**Library Volunteer Leaders - Notes**

**10-12-22 1:30 EST**

Host:  Wendy Johnson, MPA, CVA, The Indianapolis Public Library, wjohnson@indypl.org

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. All are welcome.

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

Meeting ID: 851 9985 0785

Access Code: Volunteer

# **Topics Discussed**

**News**

* October 19 - Facilitator, Wendy McClure, Share photos of your library, volunteer areas, & ideas.
* **Big Talk from Small Libraries** – Consider submitting a proposal to present at this online conference! Proposals are due by December 16.<http://nlcblogs.nebraska.gov/bigtalk/call-for-speakers/>
* **Oct 20 FREE**- 2 pm Pacific Time - California Library Volunteer Leaders: Live Open Online Discussion - **"Best New Volunteer Roles in Libraries"** - Register here: [https://us02web.zoom.us/meeting/register/tZItcu2vqzsoEtdcn2pHhdaXXCKRYUu\_xu41](https://us02web.zoom.us/meeting/register/tZItcu2vqzsoEtdcn2pHhdaXXCKRYUu_xu41%20 )
* If you manage volunteers or a volunteer program, MAVA wants to hear from you! We are researching volunteer engagement trends in 2022 and looking at how to adapt programs to meet current trends. Please take a few minutes to complete the following survey - it should only take 10-15 minutes of your time, and you'll be entered in a drawing to win a $25 MAVA training voucher. Thanks for your help! [Complete the survey here](https://www.surveymonkey.com/r/WKP83KV)

**Distribution of 20,000 free computers!**

Charlotte Mecklenburg Library will distribute 20,000 computers by May 2023 to county citizens.

* <https://digitalbranch.cmlibrary.org/mecktech/>
* Funding started with pandemic dollars to provide devices to the community during the shutdown. Corporate partners have jumped on board and are also offering funds and various forms of support.
* Partnership with the Department of Economic Development
* Computers are refurbished. Do not have Windows or MS Office. Can access the internet and library for research.
* Recipients have to preregister for a delivery day and time. Must be a county resident. Show a photo ID that matches the registration. Have no ability to access tech resources. Most have been families and older adults.
* Computers are stickered with a serial number and tied to the recipient.
* The first distribution was last month with 1,000 devices. Recipients waited in line for no more than 30-min. Added chairs for those who couldn’t stand.
* Utilized 50 volunteers to check ID and handout device
* Classes will be offered on how to use the device
* All 20,000 devices have been spoken for and will be delivered by May 2023 – 1,000+ at a time during “Distro Days”. Because “Distribution” is too long a word to say when you’re in a hurry.
* All library staff had to take a test on what the program is about, who is eligible, etc.
* Distribution location was donated – received pallets of devices – an area for volunteers (food & rest)
* Had a “help desk” to handle unusual situations
* Two project coordinators – they just received the library’s Hero Award for taking on such a massive project.

**Recruiting volunteers for library partners (or other organizations)**

We have a network of schools in our county that share library materials with each other and the public library. They are integrated into our catalog and we provide tools & training for their success. I’ve been asked by the library’s staff lead if we could recruit volunteers for the school libraries/media centers. Thoughts?

* We have a community festival – I only send out the opportunity to our volunteer list
* Who’s funding this? Background checks, swag
* Who’s going to manage the waivers and liability release, and where does the volunteer’s data go? Whose forms do you use?
* At the library we have some level of control to set expectations for how volunteers are treated. How will they be treated in the schools? We don’t have any authority over school staff.
* Your professional reputation is at risk. You place a volunteer in a school and it goes sideways. Your name is connected to the negative situation.
* You’d need some kind of MOU with the schools.
* In general we don’t like this. Here’s what we could do:
  + Provide a list of resources for training: VolunteerMatch, VolunteerPro, ClearingHouse
  + Offer a checklist for the onboarding steps
  + List of local volunteer groups: schools, civic orgs, volunteer organizations
  + Offer to refer volunteers to the school (passive recruitment)
  + Connect to other school districts engaging volunteers in media centers
  + Recommend attending the Nonprofit Series given by the library (or watch the YouTube recording)
  + Last resort: Offer a training session for all of the media center staff
  + Provide tips for their weekly newsletter
  + Help develop a recruitment plan
  + Here's the recruitment planning tool I use and recommend being used with each volunteer job description: <https://getinvolvedclearinghouse.org/management-tools/targeted-recruitment-plan>
  + Offer to work with their volunteer person/coordinator

**Internal volunteer requests – part 2**

How do your internal partners (staff) request volunteers?

* [Samaritan](https://samaritan.com/) (a volunteer management database) has an internal process for staff to make the request. They submit their volunteer opportunities through the website and I review them from there. They have to have the job duties, schedule shifts, who is responsible for the volunteers, etc. as part of creating the opportunity.
* detailing the opportunity description, dates/times, images for posting, etc.
* [Cervis](https://www.cervistech.info/) (another volunteer management database) also does a similar function.
* The call, send messages in teams, email – no structured request.
* Created formstack
* Use a shared excel doc with columns for all of the data needed. Drawback others can make changes to the doc.
* Google form – drawback – it’s not top of mind to check it every day so sometimes things get missed.
* They come to my desk and ask "hey, can you help find volunteers for this?" 😂
* Examples
  + Sherwood OR - <https://getinvolvedclearinghouse.org/management-tools/form-staff-request-volunteers-sherwood-or>
  + Arlington Heights IL - <https://getinvolvedclearinghouse.org/management-tools/form-staff-request-volunteers-arlington-heights-il>
  + <https://forms.gle/U5RjXUW5iNndSvZQA>
* I created a form for requests just before covid hit and with all the craziness people reverted back to requests via email, phone, etc. I would like to go back to the form. <http://www.ahml.info/form/volunteer-request-form>

**Leading Volunteer with Confidence (staff training)**

* 3 hours of live training. Covers policies, procedures, culture, differences between staff & volunteers, recruitment, onboarding, welcoming new volunteers, training a volunteer, and hands-on with the volunteer management database.
* Offered every month – alternate online/in-person, am/pm, weekday/weekend
* Recorded session also available - but not as much impact
* Offers networking opportunities for attendees who do the same thing across the system
* Prerequisites for the session: review a set of links, how to find volunteer resources, look over the interview templates, etc.
* Next will be Leading Volunteers with Confidence v2.0 which will cover reporting, data extraction, difficult conversations, etc.
* Have noticed the people who have the questions are the ones who haven’t attended the training. The next session is a part of the answer… “…you know we cover this information in the Leading Volunteers with Confidence session. The next one is…”

**Other Staff Training**

* How to log in to the volunteer database – the 1st time is always a struggle.
* Started offering office hours with ½ hr appointment times – virtual. It’s weird because I’m always available to answer questions but this works.

**Future Topics**

* Our leadership role, what new things are we doing? Resources to share? (encore)
* Strategic planning - 3 and 5-year plans – looking for a speaker
* Strengths Finder, DISC, and other personality evaluation tools… why they might be valuable to you. (Amber B.)
* Current research reports and studies
* I am curious how many of us interview volunteers for roles and how many of us support staff who interview volunteers. Also how many manage the database alone and how many empower staff to use the database to schedule volunteers? (Sherry)
* When providing volunteers to staff, do you have guidelines for the staff or expectations/standards on how to interact with volunteers? (Jenelle)
* Designing staff training

**Booklist**!

Please send Wendy J. the titles and authors for 1-2 volunteer-focused or leadership books that you have found to be of value or are on your “waiting to read” list. Send along your fun titles, too!

* *The Power of Moments*
* *From Library Volunteer to Library Advocate: Tapping into the Power of Community Engagement* by Carla Campbell Lehn
* *The Complete Volunteer Management Handbook* by Rob Jackson, Mike Locke, Dr. Eddy Hogg, and Rick Lynch
* *The (Help!) I-Don’t-Have-Enough-Time Guide to Volunteer Management*
* *From the Top Down: The Executive Role in Successful Volunteer Involvement* by Susan J. Ellis
* Here's a link to my [Carla] annotated bibliography on volunteer engagement: <https://getinvolvedclearinghouse.org/training-materials/bibliography-volunteer-engagement>
* *The Volunteer Management Handbook*, edited by Tracey Daniel Connors
* *Think Again* by Adam Grant (currently reading – Sue)
* *Lessons from the Mouse*. A Disney management book
* *Help! I don’t have enough time! Guide to Volunteer Management* <https://www.energizeinc.com/store/help_i_dont_have_enough_time_guide_volunteer_management>

## **Training Opportunities & Resources**

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

FMI contact Jessica Link, [linkj@crlibrary.org](mailto:linkj@crlibrary.org).

* Better Impact User Group – online – 1st Tuesday of every month, 2p EST/11a PST – free!

<https://us02web.zoom.us/j/86131303138?pwd=RlBWN2U4SWpZZEdXNEhOem9uTUZJdz09>

Meeting ID: 861 3130 3138

Passcode: 240307

* Join the [GetInvolved ClearingHouse](https://getinvolvedclearinghouse.org/) listserve by emailing Carla, [at clehn@califa.org](mailto:clehn@califa.org). Fabulous resource with samples, weekly news & updates.<https://getinvolvedclearinghouse.org/>

Volunteer Job RequestWhen using this form please be very specific, ensure any required illustrations or reports are stapled to this form. Ensure the destination or any products of this action are specified.Date of request: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date to be completed by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Requested by: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Assigned to\*: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Instructions:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Check if report is attached: Follow up (for example return found items to a named staff member): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Completed by:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_