

Managing Diverse Teams and Digital Volunteering

This resource compliments the *Managing Diverse Teams and Digital Volunteering* webinar presented by Emily Mierisch.

Emily is the Volunteer Coordinator at the State Library of NSW, with extensive experience in digital volunteering projects and managing a diverse range of volunteers.



For more information on digital volunteering projects facilitated by the State Library of NSW, please visit <https://www.sl.nsw.gov.au/research-and-collections/research-and-engagement/digital-volunteering>.

Creating new digital volunteering projects

- The State Library of NSW has programs that enable volunteers to log in from home to complete their tasks. These include programs such as Amplify, in which a volunteer transcribes audio recordings from the past.
- If there are elements of your program that could be shifted to an online delivery format, it may encourage more volunteers to get involved as they do not have to travel to attend.

Connecting with volunteers remotely

- Managing volunteers remotely has its challenges.
- Make sure your volunteers feel valued within your organisation by maintaining constant contact with them. Though email communication is suitable for the allocation of tasks, it can sometimes be too formal for more casual check ins.

Consider other options for contacting your volunteers. Examples could include group texts, phone calls and personalised messages.

Trusted volunteers can update your online presence

- Does your organisation have Facebook, Instagram, Twitter and LinkedIn accounts?
- Does your website or Wikipedia page need to be updated or created?
- Skilled volunteers may be willing to use their talents to assist you with these tasks. Take stock of the skills held by your current volunteers, as they may be able to capture content, take photos of events, write about good news stories and even research historical information about your organisation that can be used to boost your online presence and increase your influence on social media.

Wikipedia tips

- Wikipedia is a great way for people to get a basic understanding of what your organisation does, and to improve your position in online searches.
- For those who have never edited a Wikipedia page, the process can seem daunting.
- As Wikipedia is crowd-sourced and editable from anywhere, your tech savvy volunteers may be interested in assisting you to create or edit your existing page.
- For comprehensive, step by step guides, as well as handy tips and tricks, please visit https://en.wikipedia.org/wiki/Help:Getting_started