**Library Volunteer Leaders - Notes**

**4-20-22 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**

* Congratulations Isabella! She’s a new CVA!
* Kristin will be hosting the Better Impact User Group monthly!

**Types of volunteer surveys**

If you survey your volunteers, what does this look like?

* Carla survey’s her listserve members 1x/yr to gather data for her grant report.
* California captures outputs & outcomes via VolunteerMatch partnership 1x/qrt
* Tools used for surveys: Google Docs, SurveyMonkey (although the free version is limiting), Formstack
* Exit Survey for a youth-based program (tutors & youth). Includes: Share your experience. Why do you participate, ask for recommendations on the training provided (updates & new ideas). Also an Exit survey for any program that is nearing its end. Conduct 2-week check-ins with the kids and monthly with the adults via a zoom “drop-in” meeting. <https://forms.gle/Vid5uajtfALNt5J87>
* Volunteer Exit Survey:
  + If the volunteer was leaving on bad terms and we already have the feedback – no survey
  + If the volunteer just stopped coming – em survey sometime between 3-6 months. Ask for recommendations for staff kudos, any areas for improvement, etc.
* Exit survey data is used in annual reports for programs and ongoing volunteers. Kudos for staff – feedback on training opportunities.
* Several survey resources and examples on the Clearinghouse — type survey into the search box here: <https://getinvolvedclearinghouse.org/>
* Volunteer satisfaction surveys. Once every few years. It’s been a while since I’ve been in charge of sending one. And exit surveys from volunteer engagement.
* We have an end of Summer Reading survey that's sort of like an exit survey. We have one for volunteers and staff. We use those for our Summer Reading volunteer impact report, reporting back to the foundation, and planning for the following year.
* Share with staff…both good and not so good. Monthly report to my supervisor.
* Our youth and adult tutoring programs do surveys of volunteers and learners but I don't oversee those surveys
* Liza’s survey here: <https://getinvolvedclearinghouse.org/management-tools/volunteer-exit-survey-multnomah-county-library-or> (This is old and hasn’t been used in a while.)
* We do post-program surveys with google forms but haven't created surveys for volunteers yet
* Annual Satisfaction Survey for volunteers – put into place to mirror core values.
* Not a great success with obtaining survey responses. Although one of us completed a survey of their volunteers regarding “what motivates them” which resulted in the removal of swag for volunteers in specific areas. Also learned teen volunteers love letters of recommendation and proof of volunteer activity for college/work applications.
* Reminders:
  + Don’t collect data if you’re not going to use it. It’s a waste of time and resources.
  + Surveys are opinions – people tend to remember things that happened years ago. So be sure to frame questions around a time, location, or program.
  + Be aware of who will see the survey results. Not everyone will interpret the data in the same manner…it may not work out in your favor.

**Words: “Fit”, “Volunteer”**

Wendy M led us in a discussion about the word “fit”. “You’ll be a great fit for the xyz role.” “We’re looking for volunteers who are a great fit for xyz.” Thank you, Wendy M!

* Best Fit = a predetermined piece of people…or all the same kinds of people. We want diversity.
* Hiring for fit vs. hiring for inclusion an article from the Society for Human Resources Management

<https://www.shrm.org/resourcesandtools/hr-topics/talent-acquisition/pages/hiring-for-fit-vs-hiring-for-inclusion.aspx>

* A volunteer adds assets to our goals: You shelve at the grocery, that’s a skill that will be useful for book shelving.
* Looking for skill or interest matching
* “Excited about this opportunity for both of us” “Your skills in xyz are going to be so valued by our staff.”
* Responding to staff who say, “the volunteer isn’t a good fit”. Dig deeper. Ask why. Ask for a phone conversation to discuss rather than an email chain.
* Lead with the organization’s core values. “We’re really looking for someo
* I don't think staff would say "not a good fit" these days. They might say, "this volunteer might be better suited in another role." Then I have to explore what's not working because I don't want to refer them to another role without knowing what's going on.
* ne interested in being a part of ….”
* Hint: Be clear about the role when talking with a volunteer. It’s easy to get tied up in the words.
* Refine the position description. For instance – this is a social role that will interact with the public and fellow volunteers vs. this is an independent role working primarily with the collection with little interaction with the public and fellow volunteers.
* For independent, non-chatty roles, I've confirmed with staff that it's okay that volunteers listen to music/podcasts/audiobooks while working. That can be a selling point to volunteers!
* “volunteer” is a paygrade not a title - just like “staff” isn’t a title. Use a job description title without the word “volunteer”. Mentor, Tutor, Usher, Holds Hunter, or Collection Support Assistant
* We’re not the volunteer program…we are a department, office, or resource. Just like Human Resources isn’t a program.
* We're the "Volunteer Services Team"

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## **Training Opportunities**

* Burnout: How to re-ignite the fire. May 4th during our Wednesday gathering. Presented by Macia Hale!
* 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 for libraries– online – 1st Tuesday of every month, 2p EST/11a PST – Free<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**

* Branch sponsorship by a corporation or civic group (Wendy)
* 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
* VQ Volunteer Strategies Assessment tool & Leadership questions