**Library Volunteer Leaders - Notes**

**8-24-22 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**

**Volunteer Engagement Communication (internal messaging)**

* Attend staff meetings scheduled every other month
* Scheduled open door hours for anyone to ask questions
* We host a Volunteer Engagement Mini Retreat in Feb and Aug. 3 hrs/3 LEUs. New topics each retreat, guest speakers, news, and updates regarding volunteer resources
* Presentation to managers – 90 mins – recorded for those who miss it
* Pre-COVID: 2 hr meetings qrtly, every location had to have a representative there per Public Services Director. Now…zoom and email as needed.
* Topics: How to “Better Impact”, COVID procedures, Share ideas, Vision/Strategic plan at the beginning as a reminder, Summer interns, School help, Review volunteer coordinator handbook, follow Betty Stallings training materials tackling a topic each gathering

**Volunteer Supervisor Handbook**

* Refers back to the employee policy – same language
* Procedural vs policy focused
* Unified system with policy, procedures, exit survey, forms, and communication guidelines (length of time to contact a prospective volunteer)
* It’s a living document – update staff when changes are made via email
* Sample: (Thank you, Sue!)<https://getinvolvedclearinghouse.org/management-tools/volunteer-coordinator-manual-columbus-metropolitan-library-oh>
* VC handbook is a work in progress right now. For many of us.
* We have one it’s 29 pages! But it includes forms too
* Sample Table of Contents:

About Volunteer ServiceDefinitions--Volunteer--Volunteer Coordinator--Volunteer Supervisor

Volunteer Rights and ResponsibilitiesGetting Started with Volunteers--Developing Roles--Requesting Volunteers--Recruiting--Screening--On-Boarding--Record Storage and RetentionWorking with Volunteers--Volunteer Information Center--Scheduling and Attendance--Training--Tracking Hours--Recording Off-Site Hours--Injuries--Staff as Volunteers--Release from Service

**Volunteer Supervisor Orientation**

* Basics of Volgistics / Better Impact / or volunteer management tools available to them
* Review of Volunteer Supervisor Handbook
* Conducted as a 1:1 visit
* Conversation to learn about their experience w volunteers and volunteering. What worked well, or not? Building a relationship.
* Any staff member can watch a shortened version of volunteer orientation so they are “in the know” about what information we’re providing volunteers.

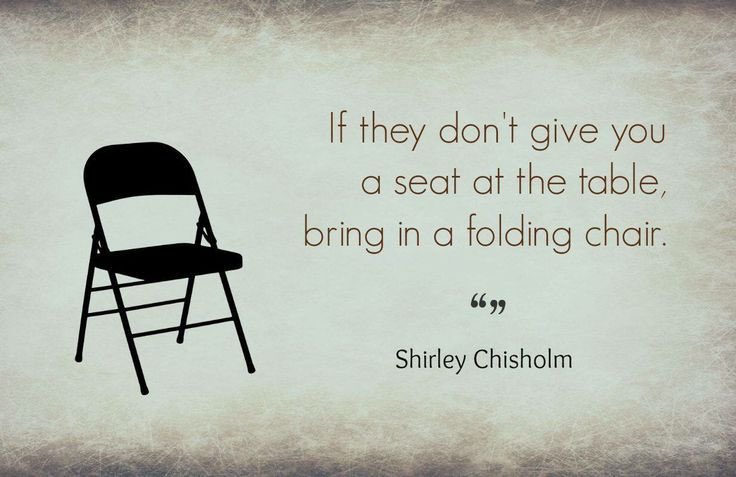
**Keeping Volunteers “front of mind”**

* Redoing the volunteer station in the library – keeping it fresh
* Posting monthly stats: # of vols/hours, programs supported, impact measurements
* Staff meetings – sharing how volunteers have been utilized
* Volunteers may be invisable, so reminders are helpful
* Let staff know about available opportunities so they can share
* Our staff communication is on Slack with a gratitude channel. Staff along with me, regularly post thanks for projects, programs and the great help that our volunteers contribute.

**Seat at the Table**

Do you have a seat at the managers’ table?

* Listen to what’s going on and what volunteers may be able to offer
* Share what’s working – give kudos
* Youth meetings are more helpful for me
* I attend Youth and Adult services meetings
* Not invited? “Bring your own chair.”



**Collecting Volunteer Requests From Staff**

What tool(s) do you use to gather information from staff about their volunteer needs?

* GoogleForm that feeds a GoogleDoc
* Nudge staff when there are new initiatives
* LEAD TIME: at minimum 2 weeks to recruit
* We have two forms specific to our Programming team - one for event volunteers and one for prep project volunteers.

This is the language we put on our form for staff requesting event-based volunteers.

# of Volunteers Requested / Time Needed to RecruitThe more volunteers requested, the more time needed to recruit.

Recruiting timeframe:1-2 volunteers--2 weeks

3-6 volunteers--4 weeks

6-10 volunteers--6 weeks10-20 volunteers--2 months

20+ volunteers--3 months

<https://docs.google.com/forms/d/e/1FAIpQLSdCXSnPeLA3EOWVp3SmObiRLrDixEFGq0FMwOFM2iZn7fhxBg/formResponse>

* I started to use a form just prior to covid. I would like to start using it again for consistency. <https://www.ahml.info/form/volunteer-request-form>
* Another sample you have to check out 😊: <https://forms.gle/r7tH4yGqhHZCfHk66>
* <https://docs.google.com/spreadsheets/d/1UTsh9QCEdxKscYibujCeXjdJn9-UO7ukFRphfQKve54/edit?usp=sharing>

## **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
* 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)