**Library Volunteer Leaders - Notes**

**1-5-22 1:30 EST**

**Host: Wendy Johnson, Indianapolis PL**

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Happy New Year, Friends!

My mailbox is overflowing with volunteer requests. January always seems to be busy with folks starting fresh with New Year resolutions. The other, and just as important, message is from our interim CEO. Starting on Monday, January 10th we are cancelling all in-person programs and room reservations until further notice. The library system has also placed an order for KN95 masks and rapid testing kits for staff. Does anyone else feel like Bill Murray in Groundhog Day?

The best related comment I heard this week, “I didn’t realize that 2020 was a trilogy.” At least we can keep a sense of humor.

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
* 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](about:blank)

Meeting ID: 851 9985 0785

Access Code: Volunteer

**Topics Discussed**

**Impact Measurement: A Template**

Carla L. is going to persue engaging a skills-based volunteer to create a template to measure impact. Something that goes beyond the # of hours and volunteers.

* We think this is a great idea! (Thank you, Carla!)
* Carla asked for assistance. Kristen L., Wendy J., Jennifer B., Tammy S., and Rachel H. raised their hands
* Goal: How to express the impact volunteers are having on mission. AND how to collect the data.
* Suggestion to have a dual lens for both internal and external communication (especially funders)
* Carla will start with Common Impact, then, if needed, move on to TapRoot, local universities, etc.
* Maybe the Leighty Foundation would have some helpful case studies involving methods of measuring impact? <https://www.leightyfoundation.org/volunteer-engagement/models/>

**Volunteer Tasks**

Beyond the basics (shelving holds, prepping materials for programming, Summer Reading program, TAB, etc.) Out-of-the-box is welcome. Staff are feeling overwhelmed, but are concerned about bringing volunteers in to the branch. (They’ve gotten used to doing things by themselves.)

* Virtual opportunity: update training materials, review volunteer documents,
* Extend internal training to volunteers (i.e. Ryan Dawd)
* Slowly slip 1 or 2 experienced volunteers onto the schedule. Experienced volunteers shouldn’t require a lot of retraining.
* Our Programs department puts together take-home craft kits for adults. Currently being done by staff but hopefully this will be taken over by volunteers soon. The department is short-staffed so this would lessen their workload.
* Last month's Hot Topic on the Get Involved CLearinghouse was virtual volunteer positions: <https://getinvolvedclearinghouse.org/content/hot-topic-december-2021>
* We've been bringing back shelving/materials movement volunteers by branch and some locations bring back one or two volunteers at a time due to staff comfort levels. We also have minikits from our makerspace that volunteers are putting together from home (https://multcolib.org/library-location/rockwood-makerspace) but not sure if that helps with the specific workload your staff are feeling stressed with

**Training/Orientation curriculum for all library locations**

Do you have a consistent training curriculum across all your library locations, or does each location follow their own training process?

* Some offer a volunteer orientation to all volunteers (virual or on-line or a combination) which includes the general guidelines (weather hotline, dress code, logging hours, values/vision/mission). This could also be a template given to the branch volunteer leader to follow.
* COVID has forced orientation to virtual only for the library
* 100% on-line
* Specific job functions (shelving, pull list, etc.) are left to the branch for training since each branch has a slightly different way of doing things.
* We are doing virtual still and taking this time to completely revamp our orientation process!
* We're a single library location and I do all of my interviews, on-boarding, and training in person. We weren't ever able to come up with virtual or off site volunteering opportunities.
* 20 locations - every person has to complete the online application and sign a waiver/parent or guardian sign the waiver to comply with our insurance. Everyone 18 and over receives a background check before volunteering.

**Multi-lingual Volunteers**

Do you have any specific resources or programming in place to help support and welcome multi-lingual or Spanish preferred volunteers?

* Volunteers are partnered with staff with the same language skill
* Part-time staff are scheduled to build tools for volunteers and patrons – COVID testing procedures/requirements, volunteer handbook
* Utilize some of the volunteers waiting to return to in-person
* My orientation is online so I am sure our English language learner volunteers use online translations to work through that. But most of our roles require a command of English so we don't have many ELL volunteers.

**Group Hours**

Do you keep a singular record for each group member or record hours as a one-time entry?

* 1 profile for the group, then log hours under the group. Reaccuring groups are entered as they occur as one “glob” of hours. All group members sign a waiver. Youth have parental permission.
* Know your state/local laws for discousures and background checks.
* Know your insurance policy requirements.

**COVID: Setting volunteers as inactive**

Do you have a procedure for making volunteers inactive if they have not served recently and if so, are you currently following it in this COVID world?

* Keeping volunteers on the active list and tagging/flagging them with “COVID leave of absence”
* Keeping voluntees on the inactive list then archiving at the end of the year
* Making volunteers Inactive:short-term
* Not deleting anyone at this time
* Since COVID, I haven't inactivated anyone unless they've told me they will not be coming back for sure.
* My plan is to invite people back who were active in 2019. If they update and complete the needed information and sign up as a volunteer (WHEN we actually open for in-person volunteering) then I'll retain their status. No response? Then I'll deactivate.

**Volunteer Paperwork**

How long do you keep volunteer paperwork?

* 4 years from last interaction with volunteer, then shred
* We follow HR protocol
* Know your state/local laws for discousures and background checks
* Know your insurance policy requirements
* In IL, it's 5 years since the last date of activity

What about paper retention vs digital records?

* Talk to legal, HR, Accounting, auditor, insurance – EVERY YEAR, since things change
* Keep a copy of each year’s record retention policy – forever

**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.*

* “Home Delivery Models” Presented by IndyPL - January 19 (correct date – NOT Feb 9th) – during Wednesday Library Volunteer Leaders
* 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)
* Check out Breauna Derelus - <https://www.connectingthecause.com/>

**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](about:blank).

* 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](about:blank). 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/](about:blank)

**Future Topics**

* 2022 Goals and Accountability
* MAVA DEI conference recap – Lesli
* Internship program examples
* 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)