### **WILSON**

#### **Wilson, Marlene. HOW TO PLAN FOR VOLUNTEER AND STAFF SUCCESS. (Video 38 min.)**

Focus is on how to set realistic goals; evaluate and achieve them. Also, how to design job descriptions that attract the qualified people you need most.

361.763  
**WILSON**

**Wilson, Marlene. HOW TO RECRUIT TODAY'S VOLUNTEERS**  
(Video 53 min.)

This live workshop focuses on how to effectively market your organization or cause for high-impact results. Wilson focuses on how volunteer recruitment is affected by change, creativity, attitudes and other issues.

361.763  
**WILSON**

**Wilson, Marlene. MOBILIZING CHURCH VOLUNTEERS.** (Two video cassettes: one book)  
Volunteer Management Association, 1995.

Applying the secrets of motivation to work in your organization.

361.763  
**WILSON**

**Wilson, Marlene. POLISHING THE POTENTIAL OF VOLUNTEER AND PAID STAFF TEAMS.** (Video: 1 hr. 35 min.)

Marlene discusses topics on team building, changing paradigms, reasons staff resist volunteers, steps to collaborative volunteer/staff team building, leadership and delegation, team effectiveness and organizational climates.

361.763  
**WILSON**

**Wilson, Marlene. RECRUITING AND INTERVIEWING VOLUNTEERS.**  
(Video: 45 min.)

A "how-to" workshop that teaches not only how to recruit qualified volunteers, but also how to interview effectively, so that you can match volunteers with the specific skills needed to fit the jobs in your organization.

## **Audio Cassettes**

361.763  
**GRAFF**

**Graff, Linda L. YES YOU CAN!: DISCIPLINE AND DISMISSAL OF VOLUNTEERS: AN AUDIO WORKSHOP (SOUND RECORDING)** Graff and Associates, 1999.

This 95 minute, live presentation covers establishing appropriate expectations, elements of rightful dismissal, progressive discipline and how to decrease the risk in discipline and dismissal actions.

361.763  
**MACDUFF**

**Macduff, Nancy. VOLUNTEER SCREENING; AN AUDIO WORKBOOK.**

Invaluable information about job descriptions, applications, interviews and contracts. Accompanying work book contains instructions, worksheets, sample forms and exercises designed to be used while listening to the tape.

361.763  
**WILSON**

**Wilson, Marlene. HOW TO MOBILIZE CHURCH VOLUNTEERS.**

Discover how to put the secrets of motivation to work in your organization. (Audio - 63 Min.)

361.763  
**WILSON**

**Wilson, Marlene. MOBILIZING CHURCH VOLUNTEERS.** Volunteer Management Association, 1988. (two cassettes - two hours)

New church volunteer techniques that work!

361.763  
**WILSON**

**Wilson, Marlene. RECRUITING AND INTERVIEWING VOLUNTEERS.** Volunteer Management Associates, 1991. (Video: 45 min.)

A "how-to" workshop that teaches not only how to recruit qualified volunteers, but also how to interview effectively, so that you can match volunteers with the specific skills needed to fit the jobs in your organization.

361.763

**WITTICH [KIT]**

**Wittich, Bill. . Ten Keys to Unlocking the Secrets to Excellent Volunteer Programs.** Knowledge Transfer Publications. 2000.

A sixty-minute cassette audio book that presents the ten steps required to produce an outstanding volunteer program. This tape provides ten common-sense keys that will allow the volunteer director to move their program to the new millennium. Ten Keys suggests that selecting the right people, getting to know them, and recognizing them the right way will fire them up with a passion for volunteering at your place.

150

**WOODALL**

**Woodall, Marian. THINKING ON YOUR FEET.** (Audio)

Strategies with specific examples to provide you with all the help you need to respond with poise and confidence.

## **Publications**

**JOURNAL OF VOLUNTEER ADMINISTRATION.** Association for Volunteer Administration. (2005) Published quarterly.

Features include: book reviews; brief articles that make for valuable but quick reading; in-depth articles that delve into subjects like ethical decision-making, cultural competence and career development; training models and best practices; research results that have a direct bearing on the work you do. **(publication suspended January, 2006)**