**Library Volunteer Leaders - Notes**

**2-17-21 1:30 EST**

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

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Hello, Friends –

While wandering through Eventbrite looking for the *Volunteer Value Proposition* session (see resources below) I fell down a rabbit hole. I did a search for “volunteer”. The results ranged from training & orientation sessions for volunteers, basic volunteer leader education, and volunteer and/or volunteer leader chats from around the world. Most of them were free. I think this would be an interesting way to meet new presenters, compare global experiences, explore new ideas, and study a wide range of presentation styles. Now, if I only had more hours in the day…

A few weeks ago we chatted about asset management and patron privacy. Thank you, Kate for providing some examples (found at the bottom of these notes).

Please, 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 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**

Book store weeded materials – moving them forward

* Better World Books
* Amazon, eBay, Abe Books, eCRATER for rare used
* Jails –local county system even picks them up
* Books and Magazines to Meals on Wheels and food pantry. Meals on Wheels delivery volunteers select a book or two when they pick up the meals to be delivered.
* 3 in our group today supply little libraries with materials
* FOL has brick & mortar store and sell on-line. 2x a year they set up in-library sales.
* Donate to local preschools
* Used book dealers
* Book wholesalers who come after the sales and buy by the pound. % has gotten low, last time begging them to come get the material.
* Outreach team takes them to various social service programs, including homeless shelters
* Selling mystery grab bags – folks tell us a genre or topic of interest we prepare the bag for curbside pickup.
* Goodwill will usually pick-up
* 10 minute video and other resources on Mesa AZ library’s very successful online book sale: <https://getinvolvedclearinghouse.org/position-descriptions/online-book-sale-volunteer-mesa-az>
* “While you wait” a program to place books in laundry mats or locations where people are waiting
* Gave books out at free lunch sites, food distribution for underserved, etc.
* Partnership with Foster Parent program so youth have books
* Non-profit day – any nonprofit can come at the end of the sale and take what they need for clients
* Offering shopping by appointment only in store at this time
* Planning parking lot sale for March
* FOL did 4 market sales in covered parking garage last summer
* Indy Library Store schedule for March sale: <https://www.indyplfoundation.org/book-sale>
* Our store closed and has not reopened as it is within the entry way of our main branch. As an alternative, the Friends reorganized the book depository (located in a back room of church) to be shopping/browsing friendly. We had several in the fall that were successful, but then we closed to the public again. We'll be starting them back up on the 20th. They are from 9am-2pm and only 10 people can be in the space at a time. I schedule the volunteers for 2 hour shifts. (Kelsey)
* Pictures of Columbus Metropolitan Library store can be found here: [www.columbuslibrary.org](http://www.columbuslibrary.org)

Volunteer Recognition

* Columbus Metropolitan Library has secured Dr. Stephen Post, author *When good things happen to good people* for April 20 from 7-8pm est for a virtual volunteer thank you. Topic - Kindness. Sue has offered to have others join the event with a small donation made to Dr. Post’s foundation. Sue will provide more details.
* Hybrid events half virtual/half in-person don’t work well. Plan two separate events – the experiences are different.
* Free: The bingo ball site is <https://appzaza.com/bingo-number-generator>; The bingo card site is <https://mfbc.us/m/qb5rxc>
* Confetti - <https://www.withconfetti.com/> a fee based organization with lots of fun games and team building activities

Volunteer Conversations

* 90 min open dialogue with community members to discover why they volunteer, what stops them from volunteering – barriers, what encourages them to volunteer, etc. The community is small in the winter and grows exponentially in summer with tourists and summer residence. Average age is 60’s, and there are lots of service clubs and groups/clubs. The library wants to understand the environment before building volunteer engagement opportunities.

What happens after COVID

Currently volunteers are emptying drop boxes and carts of books that aren’t checked out by visitors. These materials are being moved to quarantine. The volunteers have been great, but what should they do when we no longer need to quarantine items?

* Adopt-a-shelf:
  + Straighten, shelf read, decorate, book review & display, shelf sponsored by signs, wash shelves, dust books.
  + Adopt a Shelf resources in the Clearinghouse: <https://getinvolvedclearinghouse.org/position-descriptions/adopt-shelf-cedar-rapids-public-library-ia> <https://getinvolvedclearinghouse.org/training-materials/adopt-shelf-job-list-cedar-rapids-public-library-ia>
  + Teen volunteers learn job skills – Juvenile or young adult fiction
  + Special needs students – build confidence and pride in work
  + Be flexible in # of shelves and shift. Encourage volunteers to select a section that they have an interest (i.e. History). They will enjoy the work, check out more books.
* Shelving:
  + Volunteers track the number of books shelved, the time spent shelving and # of items removed due to damage. Volunteers are trained to shelve a particular section (usually fiction) and to use the sorter for non-section materials.
  + Jessica’s numbers since Fall 2015, Hours = 2460, with 28,426 books reshelved. She has a volunteer who takes the volunteer data and enters it into a spreadsheet. She’s a union shop.

**Resources and Training Opportunities**

* [“Where do I go from here? Engage volunteers in new ways”](https://attendee.gotowebinar.com/register/7247921687848521230). February 24, Jennifer Bennet of VolunteerMatch will focus on library ideas and examples. Free, hosted by Get Involved.
* Grant opportunity: <http://www.ala.org/tools/librariestransform/libraries-transforming-communities/focusgrants/libraries>
* Free copy of 2021 VolunteerPro Volunteer Management Progress Report – The Covid-19 Edition from VolunteerPro. Order your copy here: [https://volpro.net/volunteer-management-progress-report/](https://volunteerpro.lt.acemlnb.com/Prod/link-tracker?redirectUrl=aHR0cHMlM0ElMkYlMkZ2b2xwcm8ubmV0JTJGdm9sdW50ZWVyLW1hbmFnZW1lbnQtcHJvZ3Jlc3MtcmVwb3J0JTJG&a=1000506578&account=volunteerpro%2Eactivehosted%2Ecom&email=kqYTq9rMKDivUJHM9eRsWcPHscJHbbOnxyOvPlnI2kE%3D&s=e54af8fa673c7c311c1b07c7b9ff2ed6&i=950A1066A1A6669)
* For a global perspective [“For the love of volunteering”](https://www.eventbrite.co.uk/e/for-the-love-of-volunteering-tickets-138399497623?utm_source=eventbrite&utm_medium=email&utm_campaign=newsletter_editorial&utm_content=loc.85942569.r2021_7&utm_term=ebemnsuserinsight&ref=ebemnsuserinsight&afu=175402158146&rank=5&recommended_events_quantity=15&aff=ebemnsuserinsight) a focus on community volunteering in Scotland and how it has adapted to covid-19. Case studies will be presented. March 2, 9:00-10:30 EST, Free.
* [“The Volunteer Value Proposition: Capturing Numbers and Impact”,](https://www.eventbrite.co.uk/e/the-volunteer-value-proposition-capturing-numbers-and-impact-tickets-137873895533?aff=ebdssbonlinesearch&keep_tld=1) Sue Carter Kahl, March 11, 1:00-2:00 EST, Free. Provided by TVMC.
* “[2021 Texas Volunteer Management Conference, Shaping the Future of Volunteerism](https://www.texasvmc.org/)”, 100% Virtual, May 13 & 14. $20 for Student/AmeriCorps, $35 General Admission.
* Texas Volunteer Management Conference 2020 Past Webinar recordings – FREE – <https://www.texasvmc.org/webinars/>
* 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 after you sign a release.

* Join the GetInvolved list serve by emailing Carla, [clehn@califa.org](mailto:clehn@califa.org). Fabulous resource with samples, current news & updates.
* Association for Rural & Small Libraries: <https://www.arsl.org/>

**Future Topics**

* Our leadership role
* Calculating VROI – Jennifer B has done this recently
* Volunteer communication – newsletters, Facebook group, or ??
* Volunteer Coordinator Training. What’s covered?
* Circle Back for updates:
  + University of North Carolina – Charlotte (UNCC) Class Project Update – Chauna
  + Reinventing volunteer engagement in our libraries – removing barriers

[for volunteers delivering to patrons who are homebound, updated 10/8/20]

**Patron Privacy**

**Purpose**  
Safeguarding patron privacy is one of the most important responsibilities of library staff and volunteers.  Any staff person or volunteer who violates the privacy of a patron by using information about a patron without the patron's knowledge and/or permission, may be subject to disciplinary action up to possible termination.

**Policy**   
The following are examples of using patron information that are **not** permitted:

* Using a patron's personal information to create a list for nonlibrary business purposes.   
  Example: Making a list of patrons who read books on bicycles and giving the list to friend for use in promoting friend's new bicycle shop.
* Using a patron's personal information to create a list for social groups including book clubs or writing clubs.
* Using a patron's personal information to call for dating purposes.
* Leaving a patron's personal information on an answering machine.  Example: Calling a patron to inform the patron a book has arrived.  When leaving a message on an answering machine, you should not include the name of the item.
* Giving a patron personal information to a family member without the family member's card or card number.  Example: Husband asks a library staff member or Homebound volunteer what his wife has checked out on her card.

You can talk about your patron and their library materials with a library staff member. Please be sure to have an ID available to show a library staff member. This allows the staff member to see that you are the volunteer in the system and are assigned to this patron.

**Background**  
The Boulder Public Library card gives the registered owner the privilege of checking out library materials from all branches of the Boulder Public Library system, reserving materials, using the Interlibrary Loan service, using the Prospector system, and renewing library materials in person, online, or by telephone. In the case of the Home Delivery Program, the Home Delivery volunteer(s) that are assigned to a patron are also allowed to use the library card in such manner.

The Boulder Public Library protects the privacy of the card-holder by only allowing access to information about the user and the user's transactions when either the patron or the Home Delivery volunteer assigned to this patron presents the library card or the library card number and their photo ID.

For a patron to protect their own privacy, the patron should make sure that no one has access to their card or their card number without their knowledge or permission. The patron's signature on the library card, and in the case of the Home Delivery Program, on their application, indicates acceptance of responsibility for all items checked out on the library card in the signer's name and acknowledgement of the library's privacy policy.

**If you are unsure if an action on your part will violate a patron's privacy, please check with the Home Delivery Program Volunteer Coordinator, Christine Burke (**[**burkec1@boulderlibrary.org**](mailto:burkec1@boulderlibrary.org)**).**

Information Privacy Policy – Count Me In Boulder

**Updated:** May 20, 2019

**I. Background**   
The new Volunteer management system for Boulder [https://countmein.bouldercolorado.gov](https://countmein.bouldercolorado.gov/) contains personal information for volunteers throughout the city. Administrative access to the system is to be used for learning the system and for creating new volunteer opportunities within the system.

**II. Purpose**  
Safeguarding volunteer privacy is one of the most important responsibilities of library staff and volunteers.  Any staff person or volunteer who violates the privacy of a volunteer by using information about a volunteer without the volunteer’s knowledge and/or permission, may be subject to disciplinary action up to possible termination.

**III. Policy**   
The following are examples of using volunteer information that are **not** permitted:

* Searching the database for personal information about people
* Using a volunteer’s personal information to create a list for any purpose outside the context of the library, such as for another volunteer organization
* Using a volunteer’s personal information to call for dating purposes.

The following examples of using volunteer information are permissible:

* Creating lists of volunteers for specific library events, such as Jaipur, tech-drop in.
* Looking up volunteer information under the direct of a library staff member to assist with a volunteer project.

**If you are unsure if an action on your part will violate a volunteer’s privacy, please check with the Volunteer Coordinator~~.~~** Your signature below indicates that you have read this policy:

  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Name Printed Signature                                                        Date

Signed copies are to be kept with the volunteer’s application and other materials by the volunteer coordinator.