**Library Volunteer Leaders - Notes**

**6-29-22 1:30 EST**

Host:  Wendy Johnson, Indianapolis Public Library, [wjohnson@indypl.org](mailto: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**

* Looks like we want a **book list**! Please send Wendy J the titles and authors for 1-2 volunteer-focused or leadership books that you have found to be of value or are on your “waiting to read” list. Send along your fun titles, too!
  + The Power of Moments
* **Register for our July 27th gathering. 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>

**Unusual/unique roles for volunteers**

* Bulletin Board Wizards – group changed out bulletin boards approximately 1x/month
* Volunteers cut and sewed bandanas for reading dogs. Teens planned on adding the dog name to the bandana. (COVID squished this project.)
* One paid teen/branch for the summer. Focused on BIPOC. More than a Summer Reading Program teen.
* Packing Adult Activity Kits and other small projects as part of the “Library Joy” project during COVID. “Library Joy” will continue in a different format in the volunteer news/updates.
* Piano player for the lobby of the branch.
* Asked therapy animal teams (Dogs and a cat) to attend staff meetings.
* https://getinvolvedclearinghouse.org/position-descriptions/california-history-genealogist-ca-state-library
* https://getinvolvedclearinghouse.org/position-descriptions/japanese-american-history-archivist-ca
* https://getinvolvedclearinghouse.org/position-descriptions/fidget-blanket-creator-sacramento-public-library-ca
* We had therapy dogs come to the office during our move.
* <https://www.pinterest.com/tammy_steffens/bulletin-boards/sherwood-oregon-public-library-bulletin-boards-don/>
* We have a geocache in at least one of our locations

**Volunteers with felonies**

I received a volunteer application from a man who indicated that he was convicted or pleaded no contest to a felony in the last 7 years, but did not indicate that he was seeking community service hours and was not court-ordered. How does your library handle applicants who are felons? Is there a hard policy that disqualifies felons from volunteering, whether it is based on what kind of felony they were charged with, or don’t hire felons at all? (Steven)

* We take court-ordered. Everyone has a background check.
* A volunteer had an assault conviction from 20 years ago, we gathered more information, and decided it was okay for him to volunteer.
* Some states can’t ask the “do you have a felony” question. “Ban the box”.
* <https://www.dhs.pa.gov/KeepKidsSafe/Resources/Documents/Disclosure%20Statement%20for%20Volunteers.pdf>
* Court Appointed Community Service Volunteers are considered on a case-by-case basis when those hours are not related to crimes involving drugs, weapons, violence, sexual assault, theft, fraud, or exposure.
* For all court-mandated volunteers, we are directed to send them to our Public Works Dept.
* We don't do court-ordered service but people can volunteer unless they aren't able to pass the criminal record check (which is only run for specific roles)
* Anything having to do with crimes against children is not permitted
* Crimes against people or property not permitted
* Ours is anything involving violence, crimes against children, or theft. But there's some nuance between misdemeanors and felonies and the length of time since the conviction.

**Active shooter – policies and volunteer training**

* Ours is active threat (not just shooters) and is annual for employees. Staff train volunteers on the basics during their orientation
* Our team is currently reviewing it due to current events. We aren't doing drills, but we are teaching the procedures. Our Assistant Director is conducting these.
* So far, no training. But I've been through that kind of training at my previous employer (in higher ed)
* We do annual staff training. It's only discussed during volunteer orientation
* We had it at staff day a few years ago.
* Our Police Chief will be doing an active shooter training in July.
* Our Safety and Security Trainer made a video for our Summer Reading volunteer training but it was more general safety tips
* Volunteers are not responsible for executing emergency procedures. They are to follow the directions given by staff.
* Volunteers are instructed to follow staff instructions during an emergency and are asked to get themselves out as safely and quickly as possible.
* Weapons are not permitted in library buildings even though anyone can carry a gun. Signage throughout the library – “you can’t carry a weapon in the library”. If someone is found with a weapon, they are asked to put it in their car.
* No active drill – just online training
* Detailed escape plan – a javelin-type device to break out a window for exit
* Email of existing threat goes to all staff. In the last threat, we were asked to buddy up when going to our cars and ask for a security guard to escort
* We have an incident reporting software product. Before a volunteer can be accepted we check the incidents to confirm the individual hasn’t been a problem//or banned from the library.
  + One of our group reads these reports to have a better understanding of what public services staff are experiencing.
* Online active shooter training – not specific to a library
* Do you offer Active Shooter training for your volunteers?
  + No. In a crisis (flood, fire, shooter, tornado) the volunteers are viewed as “the public” and are directed by staff who are responsible.
  + Some kind of video for volunteers is going to be offered by the security team
  + The emergency exit plan is shared with volunteers
  + Niche Academy has active shooter training available
* Reminder, most students have extensive active-shooter training from school
* We’ve asked the training team to include volunteers in the new training modules. Both as audience members and included in content (…staff and volunteers…”).

**Security for your branches**

Paid library staff or contracted? Or…?

* Contracted, but are an active participant in the library to build relationships with patrons. Distributed hand sanitizer and masks. Greets patrons.
* Paid staff, called “Saftey Liasion”– they receive de-escalation training
* IndyPL has a paid staff position for Library Security Assistant or Supervisor
* We do not have security guards
* We have security at one of our libraries - they are a private service
* We have both staff and third party security at most, but not all locations.
* Security are library staff
* We hire private security
* We have no security
* We have a security manager and safety liaisons (like guards but the focus is different)
* We use "concierge" to describe this role
* I can see how a liaison would alleviate much stress on staff. I wish we had one.

**Summer Reading Program**

Are you hitting your goals?

* Received 500 volunteer applications – they are all in place. The limit (not the goal) was 400 volunteers. We’re definitely over that
* Volunteers must give COVID notification if found to be positive. Library then contacts anyone in the library who may have been exposed.
* We currently have 200 teen volunteers. Usually have 350 during summer. Same as Liza, we had our first COVID case with a volunteer the day before summer reading started!

## **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](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.
* Insurance coverage for volunteers. (Rebecca)