**Library Volunteer Manager Peers - Notes**

**12-16-20 1:30 EST**

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

[**wjohnson@indypl.org**](mailto:wjohnson@indypl.org)

Hello, Friends!

I realized after last week’s rousing conversation about the volunteer leadership profession that, like many of us, several of our group have been tapped on the shoulder to take on this role. So this week we took a few steps back to look at professional development options for volunteer leaders. There are many other resources not listed, so feel free to share your favorites with the group if it’s not provided here.

Happy Holidays and as always, take care!

Wendy

**Holiday Schedule:**

* + Yes, we’ll gather on Dec 23. Eggnog and Reindeer Games.
  + No meeting December 30th. Happy New Year!
  + See you on January 6th!

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>

Access Code: Volunteer

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

**Topics Discussed**

Professional Development

* Associations of Volunteer Administration (AVA) or Directors of Volunteers in Agencies (DOVIA)
  + Found in local communities, some more structured than others
  + Usually meet monthly, membership dues (usually pretty reasonable)
  + Share resources
  + Cross-organizational networking
  + Career development (and advancement)
  + Education
  + Leadership experience – board member, committee chair, etc.
  + Obtain information about other organizations in community
  + Moral support - a group who “gets it”
  + Friendships
  + Mentorship opportunities – mentee and mentor
  + Study help for Certified Volunteer Administrator (CVA) exam
  + Great conversation starter, “Hi. Do you belong to an AVA\DOVIA?”
  + Find yours here: <https://www.volunteeralive.org/land.php>
  + If you’ve helped found an AVA/DOVIA – Please reach out to Rebecca Hardin, [rhardin@cityoflewiston.org](mailto:rhardin@cityoflewiston.org)
* Alive, Association of Leaders in Volunteer Engagement, <https://www.volunteeralive.org/>
  + Membership driven, national organization for volunteer leaders
  + Working to move the needle to elevate the volunteer leader profession – current leadership is working hard!
  + Learning opportunities
  + Conferences
  + Affinity groups
  + Mentorship opportunities
  + Awards
  + Socials
  + Membership is $50
* Certified Volunteer Administrator (CVA), <https://cvacert.org/>
  + International professional certification, after 3 years in the volunteer leader role
  + Fee to take test
  + Computerized 2 hour test
  + Renewal every 5 years with 35 hours of continuing education
  + Advocating ethical practice
  + Cathartic experience – very meaningful
  + Facebook group for study buddies
  + CVA Self-Assessment Tool, <https://cvacert.org/wp-content/uploads/2014/09/CVA-Self-Assessment-Tool-2017-Feb.pdf> (Wendy J. likes this chart as a way to explain all that we do in volunteer management. It’s a great starting point to write our job description or resume’.)
  + Interested?
    - Marcia Hale is starting a CVA Study Group starting in January. Marcia ([Marcia.hale@hillsboro-oregon.gov](mailto:Marcia.hale@hillsboro-oregon.gov)). The group will be following the CCVA Textbook and study materials.
    - CVA informational session: <https://cvacert.org/upcoming-information-sessions/>
  + Liza’s on the CVA exam committee – but she won’t take bribes. ☺
* Book Club

The Sacramento DOVIA wants to start a book club on volunteer professional development for its membership. They have some initial guidelines: Non-fiction titles only within the scope of volunteering, most likely on work time since it’s considered professional development, and no drinking during book club zoom gatherings (because it’s on work time). The initial books will be: *From the Top Down: The Executive Role in Successful Volunteer Involvement* and *By the People: A History of Americans as Volunteer*, both by Susan J. Ellis. (available here: <https://www.energizeinc.com/store>)

* Lesli Goto, [lgoto@saclibrary.org](mailto:lgoto@saclibrary.org)) is looking for resources, ideas and/or suggestions for making this a success.
  + Other books: Volunteer Engagement 2.0, Managing Library Volunteers (2011, ALA), Volunteer Administration: Professional Practice, The (Help!) I-Don't-Have-Enough-Time Guide to Volunteer Management, The Last Virtual Volunteering Guidebook, The Complete Volunteer Management Handbook
  + Authors: Betty Stallings, Jayne Cravens, Beth Steinhorn, Rob Jackson, Tobi Johnson (VolunteerPro),
  + The Association of Volunteer Managers in the UK has a book club
  + This is a good ebook published recently by Erin Spink with chapters by different leaders: <http://www.spinktank.ca/learn/ideas-ebook-volunteer-engagement-2020/>
  + Bibliography from Carla’s book: <https://getinvolvedclearinghouse.org/training-materials/bibliography-volunteer-engagement>
  + Leadership - <https://www.jamesrobbins.com/books>

Career Ladders

* Library volunteer coordinators acquire skills to help them move up professionally. So there may be a lot of turn over.
  + Leadership
  + HR knowledge
  + Managing people – the good and bad
  + Recognition, Recruitment
  + Accountability
  + Mentoring
  + Professional recognition
* Volunteers can have a career ladder within the volunteer environment, too.
  + Example: book store volunteers start out processing materials; they can move to a section leader role who mentors new volunteers, introduces them to the store crew, makes decisions about weeding material when needed; a section leader can move to on-line sales by posting material, writing descriptions, researching and mailing items.
  + Example: Computer Coach - <https://getinvolvedclearinghouse.org/position-descriptions/computer-coach-huntington-beach-ca> -and Computer Coach Program Coordinator - <https://getinvolvedclearinghouse.org/position-descriptions/computer-coach-program-coordinator-huntington-beach-ca>
  + Example: English Conversation Club Facilitator: <https://getinvolvedclearinghouse.org/position-descriptions/esl-conversation-club-facilitator-san-jose-ca> and English Conversation Club Program Coordinator: <https://getinvolvedclearinghouse.org/position-descriptions/esl-conversation-club-program-coordinator-san-jose-ca>
  + Summer program Teens move on to paid page positions or come back the following year to mentor/lead new (younger) summer program teens, create schedules, fill in for missing volunteers. They’re learning to talk with the public and lead their peers (near peer).
  + Summer Squad (youth) – plan a program for kids, manage budget, present program
  + Adult volunteer become pages; pages become volunteers
  + Important that the volunteer knows the line of responsibility and knows when to ask for help or defer to a staff member.
  + Advice: Designing Page positions to part time and short hours a few days a week after school is key to engaging youth in the role.

Miscellaneous

* Update on Indy PL Book Store Secret Santa project. We had 55 orders at $20 each over a 2 week virtual sale. Now we’re learning that some of our orders may not make it “on time” with the USPS gridlock. Hoping that the Jolly Old Elf’s Sleigh makes it on time. Many other lessons learned about staffing, promotion, and general effort required.

**Resources and Training Opportunities**

* CIAVA (Central Indiana AVA) is hosting one of the speakers from the MAVA conference on DEI in January. Thursday, January 14th for a diversity and inclusion discussion with Lisa Joyslin from MAVA. She’ll be presenting "No One Right Way: Creating New Systems of Volunteer Engagement". ($14 for guests) <http://www.ciava.org/>
* 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.

* Join the GetInvolved list serve by emailing Carla, [clehn@califa.org](mailto:clehn@califa.org). Fabulous resource with samples, current news & updates.

**Future Topics**

* Volunteer Coordinator Training. What’s included, how is it done (in-person/virtual/combo)
* Circle Back for updates:
  + University of North Carolina – Charlotte (UNCC) Class Project Update – Chauna (January)
* Encore topics:
  + Reinventing our programs