**Library Volunteer Leaders - Notes**

**12-15-21 1:30 EST**

**Host: Wendy Johnson, Indianapolis PL**

**wjohnson@indypl.org**

Hello, Friends,

A new year is upon us! How did that happen so quickly?? My wish for you and your family is health and happiness in the coming days. You have all been an integral part of my sanity. I don’t have enough words to express how grateful I am for our fellowship.

I’m looking forward to the new year with all of the challenges, twists, and turns. That’s what makes it interesting. Right?

See you in 2022!

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

Meeting ID: 851 9985 0785

Access Code: Volunteer

**Topics Discussed**

**Skills-Based Volunteer Resource**

* Skills-Based Volunteering 101, presented by Debra Michaels, Common Impact, sponsored by Fidelity Investments. Fabulous presentation – great information! The recording of the webinar is [here](https://zoom.us/rec/share/wdG7P495G3QVm9FzS8t8cDiR1DpJZO09RyqozCj_7B_x91PC2VD-OH7MQP3L4qHO.byir_ndrPz116pzb) (password: X8.QueJi). Also, check out: <https://www.capacitycommons.org/> for free planning resources.

**It’s been a good year, here’s proof!**

The group shared some positive experiences, thoughts, programs. This is inspiration for 2022 planning!

* Started a live youth tutoring program. Since March 2021 engaged 21 tutors and 50 youth!
* Created a way for youth to obtain homework help in English when parents don’t speak the language.
* Adult Literacy – 100% virtual. 100 volunteers, staff of 1 grew to 4. Moved to 1:1 tutoring model and navigated approval for using Zoom.
* Job Readiness – Resume’ help. Posted opportunity on VolunteerMatch, which pushed to LinkedIN. Qualified volunteers from across the country are engaging virtually. Staff wonders what kind of “magic” volunteer resources is doing to get such wonderful support.

Bonus: Here’s how to get VolunteerMatch to share your listings on LinkedIn as well: <https://getinvolvedclearinghouse.org/management-tools/volunteermatch-linkedin-recruitment-partnership-instructions>

* Created volunteer policy, procedure, and handbook framework. AND successfully cleared the approval process. Staff now has an informed way to interact with volunteers.
* Bringing back volunteers in person, especially teens
* Returning volunteers! Plus being able to bring new volunteers on board. Seeing the value of skill transfer – grocery customer service to life in a library.
* State library changed fiscal year-end which opened up grant funding
* Reading Buddies (1-3 grade) is 100% virtual. It’s so good to have a virtual opportunity to promote.

Bonus: Consider creating small volunteer teams to cover a singular shift. It makes it easier for corporate staff to fulfill their commitment when they share a timeslot.

Bonus: Look for program sponsorship for naming rights and financial support. Ie Nine banks “adopted” the summer reading program kickoff at nine locations. As the sponsor, they also provided volunteers to scoop ice cream and lead activities.

* Appreciation for the newfound flexibility – work/life/mental health/child care balance. There’s a shift in thinking that will ideally stay.
* Found the Library Volunteer Leaders discussions. Invaluable as a new volunteer coordinator. Motto: Progress not perfection.
* We each have a toolbox. Keep learning and adding skills to the toolbox…listening, advocating for self, gaining new knowledge, learning to pivot gracefully, building on leadership, and more.
* Excited to share the remodel of the library store alcove – all woodwork, new signage & lighting, popup sales. It’s like a home renovation! <https://boulderlibrary.org/about/paper-spine-used-bookstore-story/>



* Seeing a shift in staff’s trust in volunteer engagement – they can work on projects at home, help out virtually. It’s wonderful to see this happen.

What would we recommend to a new volunteer leader in first 3 months?

* Be okay with not knowing things like library terminology. We all have strengths and perspectives that are of value.
* Review established volunteer procedures, policies, and any other documentation. It will give you a baseline.
* If you’re in a union shop – read the union contract as it pertains to volunteers
* Recognize that things take longer than we’d like. Taking the time to build relationships and grow the volunteer program is well worth it in the end.
* The question I would ask (and still do) is "why". Why are things done this way, etc. Not necessarily with the intent to change things but just to understand. If the response is "We've always done it this way", then that is a clue to me to look into if that is the best/most efficient way to do it. Sometimes it is, sometimes it isn't.
* Help staff see your intent is to make the library a better place. (We’re not going to make busy work for a volunteer, just because they want to volunteer.)
* Look at your library’s strategic plan and determine where volunteers can help move the library forward. Demonstrate to leadership the value of volunteers for your mission.

**Training Opportunities**

* “Sticky Situations: Applying Ethics to your work with Volunteers” with Katie Campbell – January 26, 1:30 – 3:00 EST – Wednesday Library Volunteer Leaders
* “Home Delivery Models” Presented by IndyPL - January 19 (correct date – NOT Feb 9th) – during Wednesday Library Volunteer Leaders
* 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)
* Check out Breauna Derelus - <https://www.connectingthecause.com/>

**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.

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

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. 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/

**Future Topics**

* MAVA DEI conference recap - Lesli
* When a **big change** is coming to their Library, how do you keep volunteers excited/encouraged/looking forward to the change? (Steven)
* How to deeply establish library values across the system (especially volunteers)
* Impact vs. Output
* Working in a union library
* Staff working with volunteers: tips, not tricks
* Volunteer Orientation/Training
* 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?