**Library Volunteer Leaders - Notes**

**9-7-22 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 to share.
* Registration is open for the ALIVE hybrid conference on Impact Evaluation. October 18 or 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>

**Home Delivery – volunteers’ vehicles**

For those doing home book delivery (or other programs) with volunteers driving their own vehicles on library business, how do you set that up successfully with your risk management team – either at the library or the city/county level? Forms, insurance, etc.? (Jessica L)

* Driver check added to background screening (Sterling Volunteers)

All Position Descriptions must be approved through County Risk Management team

Volunteers watch a driving video – the same one staff view

Volunteers cannot drive city vehicles

* Sign a waiver for times when they are on volunteer business using their own vehicle – this is kept up to date

Gather Driver’s license and insurance information each year

No driving library vehicles

* Drivers license and Insurance annually

Sterling Volunteer Driver check

* Do you reimburse mileage?
  + May drop the “cost of gas” barrier
  + May change the motivation to deliver materials
  + No reimbursement for mileage, remind volunteers mileage may be claimed on taxes if they keep records

**Heavy Equipment & Power Tools**

Can volunteers rent/use equipment? Like forklifts and trucks for the book sale.

* No. This is considered beyond the “norm” for a volunteer.
* Nothing with a cord or gasoline

**Diversity, Equity, and Inclusion - access**

* Equitable access – Summer Reading Program, Free bus passes to get to the library. Pay $20 per meeting (max of $600) to accommodate accessibility
* Staff receives a cash “bonus” if they have/use one of the service area languages, have indigenous or black lived experience (an in-depth knowledge), and are/or a past volunteer for Summer Reading.

Community Budget Advisory Committees (CBACs) are groups of community members that review and make recommendations on county departmental budgets and operations.

Preferred Qualifications:Prior Summer Reading volunteer experience Fluency in one of the following languages: Spanish, Russian, Chinese, Vietnamese, or Somali. In-depth knowledge and/or lived experience with the Indigenous and/or Black communities. This experience is demonstrated by knowledge of traditions, values, and customs.

* Summer Reading Program volunteer selection shifted from a 1st come, 1st serve model to an application window. Qualifications were used to make selections. This allowed for volunteers without consistent internet access, jobs/school who can’t sign-up on the first day to be considered. Note: Library branches could specify languages in their request for volunteer support.
* You could fill out your volunteer info for yourself and compare it to how your library fills it out for employees. See how they compare. You can also look at your community demographics and compare. <http://www.eeo1.com/EEO1Form.pdf>

**Family Members as Volunteers**

Does anyone have a policy about people volunteering in the same department where a family member works?  (Jennifer B)

* Staff can not supervise a family member (paid).
* If a parent is staff and child wants to volunteer it must be in a different branch.
* Work in same branch, just not the same chain of command
* Family cannot volunteer under the supervision of family.
* It’s not good when a parent (staff) interjects themselves into a child’s volunteer experience.
* We have a policy about staff supervising children (not allowed, must be supervised by someone other than their parent) but we haven't had many situations with two adults

**Retirees**

Are there procedures for when a retiree wants to volunteer?

* They have to wait six months unless they worked in a branch and now want to help in the book sale. Another library has a 1-yr waiting period.
* We have an almost identical policy. 6 months wait period. There has to be an agreement from the library supervisor to return and the returning employee/retiree has to abide by volunteer rules and no longer be oriented to staff rules. So far it's worked.
* If the retiree wants to volunteer in the same branch where they worked the branch manager must approve the placement.
* They have to go through the onboarding process, including the orientation.
* Setting expectations and boundaries is critical.
* Must reapply for the position. Sticky situation: A retiree received a “no” from the library, then applied through the county and was placed. This person was very negative when they worked in the library. Lesson: Communication between the library and the county is super important!
* If you have a Friends of the Library, this might be the answer for retirees to continue to support the library.

**Retention at a Branch – something is going on!**

A branch has recently experienced a high dropout after a new volunteer participates in one or two shifts. Thoughts?

* Ask for a 3-month or 6-month commitment to cover the time and resources of onboarding. Or ask for 15 hrs over the year.
* Know your volunteer return on investment
* Call the dropouts and ask “why”, since the existing volunteers have been there for a long time.
* Hearing: Staff doesn’t value volunteers. “Not enough work, go home”. Volunteer Leader is getting mixed messages – branch manager is begging for help.
* Did lower-level staff (or a volunteer) snipe at the volunteer? There’s a volunteer click?
* Explain why there is a time commitment. “It gives you a chance to see what it’s like.”

**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/>
* 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/)