**Library Volunteer Leaders - Notes**

**5-18-22 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**

* Save the date! Tues, July 27, our friends Jessica L, Amber B., and Kate K will share their [Service Enterprise](https://www.pointsoflight.org/service-enterprise-program/) experiences.
* June 15. Wendy will be out of town. Would you like to host the group? We have topics available or you can go rogue.
* Know of anyone who would like to present to our group? Let Wendy know.

**National Volunteer Leadership Groups & Tools**

* Association of Leaders in Volunteer Engagement, [AL!VE](https://volunteeralive.org/). Membership is $50, with many free sessions and a hybrid conference in October, plus Communities of Practice. Centralized location volunteer leadership information, studies & reports.
* [Engage Journal](https://engagejournal.org/), 4 quarterly issues, unlimited access to Engage Library, and Engage virtual community. $50 Membership. The last issue included an article on the “Lessons from a Volunteer-Run Library of Things”.

**Last-minute Summer Volunteer Help**

My children’s department just informed me that they need approx. 900 volunteer shifts filled by July 1 – youth volunteers are needed to help with children’s programs and at the summer reading club desk. I have 30 days to do this. I am looking for innovative ideas on how to screen/train/onboard for this. (Sherry E.)

* We have volunteers man the summer reading desk: check-in books, log reading minutes, and distribute prizes.
* We have youth volunteers at our Summer Reading desks for the most part and they send questions to staff when needed (like for reference or account mgmt.)
* We do social media posts and an article in the newsletter. I'm sure our Youth Services staff promote summer volunteering when they go to schools, etc.
* Offer a ‘prize’ for each friend a teen brings who signs up to volunteer for SRP.
* Teen volunteers staff the summer reading table. There are 2 per shift plus the summer intern. Teens also help with programs as part of our Summer Volunteer Squad opportunity.
* Our staff is always able to see the SRP desk
* Two teens per shift – in case one doesn’t show, make new friends. In the past engaged 900 youth, but this year 300 applications while rebuilding; the shift is 2 hours at the same location and time. Staff has to fill in if volunteers are not available.
* Recruitment idea: Contact counselors in the high schools and middle schools; host an open house at each branch – ask for preregistration (or do a virtual gathering); contact university students
* Completed online interviews – used a sign-up schedule based on my availability
* All summer staff and volunteers had a 1:1 interview – any staff member can interview – focus was on 7-12 graders
* Use the library’s ILS to access teens who have checked out a book recently – then send them an invitation email. Advertise Summer Reading Program (SRP) and volunteer openings. NOTE: check to make sure the teen has given permission to be contacted/receive emails.
* University English, early childhood development, and education departments are great resources.
* Training: Online health and safety, and a “working with children” module. 1st shift is with a staff member to answer any questions and to provide hands-on training.
* Create a video for SRP training for all to view (add a quiz).
* Interviews: Added interview questions to the application so we don’t do an interview. Determining if the volunteer’s skills and desires work in the role happens within the 1st couple of shifts. The SRP desk is right next to the circulation desk so there is always a staff member nearby. <https://multcolib.org/volunteer-summer-reading-program> the application is toward the end.
* Training: In-person. Watch Niche Academy modules from home or at the library before the 1st shift.
* 1st no show, no call: Call them/email them to make sure they know that you missed them. Mention, “If your interests (or schedule) have changed, please let us know.”
* We treat the SRP youth volunteers as a Youth Mentoring Program. This could be their first interview, or first job so we set expectations and guide them. Staff receives “how to mentor youth” training.
* Parent letter goes home to youth’s parent/adult detailing expectations. What will happen if the youth does not show up.

**Lost Passion – How do you get it back**

What do you do as a volunteer engagement professional when you’ve lost your passion for the work?

* Yes! We all feel this way at times
* Read the volunteer logs. (Weekly journal entries from a youth reading program.)
* Keep a “Happy Thoughts” file/email folder
* Hang out with volunteers during a work session
* Self-care: Review Marcia’s presentation from last week
* TED Talk on burnout and read about burnout
* Compassion Fatigue is real
* Local volunteer manager peer group – get local support – have coffee with a fellow volunteer manager – a great way to share and support
* Imposter Syndrome: There are several resources to sort out why we feel this way and how to move through/embrace
* Provide “expert” help to another non-profit organization. You’ll learn about other environments, make new connections, take away ideas for your own organization, etc.\*
* We all know volunteering makes people feel better…we should volunteer too.
* Present to others about volunteering – it helps to reinforce our knowledge and confirm that we really do know what we’re doing.
* Take a non-profit leadership course
* In addition to my local VM association, I've been on the board of a local nonprofit professionals group which was fun to connect with other folks in this sphere.
* “name it to tame it”
* Dive deeply into a volunteer-related subject you’ve been curious about like diversity, equity & inclusion, or impact measurement. Professional development.
* Don’t ignore how you’re feeling!

Partnerships with other cities/county entities

* Staff from other areas will help with meal deliveries
* Share volunteer opportunities with other areas for their newsletters
* IDepartment of Human Services offers homelessness support. They’ll create the incident reports and work with mental health concerns. Staff calls them instead of the police. Wrap-around service referrals offered to patrons.
* Partnerships with specific disciplines in the local high school/colleges.
* Youth librarians work with Outreach
* Partner with HS to offer hours required for graduation
* Provide referral services to other cities/county entities
* Staff training components come from other entities – local Disability Association

## **Training Opportunities**

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

* Our leadership role, what new things are we doing? Resources to share? (encore)
* Service Enterprise – Jessica, Amber & Kate – July 27!
* Strategic planning - 3 and 5-year plans – looking for a speaker
* <https://vqstrategies.com/tools-and-templates/> What’s your VQ assessment. Lots of areas for discussion. Many resources and tools.
* Recruitment messaging – represent clients in a dignified and ethical manner – mission-focused – avoiding “white saviorism”
* Church of Latter-Day Saints – MOU. Wear church/missionary badge while volunteering? Titles Elder and Sister? (Rebecca)
* I'm interested in examples of survey questions folks ask their volunteers.  Another thing we could talk about is how we make opportunities accessible, and I'm thinking across the board, like cognitive, mobility, hearing, visual, etc. in our spaces, communications, technologies, and attitudes. (Rebecca)