

# Resource Center

## Tools and training for volunteer and service programs

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### Volunteer Retention Resources

Contact the library at [rc-library@etr.org](mailto:rc-library@etr.org) or 800-860-2684 x260 to borrow items.

#### **Keep Those Volunteers Around (R3486)**

Offers ways to excite, inspire, motivate, and retain current volunteers. Filled with easy-to-read, practical information on how to use humor in the workplace, give fast feedback, be a "coach," hire the best, empower volunteers, demand excellence, and more. Includes inspirational quotes, hard-to-find contact information for organizations, insurance firms and catalogs, and a list of helpful books and websites.

<http://nationalserviceresources.org/library/items/R3486>

#### **Keeping Volunteers: A Guide to Retention (R3438)**

Offers effective techniques for ensuring that volunteers feel valued, recognized, and connected with an organization's mission. Focuses on ways to keep active volunteers instead of having to recruit new replacements, and identifies what motivates volunteers to stay involved. Includes strategies for preventing, recognizing, and handling volunteer burnout as well as ways to release a volunteer from service when necessary.

<http://nationalserviceresources.org/library/items/R3438>

#### **Volunteers Wanted: A Practical Guide to Finding and Keeping Good Volunteers (R3460)**

Contains tips and guidelines for recruiting, training, motivating, and retaining volunteers. Covers the reasons why good volunteers quit, offers new strategies for leading volunteers, gives ways to deal with problem volunteers, and more. Includes real-life examples for each strategy as well as appendices on business supported volunteer programs and liability and insurance considerations.

<http://nationalserviceresources.org/library/items/R3460>

#### **Volunteer Recruiting and Retention: A Marketing Approach (R3439)**

Contains resources for increasing volunteer involvement, responsibility, and authority. Each chapter has a narrative section which develops and explains those skills and ideas necessary to the successful volunteer program, as well as an exhibits section which provides outlines, handouts, and/or overhead displays on the topic. Includes an index, bibliography, and revised forms.

<http://nationalserviceresources.org/library/items/R3439>

#### **Count On Me! 501 Ideas on Retaining, Recognizing and Rewarding Volunteers (R3800)**

Offers ways to achieve greater success in gaining and maintaining volunteer numbers. Get ideas for designing a recognition program that will maximize your volunteer retention rate, avoid all the problems of disruptive volunteer turnover, create truly personalized recognition and rewards for volunteers, discover new and creative ways to say thank you, produce magical and memorable recognition events, and more. See also Count Me In! 501 Ideas on Recruiting Volunteers (R3329).

<http://nationalserviceresources.org/library/items/R3800>

**Best of All: The Quick Reference Guide to Effective Volunteer Involvement (R3363)**

Contains hundreds of quick, ready-to-apply tips for increasing an organization's capacity to find, involve, and retain excellent volunteers. Intended specifically for volunteer leaders who typically do not call what they do "volunteer management" but who are engaged in the management of volunteer efforts nonetheless. Covers the topics of risk-management, volunteer position design, initial screening, placement, training, and more.

<http://nationalserviceresources.org/library/items/R3363>

**Care and Feeding of Volunteers (R1010)**

Provides nonprofit organizations with techniques for recruiting and retaining an effective volunteer base. Includes sections on team building, motivation, and commitment.

<http://nationalserviceresources.org/library/items/R1010>

**Secrets of Motivation: How to Get & Keep Volunteers & Paid Staff! (R0617)**

Discusses the connection between motivation and volunteering, volunteer job retention and satisfaction, and matching people with appropriate work. Includes lists of creative ways to recognize people and types of assignments that motivate volunteers.

<http://nationalserviceresources.org/library/items/R0617>

**To Lead Is to Serve: How to Attract Volunteers and Keep Them (R2450)**

Offers practical advice for volunteer coordinators and program directors. Topics include the leadership elements of listening, appreciation, and sacrifice; the need for inspiring and informative meetings; the role of fun, creativity and team development; the role of expert advice; and the problems faced while implementing these strategies. See also To Lead Is to Serve (V0082).

<http://nationalserviceresources.org/library/items/R2450>

**To Lead Is to Serve: How to Attract Volunteers & Keep Them (Part 1) and Reaching Our Goals (Part 2) (V0082)**

Two videos (on one VHS tape) and the accompanying discussion guide illustrate the concept of leading by serving. Discusses reaching goals by obtaining focus, keeping it, and watching for signs of burnout. 17 and 16 minutes. See also To Lead Is to Serve (R2450).

<http://nationalserviceresources.org/library/items/V0082>

**Volunteers: How To Get Them, How To Keep Them (R1655)**

Offers advice on solving your volunteer shortage. Outlines 12 basic needs of volunteers and volunteer leaders, and explains how to meet those needs. Covers recruitment, training and management of volunteers. Includes several case studies and useful tools for working with volunteers.

<http://nationalserviceresources.org/library/items/R1655>

**Volunteer Management Practices and Retention of Volunteers (R2798)**

Findings from the 2003 Urban Institute volunteer management capacity study. Covers nine recommended volunteer management practices and discusses the relationships between the use of these practices, other organizational characteristics, and volunteer retention.

<http://nationalserviceresources.org/library/items/R2798>