Appendix E
Received _____
Proposal # _____

Full Grant Proposal
Library Services and Technology Act FFY 2010

This form is available for download on our web site via: http://www.oregon.gov/OSL/LD/grantmainalt.shtml. Use 12 point Times New Roman, with one inch margins. The deadline for receipt of the Project Proposal is **5:00 pm on Friday August 14, 2009.**

Part I: General Information

1. Project title: Creating civic engagement through library volunteerism
2. Applicant: Tualatin Public Library
3. Address: 18878 SW Martinazzi, Tualatin OR 97062
4. Contact person: Abigail Elder, Library Manager Phone: 503.691.3066
   Email: aelder@ci.tualatin.or.us
5. Project URL (if any): _____
6. U.S. Congressional District: _____1_____

7. List geographic target area to be served by the project:
   City of Tualatin and surrounding area

8. Estimated number of persons benefiting from the project:
   Approximately 400 library volunteers

9. Description of persons benefiting from the project:
   Library volunteers directly benefit; library patrons and area residents benefit indirectly through the library's increased capacity

10. Participating libraries and other partners (if any). Note that all participating organizations must also sign section IV.

11. Project abstract (one paragraph):
    Tualatin Public Library seeks to 1) expand volunteer opportunities to meet the social, career, personal and civic goals of Boomer and Gen Y volunteers, 2) to help Tualatin residents meet their neighbors and interact with people outside their immediate social network; and 3) to engage Tualatin residents with their library, their city government and representatives and to encourage active participation in the civic life of Tualatin.

12. List the text of the single most relevant goal and high-level outcome from the *Five-Year State Plan 2008-2012* that will be addressed by the grant project.
    LSTA Goal #6: Positioning libraries to help build strong communities.

High Level Outcome: Communities are strengthened as libraries become centers of community life.

13. Briefly describe how the LSTA project will continue after the grant ends, especially noting local support:

Materials and systems created in the project year will be maintained by the Library Volunteer Specialist and other appropriate staff and volunteers. Ongoing recruiting efforts will replace volunteers who leave the project, and training will be incorporated into the daily work of library and volunteer staff.

14. List letters of support for the project (name, affiliation) that are attached to this application. Do not include letters from project partners listed in #10.
Nancy Spaulding, Cedar Mill Community Library

PLEASE FILL IN THE FOLLOWING INFORMATION ABOUT THE ANTICIPATED LENGTH OF YOUR GRANT PROJECT:
(Check applicable boxes)

THIS IS THE ✠ 1st YEAR OF A ✠ ONE YEAR GRANT PROJECT
☐ 2nd YEAR ☐ TWO YEAR
☐ 3rd YEAR ☐ THREE YEAR

For projects that are multi-year be sure to include an estimate of the funds anticipated to be needed for the future years in the budget discussion.

OF THE APPLICATIONS SUBMITTED BY THIS AGENCY, THIS ONE HAS A PRIORITY OF: _1____.

Part II: Project Budget

Proposed project budget (use this format only – do not alter):
(Double click on the table to enter data. Before closing the table, be sure to scroll to the top of it)

Item	**Local Cash**	**Local In-kind**	**LSTA**	**Total**
Personnel		$23,473	$6,640	$30,113
Benefits		$7,041	$0	$7,041
Travel			$100	$100
Equipment			$500	$500
Supplies			$2,600	$2,600
Contractual			$1,000	$1,000
Library Materials				$0
Total Direct Charges	**$0**	**$30,514**	**$10,840**	**$41,354**
Indirect Charges	$0	$0	$0	$0
Total Budget	**$0**	**$30,514**	**$10,840**	**$41,354**

Proposed second year LSTA amount: _____ Proposed third year LSTA amount:_____

Part III: Project Narrative (Attach additional pages. See the criteria for grant proposal evaluation in the Grant Guidelines as well as the Grant Application Instructions for more information on this section.)

A. Background of Applicant (describe the agency's ability to undertake this project)

Founded in 1974, Tualatin Public Library serves the City of Tualatin and the surrounding unincorporated areas. As a member of Washington County Cooperative Library Services, the Tualatin Library serves all residents of Washington County. In addition, Tualatin Library serves all residents of the greater Portland metro area through the MIX agreement.

Tualatin Library has experienced continual growth in the past decade, culminating in a major expansion and remodel in 2008. The community has responded enthusiastically, with over 320,000 visits in Fiscal Year 2008-09. These visitors checked out over 600,000 items and used library computers almost 70,000 times.

As an outer suburb of the Portland area, Tualatin has grown from a small rural community to a bustling town in less than 40 years. The city had 750 citizens in 1970; that number had increased to 26,000 residents by 2008. The city spans both Washington and Clackamas Counties; students attend schools in Tigard-Tualatin, Lake Oswego, West Linn and Wilsonville school districts.

The Library serves as the most significant provider of year-round gathering space, an anchor tenant of the downtown core, and a source of civic pride. The Library has been designed as a community center, with spacious seating, meeting space, and a high-tech teen room. Responding to the requests of the community, the Library offers over 400 activities a year with special emphasis on children and teens. This past year, the Library greatly expanded its programs to Spanish speakers.

Critical to Tualatin Public Library's success has been the ongoing commitment and service of volunteers. In FY 08-09, 270 volunteers donated over 9,000 hours of service, a 47% increase over the previous fiscal year. In addition, the Friends of the Tualatin Public Library provided over 1000 hours. Further volunteer support is provided by the volunteer members of the Library Advisory Board and the newly formed Tualatin Library Foundation. Of special note is the TOP Teen Program which exposes teen volunteers to a variety of library activities and projects.

The City of Tualatin has a strong commitment to community service, using volunteer talents and time in every department. City Council's goals for the current term include to "develop and expand opportunities for citizen awareness and active civic involvement in Tualatin, both at the community and neighborhood levels."

Volunteer programs are administered through the Human Resources office, with .8 FTE volunteer coordinator for the entire City; .8 FTE volunteer specialist for the Operations Department (park maintenance) and 1.0 FTE volunteer specialist for the Library.

Administrators for this grant will be Victoria Eggleston and Abigail Elder. Victoria is the Volunteer Coordinator for the City of Tualatin. A certified volunteer administrator since 2004,

Victoria has served six years on the Northwest Volunteer Administrators Association (NOVAA) Board, including a term as president. She has presented numerous times at OLA, and is a founding member of the OLA Volunteer Roundtable.

Abigail Elder is the Library Manager for the City of Tualatin. With over a dozen years in Oregon libraries, Abigail has worked on LSTA grants at Salem Library and at Multnomah County Library, including the MCL Literacy Assessment in 2007 and KABOOM in 2008. She was a 2006 Lifelong Access Fellow with Libraries for the Future, and is on the advisory board for the IMLS Western Regional Fellowship. Abigail holds an MLS from the University of Wisconsin-Madison and an MPA from Portland State.

B. Detailed statement of problem

The high visibility of the new facility, combined with a downturn in the economy, has unleashed a demand for library services that staff alone cannot meet, even though staff numbers were increased by 22% in 2008. Circulation in FY 08-09 increased 42% over the previous fiscal year and there is a strong community interest in additional programs and services that were not possible in the previous building.

Along with all other measures, there is also an increased interest in volunteering for the library. Because only staff train volunteers, there is a limited ability to teach and keep new volunteers despite a widely acknowledged need to use their labor, skills and talents. The Library is blessed with a highly educated and committed staff that is well-intentioned in their interactions with volunteers; however, an informal survey revealed that none of the library workers have received formal education in working with volunteers and have little experience supervising, training or coaching volunteers. This is especially true in working with volunteers of a different age, education level, learning style, or cultural background than the library worker.

The initial findings of the international study, *Volunteer Motivation: Key to Motivation*, describe a changing volunteer motivation as service continues. The first six months are marked by interest in the actual task or job, while the following six months evolve into an identification with the organization or cause. After a year, a volunteer usually has a strong appreciation for real or perceived individual benefits. As service continues, the main motivator becomes the social relationships built with friends, colleagues, or the organizational leadership. It appears that Tualatin Library volunteers rarely progress past their initial motivations for service and do not deepen their commitment to their volunteer experience over time. In recent years only 36% of volunteers still serve at the library after six months, far below the national average of 50%.

Accompanying the general rise interest in volunteering at the library are the changing expectations of potential volunteers. While some applicants are still interested in traditional tasks, such as shelving or processing new materials, many are vocal about their wishes to put a lifetime of skills and talents to work for the library. Of special interest are two age groups: Generation Y (born 1982-1995) and the Boomer generation (born 1946-1964.) These groups have a documented strong interest in volunteerism on their terms.

Volunteerism: Engaging Generation Y states that "[g]eneration statistics show that Generation Y will volunteer time to organization they are part of as well as causes they believe in." The Library will need to design volunteer opportunities that align with their service learning needs and early career development. While Generation Y is likely to volunteer, *America's Civic Health Index 2008* states "we classify more than half of the Millennials as 'not very engaged.' A substantial group (17%) is involved in volunteer service but not other types of engagement; they may need help connecting their service to leadership in formal groups and clubs and political participation.

Similarly, Jennifer Bennett of VolunteerMatch finds that Boomers want volunteer opportunities but shun traditional avenues of civic activity, such as Rotary Clubs. The Hart Survey of Volunteers found that using one's career skills becomes a more important volunteer motivation as one ages. Fully 50% of volunteers older than 50 prefer tasks that use their existing unique skills, rather than jobs that can be done by most people or to learn new skills.

Jill Fixler Friedman, author of *Boomer Volunteer Engagement: Collaborate Today, Thrive Tomorrow* identifies three types of Boomer volunteers. The *consumer volunteer* seeks a wide variety of volunteer options that will accommodate their current jobs and other obligations, such as short-term or project-based assignments. The *worker volunteer* is retired but seeks many of the social rewards provided by work, such as social engagement, professional collaboration, and opportunities to innovate and engage in authentic leadership. Finally, the *activist volunteer* seeks to make a difference in the community by helping others and advancing social justice causes.

Tualatin Library also wishes to better engage our Spanish speaking population, currently estimated as 14% of city residents. The Library has several staff members who speak Spanish, but volunteer materials and trainings are currently in English only. A bilingual volunteer services program will better accommodate all of our volunteers and communicate the value that the Library serves the entire Tualatin community.

Through their interaction with other volunteers, library patrons and city staff, library volunteers are able to better connect with their community. Teen volunteers have an opportunity to interact with students who attend other high schools; newcomers can learn the area's history from long-time residents; and volunteers from all ages and backgrounds can discover common interests by working together on library projects.

Library volunteers are logical prospects for membership on library and city boards, to participate in city feedback, and to provide leadership in the greater community. Tualatin Tomorrow, a local visioning exercise, hopes that by 2030 "people who live and work in Tualatin feel a sense of ownership and responsibility to the community. They actively invest their time, energy and resources to help maintain the community's quality of life."

The administrators for this grant have been involved or interested in Multnomah County Library's LSTA grant, KABOOM (Knowledgeable and Active Boomers) and are eager to adapt the volunteer component to a smaller community, in hopes of applying program and service implications in future years.

This grant will give depth and substance to the library's ongoing efforts to restart its volunteer program. The library is making plans to create a train-the-trainer program, focusing on tasks specific to Tualatin Library using the Hands-on Greater Portland curriculum. LSTA funds will purchase the curriculum and cover training for staff to improve their volunteer coaching skills, with a focus on different learning styles, ways to coach, and working with a diverse volunteer corps.

Oregon's LSTA Five-Year Plan (2008-2012) notes that "many Oregon libraries are not well prepared to serve a rapidly growing population of aging seniors." Recruiting and empowering experienced Boomer volunteers and emerging Gen Y volunteers is the first building block to creating a more vibrant library, where volunteers collaborate with staff to create programs and services that are of interest to them and their peers.

C. Goal, quantified objectives, and activities to address problem (include timeline)

Working in tandem with the Library's current efforts, the goal of this grant is revitalize the library volunteer program, provide volunteers with a variety of positions that meet their personal interests and skills, resulting in the Library's increased capacity to meet the rising expectations and increasing diversity of its clientele.

1. *In the first two months of the grant cycle, selected staff and volunteers will prepare the library for a changing and growing volunteer program.*
   - 1.1. By February 2010, City volunteer coordinator and library volunteer specialist will investigate best practices for library volunteer programs.
   - 1.2. By February 2010, Library staff, volunteers and outside experts will do an internal environmental scan, chart library workflows, document formal and informal communication systems and examine the library environment to ensure that the library is prepared to support an influx of new volunteers.
   - 1.3. By March 2010, the library volunteer specialist will survey current and departing volunteers on ways to retain and engage volunteers.
   - 1.4. Once a quarter throughout the year, Library staff will attend trainings on working with volunteers, meaningful delegation, leading from any position, and cultural competency. Informal staff training is also provided in library monthly staff meetings.
   - 1.5. By April 2010, Library makes changes to workroom to better accommodate the physical needs of volunteers, such as an additional workspace and more lockers, based on the results of the environmental scan.
2. *Increase library capacity by developing volunteer trainers. This will allow selected staff to focus on other tasks that can only be accomplished by employees.*
   - 2.1. By February 2010, three volunteers will be specifically recruited to assist staff in the development of a train-the-trainer curriculum, bringing their valued perspective as volunteers and library users. This group will serve as an advisory group for the rest of the project.
   - 2.2. By May 2010, complete development of a train-the-train program, adapting the Hands On Greater Portland/ Points of Light Foundation manual and research by Betty Stallings (author of *Training Busy Staff to Success with Volunteers*) as a starting point.
   - 2.3. May 2010-September 2010, volunteer trainers and library staff attend trainings on learning styles, intergenerational communication, effective presentations and coaching.

2.4. By September 2010, begin bimonthly new volunteer trainings and orientation, using the new curriculum.
2.5. Quarterly, volunteer and staff trainers meet to update skills and improve the experience for new volunteers.

3. *Recruit and utilize Generation Y and Boomer volunteers for a wider variety of volunteer positions.*
   3.1. By September 2010, using the information gathered in Goal 1, staff and volunteer trainers identify ongoing tasks that could be delegated to a volunteer, thus allowing the staff member to focus on tasks requiring their specific skills.
   3.2. By September 2010, using the information gathered in Goal 1, staff and volunteer trainers identify possible tasks that require skills not possessed by library staff.
   3.3. By November 2010, design volunteer options that accommodate busy residents, such as virtual volunteering, flexible scheduling projects, limited-term projects and one-time volunteering.
   3.4. By November 2010, prepare a mechanism to solicit and implement volunteer-generated ideas that would benefit the library, with input provided by the volunteer trainers.
   3.5. By November 2010, prepare print pieces in English and Spanish that tell the story of Library volunteers and the service they provide.
   3.6. By November 2010, purchase space in the City newsletter, *Tualatin Life* and other local print media, advertising volunteer opportunities at the Library.
4. *Retain and recognize volunteer service.*
   4.1. By March 2010, Library Volunteer Specialist attempt to survey all volunteers who ended library volunteer service in 2008 and 2009. Data will be collected and reported to Library and Human Resources management.
   4.2. By November 2010, create a volunteer newsletter and other tools to improve communication between Library and volunteers; and for volunteers to learn more about each other.
5. Develop relationships with other civic groups, agency providers, educational institutions and other organizations that share an interest in literacy, education, recreational programming, volunteerism and community building.
   5.1. By July 2010, Library staff, friends, foundation and advisory board identify organizations in the greater Tualatin area to approach.
   5.2. By August 2010, Library staff and volunteers prepare print pieces (in English and Spanish) for outreach visits to targeted groups.
   5.3. From September to December 2010, Library staff/volunteer pairs will make at least four visits to targeted groups to talk about the Library and volunteer opportunities. Information from visits will be gathered to decide if an ongoing presence (such as attending monthly meetings of the group) would be beneficial.

D. Budget narrative

Personnel

Tualatin Public Library and the City of Tualatin will provide all personnel costs for the City Volunteer Coordinator, Library Volunteer Specialist, and appropriate library staff time to research best practices, create and implement the train-the-trainer curriculum, gather data from current and departing volunteers, create print pieces, and attend necessary meetings with staff and the volunteer trainer team.

$ 11,642 for Library Volunteer Specialist (10 hours/week @ $22.39/hour)
$ 4967 for City Volunteer Coordinator (4 hours/week @ $23.88/hour)
$ 6864 for Library Staff (6 hours/week @ average of $22/hour)

LSTA covers personnel costs so library staff can attend needed trainings. In addition, on-call staff will receive a brief training to explain the program, set expectations for on-call staff interactions with volunteers and to provide them with some basic tools for working with volunteers.

- $5360 on-call staff coverage so regular staff can attend four trainings
    - $2160 for nine support services staff (16 hours on call library assistant@ $15/hour)
    - $3200 for ten public services staff (16 hours on call public services assistant@ $20/hour)
- $1280 for on-call staff to attend one training on working with volunteers
    - $480 for eight support staff/library assistants (4 hours @ $15/hour)
    - $800 for ten public services staff/public library assistants (4 hours @ $20/hour)

(Note: Library Assistants provide paraprofessional work in circulation/technical services. Public Library Assistants provide paraprofessional work in reference/programming.)

Supplies
LSTA provides supplies for recognition, printing, postage and local media. Tualatin Public Library provides general supplies.

- $900 to purchase space in the city newsletter, *Get Out Guide, Tualatin Life* and other media to advertise volunteer openings and to recognize volunteers in the local media.
- $100 for refreshments at volunteer trainings and the volunteer training team meetings.
- $1000 for printing of volunteer manuals and other materials; postage for at least one mailing to all volunteers.
- $600 to purchase curriculum model from Hands-on Greater Portland/Points of Light

Travel
LSTA provides travel expenses connected to this project.

- $100 for mileage to travel to other libraries to study their volunteer program, and to do outreach in the community.

Contractual Services
LSTA provides contractual fees for speaker payments/honorariums and translations.

- $800 for contractual fees for training supplies and speakers (4 trainings)
- $200 for contractual fees to translate all volunteer materials into Spanish

Equipment

- $500 for equipment to upgrade workroom to better accommodate more volunteers (e.g. additional lockers and tables)

E. Evaluation method

- Total volunteer hours will be measured monthly.

- Total number of individual volunteers will be recorded monthly.
- Total number of volunteers and volunteer hours will be analyzed quarterly for demographic trends.
- New volunteers will be surveyed to determine how they learned about volunteer opportunities at the library.
- At the beginning, midpoint, and end of the project, all Library staff (including on-call staff) will take an anonymous survey in which they will grade themselves on their understanding of and interactions with volunteers.
- Volunteer retention rates will be measured monthly; exit surveys conducted will provide anecdotal evidence of why volunteers choose to end their service.
- Once a quarter, library staff will do a time-work study to determine if volunteer service has provided staff with more time for new projects or tasks requiring an employee's specific skills.

Publicity for Project

Results from this project will be shared with the greater library and volunteer management communities through presentations to Washington County Library Cooperative Services, the Oregon Library Association and NOVAA, and national conferences if possible. Articles on the project will be submitted to the *Oregon Library Association Quarterly*, and appropriate print and online national library media. Results will also be shared at a Tualatin City Council meeting, which is broadcast on a local cable station.

Development of this grant has received a good deal of interest from libraries in our region, along with other city agencies and local non-profits. After the project's completion, we will upload all materials on Central NW, a clearinghouse for library materials. We will be available to provide abbreviated training or consultation with other libraries and organizations that wish to craft a similar project.

Part IV: Certification of Application

1. Documentation of project participation (signatures below for each participating library and other partner listed under Part I, number 9 above):

I HAVE READ THE PROPOSAL PRESENTED ON THE PRECEDING PAGES. I AM AWARE OF THE OBLIGATIONS THAT PARTICIPATION IN THE PROPOSED PROJECT WOULD ENTAIL. BY MY SIGNATURE I CERTIFY MY LIBRARY'S COMMITMENT TO PARTICIPATE IN THE PROPOSED PROJECT AS DESCRIBED IN THE PRECEDING PAGES.

Name	*Library/Agency*	*Date*
	Tualatin Public Library	August 13, 2009

2. Certification of the fiscal agent

Fiscal Agent (if different from applicant):

Name and address: City of Tualatin, 18880 SW Martinazzi Ave, Tualatin OR 97062
Contact person: ___Sherilyn Lombos_____ Phone: 503-691-3010
Email: slombos@ci.tualatin.or.us

a. I affirm that the jurisdiction or agency (henceforth, AGENCY) is the designated fiscal agent for the project described in this application and is empowered to receive and expend funds for the conduct of the proposed grant project.

b. I affirm that the information contained in this application is true and correct and that the AGENCY for which I am an official has authorized me to submit this application for LSTA grant funds.

c. I affirm that if this application were to result in the AGENCY being awarded grant funds to carry out the project described in this application, that the AGENCY would comply with all of the requirements for the administration of LSTA grants described in Appendix D of the General Information and Grant Application Guidelines, Library Services and Technology Act.

__Sherilyn Lombos_____
Name of official authorized to enter into contractual agreements for the AGENCY

___City Manager_____
Title

_____
Signature Date
___slombos@ci.tualatin.or.us_____
Email

3. Certification for Children's Internet Protection Act

Public and public school library applicants, and consortia with public or school members **must** check one of the options below (a, b, or c).

a.	The applicant public or public school library has complied with the requirements of Section 9134(f)(1) of the Library Services and Technology Act.
b.	*(for consortia only)* Prior to using any LSTA funds to purchase computers used to access the Internet or to pay for direct costs associated with accessing the Internet for a public library or a public school library, the applicant consortium or group will collect and retain a duly completed Internet Safety Certification from every constituent public library or public school library in accordance with requirements of Section 9134(f) of the Library Services and Technology Act.
c. XX	The requirements of Section 9134(f) of the Library Services and Technology Act do not apply to the applicant library because no funds made available under the LSTA program will be used to purchase computers used to access the Internet or to pay for direct costs associated with accessing the Internet for a public library or public school library that does not receive discounted E-Rate services under the Communications Act of 1934, as amended.

__Sherilyn Lombos_____
Name of official authorized to enter into contractual agreements for the AGENCY

___City Manager_____
Title

_____
Signature Date

This form must be received at the State Library no later than 5:00 p.m. on Friday, August 14, 2009.

Faxed copies will not be accepted. There are no exceptions. If requesting indirect costs, attach appropriate sections of a federally approved indirect cost plan.

Mail or deliver **one copy** of your application to:

Library Development Services
Oregon State Library
250 Winter St., NE
Salem, OR 97301-3950

As a courtesy, the State Library asks that you email an electronic copy of your proposal, without letters of recommendation and appendixes, to *ann.reed@state.or.us*. This does not substitute for the signed, mailed copy.