**Library Volunteer Leaders - Notes**

**4-13-22 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**

Better Impact News – User Group in the works for late Q3, organizer will be Rob Bonesteel with BI

**Reports**

What reports do you regularly generate?

* Monthly for visibility – hours by location/program. A research analyst on staff incorporates volunteer data into system-wide reports.
* Weekly – staff update of what we’re doing. Monthly - Fiscal year to date (# hrs, vols, $ value). Qrtly – for the director. Annual report for the board. Add in qualitative data – antidotes – collected in an annual volunteer survey.
* Monthly – track all new & resigned volunteers, patrons served, grant #s. Present as an infographic.
* Souly on program data. # of interviews, # of exit interviews, # of coaching sessions, # of reference letters provided, # of hours spent on community outreach, # of hours presenting. Basically every step along the workflow.
* Hint:
  + Include boss in the workflow to demonstrate the work you do. Strive for the “ah ha” moment…build more trust.
  + Know your audience. Reports should be tailored to the recipients.
* Caution:
  + Be aware of oversharing. Leadership, who may not understand your work, may rewrite your job.
  + Determine what works for your library. Showing FTEs may not be the way to go if you’re a union shop. Know who should be counted…foundation volunteers, FOL, Board, Interns, etc. may need to be removed (or added) to your reporting.
* Monthly reports to all partners – schools who have student volunteers. What is each youth doing, progress, hours, etc.. Total # of hours converted to FTEs. Headcount at each branch.
* Annual report with volunteer # and hours separated by individual volunteer and group
* Report of MLIS, retired librarians, librarians
* Report based on education level to show the diversity of volunteers schooling
* Report of volunteers with languages spoken

Bonus: **Value caluclations.**

* Independent Sector for the [value of a volunteer](https://independentsector.org/value-of-volunteer-time-2021/) hour.
* Use the entry-level salary + benefits
* Value could also be calculated by occupation

**Onboarding process**

What is your library’s interest/interview/application process? At what point do you collect information in your volunteer management database?

Note: Wendy J. lost internet access so the notes for this topic are skimpy.

* Interest interview form to volunteer leader interview to application link which includes the background check. This process reduces the cost of the background check and the record cost in the database.
* Formstack interest document on the webpage to interest tracker spreadsheet to branch volunteer coordinator interview to entry in database/background check/etc.
* Sample of a new process: https://www.metrolibrary.org/volunteer
* After a volunteer application is turned in, I set up a 30-minute interview with the prospective volunteer.
* I interview after receiving applications and do a tour of the library as well. Background checks are done after either a position is offered or I'm confident that they'll be placed
* I also do all the intake and onboarding. Interested volunteers complete the application, and I schedule an interview and tour. After that, I submit their background check form to HR. Once I get the "A-Okay" from HR to have to person start, I schedule their first day and start training

**COVID updates**

California Library survey indicated 50%+- of libraries had not brought volunteers back. Where are you?

* Of the 15 libraries present volunteers have returned.
* Some insight from Isabella in CA. She has 72 branches + Central Library. Volunteers are part of programs and programs have not restarted inperson.

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## **Training Opportunities**

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

* Types of volunteer surveys
* Wendy M. Tell us more about the use of the word “fit”
* Branch sponsorship by a corporation or civic group (Wendy)
* 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