**Library Volunteer Leaders - Notes**

**12-1-21 1:30 EST**

**Host: Jessica Link, Cedar Rapids**

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

Hello, Friends,

Reminder: We’ll be taking a break on December 22nd and 29th. Happy Holidays to you and your family!

A huge shout out to Jessica L. for hosting this week’s gathering! As always there were lots of great tips and ideas shared among the group. I wouldn’t have known if Jessica hadn’t taken such AMAZING notes. I also noticed our HR specialist friend Wendy M. chiming in here and there. Wendy, it’s hard to put into words how much we value your experience and expertise, but we really, truly do!

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 has emailed 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**

* Reminder about Better Impact user group meeting next week – see “Ongoing Educational Resources” below for details
* Wendy M asked if anyone’s Library used an “individual coverage health reimbursement arrangement” (ICHRA) for health care. No one uses currently. Reach out to Wendy M if you do. She’d like to discuss.
* New role – youth performers, instrumental only – not singing, play for an hour to showcase talent and add music to library environment

**Tech Tutor Help**

* Who uses 1:1 help with patrons on library tech or their personal tech? How working with COVID safety on this now?
* Started a program 1 month ago, a cord connects computers/laptop to mirror screens, plexiglass between for COVID safety, pre-pandemic it was drop in service – now register for an appointment
* Computer Coach – helps specifically with Library computers
* Digital Navigator – hired staff but could be replicated with volunteers, could be remote opportunity, produce WiFi map for people to access free WiFi in community - <https://connect-arizona.com/digital-navigators> - <https://www.digitalinclusion.org/digital-navigator-model/>
* Is Teen Tech too cliché?
  + A few said they started with just teen volunteers but then had more volunteers interested with the right skills so opened up the role
  + Have been trying to find COVID safe ways to bring this back
  + Provide coaching/training to help teen volunteers overcome language barriers between generations
* COVID safety for tablets – plexiglass barrier between two people but with opening underneath to pass/share tablet
* Screen sharing tools – MS Teams, Screen Leap - <https://www.screenleap.com/>
* Tech Tutor job descriptions can be found in the Clearinghouse — <https://getinvolvedclearinghouse.org/> — click on Position Descriptions, then select “Computer - Tech Coach from the Drop Down Menu, and click “Apply.”
  + Feel free to send yours to add to the resources - [clehn@califa.org](mailto:clehn@califa.org)

**Balancing Branch Volunteer Engagement**

* How do you balance differing levels of acceptance between library locations/branches regarding returning volunteers since the start of the pandemic?
* Library as a community partner, part of our role is to engage community in this work
* Differences of size, space, and needs
* Always keep reaching out to branch leadership that might have resisted in the past, maybe a new situation, program, or staff change will change the culture of acceptance for volunteers
* CEO charged with making sure staff knows importance of volunteers - if not all staff, CEO can start with branch leadership
* If a role is approved for one location, roll it out across all the branches
* Conduct meetings with hesitant branch leadership to learn more about their plan to bring volunteers back
* Let community engage-in with us as much as we want to engage-out with them
* Ratio of volunteer resources between locations is on par with ration of other library resources at the locations (i.e. staff hours, collection, programs, circulation, door counts, etc.)

**COVID Related**

* Mask compliance getting harder for staff to manage, don’t want to put volunteers in this position as they return to role (i.e. Tech Tutor)
* For all programs, patrons must register and show proof of vaccination – not required to show proof of vaccination to use general library services
* Some libraries that are run solely by volunteers are closing or just opening the doors and leaving the building unsupervised. These volunteers aren’t coming back due to various pandemic-related challenges. More rural communities/county libraries are experiencing this and don’t have funds to hire staff.
* Does anyone have training on how to spot a falsified vaccination record or card? If so, what are your policies in responding to that individual?

**Internships**

* Possible Tech Tutor support here for those getting MLIS degree
* Paid vs. unpaid – make sure jobs are different, work closely with union, check the federal requirements on internships (might have changed in the past few years); unpaid onboarded like volunteers and paid onboarded like staff
* New program at Sacramento Public Library for paid interns – working with foster youth aging out of the program, those reentering the workforce like individuals leaving incarceration – interns are vetted by their own programs and connected with the library – really interesting program with life-changing impacts/stories – might be a good PLA or another conference topic

**Training Opportunities**

* 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**

* End of the year reflection/inspiration list – have a salon sharing opportunity – something you’re proud of in your library/volunteer program from the last year; something new you’re doing; a new way you’ve engaged volunteers; what are you up to? – Could be good for end of the year or to start the new year
* 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 scheduled for 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?