

## Library Express Volunteer Status

### Introduction

Library Express is a valued program not only because our patrons who are homebound gain access to library material, but because genuine relationships are built between patrons and their volunteer. These connections are important. And while we hope we are able to return to the 'usual way' of service in the near future, we appreciate your understanding and support as we take this temporary detour.

In these times of uncertainty and increased isolation, IndyPL has developed a process by which patrons will still receive materials, while following strict safety guidelines. As a Library Express volunteer, we need your input.

If you could please complete this brief survey on or before **Monday, May 18th**, it would be very helpful. We hope to begin service to our patrons soon after the stay-at-home order is lifted. Thank you.

Nancy Stephenson, Manager, Support Programs & Volunteer Resources  
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## Library Express Volunteer Status

### Please tell us about yourself and your patron match.

If you are matched with multiple patrons, please complete this survey for each match. Thank you!

\* 1. Volunteer's Name

First Name

Last Name

\* 2. Volunteer's best email

\* 3. Volunteer's best phone number

\* 4. Patron's Name

First Name

Last Name

5. Patron's Library Card Number

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Patron's Library Account Management

\* 6. Who manages your patron's library account?

- I manage my patron's account
- My patron manages their own account
- We both manage the account

Is there anything you want to tell us about the management of the patron's account? The better we understand this aspect of the Library Express match the better we'll be able to serve the patron.

7. What is the best way to communicate with your patron?

- Phone
- Email
- Other

Other (please specify)

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My Role...

**The Outreach team will be delivering materials to Library Express patrons. We want to know how you'd like to proceed with your match during this time.**

\* 8. My Role...

- I'm happy to continue to manage my patron's account and communicate any changes in the Library Express program to my patron as changes occur.
- I don't manage my patron's account, but am happy to communicate any changes in the Library Express program to my patron as changes occur.
- I would like to take a "leave of absence" from the Library Express program at this time and allow the Outreach team to manage/deliver to my patron. (We'll contact you when volunteer delivery resumes.)
- I no longer want or am able to participate in the Library Express program.

Anything else you'd like to share?

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Future Library Express Volunteer Opportunity

**The Outreach team will be begin providing account management and home delivery to patrons who are not participants of the Library Express program, but who still need our help during this time.**

\* 9. If Outreach finds they need help communicating with and managing the accounts of these patrons, would you be interested in helping in this capacity?

- Yes
- No
- Perhaps. Contact me if the need arises.

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**THANK YOU!**

**We deeply appreciate your support of patrons who are homebound through the Library Express program. Whether you are staying, taking a leave of absence, or are resigning, please know your contribution is and has been invaluable.**

**If you indicated you are willing to continue communicating with your patron, you will be hearing from us very soon as to what the next steps are. We will provide you with information to discuss with your patron about this temporary change in delivery service.**

**Reminders:**

- 1. Volunteers will not be delivering to Library Express patrons until further notice.**
- 2. If you have multiple Library Express matches, please complete this survey for each patron.**