**Library Volunteer Leaders - Notes**

**11-2-22 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

* **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/>
* **2023 Volunteer Management Progress Report Survey:** The Back to Business Edition. Conducted by VolunteerPro. The survey closes on 11/22 at 11p EST. <https://volpro.net/volunteer-management-progress-report/>
* **Yearend Schedule:** No gathering on November 23, December 21, or December 28. We’ll return on January 4, 2023.

# **Topics Discussed**

**More resources for images**

* Take images of volunteers with library as background (Caution, if the volunteer is released, you might need to scramble to remove image.)
* Pixabay
* Pixels!
* https://unsplash.com/

**What are you planning for National Volunteer Managers’ Day on Nov 5th?**

* Emails to staff volunteer leaders
* Surprises sent in interoffice a week prior with note “do not open until Nov 5th” Homemade Rice Crispy treats.

**What do you take for service fairs?**

* Spin-to-Win wheel with swag and prizes. Left over Summer Reading Prizes.
* Online resources and program information
* Hollow books as storage for materials when transporting, then used as display. Available at hobby stores. (These make great “wrapping” for gifts, too”
* Tablecloth – branded for Library Volunteers
* CANDY!
* Laptop for online applications. Or rolling photos of branch/volunteers.
* Literature rack – schedules, maps, Job/Volunteer Bookmark, Reading Cards, library card apps
* Volunteer bookmark with brief description of 4 major jobs with checkboxes next to them (staff can use the bookmark as they learn about potential volunteer’s interests) website, FMI contact
* Books focusing on volunteering
* List of highlighted activities for programs
* Take a reading dog! The best attention grabber!
* Small poster with QR code linking to volunteer opportunity page/sign-up
* Some type of activity to engage the participants

**Record Retention**

What are your guidelines for purging volunteer data, both digital and paper?

* Talk to city risk-management team
* Follow the same rules as HR
* Physical – 2 yrs past last date of service. If there was a problem or the volunteer was released, then the data is kept forever.
* Freedom of Information Act
* State laws – especially retention of background clearances (Pennsylvania keeps these forever.)
* Federal Employment – These employment candidates may need verification of years of service
* Check with your County/City policy
* Check with your foundation/fundraising group. Consider their policy for retention of donor data.
* Check your classification’s laws/policies: Nonprofit vs Government vs For profit
* Per Illinois records law, we have to keep inactive records for 5 years since the last day of service then we can purge.
* https://getinvolvedclearinghouse.org/management-tools/records-retention-practices-indianapolis-public-library
* We follow our staff guidelines of 7 years
* If your volunteer management tool allows you to keep archived records forever, then consider this option.
  + I have 108 archived in Better Impact. I probably have twice that that I download before I left Volgistics.
  + 2,337 archived volunteers!
  + 6,813 archived records

**How often are releases signed?**

* We have an initial confidentiality agreement. They sign new employee manuals when published.
* Most of us are one and done
* Anytime when there is a major change to the policy
* Follow employee policy – i.e. when the handbook is changed

**Library Cards for non-county volunteers**

Do you provide a free library card for volunteers who live outside of your county? What happens if the volunteer quits?

* We provide a free card for out-of-county volunteers. If they leave the card naturally expires after 3 years.
* Yes, free card after 20 hours a year each year. As long as they maintain 20 hrs/yr they get to keep the card.
* We accept volunteers from out-of-county, but they do not get a free card.
* Yes non-residents get a free card and they don’t have to have a minimum number of hours

**Volunteer Perks**

* Library card.
* Volunteers get a free beverage during their shift from our cafe if they volunteer at the Downtown branch
* The Friends supply "volunteer rewards" of snacks, candy and drink when they are volunteering. We have special appreciation events for the volunteers. We just hosted a super fun High Tea.
* Grocery prices have gone up so much the Friends had to allocate more funds to volunteer rewards
* Attend Free Day at bookstore
* Book sale volunteers – 1 hr of service = 1 book

# **Future Topics**

* 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)
* 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, TicToc, 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
* Some type of activity to engage the participants

# **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/>