



# Better Impact Volunteer User Guide

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## What is Better Impact?

Better Impact is the volunteer management program that Multnomah County Library uses to maintain volunteer records and communicate with volunteers.

You can use Better Impact to update your volunteer information, log hours for time spent volunteering, sign up for shifts, and more.

Questions about Better Impact? Email Volunteer Services at [libvols@multcolib.org](mailto:libvols@multcolib.org) or call us at 503.988.5731.

# Log in

1. Open your internet browser and go to [the login page](#). This is the volunteer portal for Better Impact, also known as My Impact Page. We recommend that you bookmark this page so you can easily find it again.
2. Enter your username and password. If you applied online, you created your username and password at that time.

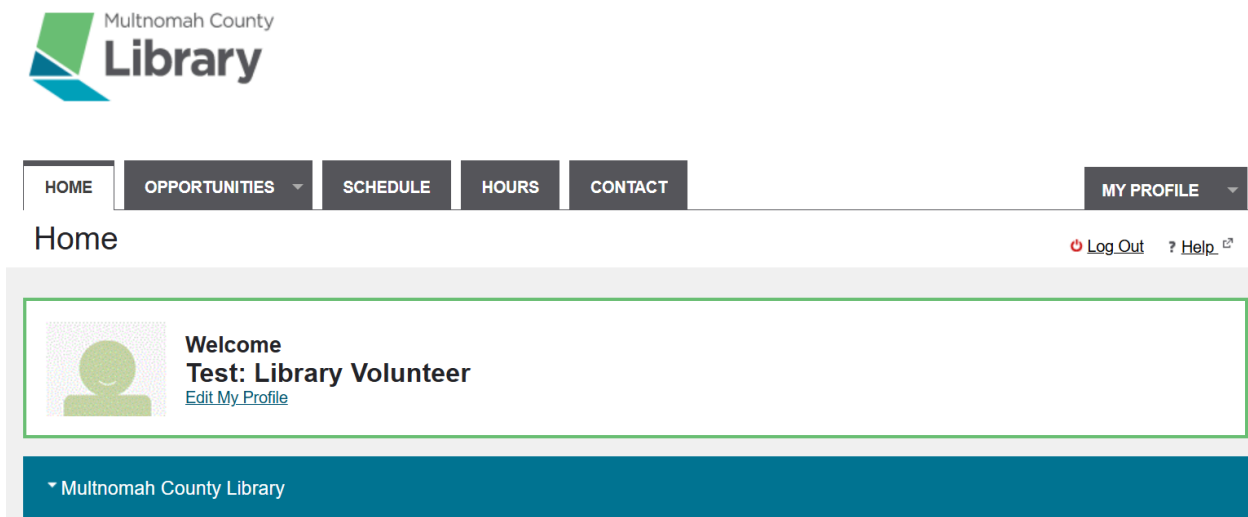


## MyImpactPage.com - Login

A screenshot of the login page for MyImpactPage.com. The page has a teal header with the word "Login" in white. Below the header, there are two input fields: "Username" and "Password". To the right of the "Username" field is a small "™" symbol and the text "Usernames are not case sensitive." To the right of the "Password" field is a small "™" symbol and the text "Passwords are case sensitive." At the bottom of the form, there is a link that says "Forgot your username or password?" and a green "Login" button.

3. If your login information isn't working or you can't remember it, click the **Forgot your username or password?** link and follow the instructions.
4. Need more help? Contact Volunteer Services at 503.988.5731 or [libvols@multcolib.org](mailto:libvols@multcolib.org)

# The dashboard



Once you are logged in, you will be taken to your dashboard. This page contains the following tabs:

**Opportunities:** Sign up for volunteer shifts and events when available. Depending on your volunteer role, you may or may not have access to sign up for regular shifts.

**Schedule:** A list of your current volunteer activities.

**Hours:** Log and view hours.

**Reports:** View and print a report of your hours.

**Contact:** Contact Library Volunteer Services directly through the site.

**My Profile:** View and update your personal information.

**Pro tip:** Help is located below the My Profile tab and has access to many how-to topics and videos to help you use this software.

# Update your profile

Go to the **My Profile** tab to view and edit your profile.

HOME OPPORTUNITIES SCHEDULE HOURS CONTACT

MY PROFILE

- Contact Information
- Additional Info
- Qualifications
- Training
- Badges
- Change Password
- Organizations
- Goals
- Interests
- Availability

My Profile - Contact Information

Contact Information

Save

name fields

Username pollynader

Salutation

Update Photo

TEST: LIBRARY VOLUNTEER

205 NE Russell Street  
Portland OR 97212  
USA

Click or hover your mouse over **MY PROFILE** to access different areas of your profile.

These are the most important:

**Contact information:** Please keep all information current so we can reach you.

**Additional info:** This is where you can add information about yourself, including emergency contact information. Please keep this information current.

**Training:** Review training information.

**Change Password:** Change your password at any time.

**Pro tip:** Want to allow text message notifications and reminders? Opt-in at the bottom of the Contact Information page by clicking on the box and adding your cell phone number.

text messaging

I want to receive text messages on my cell phone.

Cell Phone Number



# Log hours

Keep track of the time you spend volunteering and log them on your volunteer account by the end of each month. We use the data to understand community engagement at the library. We may use the information for grants and funding requests.

Click on the **Hours** tab.

Click on the **Please select activity** dropdown menu to select an activity.

The screenshot shows the 'Log Hours' form. At the top, there is a navigation bar with tabs: HOME, OPPORTUNITIES, SCHEDULE, HOURS (highlighted with a green box), and CONTACT. On the right, there is a MY PROFILE dropdown menu. Below the navigation bar, the page title is 'Hours' and there are links for 'Log Out' and 'Help'. The main form area has a teal header 'Log Hours'. Below this, there is a section for 'Activity' with a dropdown menu. A green arrow points to the dropdown menu. To the right of the dropdown menu, there are radio buttons for 'Recent', 'Active', and 'Inactive'. Below the dropdown menu, there is a 'Date Volunteered' field. At the bottom of the form, there are two buttons: 'Save and Log Another' and 'Save'.

**Note:** Can't find your volunteer activity in the list? Click on **Active** to see what other activities are available. The system defaults to Recent activities. Clicking on Active will display all available activities to log hours under. If you need assistance, email Volunteer Services at [libvols@multcolib.org](mailto:libvols@multcolib.org) or call us at 503.988.5731.

Enter the date volunteered and the number of hours and minutes. Click **Save** to log your hours.

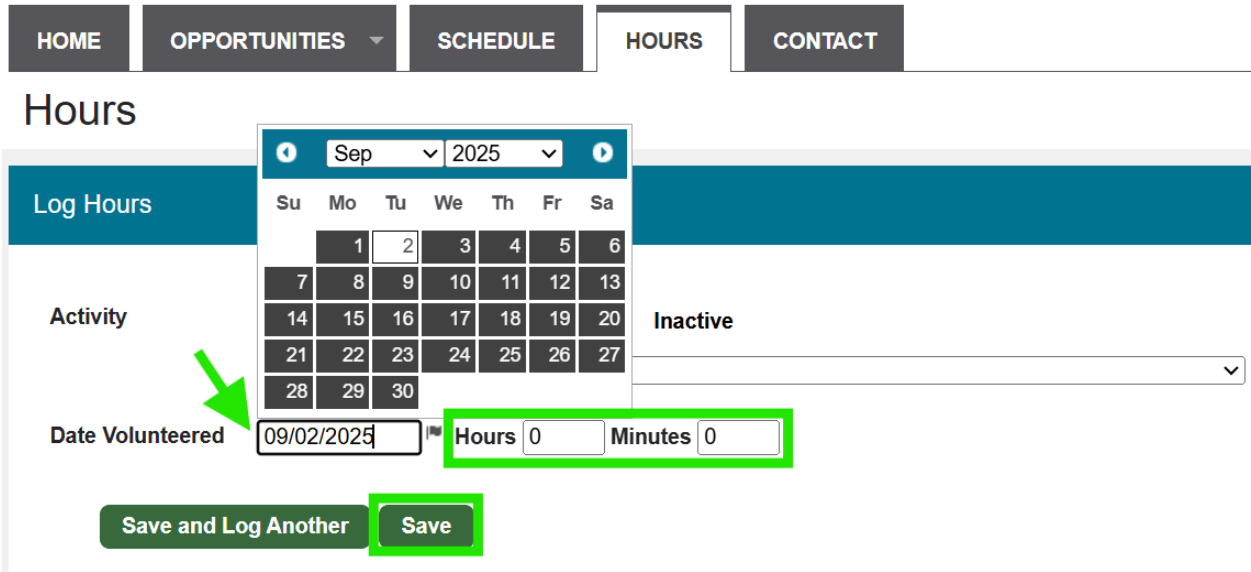
HOME OPPORTUNITIES SCHEDULE **HOURS** CONTACT

## Hours

Log Hours

Activity

Date Volunteered  Hours  Minutes



Logged volunteer hours will appear at the bottom of the page. Hours are approved by library staff on a monthly basis. Until the hours are approved, they will show a pending status.

Hours [Log Out](#) [? Help](#)

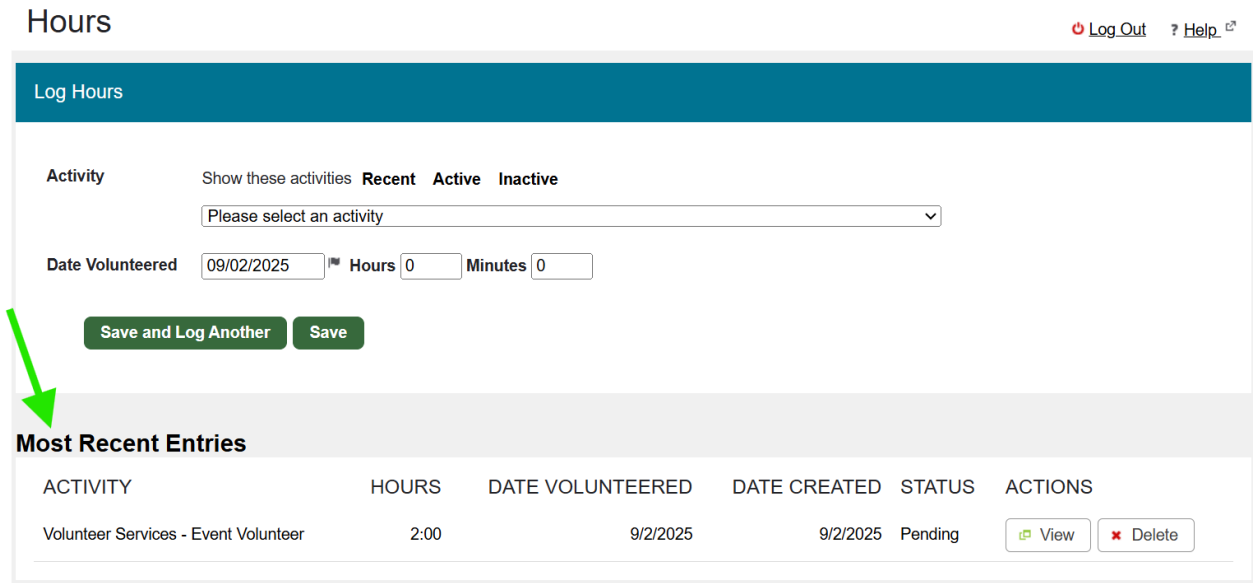
Log Hours

Activity Show these activities: **Recent** Active Inactive

Date Volunteered  Hours  Minutes

**Most Recent Entries**

ACTIVITY	HOURS	DATE VOLUNTEERED	DATE CREATED	STATUS	ACTIONS
Volunteer Services - Event Volunteer	2:00	9/2/2025	9/2/2025	Pending	<input type="button" value="View"/> <input type="button" value="Delete"/>



# View your hours

View your volunteer hours on the **Reports** tab.

HOME OPPORTUNITIES SCHEDULE HOURS **REPORTS** CONTACT MY PROFILE

Reports [Log Out](#) [Help](#)

**Lifetime Hours** 2.00 **2025 Hours** 2.00

Hours Over the Past Year

Month	Hours
Oct	0.00
Nov	0.00
Dec	0.00
Jan	0.00
Feb	0.00
Mar	0.00
Apr	0.00
May	0.00
Jun	0.00
Jul	0.00
Aug	0.00
Sep	2.00

**HOURS**

OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2.00

Get a list of your volunteer hours under **Hours and Feedback Report**. Select a date range and click **View Report**. Click on **Export Report** to download or print.

Hours and Feedback Report

Paper Size: Letter (8.5 x 11")

Date Range: 1/1/2025 - 9/2/2025

[Export Report](#) [View Report](#)

Volunteer, Test: Library  
Volunteer Hours Totals: 1/1/2025 - 9/2/2025

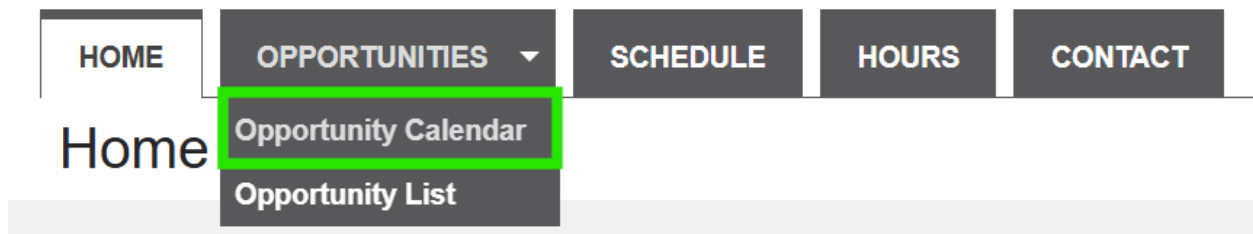
<b>Organization:</b> Multnomah County Library		
<b>Phone:</b> 503-988-5731		
<b>Email:</b> libvols@multcolib.org		
Category	Activity	Hours
Volunteer Services	Event Volunteer	2.00
<b>Category Total Hours</b>		<b>2.00</b>
<b>Total Hours</b>		<b>2.00</b>

If you have any questions about your hours, please contact Volunteer Services at [libvols@multcolib.org](mailto:libvols@multcolib.org) or 503.988.5731.

# Sign up for shifts

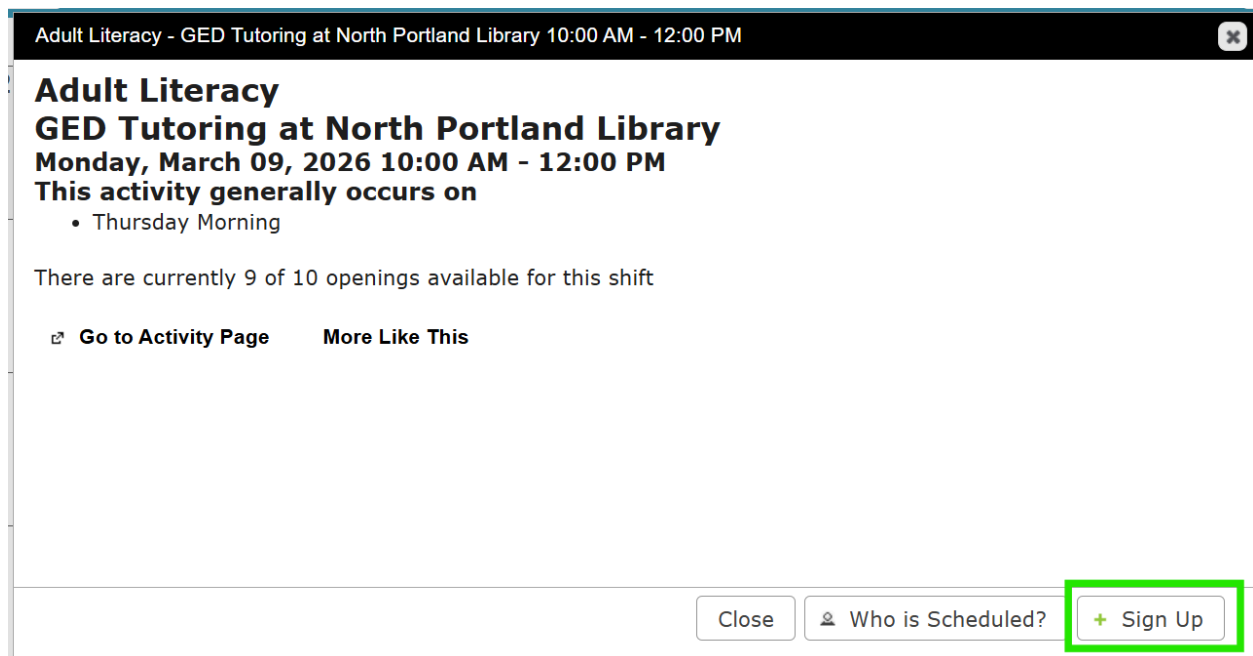
If you are in a volunteer role that uses the calendar, follow these instructions to sign up for shifts. Your supervisor will inform you if you can use this feature.

Go to the **Opportunities** tab and hover over it. Select **Opportunity Calendar**.



Click on an opportunity to see more information. If none are listed, there are no current opportunities to sign up for.

Click the **Sign Up** button to sign up for that shift.



Check your future shifts by going to the **Schedule** tab. You can also drop shifts there.

**Note:** If you're looking for new volunteer opportunities, they will not be on the calendar. Contact Volunteer Services directly.

# Contact Volunteer Services

Send us your questions on the **Contact** tab. We will do our best to respond to you quickly!

You can also reach us by email at [libvols@multcolib.org](mailto:libvols@multcolib.org) or by phone at 503.988.5731.

HOME OPPORTUNITIES SCHEDULE HOURS REPORTS **CONTACT** MY PROFILE

Contact Log Out Help

Send an Email

TO  MCL Volunteer Services (Multnomah County Library)

SUBJECT

MESSAGE

ATTACHMENTS [Browse](#)

**Send Email**

# My Impact app

Your account can be used on your smartphone through the free **My Impact** app. The app can be downloaded for both Android and Apple phones. Search for “My Impact” or “Better Impact” in your device’s app store.



Once you have downloaded the app to your device and opened the app, you will log in. Your username and password are the same as when you log in on a computer.

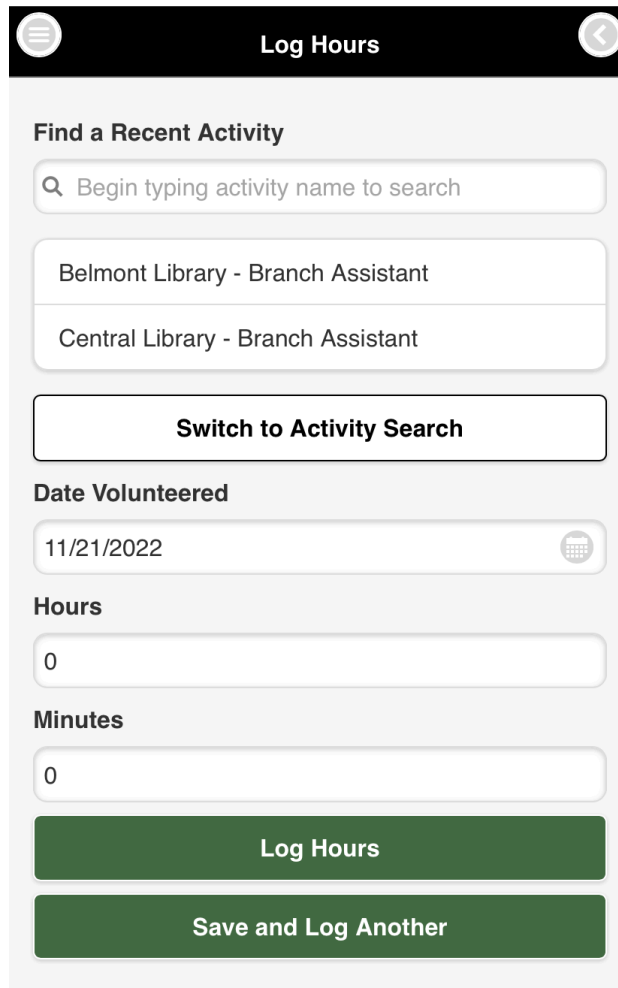
A screenshot of the My Impact Login screen. It has a black header with 'My Impact Login' in white. Below is a 'Username' field with 'Libraryvolunteer' entered. A note says 'Usernames are not case sensitive.' Below that is a 'Password' field with dots. A note says 'Passwords are case sensitive.' There are two links: 'Forgot your username or password?' and 'Don't have an account?'. A checkbox is checked with the text 'Remember my Username and Password.' At the bottom is a 'Login' button.

Tap the three lines on the top left under the logo to see the menu options.



# Log hours on the app

To log your hours using the app, click on the **Hours** option from the menu.



The screenshot shows the 'Log Hours' app interface. At the top, there is a black header with a hamburger menu icon on the left, the text 'Log Hours' in the center, and a back arrow icon on the right. Below the header, the main content area is light gray. It starts with the section 'Find a Recent Activity' which includes a search input field with the placeholder text 'Begin typing activity name to search'. Below this are two list items: 'Belmont Library - Branch Assistant' and 'Central Library - Branch Assistant'. A button labeled 'Switch to Activity Search' is positioned below the list. The next section is 'Date Volunteered' with a date input field showing '11/21/2022' and a calendar icon. Below that are two input fields for 'Hours' and 'Minutes', both currently showing '0'. At the bottom, there are two large green buttons: 'Log Hours' and 'Save and Log Another'.

Begin typing in the **Find Recent Activity** box to find the activity you are logging volunteer hours for and choose the correct activity.

Add the date you volunteered, hours, and minutes.

Click on either **Log Hours** for a single date or **Save and Log Another** if you would like to add hours for another day.

If you have any questions about Better Impact, please contact Volunteer Services at [libvols@multcolib.org](mailto:libvols@multcolib.org) or 503.988.5731.