**Library Volunteer Leaders - Notes**

**1-12-22 1:30 EST**

**Host: Wendy Johnson, Indianapolis PL**

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Hello, Friends!

The recap of MAVA’s Dismantling Inequities Conference from Leslie G. kicked off a thoughtful discussion of what’s happening in libraries today regarding diversity, equity, and inclusion. We still have work to do. Thank you for sharing!

Save the dates for guest speakers. (Invite your collegues!)

* January 19: “Home Delivery Models: Outreach and Volunteers, a match made in heaven”, presented by IndyPL, Registration required: <https://register.gotowebinar.com/register/7801817170007000589>

NOT THE NORMAL WEDNESDAY ZOOM LINK

* January 26: “Sticky Situations: Applying Ethics to your work with Volunteers” with Katie Campbell – 1:30 – 3:00 EST (NOTE: This is a 90-minute training)

Take care,

Wendy J

Meetings will be held every Wednesday at 1:30 EST for an hour until further notice. We’ll use the same Zoom link each week. Please share the link with fellow library volunteer leaders…**the more smart people the better**.

Zoom:  https://us02web.zoom.us/j/85199850785?pwd=WHorb3h2ckgvZjhZT1BOVWxEMzhlZz09

Meeting ID: 851 9985 0785

Access Code: Volunteer

**Topics Discussed**

**MAVA Dismanteling Inequities Conference on 12/9-10/21**

Thank you Leslie G. for the updates!

* Keynote speaker: Jackie Crow Shoe shared her personal experiences as an indigenous person. Emotional and impactful.
* 1619 Project. Nikole Hannah-Jones journalist and author, among others for the NY Times - <https://www.nytimes.com/interactive/2019/08/14/magazine/1619-america-slavery.html>
* Keynote speaker: Anne Phipps, “Now More Than Ever: Why Leadership on Diversity, Equity and Inclusion Requires Emotional Intelligence”. LGBTQI+. The Gender Unicorn – <https://transstudent.org/gender/>
* Keynote speaker: Breauna Dorelus, “Moving Belonging Beyond the 9-5”. What are the next steps to incorporate what we’ve learned (and still are learning) into our everyday life? <https://www.connectingthecause.com/>
* Each attendee received “Participant Protocols” ie how to ‘behave’
* Using the language “safer space” rather than “safe space”
* Tool used - <https://www.mentimeter.com/>
* MAVA is offering access to the recordings: <https://mavanetwork.org/content.aspx?page_id=4002&club_id=286912&item_id=1590759>
* The group agrees – MAVA does an amazing, quality job!

**Library Experiences with Diversity & Inclusion**

Carla and scholarship recipients from California who attended the MAVA conference met to discuss their experiences. Carla noted the group confirmed the quality of the experience but quickly turned to their frustration of how practices are being implemented. Here are our thoughts:

* DEI Committee is predominantly comprised of people of color who have been living with racial injustice and can see the problem
* Organizational leadership at the top has to be on board with change – this includes HR with hiring practices
* Struggling with the balance of diversity to match the community and a Union contract that protects longevity. It will be years before an equitable staff can be achieved.
* Where is HR looking for staff? Where are we looking for volunteers? Do these sources represent the diversity we would like to encourage to join us?
* Who is benefiting from the system and who is burdened by it? For instance, if there are only volunteer shifts during the day, then individuals who work can’t volunteer.
* Stumbling block for HR recruitment is payscale. If the library can’t match (or better) the pay offered by others, then it becomes nearly impossible to hire at fairs representing diversity.
* Cultural differential. If a staff member uses a cultural skill for their job their salary has a 4% differential. Example: Staff is Russian and speaks Russian as part of their job.
* Volunteers/Interns/AmeriCorp are a pipeline to staffing. What are we doing to fill the pipeline with candidates who meet our diversity goals?
* Volunteer application includes demographic information (staff application does not) in hopes to illustrate diversity in the workforce.
* I agree, it's a slow process. We are working on a two-year strategic plan which covers diversity but breaks it down into three sections for us....staff, communication, and spaces (re-thinking how we work). There have already been many comments that the "top" needs to start the process of change. A perfect example is using the term "lower-level" staff.

**Volunteer Inturpreters**

Do you have a language interpreter volunteer role to help patrons and staff communicate? (Leslie G.)

* Volunteer application asks for any languages spoken. Volunteers may be placed at a branch where that language is predominantly spoken.
* We do have a list of bilingual staff. We also use a translator service.
* We just have positions that require a specific language skill, i.e. Bilingual Spanish Computer Helper

**Literacy Program for youth with English as a second language**

Do you do this? How is it structured? Tips and advice for creating a new program? (Kate K.)

* California has a program where they teach adults how to select books and read to kids
* Contact the Early Childhood Development department at your local university. Columbus’s program was completely redesigned this way.
* LIstos para Dvorak Kinder
	+ Volunteers are former participants coming back to help others
	+ Teach parents how to interact, teach, sing, read to a child
	+ Volunteers assemble 500-page binders at home
	+ Drop-in program – 1 hour – offered weekly
	+ Here's a volunteer profile about one of our former Listos para el Kinder volunteers: https://multcolib.org/blog/20200114/volunteer-spotlight-gaby-delgado
* R.E.A.D – Reading Enjoyment and Development, London PL, Canada, intensive one-on-one based on participant’s needs, lasts the school year. <https://www.londonpubliclibrary.ca/about-my-library/volunteer/become-volunteer#READVolunteer>
* Program pairs an adult component with youth tutoring. Parents go to “cooking with kids” lessons which are taught in English and Spanish, they get a bite to eat, learn something they can do with their child, and are practicing language skills.
* <https://libraryliteracy.org/resources/family-literacy/>
* This isn't a library program, but I used to know people who worked for this reading buddy nonprofit called Reading Partners. Here's info about their model: <https://readingpartners.org/our-impact/program-impact/>
* ReadUp by United Way of Central IN - UWCI.org
* <https://elginliteracy.org> The literacy connection works out of our library

**Training Opportunities**

* *“Integrating Ethics into Your Work with Volunteers and Staff”* with Katie Campbell – January 26, 1:30 – 3:00 EST (90 minutes) – Library Volunteer Leaders Zoom link

*We all encounter ethical dilemmas in our daily work.  But rarely do organizations focus on ethics related to volunteer engagement.  This session provides an opportunity to understand the difference between personal, organizational, and professional ethics.  The core values and principles identified by the Council for Certification in Volunteer Administration (CCVA) will be shared.  Participants will learn a process for ethical decision-making that can be applied in any situation, and then practice this using real-life scenarios related to volunteers.  Finally, several specific strategies will be offered for increasing awareness of ethics within an organization and helping both volunteers and staff become more effective at handling ethical dilemmas.*

* Niche Academy Library Online Learning Conference, January 21, 2022. [FMI](https://www.nicheacademy.com/library-online-learning-2022?utm_campaign=Library%20Online%20Learning%20Conference%202022&utm_medium=email&_hsmi=146863292&_hsenc=p2ANqtz--3cVBwJ-Q-lv0G6yXlSEDODwrLH6naND1JkxoEJ9XxptErrjMOwPp1TBWV-DM72TaQ2fTIryrwwBcq85sqF9WmpyvisA&utm_content=146525130&utm_source=hs_email)
* Hidden Biases of Volunteer Managers, presented by Volunteer FairFax.

Wednesday, February 2nd, 9:30 to 10:30 am EST, Free online event.

Registration: <https://vf222022.eventbrite.com>

Note: this session was offered at MAVA, presented by Susan Sanow

While we may say we want greater diversity and inclusion in our volunteer programs, our actions may not always support that vision. Hidden Biases in Volunteer Management allow participants to reflect on the ways we -- as leaders of volunteer programs -- can discover, face and fight hidden biases in our volunteer program’s practices, procedures and policies. We will reflect on the established structures of our sector and the volunteer programs that may unintentionally be less than welcoming. While this webinar will not solve structural racism and unconscious bias in an hour, we will provide a safe space for volunteer directors, managers, or coordinators to reflect on their own volunteer program and how we can best make a difference.

**On-going Educational Resources (just a few)**

* Volgistics National Peer Group – online – 2nd Tuesday of the month – free!

FMI contact Jessica Link, linkj@crlibrary.org.

* Better Impact User Group – online – 1st Tuesday of every other month – free!

February 1, 2022, April 5, 2022, and June 7, 2022,

2p EST/11a PST <https://us02web.zoom.us/j/86131303138?pwd=RlBWN2U4SWpZZEdXNEhOem9uTUZJdz09>

Meeting ID: 861 3130 3138

Passcode: 240307

* Join the GetInvolved listserve by emailing Carla, clehn@califa.org. Fabulous resource with samples, weekly news & updates. <https://getinvolvedclearinghouse.org/>
* VolunteerMatch. Free sessions (and recordings) on many of the topics we discuss in this group: https://learn.volunteermatch.org/

**Future Topics**

* 2022 Goals and Accountability
* When a **big change** is coming to the Library, how do you keep volunteers excited/encouraged/looking forward to the change? (Steven)
* How to deeply establish library values across the system (especially volunteers)
* Impact vs. Output (possible guest speaker)
* Working in a union library
* Staff working with volunteers: tips, not tricks
* Volunteer Orientation/Training: formats (in-person/virtual), content, do you train all “jobs” or hand off to a staff member, etc.
* Opportunities without onboarding barriers? Pop-up volunteering, Informal Volunteering
* Our leadership role, what new things are we doing? Resources to share? (encore)