**Library Volunteer Leaders - Notes**

**5-25-22 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**

* June 15. Wendy will be out of town. Wendy M. has agreed to manage the conversation.
* Service Enterprise Information – Jessica, Amber & Kate – July 27!

**Lost/damaged Items**

Has anyone considered offering a way for a patron to pay for a lost item through volunteering? The question started when an iPad went missing; it was checked out by a 5 yr old. The system asking the question does offer court-ordered community service opportunities.

* What is the dollar value of a volunteer hour to pay off an item? Would this be in conflict with the value we use from Independent Sector?
* System in PA ran a pilot. It worked well for youth – every hour was valued at $2.
* Does the missing iPad have to be paid off? Usually, there is a certain level of lost/broken items built into the budget.
* Fine-free – Lost/damaged items are a Fee
* Volunteerism as punishment
* Volunteers are fine/fee-free.
* Cultural differences should be examined
* Volunteering won’t bring the money in for the item. Is this a “teach a lesson” moment?
* Example: Teens did damage to a branch. They were asked to clean the branch after hours as part of the teaching moment. This went very well.

**MOU’s for Organizations Volunteering**

The Church of Latter-Day Saints requests an MOU when a missionary is serving in the library. This includes the missionary wearing their church ID badge… Elder Jones, Sister Williams.

* We have no problem with this as long as the missionaries understand that the library is not a place to preach or recruit church members.
* RSVP asks for an MOU. We’ve had no problem signing this
* Who signs MOUs for your organization?
  + All the way to the CEO
  + Has to be approved by the city council
  + CFO only
  + Take everything to my managers
  + Ours have to go through the Executive Director, and they have to be for one year only. (That’s the remaining time left for the current Executive Director.)
  + Most of our agreements are for one-year-only

**Computer Lab Volunteers**

What do they do? And what do they do when it’s “slow”?

* Trouble-shooting patron devices – iPad, tablets, e-readers so they can access the library’s resources
* Assist in classes
* Help with printing, faxing, etc.
* Guide patrons to various sites: job search, unemployment, school applications, etc.
* Conduct research for staff and test training tools
* Develop course materials
* Website review
* Post-covid the skills requested are very specific (tax prep, resume assistance, job search) and these are posted at a specific time.
* Forgot to say we also had volunteers assist staff w/specific classes like "welcome to computers" or Excel
* the Get Involved Clearinghouse has an assortment of library volunteer job descriptions for Computer-related positions that you can take a look at, download and revise for your purposes -- Go to https://getinvolvedclearinghouse.org/ - and click on Position Descriptions. From the dropdown menu, click on Computer - Tech Coach, and click Apply. This will bring up an assortment. Happy to have you all send me yours to include! (Carla)
* Every time I've recruited someone to work in a computer lab they get bored, so they leave. Most of our customers need very, very basic support.
* <https://www.digitalinclusion.org/digital-navigator-model/>

**DEI in the Library – an update**

I'd love to hear about DEI work being done in y'alls volunteer programs. Our VISTA is working on a report about how to improve our DEI efforts and I'd love any feedback, resources, or advice for her.

* All of the staff read *Stamped* by Jason Reynolds, with a follow-up discussion. Volunteers were invited to participate in a volunteer-only group.
* Nothing for new or existing volunteers. Worked with Training on a volunteer component that is fully accessible to everyone. Covers micro-aggressions, intentions vs. impact, etc.
* Summer Reading recruitment has language fluency, and strong knowledge of the black/indigenous community to show diversity at the Summer Reading desk. <https://multcolib.org/volunteer-summer-reading-program>
* A great resource is MAVA and GetInvolved. MAVA has focused on DEI for many years.
* Staff training resources are always good for DEI. I'd recommend checking out NonprofitReady's DEI learning materials and courses: <https://www.nonprofitready.org/>
* We have a DEI committee (we call it IDEA-- Inclusion, Diversity, Equity, and Accessibility) that our library started this year. I know there will be sub-committees that I will probably be involved with at some point.
* California Library Volunteer Leaders: Live Open Online Discussion on Diversity Equity & Inclusion in Volunteer Engagement – This recorded webinar was presented live on April 20, 2022, and featured California recipients of scholarships to the Minnesota Alliance for Volunteer Advancement (MAVA) “Dismantling Inequities” Conference. Speakers share what they learned as well as concrete steps they’ve taken in their library volunteer engagement efforts as a result of their new insights. <https://getinvolvedclearinghouse.org/training-materials/live-online-discussion-diversity-equity-inclusion>
* “Pushing Back on Privilege in Volunteerism” webinar archive, slides and speaker’s relevant blog posts are available here - <https://getinvolvedclearinghouse.org/training-materials/pushing-back-privilege-volunteerism>
* Coming soon to the Get Involved Clearinghouse . . . video clips on DEI topics presented by Breauna Dorelus of Connecting the Cause. Watch for an announcement of them being available soon on the Get Involved Listserv.
* I'm in Breauna's online community and she's doing great stuff now about reimagining the volunteer handbook

## **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](mailto: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](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**

* Our leadership role, what new things are we doing? Resources to share? (encore)
* 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”
* 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)
* Followup – Lost/Damaged iPad – What happened? (Rebecca)