**Library Volunteer Leaders - Notes**

**6-22-22 1:30 EST**

Host:  Wendy Johnson, Indianapolis Public Library, wjohnson@indypl.org

 Wendy McClure, w\_mcclure@yahoo.com

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**

* Thank you, Wendy McClure for facilitating our gathering on June 15th! And the last half of June 22. You’re the bestest!
* Looks like we need a book list!
* **July 27 –** **Service Enterprise and Libraries: Is it for you?** – Ever wondered about becoming certified through Points of Light as a [Service Enterprise](https://www.pointsoflight.org/service-enterprise-program/)? Join 3 library volunteer engagement coordinator peers to learn how to leverage volunteers to achieve operational efficiency and greater social impact. Register here: <https://attendee.gotowebinar.com/register/9139149869751516941>

**Volunteer Inquiry Response Time**

Do you have a written procedure/guideline for responding to volunteer inquiries? How fast? How many attempts? Do you email and call?

* Email 1st. Jot down the date/time on the volunteer application. 3-5 days later call the prospective volunteer (make a note of the contact).
* Excel spreadsheet tracker of all prospective individual or group volunteers. Log of when they contacted us, when we responded, and which volunteer coordinator they were directed to. No additional follow-up at this time. I would love to contact the volunteer coordinator.
* We're a small library and have only hard copy applications. I log when I call the applicant and do a follow-up call, too.
* The auto-response when someone inquiries online says they will get a response within 2 weeks (this was set before I started). I follow up way before the 2 week mark (usually within a few days). Voice messages get a call back within a few days.
* When someone completes an application online this is the message they get: "Thank you! Your application has been submitted. We appreciate your for interest in our volunteer opportunities. You will receive information about the next step in the application process soon."
* We use Appointlet for volunteer interview scheduling if you're looking for something like that. <https://www.appointlet.com/>
* We usually say 1 - 2 weeks.
* Link to Columbus’ Manual - <https://getinvolvedclearinghouse.org/management-tools/volunteer-coordinator-manual-columbus-metropolitan-library-oh>
* When someone applies online they get this message on the screen and by email: "Thank you for applying to volunteer with Multnomah County Library! We will contact you within the next two weeks unless you have already been in contact with library staff." Then more info on what they can do while they wait and how to contact us.
* On our volunteer application it says "Please note: Much of our communication is done via email. Please be sure to check your email for response to your application submission. You will be contacted within 7-10 days. If no email is provided, you will be contacted by phone.
* I email first within a week of getting an application, then follow up with a call.
* Autoresponse – we’ll contact you within 2 weeks. It takes about 30 days to place a volunteer.
* Volunteers complete the application online, they are then asked to select an interview time. Both activities are integrated into the volunteer database application (Samaritan).
* Autoresponse is vague. This also works to give volunteer coordinators flexibility.

**Volunteer Coordinator Training**

* Check out this training method: Personal Design Templates (Thanks Liza!)
* Add scenarios and role-play activities for the sticky situations/difficult conversations
* Teach “Just have a BEER!” [Https://artofleadershipconsulting.com/blog/leadership/having-difficult-conversations-just-have-a-beer/](https://artofleadershipconsulting.com/blog/leadership/having-difficult-conversations-just-have-a-beer/)
* Stump the trainer. A form of role play. The attendees take the role of the volunteer in difficult/sticky situations. The trainer demonstrates the responses to situations.

## **Training Opportunities & Resources**

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