**Library Volunteer Leaders - Notes**

**3-31-21 1:30 EST**

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

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Hello, Friends –

We’ve spent some time chatting about what our volunteer engagement activities will look like as we reopen and reengage the community. This great guide from points of light came across my feed today and might help many of us to organize our thoughts as we move forward. [Planning for the New 3 Rs of Engagement: COVID-19 Recovery, Reopening, and Return](http://click.zapnito.com/ls/click?upn=KkT4ys2PXydJjsqJ2j4tcKkaURh-2B-2BbE38PmsjmAhCbS99fVv03K-2B3bjpwF0H7bf9xyghV2SpyZEN-2BiEbpydIAQH294wEgstThxrf1vK6EgcoZ0l0rbLSd-2BKjjmc72To42P0kok-2F-2BVD9d8l8-2Bh9b4ADWi6u2E0UUV-2FNsN8wTKn3MpE5bFVDWvJ4I1wdLpC-2FDn-2FOZZhzHfTynY7Ecww4d75Wbd5QWiFDbTCniGCGan06rcCUMIzCXrDtzFyv0gEG9XXMxNYVshv4EUUzRmsYzfvHuGyhIRC5-2BvHmy2-2Bz54wT01vm1zoV-2FTLWsX2aDv-2BMc-2Bj2Sa_z1GMknh0wfr1lzdho7HoIGeZR5j9tDsBKR3pt78jFh-2FstYxXPwkDtR0x836dHvTbTyJsINSAUHL91SEshYJI1DokWE5TBl-2F9oaroZTTjaAU6cfuei1FkqleyvMdPXLyynW9MsPsPgaj9lbzudvyz4GDyRsni-2FZnzHsps9697Li2S-2Frra2mOVsVhCCcMfAYleW4233zIjos-2FTJOuyr-2B6V4sRwvNGx8Q-2F2SxoBqkr1I1f0BdGo064mXoM9tBgPuNQiKUG7MV3CLRrV-2F2mPI-2BYykTiPuIVZmkm0wqxqOHO5OOuVZ4Mc2YnoNomEWRYUcB7JkcxuUmqn-2Fo8wZrDK68iQwJxKWuM6mdhVkvSkDUklCYKifpEoR6bSrgPKMIdYNbYD2dvgSA-2FpatPiAB1CcnD1EQ-3D-3D).

Niche Academy users: If you have volunteer orientation and training information that you’d be willing to share (or already have in the Marketplace), please let me know. Several of us are moving to this for volunteer on-boarding and are looking for examples. Thanks!

Correction to last week’s notes: Janice Dell is with Mesa Public Library, Mesa, AZ, [Janice.Dell@MesaAZ.gov](mailto:Janice.Dell@MesaAZ.gov). Feel free to contact her with any questions about the amazing volunteer recognition activities planned for this year.

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**

* How does your system **on-board volunteers**? What will it look like when you’re “open”? How has it changed?
  + Moving to Niche Academy for general information with in-person follow-up
  + Niche Academy – pilot for Summer Reading Volunteers. Youth participants will give honest feedback. Encouraging HR to create content that is volunteer inclusive. Will include DEI and welcome to the organization pieces.
  + Re-boarding – sending something to volunteers to read/review on-line before return, then meeting with volunteer coordinator for a building tour (things have moved!), retrain on tasks by staff person. Follow-up a few time afterwards to ensure a happy re-entry.
  + May be on-boarding volunteers as a “class” or cohort to help build relationships and minimize staff time
  + Orientation is offered 2x/mth – one in the day, one in the evening. Includes information share by various staff, organizations values via Niche. Flipped classroom model – watch lecture/video, then go over the content/homework together. Summer volunteers get a condensed version – 1hr 15 min – Americorp/Vista starts earlier in season, then support 20-40 volunteers.
  + I'm thinking about how I want to run a general group orientation when we return to "normal". I arrived after shutdown, so I have the chance to switch things up. Training has been on an individual basis so far.
  + this was my before-times process:1. During my interview I would give a tour of the library and discuss the various volunteer jobs we have.2. Once they passed the background check, we schedule their first day and start training.3. With few exceptions, I start with training all of our volunteer to shelve.a. Fiction, Non-Fiction, Children’s, AV4. After volunteer have trained to shelve the different sections, I offer to train them on processing and covering our new books. 5. Once they’ve been training on everything they want to learn, we have an informal discussion of what the library needs most and what they want to do. In this post COVID world, I haven’t brought in any new volunteers yet, but have reoriented returning volunteers as needed. This has been mostly focused on how we’ve re-arranged things (full carts to shelve are no longer placed in a central location but are parked near the sections where they would be shelved), but some have needed refreshers on tasks.
* The **“COVID Desk”** volunteer role – doing door count and ensuring proper mask usage for the public entering the building
* In general the group gave this a “thumbs down”
* A few say, “yes” sighting that volunteers are adults and can make the decision for themselves if they are comfortable with this activity. Volunteers also were stationed behind Plexiglas with plenty of distance around them and had an easy access call button for security.
* **Security in buildings**
  + Yes all branches - a few of us, mostly partial security where history has proven it necessary
  + No security in any branch/location – a few of us
  + Some branches that had a history of police involvement with folks with mental illness
  + Some of our libraries have Library Safety Liaisons. Used to be called Library Safety Officer but was too police-y
  + We used to have two building monitors, who would do wellness checks and help librarians enforce policy, but now we are down to one, whose job has been redefined during this last year. He does often work the Greeter station at the front door, which is helpful.
* **Groups**
  + Twelve banks supported library. Had annual meeting with each to discuss their goals/culture and then look for a match within the library’s needs. i.e. sponsorship, promote programs, help with the program
  + Several answered “more hassle than it’s worth”. Noting one-day projects weren’t impactful, organization only interested in their goals – not a collaborative setup, no shows
  + Some don’t have a structured arrangement for groups. Occasional day of service at library.
  + Previous Deloitte Day tasks. Here are a few: Designing Open House Media Lab Invite, Archival Processing, Prepping Incentives, Mock Interview Workshops, Public Speaking Workshops.
  + Some ask corporate volunteer groups for a donation to cover the cost of the project (and to cover the cost of time for setup)
    - Pay to Play
    - May not actively fundraise outside of Friend’s book sale and foundation
  + You have to have a real reason to bring in groups – no busy work
  + I'm not involved in the sponsorship side of things, but we have a Discovery Garden that is in its third growing season and I just scheduled my first group for Earth Day weekend.
  + I had a corporate group clean inside the library and then Parks and Rec had part of the big group do cleaning outside. That one time worked well but, cleaning is about all we have for big groups
  + United Way Day of Caring in some areas – everything from cleaning indoor/outdoor teams to presenting Summer Reading skits in schools
  + One-off groups for Adopt-a-Shelf blitz and some have then adopted shelves for longer periods.
  + Resource: A volunteer manager who went corporate and has written some good blogs on the topic. Jerome's blog: <https://www.jerometennille.com/responsibleaf>
* **Annual Report** – adding interesting tidbits
  + Oldest/youngest volunteer
  + % of volunteers who are donors. Should this be made public?
    - Side conversation about boards: Is there a financial expectation for your board? Appointed by Mayor. Expectation for Trustees but not for Friends or governance board. Advisory board made up of volunteers – no expectation & Library district board is publicly elected (board of county commissioners). Board is approved by the city council.

When I worked at a Food Bank our board were all Monthly Sustainers (gave a set amount automatically every month) but there wasn't a specific amount they had to donate. We just wanted to be able to say our board supported that donor model.

**Resources and Training Opportunities**

* Webinar Recording: [8 Strategies for Creating a More Inclusive Volunteer Program](https://getinvolvedclearinghouse.org/training-materials/eight-strategies-creating-more-inclusive-volunteer-program)
* Thursday, April 8 – “Volunteers and the Law: Myths and Misconceptions” Register here: <http://www.doviasacramento.org/event-4243611/Registration>
* 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](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.

**Future Topics**

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