**Library Volunteer Leaders - Notes**

**7-20-22 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**

* **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>
* Saying goodbye to **Kelsey Sprys**, Mesa County Libraries, Grand Junction, CO**.** She’s going back to Parks and Wildlife to manage volunteers in the welcome center and as camp hosts. She may drop in on occasion.
* From Tammy: *Step-by-step guide to writing a nonprofit newsletter*. Galaxy Digital. <https://www.galaxydigital.com/blog/nonprofit-newsletter?utm_campaign=No%20campaign&utm_medium=email&_hsmi=212527366&_hsenc=p2ANqtz-8cPnQ5udQVxM6uVKXFKQSm6bbp73qi-OA353sTcVl-2fgwkM9sUqitu7MvqFK4UmVIG2bSUZ_tkcY9w2t5K98kcYPQdtp2vSHbdvn6o2jk7rWwzyQ&utm_content=212526424&utm_source=hs_email>

**Volunteer Engagement Assessment**

Do you conduct a volunteer engagement assessment on a regular basis? What tool(s) do you use? Cost? Consultant?

* VQ Assessment, Mini-quiz. <https://vqstrategies.com/vq-mini-quiz/>.

Follow this up with a full-blown assessment for $ conducted by VQ Strategies (Beth Steinhorn’s company).

* Energize, Inc. Many years ago they offered a free volutneer engagement self-assessment. It’s now fee based. <https://www.energizeinc.com/consulting>
* Service Enterprise. <https://www.pointsoflight.org/service-enterprise-program/#:~:text=What%20Is%20a%20Service%20Enterprise,volunteer%20management%20and%20organizational%20performance>.
* Service Enterprise uses a diagnostic tool that evaluates the program. We've done it twice.
* Archived webinar from last April -- Measuring Success: Strategically Asses Your Volunteer Engagement Strategy -- <https://getinvolvedclearinghouse.org/training-materials/measuring-success-strategically-assess-your-volunteer-engagement-strategy>
* VolunteerMatch worked with the California State Library to develop this self-assessment tool for library volunteer engagement programs. Once you complete the survey, the tool e-mails a report of the results. It also recommends resources to help in areas identified as needing improvement. - https://getinvolvedclearinghouse.org/training-materials/library-volunteer-program-improvement-model
* Volunteer surveys don’t always give us the information we want because, “everything is wonderful!” We know that’s not always the case.
* We do surveys to learn ways to improve.
* Did an annoymous end of program survey. One respondent provided a shocking response and now there’s no way to follow-up with them.
* Is your volunteer engagement part of the library’s strategic plan?
  + No, but either are staff.
  + Progams & collections are considered, along with Diversity, Equity, & Inclusion… the “what”. But not the “who’s” going to do the work.
  + Individual progams in the strategic plan call out volunteer support.
  + Most of us today had to say, “no”.
  + Once we have a strategic plan for the library we'll be in it! Volunteers weren't previously connected or included!
  + This is the only time the word "Volunteer" appears in our strategic plan: "Explore the viability of developing an online “bulletin board” for residents, focusing on local events, activities and volunteer opportunities."
  + As you might guess, I’ve been looking for an organizational strategic plan that includes volunteerism. Here's the only one I've found - American Diabetes Association's Strategic Plan, which calls our actual goals for the volunteer program on pages 22 - 24. — https://getinvolvedclearinghouse.org/management-tools/organization-strategic-plan-featuring-volunteerism-goals
  + One of our strategic directions is Culture which talk about staff but not volunteers https://www.barrielibrary.ca/about-bpl/about-the-library/2020-2024-strategic-plan\_web.pdf
  + We did our library's strategic plan about 5 years ago and I just don't remember.
  + Not yet. Our current strategic plan is through 2022. Hopefully I can get volunteers into the next one.
* Does it make you nervous/scared to conduct an assessment?
  + It may highlight our strengths, as well as the opportunities
  + A veiw from a different lens. What are our priorities? Should they be restructured or clarified.
  + An assessment should provide additional ideas from others
* Who should be included in conducting the assessment?
  + Floor staff – especailly in union shop
  + Leadership – Board member/Chair, Library director, Policy & Personnel Committee chair
  + Staff who were formerly volunteers
  + Maybe volunteers who are key or who have been with the library for many years
* Remember to keep surveys in perspective. One person out of 100 may have a negative comment and we focus in on that 1, rather than the 99.
* When should an assessment be conducted?
  + Pay attention to what’s going on in your library
  + Not during Summer Reading
  + Not before budgeting
  + Look for a timeframe where the necessary attention can be given to the assessment by the participants

Bonus: Impact

* Impact from a different perspctive. How are we together (staff & volunteers) going to reach our goal to build a stronger community?
* There's a great dissertation from Sue Carter Kahl about measuring volunteer impact. She has a great blog too! <https://suecarterkahlconsulting.com/>

**COVID**

* Metropolitan Library System of Oklahoma County have both gone back to masks for all. (In 100 degree heat!) Not very many people are pleased!
* Cedar Rapids started requiring masks on Monday. They are required in all City Buildings.
* Cedar Rapids has moved programming outside for the remainder of Summer Reading. Providing masks for patrons when the enter building, but not policing usage, just keeping distance

**Miscellaneous**

* Volunteers create monthly gifts to distribute to foodpantry and Meals on Wheels clients (cute handcrafted boxes with candy, inspirational cards, etc.
* AARP Foundation, Literacy Project. Focus is on K-3rd grade reading skills. Reading buddies model. Libraries can qualify if you have a local AARP office. <https://www.aarp.org/experience-corps/>
* AARP also has tool for posting volunteer opportunties, Create the Good. <https://createthegood.aarp.org/?CMP=KNC-DSO-Adobe-Google-CTG-Brand-CTG-Volunteer-Exact-CTG&gclid=Cj0KCQjwz96WBhC8ARIsAATR250ZZZWzFwVCgfMWnbiY9eWtH_kwXnudrHWM3iT-PCPh48YIRUgAOTIaAmraEALw_wcB&gclsrc=aw.ds>
* Teens are working on an Escape Room
* It's not an unusual task...but we have a few volunteers relabeling several thousand picture books. Our picture books are organized by categories (favorites, movement, etc.) and some of the categories changed, hence the relabeling.

## **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)
* [Points of Light](https://www.pointsoflight.org/)

**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
* November 5th, Volunteer Managers Day. <https://volunteermanagersday.org/> <https://volunteermanagersday.org/2022/05/04/ivmday-2022-theme-announcement/>
* Recruitement: Where do you post opportunties? How do you get the word out?

**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
* From Library Volunteer to Library Advocate: Tapping into the Power of Community Engagement by Carla Campbell Lehn
* The Complete Volunteer Management Handbook by Rob Jackson, Mike Locke, Dr Eddy Hogg, and Rick Lynch
* The (Help!) I-Don’t-Have-Enough-Time Guide to Volunteer Management
* From the Top Down: The Executive Role in Successful Volunteer Involvement by Susan J. Ellis
* Here's a link to my annotated bibliography on volunteer engagement: <https://getinvolvedclearinghouse.org/training-materials/bibliography-volunteer-engagement> (Carla)
* Volunteer Management Handbook
* Think Again by Adam Grant (currently reading – Sue)