**Library Volunteer Leaders - Notes**

**9-21-22 1:30 EST**

Host:  Liza Dyer, CVA, Volunteer Engagement Coordinator, Multnomah County Library, Portland, OR

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**

* Thank you Liza for facilitating the gathering today! Amazing! (And thank you for the agenda and notes below. 😊)
* October 18 - Facilitator, Wendy McClure, Share photos of your library, volunteer areas, & ideas.

## **Agenda**

Opening: Tomorrow is the autumn equinox. What is your favorite thing about fall and/or what’s a “fall-ish” thing you do each year? Doesn’t have to be a stereotypical thing, could be what you do every year at this time.

Open time for questions and discussion.

Closing: Leave a book recommendation (not work-related!) in the chat or share by unmuting.

## **Notes**

**Door greeters - Steven Morris**

* Marcia Hale has volunteers doing this and it started during the pandemic. A nice entry point for volunteers who don’t know what they want to do yet or are waiting for another role to open up. Can be kind of boring.
* Docents or tour guides? Wendy M had a docent program related to solar energy at the library. Fizzled out after about a year.
* Concerns about the safety of volunteers being the first people that patrons interact with, specifically patrons with mental health challenges or patrons experiencing houselessness.

**Customer service** conversation about whether or not it’s even taught to staff/volunteers, authenticity, recruiting volunteers with friendly personalities, cultural differences with customer service expectations, etc.

**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/>