**Library Volunteer Leaders - Notes**

**10-5-22 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.

**Volunteer – Frequent cancellations**

How do you address frequent cancellations with a volunteer, especially when they are in a critical role? The volunteer does a great job, staff and clients love her – when she’s there. The volunteer is scheduled for Monday (kitchen) and Tuesday (desk). She recently took a new job with more hours.

* Give kudos by sharing the staff’s appreciation.
* Share how important the role is to the success of the activity. (And what happens when the program is short-staffed.)
* Offer a lesser schedule. Maybe Monday’s only. Or every other week.
* Reminder that consistency is important.
* Share a reminder about how much they are out. “You’ve been out 1/3 of the time.”
* Give options: Change schedule, Take a break (welcome back any time), change role, etc.
* Think about forming a team of volunteers who will fill the shift. For instance, a corporate team of 4 people guarantees that one of them will always be on hand for a specific shift.

**Job descriptions for our role**

What does your job description include regarding volunteers? How often is it reviewed? How are recommendations made?

* All job descriptions in library are being updated this year
* Friends are included under us
* Reviewed every year at the time of performance review. It’s when we make note of the things that don’t match – additions too.
* Requested a job review. It took a 1 ½ years to complete the review, then nothing was changed
* New description was created for a volunteer leadership role using CVA content as a guide. Classified as a Librarian Specialist. It was posted as an open position for applicants and interviews (even though the role was being performed by a person already).
* CVA preferred, Technology/Communications, 3 years volunteer leadership, BS/BA preferred
* Include the hiring and firing of volunteers, Risk management skills, independent judgment, and independent decision-making.
* There is a test for determining if a role is exempt or non-exempt.

**Evaluations/Reviews**

* Evaluations? I haven’t had one in 4 years.
* There is a section in our annual eval to note if we do anything regularly that is not part of our job description
* Just pulled up my performance planning review and the 2nd question is: Does your Position Description accurately reflect your job duties? If not, what edits do you suggest?
* We just updated all our job descriptions and performance evaluations. I am considered a "Resource Coordinator" and on top of all volunteers, I also do collection development, I am the ILL coordinator and I also work the desk in Adult & Teen Services
* The whole City went through a wage review process in 2019 that dug deeply into job descriptions. Then these were compared to similar cities to determine if the pay was on par. It was a very interesting process and made some changes to my compensation, but didn't really change the job description.
* EDUCATIONAL AND KNOWLEDGE/SKILL REQUIREMENTSThe position requires a Bachelor of Arts or Science degree. Requires proficient, overall skill level consisting of a minimum of three years of planning, coordinating, implementing, and directing volunteer-related programs, preferably in a public sector or non-profit environment. Equivalent combination of experience, study, and/or credentials that provide the knowledge, skills, and abilities required to perform the duties as described. This position requires the following skills and abilities to be successful:
* Familiar with principles, practices, and methods of administering and coordinating a volunteer program, including basic principles of volunteer oversight and training.
* Excellent interpersonal and customer service skills.
* KSAs for my position:
	+ Working skills/ability in the supervision of volunteers and working knowledge of best practices in volunteer supervision.
* Working knowledge of best practices in training volunteers and volunteer coordinators.Working skill/ability in online communication and training of staff and volunteers.
* In the "justification" section it goes into the CVA and technical skills for these KSAs.
* Include things in your review that you do, that are not included in your job description
* 365 evaluation – asking others for feedback. Can be successful, and be wary of whom the manager selects to provide feedback about your performance. They may not know the full picture.
* Solely based on job description. 16 items on description = 16 manager comments.
* ADP has a standardized evaluation process
* Is your evaluation for merit increases/bonuses?

**Wage/Merit Review**

* City-wide review completed 3 or 5 years ago
* Outside consultant conducted the review. Looked at library systems of similar size for comparison. 12 cities.
* MAVA compensation study
* Volunteer leaders are like HR professionals, compensation should be similar
* 4 years ago, conducted by an outside firm, I had no input in sources
* Our evaluation has a point system. In my first year, our merit increase was based on our score. I am not sure if that is still the case due to covid.
* Evaluations happen on our hire date. We have a step system. At each evaluation, if positive, staff automatically step up to the next salary level. If managers don’t do the evaluations for their staff, then they don’t step up. Steps are not a range – they are a fixed $ amount. New staff does not have to start at the bottom of the ladder. Full transparency throughout the library. This has been well received.
* We also have steps but movement happens regularly until you get to the last one :)
* Step increase that is automatic. Plus COLA.
* COLA is July 1 and merit is on the hire anniversary date.
* We are doing a comp analysis this year
* We’re in the process of doing a wage review now, the first time since I’ve been here.
* Our big battle for contract negotiations right now is remote work
* Job classifications get reviewed every 10 years for all county classifications. This means that they choose a group of classifications each year so they don't have to do all of them at once.
* Interesting things from our form that I [Jessica] dug up:
	+ Please indicate the interaction category that best describes your position from the drop-down in the third column. - My response was Interaction 4: Interactions and communications may result in recommendations regarding policy development and implementation. May also evaluate customer satisfaction, develop cooperative associations, and utilize resources to continuously improve customer satisfaction.
	+ Does this job involve using discretion and independent judgment?Examples of discretion and independent judgment may be: • Making decisions that affect the overall policies of the department or organization • Ability to depart from standards or division/department protocols without prior approval• Forming recommendations regarding changes to departmental policies or standards• Participating significantly in the formation of policies for the department • Providing consultation or expert advice to City of Cedar Rapids senior leadership• Planning long-term or short-term business objectives• Representing City of Cedar Rapids in handling complaints, arbitrating disputes, or resolving grievances (both union and non-union)• Investigating and/or independently resolving matters of significance on behalf of City of Cedar Rapids
	+ Committing City of Cedar Rapids in matters that have a significant financial impact (such as decisions that bind City of Cedar Rapids to pay for significant purchases)

This question measures the potential results that could arise from errors made by someone in the supervised position.: An error at this level could cause serious, long-term consequences involving substantial financial costs, significantly reduced service to the public, and/or a negative media reaction. These errors affect others outside of a department and may require the intervention of a Director to resolve.

* I hire and fire court-mandated community service workers. I can fire regular volunteers if it needs to be done but the volunteer supervisor does not want to have that conversation.
* This was the example we used for my position: Errors made in the hiring process, termination, or supervision of a volunteer that could be construed as illegal, discriminatory, or prejudiced. Many Library volunteers and volunteer groups are members of a protected class. This could result in a negative public reaction and/or media attention.

**Service Fair – Positive experience**

* A local 20/30-something organization, [IndyHub](https://indyhub.org/) hosted an event called “IndyVolved” at the local baseball stadium. There were 100 nonprofits represented, craft beer, food trucks, and a party atmosphere. We signed up participants for library cards and shared volunteer opportunities. We used a QR code to link to our opportunities webpage. The QR was also distributed on business cards to those interested. Some participants wanted to actually write their names on a “more info” list.
* Great experience with College fairs. “It’s a library love-fest!” Talk to students about goals, career paths, and library study resources. Building relationships. Connected to the Engineering club at a college service fair.

**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
* Charlotte, NC – distributing over 20,000 laptops (for free) by next May
* Staff requests for volunteers…how do you do this?
* Recruiting volunteers for other organizations…or library partners

**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.

* 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. Fabulous resource with samples, weekly news & updates.<https://getinvolvedclearinghouse.org/>