**Library Volunteer Leaders - Notes**

**10-27-21 1:30 EST**

**Host: Wendy Johnson, Indianapolis Public Library**

[**wjohnson@indypl.org**](about:blank)

Hello, Friends –

A person smiling for the camera

Description automatically generated with low confidenceCongratulations to Marcia Hale! She’s been recognized for an AL!VE Impact Award as an Exemplary Leader. I’m pretty sure we already knew this, but it’s wonderful to hear others know it too! Way to go Marcia!

Consider completing VolunteerPro’s  [2022 Volunteer Management Progress Survey](https://cvacert.us17.list-manage.com/track/click?u=e392c6e60f4a1a4d8e9e1abb2&id=1286a8b807&e=fed7a96d90) to have your organization represented. Also, Texas Volunteer Management Conference has made available recordings of the amazing speakers from last year’s training series. See the list and view them [here](https://www.texasvmc.org/webinars/).

Take care!

Wendy J

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…**the more smart people the better**.

Zoom:  [https://us02web.zoom.us/j/85199850785?pwd=WHorb3h2ckgvZjhZT1BOVWxEMzhlZz09](about:blank)

Meeting ID: 851 9985 0785

Access Code: Volunteer

**Topics Discussed**

**2021 Holiday Schedule** (Can you believe the end of the year is almost here!) We will **NOT** be gathering on the following dates:

Wednesday, November 24 (US Thanksgiving)

Wednesday, December 22

Wednesday, December 29

**Mailing Address / Directory**

Several of our group have asked for a directory of sorts for mailing addresses. If you’d like your address included (and haven’t already shared it with me) please email [wjohnson@indypl.org](mailto:wjohnson@indypl.org).

**Friends of Library Week – October 17-23**

* https://www.ala.org/united/events\_conferences/folweek

**Volunteer Leader Job Descriptions**

* Please send your job description to Carla for posting in the ClearingHouse – [clehn@califa.org](mailto:clehn@califa.org)
* Never use never in a job description…consider using rarely
* We should read our job description every year at performance review time. Has our role shifted away from the tasks listed? Are the tasks still relevant? Are our tasks in line with the mission?
* Samples: https://getinvolvedclearinghouse.org/ — click on Management Tools, then choose Volunteer Coordinator Job Descriptions from the dropdown menu

**International Volunteer Manager Day – November 5**

* <https://volunteermanagersday.org/>
* International Volunteer Manager Day Forum – Free Online Event – Nov 3 in the United States – Register here: <https://www.eventbrite.com.au/e/international-volunteer-manager-day-forum-tickets-169430825159>
* The IVM Day website has social media images
* Communications will add a Thank You on social media outlets
* This day lifts up staff members who work with volunteers (and volunteers, too)
* Give a gift card for a free coffee at the library café
* Handwritten note with qualities we admire
* Share upcoming training opportunities, books, and other ways they can grow in the profession
* Send emails to volunteer coordinator’s supervisors

**Online Holiday Celebrations**

What fun things have you used or seen used?

* Online Bingo; note – make sure there aren’t any duplicate bingo cards; winners receive small prizes in the mail.
  + <https://letsplaybingo.io/>
  + Free Printable and Virtual Number Bingo Card Generator (myfreebingocards.com) <https://myfreebingocards.com/numbers>
  + <https://appzaza.com/bingo-number-generator>
* Pictionary with a small group. <https://skribbl.io/>
* Google online games for ideas
* Another idea we did for a zoom volunteer party was odd expertise/show and tell. Volunteers got ~5 minutes to talk about or show something that they wanted. One person showed their photography and another person gave us a mini talk about mushrooms. It was fun and we learned a lot!
* Use Zoom for gathering
* One magical:One Mundane or Two truths and A Lie; both are good ways to get to know people
* Kahoot.it – trivia, create your own questions, multiple-choice. You could even have a virtual group of volunteers create the questions for you!

**Boundaries in an online world– Staff, Volunteers, Patrons -**

* On-line personas – one for work, one for personal
* In a small community it’s hard to keep boundaries
* Some don’t “friend” volunteers that they weren’t already friends with before
* Many of us are not active social media users to minimize connection
* Facebook friends = No, LinkedIN = Yes, others a mix
* What about staff? No one we supervise or our supervisors
* Be friends with everyone or with no one you supervise. Not doing this could be considered discrimination.
* Consider having a written policy to have something to “point to” if a volunteer asks to connect online
* Know your organization’s policy. Know your state’s policy.
* Do you have a volunteer-specific FB page?
* Suggestion: Lockdown your FB page – especially during job search
* Not a good idea to review a volunteer’s information on social media – don’t single one person out (discrimination)
* Redirect a patron or volunteer asking to connect. “Is there anything library-related I can help you with?”
* Our Library Director has an interesting informal policy she's shared. She won't send a friend request to anyone but will accept them if a staff member asks her. Then they've opted to share this information with her.
* There is a policy about no social media contact with teen volunteers
* Some of our YAS staff use their personal phone to text summer adventure volunteers. We are trying to get away from that, but text is the preferred method of communication of teens.

**Gifts from Volunteers**

* If it’s food share it with staff
* Know your organization’s policy for the value of gifts that can be accepted (if any)
* Consider posting the gift policy where volunteers can see it – especially if you have a “no gift” policy
* Handcrafted items are tough to turndown
* I was once given a handmade card for each night of Hanukkah from a volunteer which would have been under any dollar limit but still felt like it was crossing a boundary to me... unfortunately I didn't know how to voice that at the time (the volunteer later asked me out)
* More on gifts discussed here: https://getinvolvedclearinghouse.org/management-tools/library-volunteer-leaders-meetings-notes-may-2021

**Salary Survey for Indy Nonprofits – Volunteer Role is included!**



**Training Opportunities**

* [MAVA Dismantling Inequities Conference](https://mavanetwork.org/content.aspx?page_id=22&club_id=286912&module_id=484644), virtual and interactive, Dec 9 & 10, 2021
* Niche Academy Library Online Learning Conference, January 21, 2022. [FMI](https://www.nicheacademy.com/library-online-learning-2022?utm_campaign=Library%20Online%20Learning%20Conference%202022&utm_medium=email&_hsmi=146863292&_hsenc=p2ANqtz--3cVBwJ-Q-lv0G6yXlSEDODwrLH6naND1JkxoEJ9XxptErrjMOwPp1TBWV-DM72TaQ2fTIryrwwBcq85sqF9WmpyvisA&utm_content=146525130&utm_source=hs_email)

**On-going Educational Resources (just a few)**

* Volgistics National Peer Group – online – 2nd Tuesday of the month – free!

FMI contact Jessica Link, [linkj@crlibrary.org](about:blank).

* Better Impact User Group – online – 1st Tuesday of every other month – free!

December 7, 2021, February 1, 2022, April 5, 2022, and June 7, 2022,

2p EST/11a PST <https://us02web.zoom.us/j/86131303138?pwd=RlBWN2U4SWpZZEdXNEhOem9uTUZJdz09>

Meeting ID: 861 3130 3138

Passcode: 240307

* Join the GetInvolved listserve by emailing Carla, [clehn@califa.org](about:blank). Fabulous resource with samples, current news & updates. <https://getinvolvedclearinghouse.org/>
* VolunteerMatch. Free sessions on many of the topics we discuss in this group: [https://learn.volunteermatch.org/](about:blank)

**Future Topics**

* Demo of Clearinghouse - How to find our notes (Carla)
* Volunteer Manager Ethics
* Staff working with volunteers: tips
* Volunteer Orientation/Training
* Difficult conversations
* Opportunities without onboarding barriers? Pop-up volunteering, Informal Volunteering
* Teen Advisories
* Circle Back for updates:
  + University of North Carolina – Charlotte (UNCC) Class Project Update – Chauna
  + Chauna –“that troublesome patron” update?
  + Our leadership role, what new things are we doing? Resources to share?