**Library Volunteer Leaders - Notes**

**11-9-22 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/>
* **Holiday Schedule:** No gathering on November 23, December 21, or December 28. We’ll return on January 4, 2023.

# **Topics Discussed**

**Big Changes are Coming**

An Automated Handling System (AMH) is being installed across the system. This will change the way volunteers interact with the collection…they may not be needed. Plus, a couple of branches will be closing temporarily (or long-term – 2 years). What have you done when big changes have changed the volunteer role(s) available or the tasks.

* Even with an AMH volunteers the majority of volunteers were shelvers. Pulled back on this role due to the union.
* We ONLY have shelf reading positions for volunteers. Our union won’t allow anything else.
* All lists: Pulling pending holds, weeding lists, missing, etc.
* DVD shelving (especially supported volunteers)
* Unloading bins from AMH. Pages are moving to more complex work
* Roles with tech services with labeling and branding new materials
* Blocking, measuring, and shifting
* Swap out bulletin boards in children’s area – 5 to 6 times a year. <https://docs.google.com/spreadsheets/d/1FsRYusuvZ3N6XqSI_fE7cNYvjiikC8O78sLoGyIImVI/edit?usp=sharing>
* Shelf reading or adopt a shelf/Unit
* Shelf reading team – trained – marker for where to start each time they volunteer, assigned to their favorite genre
* Shelver-volunteers tend to be resistant to shelf reading. We all agree this is all part of collection support. (Volunteers fill needs.)
* Consider a career ladder for volunteers – start with shelf reading to get to know the lay of the land, then move to sorting carts, then to shelving

**Bonus: Categorization System**

Judy E. library is changing categorization systems. One they’ve created. It’s a hybrid – part catalog, part Dewey for NF. <https://www.deschuteslibrary.org/about/news/news?newsid=31365>

**Technology averse volunteers**

How do you work with technology averse volunteers when it comes to volunteer tracking database or available tasks?

* Still maintain a physical logbook next to the computer with the timeclock
* Paper copies of applications and required documents
* Staff help volunteers
* Complete the on-line application over the phone with the volunteer
* Perhaps this is a cultural difference. For instance, paper applications may be easier to translate for family members.

**Where do you find volunteers for workday shifts?**

* Story time help from college/university early childhood development students
* RSVP
* AARP
* Post information on Facebook groups like “Mom’s page”
* Cross post with school district
* Connect with corporations with staff on VISAs – their spouse may be on a non-working VISA. We have a number of spouses whose visas will not allow for employment. They come from as far away as San Jose, Fremont, and Palo Alto.
* Locate and connect with culturally specific organizations
* City newsletter
* Utility statements
* News story from marketing team

**Supported Volunteers**

From the “words we use” category

* Supported volunteers are those who volunteer with an aide, are part of a job-coach team.
* The word Job can be misinterpreted. The team might think after a period of time the client will have a job with the library.
* Clarify with agencies/partner organizations/schools the expectations.
* Maybe an MOU is in order for these partnerships?
* Differently abled is not a fave these days
* We use vocational

# **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

# **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/>