**Library Volunteer Leaders - Notes**

**4-6-22 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**

**Checklists & Trackers**

What do you use or created to help keep track of everything?

* A tracker for the volunteer onboarding process. Front is used by the volunteer coordinators when they conduct the interview and gather the paperwork. The back is used by volunteer resources to track all of the steps needed to process the volunteer (background check completion, entry into the database, staff notification, etc.)
* A list of all the branches with a check box. Used when branches need to return information or provide data. Especially useful for larger systems. Consider laminating it.
* Communication log. What was sent to each group so there’s a record and no overlap. Some communication is customized.
* Internal “new volunteer checklist” or new role. When did the volunteer make contact, attend the orientation, apply, complete a background check, etc. Great for tracking at which point along the process a potential volunteer “fizzled out”.
* The Adult Literacy team maintains a spreadsheet with volunteer information. Volunteer resources taps into this spreadsheet – no need to duplicate efforts.
* Phone interview form with questions to ask, plus it contains the next steps for an admin.
* Checklist for staff to use on a volunteer’s first day. Where to put belongings, check library card status (or issue a card), tour, people to meet, etc.
* APP: Todoist – a task manager to stay organized (not free)
* Volunteer Agreement Checklist - <https://getinvolvedclearinghouse.org/management-tools/volunteer-agreement-checklist-san-jose-ca>
* Volunteer Program Evaluation Checklist - <https://getinvolvedclearinghouse.org/management-tools/volunteer-program-evaluation-checklist-volunteermatch>
* Another tracker but not for onboarding: we used to use Trello for external/specialized recruitments

Bonus: Some **Pet therapy** organizations do all of the onboarding required by a library. Pet Partners, Therapy Dogs International, for example. They also provide insurance.

Bonus: **Fizzled out**

* Determined after 2 emails and a phone call to set up an interview or attend orientation goes unanswered.
* Another system does a bulk email to the group of MIA applicants with a 2-week deadline to respond before they are removed from the in-progress/interested list.
* I'm trying to put that process in place, sending out an email, with a deadline to reply and then archive. Slowly going through the list, seeing when they were last active, whether they have asked to be on hiatus, etc. I gave all the hiatus people a deadline to update their status of July 1. If they don't update their status by then, (and they can stay on hiatus) I will archive them.
* I have Volgistics produce a report each month with the date of last activity. Pre-COVID, anyone who hadn't volunteered in 90 days would be made inactive and after another 90 day, I would archive them. I've been more relaxed with that since COVID, because COVID.
* We usually find out who's actually volunteering (and hasn't logged recent hours) when we send cards to locations for National Volunteer Week. Staff will ask "why isn't this volunteer" on the mailing address list and we tell them it's because the volunteer hasn't been recording hours. Then we get them caught up.

**Mandatory Reporter**

* Staff are required to be a mandatory reporter
* Volunteers were not required to watch video & sign agreement
* Neither staff or volunteers are mandatory reporters
* Volunteer were asked to review and sign the Youth Protection Policy. <https://getinvolvedclearinghouse.org/management-tools/youth-protection-policy-indianapolis>
* What happens when a minor turns 18 & needs the training (or a background check)? Some use their vol management tool to run a report on DOB quarterly/annually.
* <https://getinvolvedclearinghouse.org/management-tools/vulnerable-populations-policy-volunteers-multnomah-county-or>
* Mandatory Child Abuse Reporter: A public or private official, as defined by ORS 419B.005(5), and includes employees of a public or private organization providing child-related services or activities.

1. On-call employees are included in this definition and are considered mandatory reporters.

2. Volunteers are not included in this definition and are not considered mandatory reporters.

## **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](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**

* 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