**Library Volunteer Leaders - Notes**

**2-24-21 1:30 EST**

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

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Hello, Friends –

We’re interested in knowing more about who we are – as a group. Please take a few minutes (13 or so) to complete a survey. Results will be shared in a few weeks with the group and the full email list – approximately 50 libraries. <https://www.surveymonkey.com/r/LibraryVolunteerLeaders>

For fun: <https://youtu.be/Zdr2zJayT0s>. Although this is a nonprofit for food delivery, I love the creativity! Maybe we should all reach out to our local HS/College choirs to do something similar? ☺

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**

* Group survey

Let’s learn more about the state of library volunteerism within our group. If you aren’t a regular participant of the Wednesday chats, please complete the survey so your organization is represented. <https://www.surveymonkey.com/r/LibraryVolunteerLeaders>

SurveyMonkey says it’ll take about 13 minutes to complete. We plan to chat about the results on March 10th. Thank you!

* Volunteer Coordinator Training. What’s covered?
  + 101 Adult volunteer basics. Offered quarterly. Interactive. Covers the benefit to staff and to volunteers. Emphasis is on volunteers as members of the team, how to supervise volunteers. Sessions are one-on-one and group format.
  + Volunteer Coordinator Newsletter – emailed to anyone who is responsible for directly supervising volunteers. (This group also receives the Volunteer Newsletter.) Topics: What volunteer resources department is working on (what’s behind the curtain), free training, articles that are vetted, open questions to the team with responses, reminders of policies/updates. Example: <https://t.e2ma.net/message/fbjyub/78r1yxb>
  + Training/supporting staff is something we're going to be re-vamping as we reimagine our volunteer program this year. In the past we've either trained staff new to volunteer engagement individually or in small groups and then followed up with them multiple times over the following months to see how things were going. We had in-person check-ins with branch volunteer coordinators at least once a year.
  + Use Google Group for distribution
  + Volunteer Coordinator Manual – used during a 2 hour meeting with new volunteer coordinators.
  + Volunteer Coordinator quarterly meetings -2 hours
  + Volunteer Engagement Mini-Retreats – open to any staff – when in-person 3 hours, virtual 90 min.
  + Volunteers are viewed as a Service therefore all desk staff have access to tools to support volunteers
  + Rebooting program: “What do you want volunteers to do?”
  + Include a video clip from Director or Executive team to share during volunteer coordinator orientation – “value of volunteers”
  + Use Sharepoint with resources for volunteer supervisors, can then notify people when updates occur
  + Building staff training in Niche Academy
  + Slack Channel
  + Director panel shares importance of volunteers
  + Orientation conducted when personnel changes
  + In the Clearinghouse - https://getinvolvedclearinghouse.org/ - click on Training Materials, then use the dropdown menu to select Staff Training — not all of these are specific to training your branch coordinators, but the topics may spark the kinds of information you want to include . . . happy to take anything you all want to share and put it into the Clearinghouse — remember, if you share something we use, our grant has funding to send you a free book!
  + Pre-covid gathering agenda:

- A mini-training on building successful relationships with volunteers- A facilitated discussion to highlight the resources and skills of our volunteer coordinators and to determine training and support needs. If you have a few moments to do some reflecting prior to the meeting, here are the questions that we'll be discussing. (Do not feel obliged to spend a lot of time on this, you will have a few minutes to reflect on this as well as the gathering.)- A facilitated feedback session on the volunteer program that includes voting on swag items!

* + We all agreed that refreshments are important. ☺
  + Provide a little snippet of information each week in the staff newsletter – mini-lessons to policy reminders
  + Volunteer Resources page on staff intranet for sharing info – volunteer schedule, photo directory, new volunteer introductions, volunteer request form, and links to the staff manual info on volunteers and the library’s volunteer website
  + Struggle for most of us: knowing when staff change roles and are no longer volunteer coordinators. Comb through staff news. Watch for lateral transfer postings and deduce who’s left that open role and if it’s someone involved with volunteers. Twice a year volunteer resources sends out a volunteer coordinator/branch list to managers for updates.
* Volunteer communication
  + Volunteer Newsletter: News, Jokes, Question connection, recipes, book reviews by teens that are edited by adult volunteers. Sent bi-weekly via email.
  + Bulletin board – new volunteer bios
  + “Treats & Training” monthly gatherings for volunteers – news about volunteer activities, library, highlight new services. Originally in person…now conducted virtually.
  + Facebook group for teen volunteers – cover Q & A, scheduling changes, approximately 50 intern participants for summer
  + Speakers & video clips of staff
  + Sample volunteer newsletter: <https://t.e2ma.net/message/35qfpc/35qzoob>
  + We started a weekly email to our volunteers in addition to our monthly e-newsletter. It's typically fairly short and sweet. A few months in [to the pandemic], we did a survey to see if volunteers found this useful and it got great feedback.
  + Use Volgistics Email as #1 communications tool
  + Monthly newsletters, emails as needed. Info re the library, upcoming programs, volunteer needs, and b-days/anniversaries
  + Monthly Zoom meeting – still continues to go pretty well. (pandemic times) – 6-20 attendees
  + Weekly Connection emailed. From Mid-March to June sent out a daily Library Joy email.
  + Mighty Networks for on-line community building as an alternative to Facebook
* Library Collection recommendations
  + Patrons & staff can recommend materials. Why couldn’t volunteers be included as a special category? In one system, teens do research and make recommendations.
  + Could we offer this as perk for volunteering?

**Resources and Training Opportunities**

* 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)
* [“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.
* “[Retaining Volunteers Amid Uncertainty: Converting One-Timers to Repeat Volunteers](https://emails.sterlingvolunteers.com/e2t/tc/VWmsPL7jSg9qW4NzyVR68S8JfW6wcfC_4ntWG1N8kT_Bh7SKycV5X_Kf7CgBg_W7MrP3C8_-rFLN7FKWbrML7dXN8XjKSHT8HbhW2T_ldw418RSQW3cXHNn7RV411VcQDQg50GZ0JW7S0_lr4SyX3sW6Fvcpx2VFXY9N2ZBfwvWsWHzVsSMVy6CzfPnW1rpx4_77NZJFN5_fWDQMM0R6W1lk3fm7dcG6NVL8Ywr2G23pqW7r-9vf51bTw3W3Bv-JJ4xHj2sW872zWZ3NXGBSW1Sc1Nx4p4Y1dW17jygB7rK7h0W8-FQXp1gwKbXW5yfWRv4TrWyGW6K5x3v4j7qKpW2Q7-WH765xDVW8T0qc34hm5hpW6Dr_464pwyfTF4XDZXXVQVqW7TZ22y7NT4dpW44PRdc81BRFsW3d7t2p547jFDW4hDrWC2ggXFsVVhfN291zNtfW4T5sKy8cFXTyV2ZwnP3yQJTSW3950Rb33PCmVW1p8Cc720sQ--W31nzWn8xNxhZW3jK656112DrgW4P0j1S8kVQFvW3l0VnD8ggswzW5cWx5c3p-41VN75PL278XS3DW4Bm7259dV3pdW3M_QCJ2qt9GTW1v5MbM35yl_nW6hcNKw25C7YFW5RX3Gj61JQ58N7H8Vd1Fcl2LW40Tfbv5WKdNdW8sW0WH2_Wmb8Vn2WP27vJm1PW2g-p7-1ThTt0N3Hv_q0CZZjG35Kd1)”, Beth Steinhorn, President of VQ Volunteer Strategies, March 11, 2:00 EST, Free, Register here to watch live or receive a link for on-demand viewing.
* “[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**

* Any outside-the-box ideas for recruitment? Can't get people who want to come in. (Donna)
* Our leadership role
* Teen Advisories / Summer Program
* Calculating VROI – Jennifer B has done this recently
* Circle Back for updates:
  + University of North Carolina – Charlotte (UNCC) Class Project Update – Chauna
  + Reinventing volunteer engagement in our libraries – removing barriers