**Library Volunteer Leaders - Notes**

**3-16-22 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. All are welcome.

Zoom: <https://us02web.zoom.us/j/85199850785?pwd=WHorb3h2ckgvZjhZT1BOVWxEMzhlZz09>

Meeting ID: 851 9985 0785

Access Code: Volunteer

# **Topics Discussed**

**News**

* **Why Surveys Matter** Free webinar presented by Impact Measurement’s Sheri Chaney Jones, May 5th. Details are in the Training Section below.
* **Common Impact** Impact measurement template developed in collaboration with probono volunteer team. Unfortunately, our project was not selected although we learned a lot about what we thought we needed to measure. There’s more room for discussion among the whole group to establish baseline categories and measurements. Thank you Carla for leading this initiative!
* **Conferences**
  + [Texas Volunteer Management Conference](https://www.texasvmc.org/) Virtual. Super affordable $25-50. June 2-3.
  + [MAVA Hybrid Volunteer Engagement Leadership Conference](https://mavanetwork.org/content.aspx?page_id=22&club_id=286912&module_id=498141) Earlybird through March 31 for non-members virtual is $300. June 8, 9, and 10.
  + [Points of Light](https://www.pointsoflight.org/points-of-light-conference/) In-person Disney Orlando, $575, virtual $149. July 13-15
* **Portland Gathering** If you’re in the Portland area, Liza, Becky, and Wendy will be meeting on Thursday evening, March 24. We’d love to see you (in person). Email Wendy for details, [wjohnson@indypl.org](mailto:wjohnson@indypl.org).

**Polaris Leap (an ILS) – Outreach module**

Jessica L., Cedar Rapids, is asking if anyone’s library is using this product? Touchbase with her if you have any words of advice.

* IndyPL has reviewed it and has IT’s go-ahead. The plan is to use this for the bookmobile, On the Road to Reading (visits to daycare centers), and home-deliveries not being done by a volunteer.

**Book Sales**

My organization is looking to go from selling books daily (via our little Café) to having large book sales either semi-annually or quarterly. Looking for pros and cons of making the switch. (Emily F.)

Pro:

* New customers to the library

Con:

* Storage
* Logistics of moving stored materials to sale site
* Cost of sale site, added insurance, table/chair rental, advertising, security staff
* Massive year-long work to keep materials sorted, labeled, boxed
* Workload to setup sale, run sale, and arrange for materials to be recycled/purged
* May affect the library’s driving team and their workflow – or hire a moving company
* Cash flow – cash handling, debit machine, change
* Location of storage where volunteers can work

Considerations:

* 40 books +- in a box
* How many books are weeded throughout the year?
* Where will you find storage where volunteers can work? Who will be the volunteer supervisor or will the Friends group take ownership?
* Does the revenue from the sale outweigh the costs mentioned above?

Examples:

* Our Friends group has both a "book shop" and they do 3 book sales per year. They have a workroom to store and sort donations. It's always full.
* Our Friends used to do one big sale off-site. The expense of hiring movers to move all the materials and then rent tables to hold all the materials became so cost-prohibitive.
* Our Friends have general sales Fridays and Saturdays, a big sale in the fall, and kiosks at 4 of our locations that follow the honor system. We are looking at doing clearance sales on Fridays and Saturdays 2-3 per year to try and move away from the big October sale that has large expenses.
* Our Friends group operates a book store in a space here at the library. They're open every Monday the library is open from 10-2. We also have two carts of books for sale near the circulation desk. Those are kept stocked by the Friends as well. I have nothing to do with their sales outside of occasionally promoting their volunteer opportunities.
* We have a small book sale room run by our friends and is filled with donations only (we don't put weeded books in the sale). It’s open when the library is open.

**Volunteer Contact Information**

We store the volunteer contact information in Better Impact. Staff who need access to data (emergency contact, email, etc.) can view data for volunteers in their area. Management would like to store a list of volunteer phone numbers and emails on the intranet for all staff to see.

* Privacy concerns
* Why do they want to do this? What is the end goal?
* Volunteer contact information should be treated in the same way as Patron or Staff information
* If volunteers have a library card then staff have access to this information
* Supervisors of Staff don’t have access to the staff’s personal information, why should the Supervisors of Volunteers?
* Would your HR confidentiality policy also apply to volunteers?
* Is all staff data available for everyone to see?

**White Saviorism**

Has anyone broached the topic of “White Saviorism” with their volunteers? There hasn’t been a problem, but working on Diversity, Equity & Inclusion (DEI) training for volunteers, especially for volunteers in the ESL, Reading Buddy, and tutoring programs.

* MAVA has great resources
* What’s included in the newcomer training from HR? Is there something you could use or mirror?
* Not specific to the library, but another board I'm on we spend time talking about doing "with" and not "for" groups to help remove the white savior mindset.
* Softer approach: introduce a DEI corner in your volunteer newsletter with definitions, questions for thought/reflection, etc.
* A Savior No-one Needs: Unpacking and Overcoming the White Savior Complex - <https://www.healthline.com/health/white-saviorism?c=773553992920>

## **Training Opportunities**

* Visit [GetInvolved ClearingHouse](https://getinvolvedclearinghouse.org/) for FREE volunteer leadership-focused training (and resources, too)!
* 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>
* [Why Surveys Matter and Why They Aren’t Enough: All the As to your Qs](https://www.eventbrite.com/e/why-surveys-matter-and-why-they-arent-enough-all-the-as-to-your-qs-tickets-294800956597?aff=enews). Best Practices for survey design traps to avoid, and what to do with unexpected information that surveys can reveal. Measurement Resources’ Sheri Chaney Jones, Thursday, May 5th, 2:00-2:00p EST, Free.
* 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](mailto: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, [at clehn@califa.org](mailto: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**

* Branch sponsorship by a corporation or civic group (Wendy)
* Impact vs. Output (possible guest speaker)
* Burnout: How to re-ignite the fire. (Marcia will present! Yea!)
* Volunteer Orientation/Training: formats (in-person/virtual), content, do you train all “jobs” or hand off to a staff member, etc. Resource: <https://volpro.net/integrated-volunteer-onboarding/>
* Opportunities without onboarding barriers? Pop-up volunteering, Informal Volunteering
* Our leadership role, what new things are we doing? Resources to share? (encore)
* What are you currently measuring? Is it for impact? What do you wish you were measuring for impact?
* Service Enterprise – Jessica, Amber & Kate?
* Strategic planning - 3 and 5-year plans