**Library Volunteer Leaders - Notes**

**2-23-22 1:30 EST**

Host: Wendy Johnson, 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.

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

Meeting ID: 851 9985 0785

Access Code: Volunteer

# **Topics Discussed**

**Partners volunteering together**

The wife has been volunteering for quite some time. The husband now wants to join her. She has gone to the FOL supervisor and said she doesn’t want him to volunteer with him. After we all had fun with this scenario here were our thoughts.

* Is there a standing policy “no family members volunteer together”?
* Maybe set them up in different spaces – floors, tasks – on the same day/time
* Spouses should sort this out - This is an A/B conversation and you need to C your way out…
* Is there a staff policy you could fall back on?

**Weeding CDs – 10s of thousands of them**

We’ll be weeding a lot of music CDs over the next few years. Has anyone else done this? What did you do with the CDs?

* Gave them away to the public. A table in each branch with a sign marked “Free take as many as you’d like” and then they disappeared. (Same thing with magazines past their circualtion period.)
* Teens volunteers marked out the library branding
* Team of FOL cleaned and tested all of them (used the computer lab after hours) then sold them at the store.
* Hosted a processing night – after hours
* Distributed to Sr. Centers, nursing homes, assisted living
* Book\music sellers reviewed, selected, and purchased
* Sent to a recycler
* Notified music educators, school librarians
* I think our library plans to sunset CDs at some point. I'm sure most of those will go to the Friends.
* We aggressively weed everything here. Once they are weeded they go to the Friends who have volunteers who work exclusively with determining value, putting on line, or readying for sale. Our Friends has a machine that cleans the CD's and they do a really brisk business in the sale of them once they are cleared.
* We've worked with Goodwill, Better World Books. and Baker & Taylor
* Are you recycling through cdrecyclingcenter.org

**Volunteer Recognition Week: US April 17-23, Canada April 24-30**

* Presidential Service Awards – U.S. citizens only
* In-house awards signed by CEO, board, mayor
* Proclamation
  + Sample from Canada to give you some ideas *(note that their dates are different from the US week)* -- <https://volunteer.ca/index.php?MenuItemID=465>
* Annual gift ($3.75-4.50/each) distributed to branch/department to include in their celebration
* Spreading out recognition throughout the year
* Spaghetti dinner for all volunteers in city
* For NVW we've ordered cards and library logo stickers with the word "volunteer" on them. Both will go to staff to write notes and mail to volunteers or give to them if they're on-site volunteers.

We also have a county-wide Office of Community Involvement that does volunteer recognition and awards during NVW so we participate in that.

* Our City Communications Department set aside the front page of our City Views publication to honor all volunteers, plus we have another photo page inside. We are all having our directors record a thank you, along with other staff, that will be edited together and put on the City website/You Tube channel. Fingers crossed my new really cool tee shirts will be here the second week of April, and fingers crossed I'll get to do some sort of in person reception for them....they'll get their new uniforms, those that qualified for the upgraded badge get their badge, and then some sort of meet and greet thank you....of course a reception is pandemic dependent.
* <https://volunteer.ca/nvw>
* I will do certificates and gifts for service milestone recipients. I will also have an all-volunteer gift. I hope to have a recognition reception with our library board and a resolution at the April board meeting. I might also partner with a local place to offer volunteers a coffee or ice cream "on us".
* We're shopping for some nicer volunteer swag at MCL and this is totally unique compared to our past stuff. Thanks for the inspiration!
* Oh! What about a selfie station for volunteer recognition?
* We are starting a volunteer appreciation campaign and will send out several emails to new volunteers at various stages of their volunteer career. In stage 2 (after 3rd time volunteering) we will send out 'learn more about your library' which will include our vision/mission/core values.

**Transfering library values & culture to volunteers**

What tips do you have to impart the library’s culture to volunteers?

* Start the discussion early – during interview, orientation, training
* It will fail if leadership isn’t committed and demonstrates
* Share “Pillars of Library”, strategic plan, core values, etc.
* Freedom of information – give examples: Things on computer screens, books in the collection, etc.
* Here's the Intellectual Freedom training we share with volunteers before their interview with us: <https://multcolib.org/sites/default/files/Intellectual%20Freedom%20Training%20for%20Volunteers.pdf> We then briefly discuss it during the interview. It helps us share library values but we also use it as a screening method because if someone is totally offended by this then maybe the library isn't the best place for them to volunteer.
* Monthly “Treats & Training” – optional for volunteers to attend, a staff member speaks about their area/program. 350 volunteers – anywhere from 3-12 attended pre-pandemic. Went virtual at the start of COVID numbers went up, now have dropped down to 4-5 people.
* Are the core values already in place? Does your upper leadership and staff embrace the values/culture?
* Built into all messages – annual gift was a brass bookmark with values etched on it
* Our pillars and priorities: https://multcolib.org/about/priorities
* **Do your core values change?** Mostly the group said yes, around the time a new strategic plan is released. More about belonging.
* Staff core values are different than the strategic plan. They are internal. How we want the staff to treat each other. Staff earn a pin for each value exhibited, given qrtly with a letter.
* Whenever we have a patron survey to send out I include that in our volunteer newsletter with a blurb about how volunteers are part of our community and they contribute to making sure our community values are heard loud and clear
* NEW values: Collaboration, service excellence, innovation, ideas and responsibility (stewards of public resources)
* Our values are a reflection of who we are and what we strive for as a library. The principles of equity, inclusion and belonging are present in all that we do. Everything from our spaces to our services is designed to value diversity, foster belonging and respect individual needs.
* Our pillars stay the same but our priorities change over time
* Service, support, communication, community, integrity, respect were the core values

**Patron Appriciation Day**

* Around Valentine’s Day
* Donuts, swag, selfie station with mascot - We DONUT know what we'd do without you!
* Free day
* Post to social media

**Speaker Recommendations**

We have funding to provide volunteer-focused training for all staff (500 people). Something that encourages/inspires volunteer engagement at all levels – with examples. Added to the agenda for Circulation, Manager, Juvenile, Adult, Collection Management meetings.

* Beth Steinhorn
* Rob Jackson
* Tobi Johnson
* Betsy McFarland’s materials - https://www.energizeinc.com/bios/betsy-mcfarland
* MAVA – Diversity/Minorities staff
* Erin Spink from Canada - Erin works with Rob Jackson
* Anyone in this group!
* Thomas McKee does a great presentation on the "New Breed" of volunteers...like working professionals, ways to not be intimidated by them, new ways of incorporating volunteers onto staff teams. I brought him in a couple of years ago for a Volunteer manager conference and he was well received.
* What about also having a staff member who has embraced volunteers to each sign up to meet with one who has not and talk about volunteerism, how they do it and the benefits of it. I'm not sure how to position it but, those one-on-one conversations could be beneficial
* A volunteer, or a volunteer panel as part of the presentation

## **Training Opportunities**

* Visit [GetInvolved ClearingHouse](https://getinvolvedclearinghouse.org/) for FREE volunteer leadership-focused training (and resources, too)!
* 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.
* Better Impact User Group – online – 1st Tuesday of every other month – free!
  + 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. 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/>

## **Future Topics**

* Impact vs. Output (possible guest speaker)
* 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)