**Library Volunteer Leaders - Notes**

**8-31-22 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**

* If you’re in Oregon – please send Tammy Steffens the salary range for volunteer leaders in your library system/county. She’s compiling data for a compensation review. [steffenst@sherwoodoregon.gov](mailto:steffenst@sherwoodoregon.gov)
* Registration is open for the ALIVE hybrid conference on Impact Evaluation. October 18 / 19. $50 for non-members, and $40 for members.

Info: <https://www.volunteeralive.org/alve_better_impact_vmpc_hy.php>

Reg: <https://mms.volunteeralive.org/Calendar/moreinfo.php?eventid=71740>

**Too many volunteers!**

Situation: Reading Buddies will be launching this fall after a two-branch pilot this summer. A lot of promotion to improve reading levels in younger grade school youth. The community responded in droves. Now there are more volunteers than youth. What do you communicate to the unmatched volunteers?

* Put them at the top of the queue for the next session
* Offer other volunteer opportunities – especially with the same focus to improve reading levels
* Hang on to some to be a substitute (“understudies”)
* Be honest and direct. “We’ve had an overwhelming response.” “We’re going to put you on the wait list for the next session.” “We don’t need help now. Please check back in 3 months.”
* Offer the training to the waitlist volunteers in preparation for the next session. It’s bonus information they could utilize with family members, youth groups, and more. Plus they’d be ready to go for the next session.
* Ask waitlist to help promote the program to youth (schools, PTA/PTO, faith-based orgs, fairs & festivals, at the library, put up flyers) even help with the administrative side – matching, organizing the training schedule, or possibly conducting the training. These would be new roles for the program.
* Can the waitlist people shadow a Reading Buddy for a few shifts? This could build some commeraderee between the volunteers, keep the waitlist folks engaged, and prepare them for the next session. It would also help “washout” anyone who decided this wasn’t their thing.
* Is there a moderator for the reading sessions? Could the waitlist be trained as moderators?

**Program Creation/Event Planning**

Are you part of the process when new programs are being created or events are being planned? Do you have a seat at the table? Do you make a seat at the table?

* “Invite me to the table so I can be successful in supporting your project.” (win-win) If you don’t invite me, I’ll do my best, but there are no guarantees
* If you’re not at the table, get your supervisor or leadership involved. They can help.
* In the planning stage:
  + To the project leader, “Can we take a few minutes to develop the volunteer position description?” Frequently this person hasn’t thought about the who/what/when/where in detail. This discussion will ideally start them thinking PLUS see you as the expert who has knowledge and ideas. Sample position description template: <https://getinvolvedclearinghouse.org/position-descriptions/template-volunteer-job-description>
  + Identify what volunteers will and won’t do (like cleanup)
  + Does the identified volunteer supervisor need training prior to the event?

**Volunteer Supervision**

Situation: We have one branch. I’m being asked to be the volunteer supervisor for all volunteers – including orienting and training them. This isn’t in my job description. The staff with the expertise should be the supervisors. What can I do to make my role clear to everyone?

* Solicit help from your leadership
* Provide staff training on supervising volunteers. Reinforce this as new volunteers are brought on board and assigned to the staff member.
* Work to have “volunteer supervision” added to staff position descriptions
* Flattery – “I don’t know xxx but this is where you shine!”
* As the Library Volunteer Leader, I want to understand the role so I can properly recruit for it. Therefore, I may shadow someone doing the tasks or try the role out before recruiting for the position. I don’t want any surprises.
* You are being asked to know absolutely everything that happens inside the library – collection management tools & processes, circulation procedures, all the software tools used, staff management, building security/emergency plans, and so much more. This is an unrealistic expectation.

**Boards as Volunteers**

How much interaction do you have with your board? Do you track their hours? Are they screened (background check, etc.)?

* The admin who works with the board provides me with the hours for meetings, committees, and events. These are included in my total volunteer hours.
* If there is a pro bono consultant – I track their hours
* Intern hours are also tracked. There’s some discussion about whether paid interns should be counted among volunteers
* Our board is appointed/elected. It’s hard to come back and ask for all of the screening documents
* I once went to the City Council and asked about running background checks for the board. “Let me look into that.” And that was the end of the discussion.
* Board hours have to be removed from volunteer hours when reporting to the state. However, we still collect board hours to use in promotion.
* Minimal (if any) interaction, no background checks (they're elected), no hours tracked.

**Resources and Tools**

What are your favorite resources for the “Volunteer Life Cycle”?

Diagram

Description automatically generatedSource: https://www.bccpa.ca/member-services/volunteer-resource-centre/cpa-life-cycle-supporting-volunteers/

* Corporation for National Service
* ALIVE
* Energize Inc.
* Exit Surveys
* Impromptu asks: At a volunteer appreciation event, the volunteers were asked to answer a question or two. The answers were put on a sticky and added to a poster with the question. “What do you enjoy doing for the library?” “What else would you like to do?” “Why do you volunteer for the library?”
* I refer to *The Volunteer Management Handbook*, edited by Tracey Daniel Connors whenever I'm at a loss.
* *Lessons from the Mouse*. A Disney management book
* <https://www.energizeinc.com/Energize.com> works with the subtitle "Leveraging the Power of Volunteers with ADISA."
* <https://www.pointsoflight.org/resources/>
* <https://getinvolvedclearinghouse.org/>
* *Help! I don’t have enough time! Guide to Volunteer Management* <https://www.energizeinc.com/store/help_i_dont_have_enough_time_guide_volunteer_management>
* <https://getinvolvedclearinghouse.org/training-materials/bibliography-volunteer-engagement>

**Future Topics**

* Managing the Volunteer Experience. From the Volunteer Lifecycle: https://www.bccpa.ca/member-services/volunteer-resource-centre/cpa-life-cycle-supporting-volunteers/
* 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 B.)
* 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 [Carla] annotated bibliography on volunteer engagement: <https://getinvolvedclearinghouse.org/training-materials/bibliography-volunteer-engagement>
* *The Volunteer Management Handbook*, edited by Tracey Daniel Connors
* *Think Again* by Adam Grant (currently reading – Sue)
* *Lessons from the Mouse*. A Disney management book
* *Help! I don’t have enough time! Guide to Volunteer Management* <https://www.energizeinc.com/store/help_i_dont_have_enough_time_guide_volunteer_management>

## **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/)
* [AL!VE](https://www.volunteeralive.org/)