**Library Volunteer Leaders - Notes**

**2-3-21 1:30 EST**

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

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Hello, Friends –

Look who popped up as a guest speaker with [Tuesday Tips with Dana Litwin](https://www.youtube.com/watch?v=rVqRB65zAKA&feature=push-sd&attr_tag=jOXijzuLSOtiFisO%3A6): our friend and colleague, Liza Dyer! You can see Tuesday Tips with other amazing volunteer leaders on YouTube or [here](https://www.danalitwinconsulting.com/). Liza and Carol Aldrich also teamed up for a presentation for Oregon Library Association. Way to go!

A quick reminder for Volgistics users – the national (virtual) Volgistics user group is meeting next Tuesday, February 9th – see the resources section for details.

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**

Niche Academy for volunteers: https://www.nicheacademy.com/

* Currently in use by Jessica, Wendy, Marcia, and underway by Liza and Heidi
* Used for Covid safety training, youth protection policy agreement rollout, general changes in library and specific volunteer roles. Planning on Summer Reading training.
* Volunteer Accountability – due dates, completion rate
* Volunteers responded well.//Varying success.//Hated it (but the rollout was terrible).
* Volunteers can use library computers to complete training
* Easy to set-up and distribute training modules
* Will continue to use as it’s available 24/7
* One found that younger volunteers had no issue with niche, but older volunteers were resistant/challenged
* Suggest creating a play/practice module to introduce volunteers to Niche – not a heavy topic like youth protection
* Suggest to module creators including wording “Staff and Volunteers” to be inclusive of volunteers

Recognition in April, Part 2: Will you recognize volunteers who have stopped volunteering during covid?

* “Yes”, was the resounding response. Wooing volunteers. Reminding them that we are anxious for their return.
* May do something special for the volunteers (FOL) who have stuck it out these long months.
* Looking at a tiered gift level
* Think of it as engagement, not just recognition
* I liked this article by Meridian Swift about volunteers and how we treat them when they're not "our" volunteers anymore (spoiler: they're still our advocates): <https://volunteerplaintalk.com/2021/02/03/volunteer-programs-incubators-or-coops/>
* Ask them if they want a gift? This is a chance to engage with them to get a sense of level of commitment
* If I do a week of activities, I think I will include all volunteers for some activities and only those with service for others.

Volunteer advisory groups: Do you have one? How’s it structured?

* Created an advisory of staff when developing a brand new volunteer program
* Include union steward, board member (a champion of volunteer engagement), mix of staff & volunteers. One had staff only. Having an HR person can be helpful too to navigate policy.
* Have a position description for these folks – or at minimum expectations; define term of commitment; be clear that the advisory may disband at any time
* Used to review and recreate volunteer handbook – 3 staff & 2 volunteers (one seasoned, one new)
* No meetings, just emails. Some face-to-face.
* Used when management model was changed
* Be clear on the “why” an advisory is needed. What input is being sought.
* The name advisory is preferred over council or committee. They don’t drive the bus, they advise
* Start at top asking for managers to identify a person from each area/dept/branch who has interest

**Miscellaneous**

* Closed Caption creator volunteer position robust training is being rolled out through Niche. Library YouTube videos. Tool being used is Amara. It downloads any new YouTube videos on the account directly to Amara. Volunteer captions. Project Lead Volunteer does a double check, makes corrections, and then publishes. Amara pushes new captions out to YouTube. (Cedar Rapids)
* Returning volunteers: Is it legal to require proof of covid vaccine? Most are not going to require vaccine or proof (staff or volunteers). Oregon info: <https://www.opb.org/article/2021/02/02/covid-19-vaccine-oregon-employers-businesses-faq/> might be of value
* Video Creation: I haven't used this but have heard really good things about it to capture short screen shot videos: Vidyard is the video recording program that captures screen movements and your voice (and your face if you want it) and its free. (Kate)

**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.

The next meeting is Tuesday, Feb 9, 3pm Central time <https://us02web.zoom.us/j/85334763088?pwd=bHhwRWxWcExQQ01vdG5xQ2JVa3RwZz09>

Meeting ID: 853 3476 3088 Password: volgistics

* Join the GetInvolved list serve by emailing Carla, [clehn@califa.org](mailto:clehn@califa.org). Fabulous resource with samples, current news & updates.
* VolunteerPro. Keep Remote Volunteers Engaged: 5 Simple Tactics to Keep Your Supporters Connected, Inspired, and Ready to Roll When COVID is (finally!) Over  
  February 10, 2021, [SAVE YOUR SPOT Now](https://volunteerpro.lt.acemlnb.com/Prod/link-tracker?redirectUrl=aHR0cHMlM0ElMkYlMkZ2b2xwcm8ubmV0JTJGd2ViaW5hci1rZWVwLXJlbW90ZS12b2x1bnRlZXJzLWVuZ2FnZWQlMkY=&a=1000506578&account=volunteerpro%2Eactivehosted%2Ecom&email=kqYTq9rMKDivUJHM9eRsWcPHscJHbbOnxyOvPlnI2kE%3D&s=e54af8fa673c7c311c1b07c7b9ff2ed6&i=863A958A1A6181)
* ALIVE membership ($50/yr.) upcoming monthly training looks great! And new Communities of Practice are starting.
* 2021 Texas Volunteer Management Conference, Shaping the Future of Volunteerism,

100% Virtual, May 13 & 14. $20 for Student/AmeriCorps, $35 General Admission. <https://www.texasvmc.org/>

* Texas Volunteer Management Conference 2020 Past Webinar recordings – FREE –

<https://www.texasvmc.org/webinars/>

* Navigating the Changing Volunteer Landscape: [Exploring Key Trends](https://offers.sterlingvolunteers.com/en-us/navigating-the-changing-volunteer-landscape-exploring-key-trends?utm_campaign=SV_AMER_US_2021_Q1_Webinar_Navigating%20the%20Changing%20Volunteer%20Landscape&utm_medium=email&_hsenc=p2ANqtz-_jdMCly417ySgkKeUXhbBjPpTlhaOQndQeUxE3CZ8wyDbwMPGTkdP21a625Y6CqAOaQLRZnKItciHM7qTgJVMC97zRdg&_hsmi=108557377&utm_content=108557377&utm_source=hs_email&hsCtaTracking=91e3ab62-a906-4e66-a248-867c12507cd5%7C49caebb2-1361-400b-a7f9-2ffc9cfdd929). Beth Steinhorn.

Thurs, Feb 11, 11PT/2ET, FREE.

**Future Topics**

* Staff not letting go of responsibilities as volunteers return
* Protection of Assets – volunteers working in databases (Public service/ILS or volunteer management) – Jessica (samples in GetInvolved Clearinghouse of volunteer confidentiality policies)
* Has anyone had success in hiring diverse staff? Who's doing well in this area who might talk about their experience? And, if so, any resources to help others or tips on what made a difference? - Kate
* How do libraries create a welcoming environment for all volunteers including undocumented folks and yet, deal with the background check issue? - Kate
* For online book sales or getting rid of books, does anyone partner with a group, person or company who does your online sales (and/or sales of valuable books) and you get 50% or more sales? It seems like all I’ve seen is the library getting 30% of the profits when they partner with others. - Kate
* Volunteer mission statement & vision
* Our leadership role
* Volunteer communication – newsletters, Facebook group, or ??
* Volunteer Coordinator Training. What’s covered?
* Circle Back for updates:
  + January. University of North Carolina – Charlotte (UNCC) Class Project Update – Chauna
  + Reinventing volunteer engagement in our libraries – removing barriers