**Library Volunteer Leaders - Notes**

**6-1-22 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**

* Wendy McClure will be facilitating our gathering on June 15th while Wendy is out of town. She’s thinking about “leadership” as the topic.

**Volunteer Surveys**

I'm interested in examples of survey questions folks ask their volunteers.

* Annual survey: Do you wish to continue to volunteer? Would you recommend the volunteer program? Rate the training and recognition you receive. Etc.
* Lots of conversations rather than surveys
  + COVID – are you planning to return? How have you been treated by staff? etc.
  + Stopped doing these
* Thank you campaign at 3 and 6 months for new volunteers. How’s it going? Did the training meet your needs? Do you feel welcome?
* Summer Reading volunteers receive an exit survey to be able to report data to the foundation. What’s your favorite thing? The answer is typically hanging out with staff. Data is used for the annual impact report (# of volunteers, demographics, quotes)
* Return Rate. What’s a good rate of survey return?
* Explain the purpose of the survey. How to better serve them better. Make it easy. Let them know how long it will take.
* Drawing for gift cards from local businesses if you complete the survey (or complete the new version of the orientation).
* Exit survey, “you’ll be helping future volunteers by completing this survey”
* We've done recognition surveys (not anymore) and before I started the email newsletter (several years ago) I surveyed volunteers to see what content they were interested in and how frequently they wanted a newsletter
* We're planning to survey patrons on how our new building is doing.
* Tool: Google forms, Wufoo <https://www.wufoo.com/>
* If 2 out of the 3 people I sent my exit survey to responded, Does that count as a 66% return rate? Yes!

**Accessibility**

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.

* Check your messaging. Examine and check tasks for abilities really needed
* Went to Vista School (a local school primarily for autistic students) and asked them to review position descriptions and tasks
* Nothing about us without us.
* Fine-tuned role: example. A volunteer with Cerebral Paulsey has a great voice but was physically limited to collection tasks. He now leaves messages for registered program/event attendees and “thank you” calls for donors.
* Strengths-based thinking. Rather than focus on the weaknesses or deficits. For example a volunteer in a wheelchair tested out shelving, how high/low could they reach? Ended up as a cashier in the book sale.
* Make sure skills – mental & physical match the task
* Disability access group (library committee) – they help review and make suggestions
* We're currently working with our state's Oklahoma Rehabilitation Services. They have a four-week Summer Camp for their transition employment program and then they help with volunteer placement for the students at the library.
* Committee charge: The Disability Accommodation Committee is charged with the following responsibilities as they relate to the needs of library users:
* Updating print and online information for the public on the library's services for people with disabilities.Updating staff information on the library's accommodations for people with disabilities, including Library Commons and ADA plan.Monitoring current laws and trends in services for people with disabilities.Facilitating staff training about providing services to people with disabilities.
* Recommendng purchase of assistive devices and technologies for people with disabilities.
* Recommending new services or service changes based on trends and laws related to accommodating people with disabilities.
* We have an Inclusion Committee that I am a part of but we have not met since 2019.
* Multnomah County (not just the library) also has a Digital Accessibility Working Group that's a great resource and has a newsletter with tips on ways we can make our digital communications (etc) more accessible

**Establish a connection with volunteer**

How much time do we take to establish a connection with a volunteer?

* Is it a one-way or two-way benefit
* Isn’t this part of our natural role?
* Partnerships with schools – special education
* Summer camp – short-term commitment – to try out roll.
* Build community partnerships – all the expectations are on the table before volunteers are placed
* Refer to other organizations if it’s not working out

**Bad Coach**

What do you do if you have a bad coach for a volunteer?

* Go back to the organization – fix of don’t come back
* Conversation with the coach/guide and their client to set expectations before volunteering begins. Then have a reminder conversation if a new coach.
* Laminated sheet for staff to review expectations to be successful together
* Agency expectations – with how to do tasks. This goes into the client file so if a coach changes the information is on hand.
* We always get the contact info of the specific coach so we can communicate directly with them
* Those coaches work with staff at the branches, and I never know it's not working until it's gone too far.
* I started a partnership with a local school and framed it as a pilot program to show that it can be successful.

## **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)
* 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.
* Is there interest in a video/book discussion? Would you like to lead one?
* Carla – College Corps?