**Library Volunteer Manager Peers - Notes**

**10-7-20 1:30 EST**

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

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Hello, Friends!

My apologies for the delay in getting these notes to you! We had a great discussion about a virtual volunteering by being a Citizen Scientist (Thank you, Kimi) and using Niche Academy (Thank you, Jessica) for volunteer training. We also tossed around some ideas about volunteer handbooks and how to distribute them virtually. As always, there are some intriguing ideas, like, “Do I really need a handbook?” So much to consider!

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**

Needs Assessment

Cedar Rapids PL is going to conduct a needs assessment for volunteer engagement opportunities. What stays. Long-term goals. Looking back – now – looking forward. The survey will go to leadership and will be the catalyst for discussions about strategic planning with inclusion of volunteers.

The conversation turned a volunteer survey. Here are some possible questions to determine volunteer impact/reach:

* What have you learned about the library since volunteering?
* Have you told your friends, neighbors, family about a service/program or something interesting about the library?
* Have you spoken to a government official about the library?
* Have you given money to the library?

Citizen Scientist (Thank you Kimi!)

* See below for St. Charles’ marketing piece
* A way of engaging volunteers (and patrons)
* A form of micro-volunteerism (snippets of time)
* SciStarter.org
  + Students can get credit for virtual volunteer work.
  + SciStarter.org offers support to libraries: stock pictures, social media, FB events, slide decks, and event registration.
  + Links to apps – like iNaturalist or DebrisTracker
  + Future citizen scientist “kits” for projects for loan
  + The host a weekly call for libraries on Thursdays
* Other websites with projects
  + Zooniverse
  + Smithsonian Digital Volunteers Transcript Center https://transcription.si.edu — here’s a specific one: Phyllis Diller Gag File: <https://transcription.si.edu/phyllis-diller-cards>
  + From the Page, <https://fromthepage.com/> manuscript translation (IndyPL used this with volunteers)

Niche Academy

* https://www.nicheacademy.com/
* A library tool
* Training, testing, tracking participation
* Relatively easy
* Switch from user to builder view – real time creation
* Create teams by roles
* Some training is already available to share with the public and staff, like Overdrive

Volunteer Handbooks vs. Policy Manual

How much of the in depth policy do you include in your handbook?

* Start with policies, move on to procedures, then create handbook – this is best practice
* Reminder, “Volunteer is NOT a title”
* Mission focused, volunteers are part of the team
* Technology for a “smart” handbook
  + Word – table of contents, save as a PDF
  + Accordion format on web
* Email handbook to volunteers, have them sign-off that they have received it. Saves on printing costs.
* Samples of handbooks in the ClearingHouse under “Management Tools”
* In place of a handbook:
  + 4 page pamphlet style for handbook
  + 3 pages of “policies” with a volunteer agreement for their signature

**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.

* 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! **Strengthening Relationships and Community in a Virtual World**

October 15, 2020 1:00 - 3:00 PM, Presenter: Beth Steinhorn

**Strategies to Identify and Overcome Implicit Bias**

October 22, 2020 1:00 - 3:00 PM, Presenter: Sierra Austin

**Creating a More Diverse & Inclusive Environment Through the Mechanisms that Engage Volunteers**

October 29, 2020 1:00 - 3:00 PM, Presenter: Jerome Tennille

* SureImpactwebinar “Proving Your Social Return on Investment: How to communicate your unarguable value.” Sheri Chaney Jones, president. October 22, 1:00ET, <https://www.sureimpact.com/news-events>
* GetInvolved ClearingHouse **-**  <https://getinvolvedclearinghouse.org/> LOTS of wonderful examples, plus a listing of upcoming free events/webinars. Send any documents you’d like to share for the greater good to Carla - [clehn@califa.org](mailto:clehn@califa.org).

**Future Topics**

* Encore topic: How are we, as volunteer leaders, going to track and report on our volunteer programs during this time? What metrics or outcomes will represent our and our volunteers’ connection to the mission/strategic plan?
* Encore topic: Reinventing our programs
* Diversity and Inclusion in our volunteer programs
* University of North Carolina – Charlotte (UNCC) Class Project Update
* Virtual volunteer positions for older volunteers (Carla)
* Volunteer Managers that run tutoring programs/ homework helper programs that are staffed by volunteers (Becky)
* Citizen Scientists – Kimi, How’s this going?

