**Library Volunteer Leaders - Notes**

**8-10-22 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**

* Great job, Jessica, Amber, and Kate! You did a wonderful job explaining Service Enterprise on 7/27! Shout out to Carla for hosting and recording the session which can be found on GetInvolved Clearinghouse. . <https://getinvolvedclearinghouse.org/training-materials/service-enterprise-libraries-it-you>
* Thank you, Jennifer, Tammy, and Wendy M. for co-hosting the 8-3-22 gathering! Amazing!
* Marcia Hale, will be presenting Reigniting Your Fire: Burnout Approaches for Volunteer Program Manager, August 11, 11:30a-1:00p PST FMI and to Register: <http://www.doviasacramento.org/event-4921708>

If you can’t make it, an encore performance will be on November 17 for a Texas nonprofit group. Contact Marcia for details: [marcia.hale@hillsboro-oregon.gov](mailto:marcia.hale@hillsboro-oregon.gov)

**Gender-affirming school closet**

* Driftwood Public Library, where our friend Rachel Humpert spends her working hours, partnered with a teen to gather items for a closet at a local school: makeup, clothes, chest binders, etc. Students have access to the content for free. <https://driftwoodlib.org/gender_affirming.php> and <https://komonews.com/news/nation-world/public-library-creating-gender-affirming-closet-for-students-at-oregon-school>
* Rachel shared more details. The closet was the idea of a Teen Intern who organized a clothing drive, kickoff party, and more to make this happen. Focusing on helping to “make the outside match the inside”. The closet supplements another closet for students who don’t have access to supplies and clothing in the same schools.

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**Michigan library loses funding over LGBTQ books**

<https://www.wzzm13.com/video/news/patmos-library-millage-to-return-to-ballot/69-62d8472c-7050-418c-802e-455ff839b27d>

https://bookriot.com/patmos-library-fundraiser/

* LGBTQ+ collection is just like people, we are all part of the same community
* Collection is integrated
* Drag Queen Storytime has ruffled some feathers, but due to it’s popularity it was moved to a larger venue, which happens to be away from the juvinile section. Tickets (free) are required. The event is open to all ages.
* Community members spoke out during public comments at Board Meeting regarding a display in the children’s area. Board stood behind staff. Interestingly enough, the complaint came from a non-library card-holding person.
* In another system, the Executive Director and librarians were fired because of displays.
* LitCrates are a box filled with themed materials for youth. Some subscription holders have asked not to receive LGBTQ+ content. LitCrate info: <https://www.ahml.info/litcrate>

**Home Delivery and Sex Offender’s Request**

A social worker representing a registered sex offender asked if the library would provide home delivery to them. Does your library check your patron’s background for home delivery? Would you deliver to this patron’s home or ask a volunteer too?

* <https://komonews.com/news/nation-world/public-library-creating-gender-affirming-closet-for-students-at-oregon-school>
* Could the materials be mailed to the patron?
* Could the materials be delivered to the case manager, then delivered to the patron?
* Is it discriminatory to say “no” we won’t deliver to you?
* There may be a state law preventing the patron from visiting the library. This may state how the accommodation will be made.
* From our Policy (Cedar Rapids): It is the purpose of this policy to ensure that the Library is in compliance with Iowa State law (692A.113).Registered sex offenders convicted of sex offenses against minors may be eligible for library service, depending on their residence address. They may register for a card directly with the Branch Manager, Public Service Manager or designee via telephone or email. At the time of registration, the applicant may make arrangements for a person of their choosing to select, check out, and return materials using that card. They may also receive information via telephone reference services or by use of the library’s website and online databases from home.Violations of this policy will be immediately reported to law enforcement and violators will lose all library privileges. <http://www.crlibrary.org/wp-content/uploads/2022/07/CRPL-Board-of-Trustees-Policies-7.2022.pdf>

**Recruitment**

In the new world of COVID… What are you doing for recruitment? Are you still posting to online sites? What’s working – what’s not?

* Virtual 30-minute info sessions, followed by a link to apply. The ROI of time: 70-75% show up after signing up, of those who show up, 90% apply. (approximate numbers) Use Eventbrite for registration/reminders, Zoom for session. Record 1st session of each season and dropped to Google Drive. Marketing advertises sessions in enews…for a bump in registrations.

Facebook, Twitter posts by communciations/marketing team

Post sessions to my professional profiles on Facebook and LinkedIN

* Recruiting active Reading Buddies. Piloted this past summer for 2 branches. Targeted email was sent to zip codes in the area of the branch.
* VolunteerMatch (paid subscription) and LinkedIN. If the person on LinkedIN clicked on a skilled posting – LinkedIN will send messages to people who match the skills in your VolunteerMatch listing. It’s automatic and free.
* VolunteerMatch – paid account – you can create a webpage that looks just like your library site. VolunteerMatch Member accounts can create such a page which automatically updates your VolunteerMatch volunteer opportunities right on your website: <https://vmhelp.zendesk.com/hc/en-us/articles/360005855873-Promote-Your-VolunteerMatch-Opportunities-on-Your-Website>

Plus: you can share your volunteer opportunities directly from VolunteerMatch to a number of social media sites . . .

<https://vmhelp.zendesk.com/hc/en-us/articles/212953388-Posting-sharing-your-opportunity>

* Utilized Hands-on Connect, Volunteer Center in area

Per Marcia: Hands on has been struggling to keep funding nationwide. Our Hands On affiliate has shifted its focus to largely only equity and social justice work.

* United Way has been good about connecting to corporate partners/teams for one-tme projects
* Poster template created with changeable content.
  + Use a QR code instead of changeable content to link to current vol opportunities.
  + Posters may be problematic. What happens if you get interest from someone who doesn’t have the skills (but they think they do) and they see the same opportunity over and over?
* Share info session information with your corporate partners. Provide them with the link to the recording and how to get more information
* Reach out to local colleges and universities – community engagement department and/or specific department heads for skills you need.
* Service Fairs
  + Not so great for recruiting volunteers, but fabulous for library cards
  + Connect with work-study students
  + It’s more of an Outreach effort – share resources available for study
  + We’re invited to Freshman Orientation with the parents. Not so much volunteer engagement, but great for Outreach
* Charlotte uses Reddit to post volunteer needs for events.

Bonus: Ready Set is a coalition of organizations, including AmeriCorps and VolunteerMatch (and celebrity partner Will Smith) promoting mentorship and tutoring volunteerism, nationally. The California State Library, as well as its statewide literacy program California Library Literacy Services have signed on as partners -- https://www.getreadyset.org/. During the pandemic, this national partnership created a special recruitment site seeking volunteers to assist K-12 students with tutoring, homework help, etc. Volunteer opportunities you have posted on VolunteerMatch will show up in a search on this additional site IF: 1) you have the word “Tutor” in the title OR in the description, AND2) if you have selected “Children & Youth” as a Cause Area in the posting – you can have up to 3 cause areas on each volunteer opportunity – to show up in ReadySet, one of them must be Children & Youth (and also have the word “tutor” in the title or description.)

## **Training Opportunities & Resources**

* 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 ClearingHouse](https://getinvolvedclearinghouse.org/) 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/>
* Strengths Finder, DISC, and other personality evaluation tools… why they might be valuable to you. (Amber)
* Current research reports and studies

**Booklist**!

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)