**Library Volunteer Leaders - Notes**

**3-30-22 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**

**Bookstore and Customer Service Certification**

The Margot L. Eccles Arts & Culture Fund, a CICF fund, has awarded **Indy Reads** a $125,000 grant to support its new customer service skills program. The pilot program provides Central Indiana adults with intensive soft skills development through work at the Indy Reads bookstore. [Read more](https://r20.rs6.net/tn.jsp?f=001YKazrNajyK8WGQ_YD1LvIrpsTUY7NMWJGUF7q3kX14Mrpc9mmrtfztrT1jMs_XSqeE14MTFM-g9xfjfD8r8hrttLIqLB8eGthE_qqFBAPCBixc5tipmwcliwgrNlIFlCzn6sfPd1tPlQBch8rR-PLqwJiQC-FeiPVnylpQWsjDXNwCJHthz0ja21ri7Yk8hC3xEsHzkQpPeo_edX3ovRGd3y4dpuYC8Tsk28TN1J_UA=&c=iZ8BnO9Af-KgtJdvNJBZrDJW5yzsaczxDTEjlcy_byHcOl8S2RUZVA==&ch=NrtecB0L0DWejEhHZPchQNqPvk4y7nhesshxp1H66TE2A2n29gAGXQ==)

**Public Records Request – follow-up**

“I was on a call this morning with library volunteer coordinators from around the country, and one person from Idaho asked if any others had received a Public Records Request. It seems they have received one from an organization in New Jersey that has asked for all library communications -- including those of volunteers -- related to a bill being considered in Idaho's legislature -- HB 666 - https://legislature.idaho.gov/sessioninfo/2022/legislation/H0666/ -- "MINORS – Amends existing law to remove a provision regarding an affirmative defense to disseminating material harmful to minors."This is evidently one of about 10 states that have bills like this pending, which would allow various penalties for people in libraries and schools who make materials available to minors that someone else thinks are inappropriate . . . (https://pen.org/steep-rise-gag-orders-many-sloppily-drafted/)”

**PLA Highlights -Thank you Liza!**

* Boundaries in Outreach Work session. Protection FOR library work rather than protection FROM
* DEI session. We don’t have to be experts just proficient with having the conversation. If you do the thing, do the thing.
* Home delivery. Offer kick starter questions for the volunteer/patron to get their relationship off to a good start.
* Bringing Joy to your library. We don’t know what our patrons, guests, volunteers, staff were experiencing before they entered the library, or what will happen when they leave, but shouldn’t we make the tiny sliver of time they are with us as joyful as possible? A genuine smile, a kind word, or a helping attitude, can go a long way.
* The next PLA is in Columbus, Ohio in 2024, April 3-5
* Link to Wendy and Indy Team’s awesome webinar (the practice session): <https://getinvolvedclearinghouse.org/training-materials/outreach-services-volunteer-resources-match-made-library-heaven-indianapolis>

**Volunteer Badges**

What kind of access do your volunteer badges provide?

* Badges don’t leave the building
* We have volunteers in one of our non-public locations and they have badges.
* President of the FOL group has a key to our building to access the book sale space.
* FOL have a fob with access for the areas where they work. The fob goes home. There’s an MOU detailing usage.
* All volunteers at our main branch get a security access badge that gives them access to staff-only areas, as well as the ability to enter through the staff door 15 minutes prior to opening.
* Our bookstore volunteers can access the basement and staff spaces with their badges. They sign out the badges at the beginning of their shift and return them and sign them back in at the end of their shift. It is just for internal staff doors.
* Our access badges are limited by time as well so volunteers can't access the building before/after the specified hours.
* We also have key cards that are checked out so volunteers can get back into the staff area when they are shelving....they check them in and out. We have a few that have been issued to the Friends so they can get in and out of the staff back door to receive donations etc. We can turn them off if they get lost.
* Very specific volunteers… home delivery and a few book sale sorting groups.
* Fob for the entire board of trustees – they can enter the building at will. The problem: they don’t know how to navigate the security system.
* Volunteer badge has timed access to exterior doors for 1 hour before buildings open. All entry/exit is logged. Badge can be turned off at any time. Volunteers have the same security background check as staff therefore the executive team didn’t have a problem with them having exterior door access.
* Access to inside the building. To enter the building before hours they knock on the staff entrance to be admitted.
* Badges have limited access based on assignment
* A library in Illinois (?) allowed full access to patrons 24/7 even when there wasn’t staff present. Looks like EnvisionWare makes software for 24-hour library access. <https://americanlibrariesmagazine.org/2019/06/03/all-hours-access/>

**Impact Measurement**

Wendy J is in charge of the Indy AVA’s one-day June conference. What would you want to know about volunteer impact measurement (the theme of the conference)?

* Short-term impact vs. long-term impact.
* What’s the ripple effect…volunteer does something wonderful, which in turn creates something else wonderful down the line.
* How to decide what to measure
* How to measure
* Definitions – inputs, outputs, impact, Volunteer Return on Investment (VROI)
* Assessment of the organization’s mission/strategic plan and tieing volunteer impact to it
* Impact to other organizations in the community
* How to present the results in an ethical way – avoiding white saviorism.
* Sue Carter Kahl just did a wonderful presentation for NAVPLG about this very topic. It was fantastic. She provided a worksheet called "Purpose Driven Volunteer Impact" I would highly recommend her.
* Tony Goodrich goes a great presentation on volunteer impact.
* Here’s the specifics about Roles & Goals: https://libraryliteracy.org/for-coordinators/roles-and-goals/ and here are Learner’s stories videos: https://libraryliteracy.org/about/learner-stories/ and Volunteer Tutor stories videos: https://libraryliteracy.org/about/tutor-stories/
* Is your presentation on information visualization too? Dashboards

## **Training Opportunities**

* Visit [GetInvolved ClearingHouse](https://getinvolvedclearinghouse.org/) for FREE volunteer leadership-focused training (and resources, too)!
* 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.
* 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. 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/>
* [Volunteer Fairfax Virginia](https://myemail.constantcontact.com/Managing-Up-for-Volunteer-Managers-and-more-topics-.html?soid=1101379181335&aid=bIR5wJiFg_E)
* [MAVA, Minnesota Alliance for Volunteer Advancement](https://www.mavanetwork.org/content.aspx?page_id=22&club_id=286912&module_id=205311)

## **Future Topics**

* Checklists…what do you use to keep your sanity? (Tammy’s idea)
* Branch sponsorship by a corporation or civic group (Wendy)
* Impact vs. Output (possible guest speaker) What are you currently measuring? Is it for impact? What do you wish you were measuring for impact?
* Burnout: How to re-ignite the fire. (Marcia will present on May 4th!)
* 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)
* Service Enterprise – Jessica, Amber & Kate – They’ll organize and give us a date. Yea!
* Strategic planning - 3 and 5-year plans