**Library Volunteer Leaders - Notes**

**9-14-22 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**

* September 21 – Facilitator, Liza (She asked for costumes.)
* October 18 - Facilitator, Wendy McClure, Share photos of your library, volunteer area, & ideas for sharing.
* ALIVE / Points of Light contract. ALIVE will be the administrator of the Service Enterprise Initiative! Here's the RFP for the Service Enterprise Initiative Management role: <https://drive.google.com/file/d/1TKjIreq2hss7-jlb311jxzzLrdxCVMtl/view>

**Traumatic Experiences**

Example 1: A regular patron with headphones on was singing loudly to music. The staff member, who had a good relationship with the patron, asked him to stop singing out loud. He started yelling, threatening the staff member, and finally punch a plexiglass shield causing it to shatter. He was intercepted by an in-house police officer, handcuffed, and taken to jail. Example 2: a man with a gun entered the neighborhood branch looking for a patron, staff followed protocol moving to a secure area, while the man with a small group of other patrons moved outside the door, where he shot the gun 2-3 times. No one was hurt. Example 2 made the local news. How do you communicate with and support volunteers when there’s a traumatic experience in one of your branches?

* How is this handled with staff? Could you forward staff communication to volunteers?
* “Critical Security Incidents” are shared with all staff each morning. The expectation is for the branch staff to communicate with their volunteers.
* “When in doubt, get out” is included in volunteer orientation.
* Follow the lead of Human Resources/Administration when communicating with volunteers.
* I usually send volunteers the same message that admin sends to staff (with minor edits as appropriate)
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* <https://www.alastore.ala.org/content/black-belt-librarian-real-world-safety-security>
* I think all volunteers should be informed because incidents can happen at any branch
* Always, CYA
* Staff does active shooter and situational awareness training but volunteers do not. Should they?
* There was a fire in the building. The branch manager was asked to communicate with volunteers (volunteer resources provided a list of active volunteers).
* Buildings are wired with cameras – all incidents are sent to all managers. Hint: Security visits with the teen volunteers when they start. They are shown where the cameras are located. It’s slowed down some of the teen antics.
* Security training is provided to staff – 30 minutes
* There’s a series of videos for volunteers
* Leadership team has a training project on their “to-do list”. It will start with an overarching safety video.
* Address the safety issue with the volunteers. Address their concerns, safety measures in place, and the training & procedures worked. Share with all volunteers. “We followed policy and it worked to keep people safe.”
* Volunteers are part of the team. But how much do they need to know?
* Run any messaging past communications & managers
* “The library is a reflection of our community and what is happening in the world. We are a public space.” These are societal not library

**Miscellaneous**

* Isabella is using GetConnected. Contact her if you are too. [iramirez@lapl.org](mailto:iramirez@lapl.org)
* Everybody Reads – an annual event – volunteers for book discussions. *A Tale for the Time Being,* by Ruth Oeki.
* More good news I just thought of: our Friends group is having their first book sale since pre-panny!

**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 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/>