**Library Volunteer Leaders - Notes**

**7-6-22 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**

* This month’s Better Impact discussion has been rescheduled to next Tuesday. Thank you, Kristen!

Here’s the one-time link for 7/12 from 2:00 to 3:00pm-ish EST. <https://us02web.zoom.us/j/89489036949?pwd=YVV1WmRKOGJ4cVpvYjlNbWRXbnVEQT09>

Meeting ID: 894 8903 6949

Passcode: 293548

* **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>
* November 5th, Volunteer Managers Day. <https://volunteermanagersday.org/> <https://volunteermanagersday.org/2022/05/04/ivmday-2022-theme-announcement/>

**Volunteer Insurance**

Does your library offer insurance coverage for volunteers? What type? What’s needed? (Rebecca)

* Workman’s comp is coordinated through the county. I provide the # of volunteers and hours yearly. Another library provides #s quarterly
* Any new position created has to go to city-risk management for review, which includes insurance coverage. The riskiest so far has been Read-to-the-dog but the city had already reviewed and approved volunteers for the animal shelter, so it was not a big deal.
* Risk-management reviews incidents for volunteers in the same way as they are for the public.
* Incidents are reported to HR. Volunteers go to urgent care and follow the same process as if they were staff. Staff incident report is used.
* Volunteers (or staff) have to go to a designated medical facility to utilize the organization’s insurance. Otherwise, the insurance is waived.
* Ours is the same for customers and volunteers. No workman's comp.
* Accident insurance
* Cautionary note: Track the shift hours when a volunteer is scheduled to be in the library (and when they really are there) to be able to confirm they were on property as a volunteer and not as a patron. Aka Log your dang time! We also tell staff the importance of getting volunteers to record time.
* When I was at the state library, volunteers were covered under workers comp
* No idea of our process because there hasn't been a volunteer injured enough to seek care since I've worked here... \*knocks on wood\* I assume we would ask HR since volunteers are covered by the same policy as employees.
* Do you share insurance information with the volunteers?
  + Yes, as part of the “record of your time” speal during orientation: (Thank you Liza!)
    - So you can get “rewards” for your time – reference letters, school credit, etc.
    - So our worker’s compensation insurance covers you should you get injured
    - To demonstrate the volunteer contribution story of community support to the mission.
  + No. It's included in my volunteer handbook that they DON'T have worker's comp insurance.
* From our handbook: Insurance coverage: Volunteers are covered by Workers’ Compensation while volunteering for the library. A volunteer must report an on-the-job injury or illness to staff immediately. Incidents not requiring medical treatment should be reported as well.
* We don't share that, just that they should tell their volunteer supervisor of an injury. The supervisor then contacts HR.
* It's listed on our General Liability waiver
* Do you share volunteer insurance information with your staff?
  + Yes, in the volunteer coordinator orientation so they know the procedures mirror staff.
  + No. Volunteers are universally managed as patrons – injuries, tornados/fires, active shooter

**Year-End #s (July 1 to June 30)**

How are your numbers looking pre-covid, during the height of covid, from last year?

* Most reported lower numbers from pre-covid and higher than last year.
* 13,500 from 2021 (250 volunteers) this is way up. (Kristen)
* California numbers are down again…most libraries haven’t come back fully yet, if at all.
* I haven't finished the last FY numbers yet but we're way up over the previous year. Not including last month, we're at 15,580 hrs but I don't have the number of volunteers on hand. Pre-covid we'd have 2,100 volunteers and 65,000 hours (900+- for Summer Reading)
* TOTAL volunteers - 1,152 volunteers gave 28,910 hours in FY 21-22 but about half of pre-COVID. I lost just about everyone, except for the Friends Sort Site volunteers – about 120.
* 446 volunteers contributed 13,090 hours in 2021. Up from 2020 but way down from pre-covid
* Not done the hours yet - will be curious to see. They're down from pre-COVID
* 261 volunteers contributed 9,581 hours in 2021, 4,467 hours in 2022 so far
* Libraries tend to see an increase in usage during recessions and apparently pandemics. People seem to discover that libraries exist (even though we've been here all along!).

**Returning Volunteers – your experience**

Most of us have already brought volunteers back. What would you recommend to other libraries who are just now starting to open their doors to volunteers?

* Over communicate Covid safety to volunteers AND staff. May need to add it to volunteer position descriptions.
* Things are different. You may have to start over at a branch with a needs assessment to determine desired volunteer support.
* Start with a small pilot group to get back into the volunteer engagement groove, retrain volunteers, and prepare staff.
* Plan to retrain staff. Staff have changed, volunteers have changed, there are a lot of new faces. Plus you’re likely to have new policies/procedures. Even the “old ones” won’t remember the processes.
* Retrain volunteers. 2+ years is a long time and it’s easy to forget the steps/process.
* Covid brain fog is a real thing. You’ll be using your brain in a different way than the past few years. Give yourself time to acclimate to the new brain-usage.
* Your library will likely have changes for volunteer tasks. Review each role, update position descriptions, share changes with returning volunteers so there aren’t any surprises.
* Start slowly. It’s okay to say “no” and to have a waiting list.
* Prioritize your roles. Start filling the top of the list and work your way down. Staff will appreciate having the high-priority roles filled first.
* Added “What’s the volunteer office working on this month” to newsletter.

**The Great Resignation – Libraries are not immune**

* The grand exodus is going on everywhere, creating opportunities that haven't been as plentiful ever before.
* So many new staff and SO many resignations and people leaving the field.
* We've had 4 Engagement Managers leave in the last 2 weeks!
* Retirement parties are weekly!
* We have soooooooooo many new branch managers/admins or they've changed branches. It's been really destabilizing for staff who had developed great teams w/ managers

**Newsletters**

* I do our newsletter mid-month every month. It’s short and sweet which makes it easier
* Quarterly
* Short and sweet. Not all issues are riveting…
* There was a newsletter pre-covid before I got here. It's on my list to bring back but haven't gotten around to it. I'm thinking quarterly.
* **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)

## **Training Opportunities & Resources**

* Jul 13 OR 19 - How to Choose Volunteer Management Software Solution with Confidence - Register here: <https://bit.ly/3mIh9PH>
* July 20 - Silver Linings in Evolving Literacy Services – Live online discussion with California Library Literacy Services to discuss the “Pandemic Pivot” – Open to all. Register here: <https://us06web.zoom.us/meeting/register/tZMlcOipqDwoG9wD4FQw7C4dz_hU1KwL-C-d>
* 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.
* How do you volunteer? How has it changed your volunteer engagement plan at your library? (Jennifer Bennet, VolunteerMatch)
* Newsletters – frequency, topics, audience