**Library Volunteer Manager Peers - Notes**

**10-21-20 1:30 EST**

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

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Hello, Friends!

Thank you, Wendy M. for pitch-hitting for me at the beginning of the meeting. Again, my apologies for being late! Wendy M. has provided me discussion notes, so we should have a good summary on the topics discussed. By the way, Wendy M’s new contact is [w\_mcclure@yahoo.com](mailto:w_mcclure@yahoo.com).

Take care!

Wendy

Meetings will be held every Wednesday at 1:30 EST for an hour until further notice. We’ll use the same meeting 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>

Not-so-secret Access Code: Volunteer

Please add/check/update your contact information on our shared Google doc. <https://docs.google.com/spreadsheets/d/19blg00lShuMShHK2ab1TGeiK6kYqGfpvxz8qO9F8nnM/edit?usp=sharing>

**Topics Discussed**

Halloween / Fall Celebrations

Is anyone doing Halloween at their organizations?

* Some call fall festivals not use Halloween as a celebration title
* Staff dress up of book characters
* Local businesses decorate their windows then community votes on best. Grant obtained to clean all windows after contest.

Pronouns

* Some libraries using and not trials in education, other libraries not going there and some in between
* Pronoun buttons for lanyard with preferred pronouns
* Need training to explain
* Need buy-in from HR, community relations, communications, and maybe IT (for email signatures)
* Some staff have added them to signature block

Risk Management – A training summary from Liza

* Hard risk - harmful - volunteer falling off ladder and results in injury
* Soft risk - cultural expectations - only have certain type of volunteer (white female 65 years of age)
* Risk of Status Quo - this is the way is has been done so this is the way it will continue to be done.
* Pilot programs - great way to proactively create change
* Transition - helps to mitigate risk
* Free webinar on soft risk from Jennifer Bennett at VolunteerMatch: <http://learn.volunteermatch.org/webinars/understanding-soft-risk-volunteer-engagement>

Class Project – “What should we measure?”

* Some communication concerns with the student team sending emails out before Chauna could send a “heads up” message.
* Study will included: some benchmarking, how to tell how many people are being lost (attrition) especially at the branch level
* Chauna provided some additional notes, see below
* Some of our group have been contacted by the students by phone

Exit Interviews

* Are they of any value? Do we get truthful responses?
* Ask if there’s any feedback for the branch staff
* Be thoughtful in the distribution. Consider sending this in batches once a quarter so they are more/less anonymous.
* Only for interns, not for volunteers
* Sample: <https://docs.google.com/forms/d/e/1FAIpQLSdw_IF7ErpWC9OD8vhRjKlss41s2fL-IdsV6nJd2_2tkYp4dA/viewform?usp=sf_link>

Needs Assessment (Cedar Rapids)

* Sent survey of 10 questions to anyone who manages staff
* Conducting follow-up interviews/conversations – super valuable
* Will present results to Library Executives in early November
* Ask about current roles, what positions will be coming back, new roles in the pandemic, and roles that integrate volunteers in the mission
* Reminder: We (volunteer leaders) are strategic planners

Changes around anti-racism and inclusion

* Charlotte, NC is renaming a branch due to the racist nature of the namesake: Morrison. New name will reflect the geographic location: South Park. They are also examining the archives for racially insensitive content.
* Podcast recommended by Liza: <https://www.timeandtalentpod.com/news/2020/9/28/201-the-hard-truth-diversity-amp-inclusion-from-the-volunteer-perspective>
* Library staff pulled Columbus books from Summer Reading prize books so they couldn’t be handed out
* We’re all sorting out how to welcome a diverse volunteer population
* Generally our volunteers are:
  + White retired women, many are retired teachers or former library staff
  + Average age is 39: 59: 31

Miscellaneous

* Charlotte, NC is renaming a branch due to the racist nature of the namesake: Morrison. New name will reflect the geographic location: South Park. They are also examining the archives for racially insensitive content.
* We touched on retention – The 5 ways to measure retention document from United Way of Central Indiana was included with email.

**Resources and Training Opportunities**

* Volgistics National Peer Group – on-line – 2nd Tuesday of the Month – free!

FMI contact Jessica Link, [linkj@crlibrary.org](mailto:linkj@crlibrary.org). Recordings are available.

* CVA Study Group, Marcia ([Marcia.hale@hillsboro-oregon.gov](mailto:Marcia.hale@hillsboro-oregon.gov)) is going to host/lead a CVA study group for anyone who is interested. More about CVA: <https://cvacert.org/>
* ServeOhio will be hosting [Ohio Conference on Service & Volunteerism](https://www.serve.ohio.gov/News-Events/Ohio-Conference-on-Service-Volunteerism#:~:text=Virtual%20Training%20Series%20to%20Replace,on%20Service%20%26%20Volunteerism%20this%20fall.) on-line in October – Free! Sustaining. October 29, 2020 1:00 - 3:00 PM, Presenter: Jerome Tennille
* MAVA – Minnesota Association of Volunteer Administration Virtual Conference. Redefining Volunteerism: Dismantling Inequities. Nov 16-18, Registration fees up to $350. If you’re attending let Liza know. <https://www.mavanetwork.org/content.aspx?page_id=22&club_id=286912&module_id=405568>

**Future Topics**

* Encore topic: Reinventing our programs
* Diversity and Inclusion in our volunteer programs
* Virtual volunteer positions for older volunteers (Carla)
* Volunteer Managers that run tutoring programs/ homework helper programs that are staffed by volunteers (Becky)
* Top reasons when we know something isn’t going well. (Chauna)
* Circle Back for updates:
  + Citizen Scientists – Kimi
  + University of North Carolina – Charlotte (UNCC) Class Project Update - Chauna