**Library Volunteer Leaders - Notes**

**11-17-21 1:30 EST**

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

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

Hello, Friends,

Reminder: We will NOT be gathering this week, November 24th. We’ll also be taking a break on December 22nd and 29th. Happy Holidays to you and your family!

I had the pleasure of attending the Sacramento DOVIA’s Booktalking session last week. Our friends Carla and Leslie were among the presenters. (They were great!) I was reminded of how it feels to be the “new kid” to a group and how our “tribe” is so generous with time and information.

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**

**Housekeeping**

* “Sticky Situations: Applying Ethics to your work with Volunteers” with Katie Campbell. Marcia will be contacting Katie as a possible speaker for our group.
* Please send Wendy J names and contact information for speakers. It would be great to have a speaker each quarter if it works out. Suggestions: Rob Jackson, Martin Cowling, Erin Spink's website: <http://www.spinktank.ca/> (data nerd in volunteer world), Tony Goodrow (Impact), Staff at Engage Journal

**Miscellaneous**

* More about dealing with snarky staff and volunteers. <https://blueavocado.org/hr-and-employment-issues/ask-rita-how-do-we-handle-a-supervisor-whose-way-of-treating-employees-is-causing-them-to-quit/> (Thank you, Jennifer!)

**Skills-Based Volunteers**

* First, generally we’re not crazy about the term “skills-based” because volunteers come with skills of all kinds. We just might not utilize them. And some volunteers want to learn new skills or try new things outside of their expertise and experience. No great ideas for how we might designate folks using their talents.
* How have we engaged skills-based volunteers?
  + HR professionals from for-profits to review documentation, volunteer screening practices, etc.
  + Project managers engaged skills-based volunteers for: research, new building/renovation studies/survey, community impact study
  + Meta Data staff asked for digital scranning, meta tags, object descriptions
    - <https://gallery.multcolib.org/>
    - <https://www.digitalindy.org/digital/custom/home>
  + A corporate strategy team is partnering with the executive team to map out a year-long communication strategy
  + A teen built an adopt-a-shelf training game for volunteers to play. Move the book to the right shelf/place.
  + COVID-19 story project – skilled interviewers talked with community members about their pandemic experience. Like university communications students
  + Teaching computer classes
  + Retired HR professionals as resume’ helpers in Job Center
  + MLIS students indexing archived newspapers
  + We've had engineers assist with STEM programming and speak with youth about careers
  + At NPPL, we had a group of volunteers helping us with oral history's. The plan was to capture some of our amazing local characters and share their stories.
  + I used to have a great gardener for our rooftop who was willing to use a harness and tie-off to access the plants
  + We used to have a volunteer who was our database guru and was able to run reports that were essentially impossible through Volgistics. He was a retired database admin and could use SQL and other code to get us info we needed
  + We have had bilingual volunteers help with Story Times and help translate forms/documents for us. They were already volunteering with us or were friends of staff who we asked to volunteer for these short-term projects.
* What defines a skills-based volunteer? Ask, “What skill do you have that I can’t teach you? Or we don’t have time, capacity, knowledge, etc. to do ourselves.”
* Find skills-based volunteers
  + [CatchAFire](https://www.catchafire.org/) (fee-based) – program logo design, survey result evaluation, digital photo organization. These are short projects with a clear beginning and end. All virtual so you’re casting a global net.
  + VolunteerMatch and LinkedIN partnership. LinkedIN subscribers can indicate they are interested in volunteering and VolunteerMatch will connect your posting to them. Carla has had great success doing this. A volunteer designed a strategy for a literacy program’s 30th B-day: created new content, reviewed messaging, emailed each California County’s representatives sharing information about the program, attended events, and more!
  + Reach out to your corporate group leaders with project information
  + Connect with the local Latter Day Saint’s Ward for missionaries requiring service hours
  + Local United Way
  + AARP – [Create the Good](https://createthegood.aarp.org/)
  + Company specializing in skills-based projects and volunteer matching: [Common Impact](https://commonimpact.org/)
  + We have a large Intel community and in the past, we have reached out to them to help with projects. Their company also donates $10 an hour for each hour of service.
* Staff and skills-based volunteers
  + Model the way – show what we can do with skills-based volunteers
  + Be specific about the opportunities – possibly involve union for clarity
  + Keep stakeholders in the conversation
  + When talking about the need – break it down into steps – “Tell me more about that”. This might help work through the perception that “volunteers can’t do that”. Whatever “that” might be.
* How do we measure the impact (not the output) of a skills-based volunteer?
  + Economic Impact of a computer class
  + Documents scanned - # of times sited in scholarly papers
  + Antidotes and stories from customers – demonstrating how barriers were removed – improved access
  + Measure not just today’s impact, but the year and long-term (history and/or predictions)
  + Qualitative data, surveys from users on their experiences – “What did you think before? Now, what do you think after?”
  + Here’s the outcomes process that California’s library literacy programs use: https://libraryliteracy.org/for-coordinators/roles-and-goals/
* Skills-Based Volunteerism 101, December 9, 2021, Noon – 1:00p EST, offered by [Serve Ohio](https://serve.ohio.gov/). Free. [Registration](https://zoom.us/webinar/register/WN_9L1hmosoQ_StmUSeb0LQ2g)

**Bonus:** I often say about my role - it's to translate what we do at the Library so that our community can join us in our mission. (Does this mean we can add bi-lingual to our skillset? 😊)

**Holiday Volunteer Recognition or Events**

* Holiday cards are in the mail
* Umbrellas “Thanks for being with us through rain and shine” and a bowl of soup – partnering with a local business
* Joint staff/volunteer gingerbread house decorating contest in the works
* We're officially doing away with gifts (shifting those to National Volunteer Week/Month) but keeping cards for staff who want to send one to volunteers during December. We decided that NVW is a more universal time to appreciate volunteers specifically that's not tied to holidays that not all volunteers celebrate
* Socks! Library logo! One size fits most
* Stickers have been popular (rainbow pride and more)

**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
* Skills-Based Volunteerism 101, December 9, 2021, Noon – 1:00p EST, offered by [Serve Ohio](https://serve.ohio.gov/). Free. [Registration](https://zoom.us/webinar/register/WN_9L1hmosoQ_StmUSeb0LQ2g)
* 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, 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/](about:blank)

**Future Topics**

* When a **big change** is coming to their Library, how do you keep volunteers excited/encouraged/looking forward to the change? (Steven)
* Volunteer Manager Ethics
* Impact vs. Output
* Working in a union library
* Staff working with volunteers: tips
* Volunteer Orientation/Training
* “Home Delivery Models” Presented by IndyPL – February 9th
* Opportunities without onboarding barriers? Pop-up volunteering, Informal Volunteering
* 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?