**Library Volunteer Leaders - Notes**

**2-2-22 1:30 EST**

**Host: Wendy Johnson, Indianapolis PL**

[**wjohnson@indypl.org**](about:blank)

Hello, Friends!

Today we covered the many questions submitted over the past few weeks. I’ve tried to capture all of the responses, but if you have more to add, please share with the person making the request for information. Remember, too, to share your resources with Carla Lehn, if you’re permitted, for posting to the Clearinghouse. ([clehn@califa.org](mailto:clehn@califa.org), <https://getinvolvedclearinghouse.org/> )

The last two weeks we had guest speakers which I hope we can do again 3-4 times this year. If you attend a webinar that impresses you please gather the presentation information (title, presenter, resource, etc.) and send it my way. If you’re feeling super ambitious ask the presenter if they would be willing to present to us…for free.

Take care,

Wendy J

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.

Zoom:  [https://us02web.zoom.us/j/85199850785?pwd=WHorb3h2ckgvZjhZT1BOVWxEMzhlZz09](about:blank)

Meeting ID: 851 9985 0785

Access Code: Volunteer

**Topics Discussed**

**New Employee Orientation**

Chauna Wall, [cwall@cmlibrary.org](mailto:cwall@cmlibrary.org), Charlotte, NC is filling in HR functions and is looking for outlines and tools used for New Employee Orientation.

**Volunteers Returning post-surgery/illness -** Judy England, [judye@dpls.lib.or.us](mailto:judye@dpls.lib.or.us)

When is a volunteer has had surgery or prolonged illness do you require a release back to work from a doctor? Or some other kind of documentation? (Not COVID)

* We don’t require a doctor’s note is the general response from the group
* Did you require proof of physical fitness at the start of the volunteer’s engagement?
* Consult with counsel and insurance provider
* Be aware of HIPPA data collection/storage. You may learn medical things you don’t want to know.
* If you do this for one, then you have to do this for all. Forever after.
* When does asking about physical fitness become an equity issue?
* Maybe just review the physical requirements of the volunteer position and verify that they feel able to return.
* We don’t provide FMLA for volunteers so they fall under the “return to activity” requirements that staff do.

**Administrative Rules & Codes**, Guiding principles of library operation - Judy England, [judye@dpls.lib.or.us](mailto:judye@dpls.lib.or.us)

Does your library include volunteers in Administrative Rules or Codes? Please send any samples to Judy

* From Judy’s system: <https://www.deschuteslibrary.org/about/adminrules/> (point 1.6).
* All volunteers in the city are covered in the City of Mesa’s Rules
* Sample: <https://getinvolvedclearinghouse.org/management-tools/volunteer-policies-and-procedures-california-state-library>
* <http://www.crlibrary.org/wp-content/uploads/2022/01/CRPL-Board-of-Trustees-Policies-1.2022.pdf> (page 46)
* <https://www.barrielibrary.ca/about-bpl/about-the-library/policies> The volunteer policy is at the bottom :)

**Memorials to volunteers who have passed**, Emily Flemming, [emily.fleming@barrielibrary.ca](mailto:emily.fleming@barrielibrary.ca)

How to you recognize volunteers who have passed away? In this situation, the volunteer was actively involved with the Café/Bookstore for 20+ years raising funds for the library and mentoring all new Café volunteers.

* A book plate and work with their family on it
* Flowering tree on library property with a plaque
* Special presentation of volunteer’s last award to family at volunteer recognition event
* Memorial service was held in the book store for a young volunteer who had an impact on everyone they met. The volunteers in the store organically created a plaquard explaining what happened to this memorable volunteer.
* Name a Volunteer Impact Award after the volunteer
* Name a café drink after them
* Include a small write-up in your volunteer annual report
* Ameritous status to all retiring volunteers – offer this to the family so they can stay connected to an important part of the volunteer’s life
* Work with foundation – donor wall
* Book tile (see picture below)
* Plaque on a table in the Café

**New location for Friends Group** – Carol Aldrich, [carola@wccls.org](mailto:carola@wccls.org)

Looking for ideas to help our Friends group. We are proactively looking for relocation options for the Friends operation. Have any in our group used grant funds or partnerships with other organizations non-profit or otherwise for book storage/sales/operations?

* Fire department nearby – using basement for storage
* Basement of a library branch (former book store)
* Hosts sale in the gym of the elementary school
* Our used bookstore has a sublevel workroom where we keep our collectible/valuable items.
* Rent space in a church, but we will need to move out soon, too
* Our Friends have been in a house across the street from the library for their online sales team. It won't be available in the future though.
* A local library near me has its own book store downtown — Not sure how it came about, but here’s a link to their website which includes history: https://davislibraryfriends.org/logos-books/
* Not everyone in the group has a Friends group

**Retired Staff and Volunteering**

Do you do anything special for retired staff who want to return as a volunteer?

* A waiting period – 6 mths – 1 year especially if they are returning to the same department/branch or an area where they supervised
* Contact HR before return. Ask if the person is “Eligible for rehire”.
* Remind them of “their lane” as a volunteer during the on-boarding process
* We also have a few retired staff from the library system who are volunteers. You don't NEED to accept them as volunteers.

**COVID protocols and Volunteer Job Descriptions** – Kristen Loblaw, [kristen.loblaw@lpl.ca](mailto:kristen.loblaw@lpl.ca)

Are you including COVID protocols in your volunteer job descriptions? Or doing a separate document?

* Not including it. Volunteers are asked to follow the same Health & Safety protocol as staff
* We've had a waiver in place since Fall 2020
* We just began using all-volunteer waivers and not just for event/instructor volunteers
* Lots of COVID related stuff in the Clearinghouse — just use the search feature with “covid”
* When I re-wrote our volunteer handbook last year, our Finance Director/liability person asked if we should include COVID protocols. Our HR manager said not to include them b/c they are always changing.

**Minors and Reference Checks** – Becky Blumer, [beckyb@multcolib.org](mailto:beckyb@multcolib.org)

Looking for samples of simple reference check forms since background checks can’t be executed for volunteers under 18.

* I have a simple one that I can add to the clearinghouse (Sherry E)
* We do for some roles. But they are phone calls.
* IndyPL uses one for home-delivery volunteers. It’s super simple. We send it along with a self-addressed return envelope to improve the return rate.



**Training Opportunities**

Want more? Visit [GetInvolved ClearingHouse](https://getinvolvedclearinghouse.org/) for FREE volunteer leadership-focused training (and resources, too)!

* Best Practices for Recruiting Online with Jennifer Bennett, February 10. Free!

Register here: <https://attendee.gotowebinar.com/register/8373933753458666507>

* Make 2022 your most impactful year yet with Sheri Chaney Jones of Sure Impact. February 15 at 1:00p EST. Free! Register here: <https://us02web.zoom.us/meeting/register/tZErcuCurjstGdbaAKiPcpnVB7d41cEst36M?fbclid=IwAR1iyE-ueRsYmmIv_EPxfppDGVLYxmfab-5eqwDj6CgU9NY3mG3eNuU9aZs>
* Building Back Better: Assessing Needs & Identifying New Opportunities with Beth Steinhorn, March 17. Free!

Register here: <https://attendee.gotowebinar.com/register/666021892123506703>

* I just don’t have time: Prioritize your way to productivity with Becky Lunders, March 31. Free!

Register here: <https://attendee.gotowebinar.com/register/3735565886781018383>

* Social Media and Volunteer Engagement with Jennifer Bennett, April 14. Free!

Register here: <https://attendee.gotowebinar.com/register/4516859057848416016>

* Pushing Back on Privilege in Volunteerism with Sue Carter Kahl, May 12. Free!

Register here: <https://attendee.gotowebinar.com/register/950485341438249229>

* Understanding the Multi-Gen Mix with Faiza Venzant, May 26. Free!

Register here:  <https://attendee.gotowebinar.com/register/956562342205268748>

**On-going Educational Resources (just a few)**

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

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

* Better Impact User Group – online – 1st Tuesday of every other month – free!

February 1, April 5, and June 7, 2022, 2p EST/11a PST <https://us02web.zoom.us/j/86131303138?pwd=RlBWN2U4SWpZZEdXNEhOem9uTUZJdz09>

Meeting ID: 861 3130 3138

Passcode: 240307

* Join the GetInvolved listserve by emailing Carla, [clehn@califa.org](about:blank). Fabulous resource with samples, weekly news & updates. <https://getinvolvedclearinghouse.org/>
* VolunteerMatch. Free sessions (and recordings) on many of the topics we discuss in this group: [https://learn.volunteermatch.org/](about:blank)

**Future Topics**

* 2022 Goals and Accountability
* When a **big change** is coming to the Library, how do you keep volunteers excited/encouraged/looking forward to the change? (Steven)
* How to deeply establish library values across the system (especially volunteers)
* Impact vs. Output (possible guest speaker)
* Working in a union library
* Staff working with volunteers: tips, not tricks
* Volunteer Orientation/Training: formats (in-person/virtual), content, do you train all “jobs” or hand off to a staff member, etc.
* Opportunities without onboarding barriers? Pop-up volunteering, Informal Volunteering
* Our leadership role, what new things are we doing? Resources to share? (encore)