**Library Volunteer Leaders - Notes**

**3-24-21 1:30 EST**

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

**wjohnson@indypl.org**

Hello, Friends –

Please let me know if you have any topics that you’d like added to the agenda. The group has also decided to invite guest/speakers to a few of the gatherings. If you have a person in mind, please send me their contact information.

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 Zoom 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

**Topics Discussed**

* Group Survey: The survey is closed. If you would like the spreadsheet of all the data, please let Wendy J know.
* TikTok – Kelsey, Mesa County
	+ Email: We feel it's going to be a great way to reach our younger audience. I am a part of the Communications Department, so I get to overhear all of the fun social media content we're planning. mesacountylib: [https://www.tiktok.com/@mesacountylib?lang=en&is\_copy\_url=1&is\_from\_webapp=v1&item\_id=6937686257283665158](https://www.tiktok.com/%40mesacountylib?lang=en&is_copy_url=1&is_from_webapp=v1&item_id=6937686257283665158)

In one week, we already have 237 followers and over 1,800 likes. We'll be doing a weekly New Book Tuesday and some passive reader advisory videos to start. If anyone is thinking about creating an account for their library, I will happily be an advocate!

* + And an update on 3/24
		- Teen Facebook page wasn’t gaining traction
		- 3 weeks in, 265 followers, 2500 likes
		- Teen focused content: fun! New book Tuesday, book talk, meet the staff, Dolly Parton, Video games available at the library, Adulting topics (life skills)
		- 12 original posts (book talks) and a lot of replay as is the nature of TikTok
* Volunteer Recognition, Janice, Mesa County
	+ Mesa is city wide volunteer engagement; therefore this year’s recognition will include Library, museum, parks & rec, police, fire, etc. Each department with volunteers will create a 10-30 sec video, the mayor will too. These will be combined and shared on the local TV station. Throughout the year a raffle has been done – to enter, volunteers send in their response to “Why do you love volunteering at the library?” Some of these winners with their “why” will be broadcast. Daily raffle with all volunteers entered.
	+ Packets will go out to all volunteers:



* + 
* Drive through Book sale – Janice, Mesa
	+ 10 minute video and materials to share from Mesa’s online booksale program here: <https://getinvolvedclearinghouse.org/training-materials/online-book-sale-operation-mesa-az>
	+ 1st sale was only children’s books in boxes separated by reader, chapter, picture
	+ 2nd sale included adult, kids, young adult, and DVD (adult/kids): 10 items for $5
	+ Teachers and nonprofits: 5 boxes for free the day of sale
	+ City created a restricted fund for selling books to be spent at the discretion of the library CEO.
* Book Donations

Does anyone have an outside donation box?

* + 100 or more books make an appointment
	+ Not taking donations during covid
	+ Donations only on Tues/Thurs at surplus location (recently reopened)
	+ More than 10 boxes, schedule a pickup by library shipping/receiving.
	+ Donations are still being quarantined
	+ Tall cabinet beside depository
	+ Donation bin inside lower level entrance. Currently closed to donations.
	+ Friends not taking donations because they’re not open for sales.

Restrictions on what you’ll accept?

* + We accept everything—some goes to our used bookstore, some goes to our free bookshelf in the library or to the free little libraries in neighborhoods, those of bad quality/no interest do get recycled.
	+ Not really. If it's in good condition, not in the collection, and something the director thinks will circulate, she'll take it. Things that can't be added to the collection but are in good condition go to the Friends.
	+ IndyPL. What kind? You name it, we'll take it. Books your kids have outgrown. Cookbooks, How-tos, Biographies. Fiction, or nonfiction. (Adult nonfiction and children’s books are in especially high demand and are great sellers.) \*What is “gently used?” Free of mold, dust, dirt, and your children’s early attempts to emulate Picasso. For CDs, DVDs, and vinyl LPs—if you can’t play them, neither can a potential buyer (no VHS please).
* Volunteer Referrals – Chauna, Charlotte

Do you refer volunteers to other organizations? Is it a formal partnership? What’s your experience?

* Yes, the majority of us do this. Typically to our connections through our local AVA.
	+ No formal partnerships
	+ Also use the Volunteer Center, United Way Volunteer Office
	+ We have in the past tried to funnel them elsewhere, usually just to links to other orgs, not to personal contacts. Prior to the virus, there was talk about forming a local coalition of volunteer managers, so we could share volunteers/pass folks along/keep in touch. There is hope that that group will form eventually :) (Angela)
	+ Cross post and cross share with City of Mesa
	+ Sometimes if they are there in person, I'll do a search with them on our United Way website and provide lots of contacts for them.
	+ Some track referrals, others do not.
* Library cards for companies in service area – Wendy, Indy

University/college student in our service area can obtain a free library card using their student ID (no service area address needed). Do you do this for companies in your service area if the employee doesn’t live in your area…for free?

* + Yes for college students and temporary employees.
	+ Library cards for the business and up to 3 employees can be authorized to use it.
	+ Belong to the state library system so our cards can be used across almost the entire state of GA.
	+ Several answer “no” to corporate cards.
* How does your system on-board staff? – Wendy, Indy
	+ Many agree that we have room for improvement
	+ Tour the 4 branches, meet everyone you pass
	+ Weeklong. Day 1: HR policies & procedures, Day 2: Tour your branch, safety, settle in, Day 3, 4, 5: Learn systems. On Day 5 an exec. team member takes you to lunch. There’s also an email blast to all staff of a new hire. System has 16 branches in 6 cities with 180ish staff.
	+ Used to do a Parade of each sr. manager with a PowerPoint. Always on the 1st day of pay schedule. This was all day and included a catered lunch for the group. Replaced by a customized one-on-one with HR going over policy manual. Then at the branch a detailed checklist for any new staff or staff transferring.
	+ Two day, new employee orientation in person. It's done by our training department. We provide a fact sheet for our department and I schedule with any staff overseeing volunteers within their first few weeks/months.
	+ There is a "quickstart" that introduces organization basics and benefits. Then each department does their own welcome or onboarding.
	+ We have a staff library newsletter and they have the picture and bio in the newsletter and they have an orientation.
	+ 1 hour with HR, security tour, then meeting with supervisor
	+ I was given a tour of City Hall (the library is on the first floor of the City Hall building) and introduced to some staff, but that was about it. My predecessor was still here so she did train me and introduce me to all the existing volunteers and staff.
* Bonus Information
	+ Movavi – used to edit videos and stitch them together. Approximately $70 for lifetime on one computer.

**Resources and Training Opportunities**

* Thursday, Apr 1 – 8 Strategies for Creating a More Inclusive Volunteer Program

10 -11 am Pacific time, free

Register here: <https://attendee.gotowebinar.com/register/7440538535174096653>

* Thursday, May 6 – Crafting Inclusive Volunteer Recruitment Messages –

10:00 – 11:30 am Pacific time, free

Register here: <https://zoom.us/meeting/register/tJMtcOqgrzkrHddh5b6xysm3dUy4Q6t76sVh>

* Thursday, June 3 – No “One Right Way:” Creating New Systems for Volunteer

Engagement -- 10 am – 11 am Pacific time, free

Register here: <https://attendee.gotowebinar.com/register/2124039175063372557>

* “[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. Recordings are available after you sign a release.

* Join the GetInvolved list serve by emailing Carla, clehn@califa.org. Fabulous resource with samples, current news & updates.

**Future Topics**

* Our leadership role
* Teen Advisories / Summer Program
* MLS programs lacking volunteer content: Rebecca (June-ish)
* Circle Back for updates:
	+ University of North Carolina – Charlotte (UNCC) Class Project Update – Chauna
	+ Reinventing volunteer engagement in our libraries – removing barriers