**Library Volunteer Leaders - Notes**

**11-16-22 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

# News

* **Points of Light 2023 Conference.** Chicago Marriott Downtown Magnificent Mile. June 14-16.

**Seeking proposals** that are geared toward audiences actively engaged in initiatives for positive social and community change. The submission period will be January 3–17, 2023.

* **Holiday Schedule:** No gathering on November 23, December 21, or December 28. We’ll return on January 4, 2023.

# **Topics Discussed**

**MOU examples please**

A new volunteer with youth has a business in coaching services for teens. A decision has been made to have an MOU for no solicitation signed.

* Paid presenters have MOUs
* Conflict of interestAs part of the library program, presenters or performers cannot ask for or receive for themselves or for any member of their households, directly or indirectly, any monies or gifts from library patrons. The purpose of your library program should be educational, not promotional. Presenters can not actively promote their personal business to library patrons, staff or volunteers. Library patrons may ask presenters for this information and presenters may provide their business contact information at this point for discussion outside the library program. Brochures, flyers or business cards may be made available to participants at an informational table but can not be included in presenter handouts.The library does allow authors and performers to sell their books or CDs at library programs if the material is in the library’s catalog. The library cannot provide any staff support for selling of materials.
* Conflict of interest is part of the handbook

Conflict of interest: An MCL volunteer, acting in an official capacity, shall not take anyaction that would result in the volunteer’s financial benefit. Volunteers cannot ask for orreceive for themselves or for any member of their households, directly or indirectly, any monies or gifts from library patrons.

**Volunteers Driving Patrons**

At a Sr. Center. A patron can no longer drive, and their support person is away for a while. A staff member said in the midst of volunteers something like, “I can’t ask you to drive them, but they really would still like to come.”

* Manipulative
* Address this directly with the staff member
* We have a Rule – cannot transport a program participant
* Check your organizational insurance policy for coverage. Ours says Staff cannot transport.
* This is putting the volunteer driver at risk. If the relationship naturally occurred, it might be different.

**Volunteer Injury**

For the first time in a long while, a volunteer hurt their back lifting a box while on shift. What do you have in place for this type of situation?

* Workman’s comp policy. Get it in writing that volunteers are covered. Get a copy of the policy or talk to the insurance agency. (This is a yearly thing since policies are renewed every year.)
* Know your state, municipality, city laws
* Our handbook explains the process and coverage
* Is there an umbrella policy – liability

**Volunteer Interviews – Centralized or Distributed**

I am curious how many of us interview volunteers for roles and how many of us support staff who interview volunteers.

* For interviews, I can do them on my own, volunteer supervisors can do them on their own, or we can do a co-interview. Whatever the volunteer supervisor prefers.
* Tech roles are done by the staff in the related area. Remainder are done by the Volunteer team (3 people) which is about 90%.
* I do the interviews myself at this point, but I agree with Becky, if there was something more technical, I think it would be good to have them involved.
* Program staff can onboard volunteers. They notify me when a volunteer has been added.
* Staff seem to appreciate the centralized approach. It feels like volunteering is more official and that the volunteer might take it more seriously.
* All interviews for the city are done centrally by me. It leads consistency. Some roles are co-interviews with department staff. A second interview can be conducted at the branch/department.
* We have 21 branches – it’s not possible to interview centrally. I offer to assist with interviews especially with new volunteer coordinators.
* Provide a list of interview questions to staff.
* Distributed – they are the expert for the branch, community and needs. They are the only person/team to know what they really need.
* Train staff quarterly – once a year is a review of the handbook and once a year is volunteer interview skills. HR or an outside expert conducts the interviewing session.
* Beware of illegal questions. Google it…

<https://www.indeed.com/career-advice/interviewing/interview-questions-volunteer>

<https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/interviewandemploymentapplicationquestions.aspx>

* See below for examples from Sue and Chauna

**Database management – Centralized or Distributed**

Do you manage the volunteer database alone or empower staff to use the database to schedule volunteers?

* We are constrained by the number of administrator licenses of our product. (Volgistics)
* We use Volgistics and only have 2 licenses. I have 1 license and a Youth Services staff person has the other.
* There are a couple of full admins, with other limited admins (Better Impact)
* Limited admins can upload waiver, volunteer picture, etc.
* Software comparison and tools
	+ <https://www.volunteersoftwarecomparisons.com/>
	+ <https://volpro.net/?s=software>
	+ <https://www.g2.com/categories/volunteer-management>
	+ <https://www.softwareadvice.com/nonprofit/volunteer-management-software-comparison/>

# **Future Topics**

* When providing volunteers to staff, do you have guidelines for the staff or expectations/standards on how to interact with volunteers? (Jenelle)
* Annual Report / Impact Report: How do you get more involved in your organization’s annual report? What do you show? How do you add this to your “to do” list without adding more work? What interactive way could you showcase your data (GIS maps, Reels, TikTok, etc.)?
* 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
* Designing staff training
* Becky/Liza – What are the Volunteer Rules?

# **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/) listserv by emailing Carla, at clehn@califa.org. Fabulous resource with samples, weekly news & updates.<https://getinvolvedclearinghouse.org/>

Sample Volunteer Interview Questions

Questions to get the interview started:

* *Is there anything you’d like to know before we get started?*
* *What would you like to know about our agency?*

Questions to uncover motivations:

* *Why did you decide to become a volunteer at this time?*
* *What attracted you to our organization? Is there any particular aspect of our work that most interests you?*
* *What would you like to get out of volunteering here? What will make you feel that you have been successful?*
* *What do you think is the most important thing we should be doing to help our clients and to fulfill our mission in the community?*
* *What kinds of volunteer work have you done before? What did you like best about that work? What did you like least?*

Questions to determine skills or work habits:

* *What skills do you have to contribute here?*
* *What do you like doing? What types of work would you rather avoid?*
* *What types of experience or training have you had in your work or other volunteering?*
* *How do you think you would go about this volunteer assignment? Where would you start and what do you think are the most important considerations?*
* *Describe a project or a work experience that you were in charge of and tell me how you went about it.*
* *How do you deal with situations that don’t go as you planned?*

Questions to determine “fit”:

* *What have you enjoyed most or least about your previous volunteer work? About your paid employment?*
* *Describe the ideal supervisor. How do you prefer that your supervisor relate to you?*
* *Would you rather work on your own, with a group or with a partner? Why?*
* *Are there any types of clients that you would most prefer to work with? Or that you would not feel comfortable working with?*

Questions to verify or obtain more information:

* *Could you give me an example?*
* *Could you tell me more about that?*
* *What do you think that was the case?*

Steve McCurley & Rick Lynch. *Volunteer Management: Mobilizing All the Resources of the Community,2nd Edition,* Kemptville, Ontario, Canada: Johnstone Training and Consultation, Inc., 2006

**Sample Volunteer Interview Questions**

Behavior-based interview questions offer an effective means of screening as you ask volunteer about their experience rather than asking for a theoretical question where they make up an answer based on how they think they would react. By telling you what they’ve done in the past, you can better foresee how they will behave in the future.

Determine the right combination of questions for your site, and use this list of questions for every interview. Use these sample questions to develop the list that works for you.

* Tell me about a time when you dealt with pushy parents who want to focus on their child?
* Tell me about a time when you weren’t sure how to proceed. How did you get unstuck? What did you do?
* Tell me about a time when you were helping someone and they decided not to take your advice or instruction. What was your reaction?
* Tell me about a time when you significantly impacted a child’s life?
* Pick something you’re good at and take 2-3 minutes to walk me through how to do that.
* Tell me about a time you coached someone through something.
* Share a time when you had to work with someone who was not as enthusiastic about, or committed to, the task at hand.
* Share a time you were working with a group that weren’t all on the same page, at the same place, or at the same skill level.
* Give an example of a time when someone disagreed with you in a very direct manner? How did you react to this situation?
* Tell me about a time you completed a project on which you worked alone for long periods of time.
* Tell me about a time you had to direct another adult.
* Tell me about a time when you were surprised or frustrated with a coworker.  What did you do?
* Tell me about a time you had too much to do. How did you cope?
* Give me an example of a time in which you needed to redirect/engage a child or teen who seemed unmotivated or distracted?
* Tell me about a time you were tasked with something you were unfamiliar with and how did you handle/move forward with it?
* Tell me about a time when you were working on a project and were deeply engrossed in it. What happens when a member of your team comes up to you and tells you that priorities have changed, and you need to change to another task immediately. How does it make you feel? How do you feel; about shifting gears and starting on something else?