**Library Volunteer Leaders - Notes**

**2-9-22 1:30 EST**

Host: Liza Dyer, lizaj@multcolib.org, Multnomah County Library

Notes: Liza Dyer and Becky Blumer, beckyb@multcolib.org, Multnomah County Library

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

Meeting ID: 851 9985 0785

Access Code: Volunteer

# **Topics Discussed**

## **Managing Volunteers and Library Changes**

## When a big change is coming to the Library, how do you keep volunteers excited/encouraged/looking forward to the change? - Steven Morris, CNP, smorris@winterparklibrary.org

* VolMatch webinar on this topic in the past, look out for it in the future - Tammy
* Vols appreciate Zoom meetings with updates from the library, even if they’re not actively volunteering they’re still invited (or can view recordings for 7 days after). If vols don’t have access at home, they’re offered laptops at the library. Included library director for updates on Zoom meetings. - Marcia
* <https://volunteerplaintalk.com/2020/09/16/3-tips-for-change-mgmt-and-volunteer-ownership/>
* Send a regular newsletter with updates from the library of new services/technology that volunteers have missed while not actively volunteering
* Have library director and staff members share what they’re excited about in communications with volunteers - Carla
* ADKAR model: <https://www.prosci.com/methodology/adkar>
* Communicate early and often, consider what’s in it for them (the volunteers)
* Ask volutneers to make calls to fellow volunteers

## **Vaccination verification for volunteers** - Isabella Ramirez, iramirez@lapl.org

Is concerned about losing a large number of volunteers because of vaccination verification. Right now they have 600 of 4000 volunteers that have completed their vaccination verification process.

* Try postcards or phone calls to volunteers to remind them of the deadline
* Do you have volunteer stations/check in areas at each of your locations? Perhaps hang a reminder and instructions for how to submit proof of vaccination at volunteer check in station so they have a visual cue at their shift?
* Volunteer vaccination attestation form from Multnomah County: <https://attestation.multco.us/>
* See if it’s possible to have staff assist with getting vaccinations verified in the branches.
* Explore options to provide an incentive for volunteers that have completed their attestation process.

## **Popular swag ideas for volunteers** - Becky Blumer, beckyb@multcolib.org

* Tote bags
* Magnetic bookmarks
* Water bottles
* Flashlights
* Power bank/ portable phone chargers
* Glass water bottle
* Mini flashlight
* Brass bookmark with values printed on bookmark
* Earbuds
* When people started coming back I had little swag bags that had some candy, a reusable straw and a pad of sticky notes with little flags....the comment I got, was "Wow, something useful, thank you! I love Positive Promotions for all my swag. When I have extra money I go to Out of Print for library-themed stuff.
* Grocery list notepad
* Ear savers for masks
* Notepads with flags
* Nail clippers
* Coasters
* Fidgit poppers
* Seedlings purchased from a scout group
* Glow sticks with cards telling people that they are a light to the library
* Teabag in a card
* Enamel pen
* Masks with logo
* Seed packets
* Foam square thing to help open jars
* Best received recognition we ever did at the state library was a letter to each volunteer from the state librarian not just thanking them, but sharing results of volunteer services during the year. Gave them the big picture of how volunteers were contributing throughout the organization, and that it was so important that they were hearing about it from the person at the top.

## **Library Advisory Groups** - Kate Kelsch, kelschk@boulderlibrary.org

Kate Kelsch asked about library advisory groups. In general, it sounded like most libraries have experience/success with teen advisory groups vs. adult advisory groups. A few considerations from the group:

* Ad hoc focus groups may be a better way to engage volunteers for feedback
* Consider offering a stipend to increase equitable participation

## **Book Recommendations**

* Paranoid Park by Blake Nelson
* Cemetery Boys by Aiden Thomas
* The House in the Cerulean Sea by T.J. Klune
* The Exit by Belinda Bauer
* The Dutch House by Ann Patchett (especially on audiobook)
* The Boys in the Boat: Nine Americans and Their Epic Quest for Gold at the 1936 Berlin Olympics
* Jacques the Fatalist by Diderot

## **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.
* 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**

* 2022 Goals and Accountability
* 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)