**Library Volunteer Leaders - Notes**

**4-14-21 1:30 EST**

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

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Hello, Friends –

Today was a fabulous discussion about our role as an active leader within our organization and community. So many resources to check out! I wish there was more time in a day. We’ll circle back to this in a few months to see how everyone is doing.

We also chatted about cultural integration for staff and volunteers. There’s more to learn individually and organizationally. I have no doubt that we’ll sort this out.

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**

**Leadership. Do you view yourself as a leader in your organization? How?**

* Though I am a “Manager” I am not usually invited to the tactical meetings with the other managers. Albeit, I am in an interim position, so it could be that in the past/future those people were/will be included in that way.
* Volunteer Resources Manager, has recently joined the leadership team. Provides monthly reports regarding volunteer activities (# of hours & volunteers, but more importantly a focus on what volunteers are doing). Twice the monthly report has gone into the board packet!
* Vol. Mgr. has taken responsibility for the Job Board (since COVID), this allows them to introduce volunteers into the workforce mix & educate staff about volunteer skills.
* Running Staff Association has helped to elevate the volunteer manager role and build relationships with all staff.
* Advocate for role to be involved with the COVID Phase-in plan. The team was making decisions about volunteers without the volunteer leader input.
* Ask to be on distribution lists – leadership team, branch manager, circulation supervisors
* Location within the organizational structure can make a difference of how volunteer management is involved. This person was in HR under Operations.
* Using the language of the organization…matching volunteer activities to organizational priorities. I love the idea of looking at our master plan and then mapping out how volunteers help with each area.
* Know and utilize the organizations Pillars, Values, and Priorities. Sample: <https://multcolib.org/about/priorities>. Don’t have them? Help in leading the discussion.
* Be a part of the strategic plan implementation…from the start. (Not an afterthought.)
* Reminding team that volunteers are an abundant resource…work force is not a scarcity
* Assign high-level volunteers to your own volunteer department team. Demonstrate how valuable volunteers can be.
* Be more strategic…proactive…rather than reactive. What are priorities and how can volunteer help to reach goals as part of the plan…not an afterthought.
* Always put staff skills in conversation…don’t diminish them
* Be the connection to outside resources like other nonprofits
* To up your reputation. You may have to go outside of the library to be the expert for another organization (speaker at conferences, consultant, write for journals like [Engage](https://engagejournal.org/), etc.) before you’re thought of as an expert in-house. Keep a list of these interactions as resources and reminders of how you are leading within the community.
* Be involved with your local DOVIA/AVA.
* CVA certification! You may have to teach others what this is. Compare it to CFRE for fundraisers. Link CVA in your signature line to CCVA.org definition.
* Promote other things that volunteers do for the library…donors, sponsorships, connections in the community, etc.
* Ask leadership team, “What are you reading?”
* PPLD has an 8 week Leadership Training Program offered twice a year, to managers and supervisors. I actually asked if I could participate and was invited to join last fall. Not only was it a great training, but also gave me a chance to interact with some of our library leadership. I have noticed a change in how they interact with me now.
* Seek out leadership training/education:
  + Carla’s book! *From Library Volunteer to Library Advocate*
  + United Way education opportunities
  + Leadership programs in your community – like Leadership Sacramento
  + *Strengths Finder* 2.0 – Tom Rath
  + Author/Speaker Tom Peters, <https://tompeters.com/>
  + *Nine Minutes on Monday* - James Robbins, <https://www.jamesrobbins.com/> Wendy M. recommends subscribing to the free training.
  + <https://watertowertheatre.org/event/people-skills-a-course-for-the-things-they-didnt-teach-us/2021-03-29#tickets>
  + <https://www.nonprofitready.org/>
  + Get experience on your local DOVIA board and/or the local Young Nonprofit Professionals Network (or similar groups). You’ll build amazing connections this way, too!
  + John Maxwell, lots of free resources
  + YouTube Simon Sinek – always enlightening
  + Include what you’re currently reading in your email signature.
  + Book club with Al!ve – national, way to connect with non-library volunteer leaders
  + *The Art of Gathering: How We Meet and Why It Matters* by Priya Parker *Start with Why: How Great Leaders Inspire Everyone to Take Action* by Simon Sinek *Quiet: The Power of Introverts in a World That Can’t Stop Talking* by Susan Cain *Grit: The Power of Passion and Perseverance* by Angela Duckworth *Influence: The Psychology of Persuasion* by Robert B. Cialdini *The Tipping Point: How Little Things Can Make a Big Difference* by Malcolm Gladwell *Tribes* by Seth Godin

*Reality Based Leadership,* by Cy Wakeman

**Organizational Culture**

How do we introduce staff & volunteers with welcoming arms to our existing culture and share how to positively influence the culture? How do we communicate our openness to embrace our differences?

* Don’t just recruit, become part of the community. Do things in partnership with community not on their behalf without any input from the community you’re serving.
* Culture is going to evolve – and that’s amazing
* If we have core values, then these are the framework/structure for the conversation
* Share values at volunteer orientation, in handbook, in volunteer descriptions and how volunteers fit. Sue even gave a brass bookplate with the organizations values as an annual gift. Samples below.
* Analogy: You’re hosting a party at your home. There will be house rules (don’t throw the ball in the house), but there are ways to co-create belonging within the boundaries of the house. Okay, so I mangled this. Try YouTube, “Belonging is an Antidote to Racism” (timestamp 27:27-30:30) - <https://www.youtube.com/watch?v=MV5E6GMlpSk>. And this one: <https://www.youtube.com/watch?v=7swI6jZ0rd4>. John A. Powell
* Our county has a Workforce Equity Strategic Plan that we reference for some of this: <https://multco.us/diversity-equity/multnomah-county-workforce-equity-strategic-plan>
* This panel next week might be useful with this topic (and beyond): <https://www.pointsoflight.org/listen-learn-act-to-end-racism-april-2021/>
* Our system tends to have a box. You’re either in or out.

**Miscellaneous**

* Volunteer Position Description: Piano Player in lobby/atrium

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

10:00 – 11:30 am Pacific time, free

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

* “[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.
* 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>

* Points of Light Conference, [Registration is open](https://events.bizzabo.com/297882?utm_medium=email&utm_content=119715489&utm_source=hs_email). July 14-16, virtual. Early bird $99 through April 30.
* 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**

* Handbook sections by section
* 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
  + Our leadership role, what new things are we doing? Resources to share?

**Sample Values and Strategic Plan (Thank you, Sue!)**

1. The CML Values for Volunteer Coordinators is the first page of the Volunteer Coordinator manual that explains how the values relate to our volunteers. It’s short, but we discuss each value and how it relates to what volunteers are doing for the library.

**Our Values**

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Respect, integrity and inspiration are all values that reflect how we work with volunteers.

Take these values, add the behaviors listed above and the results are outcomes that reflect who we are.

1. All of our volunteers feel valued
2. Our volunteers trust us to do the right thing, and we in turn trust our volunteers to support the library and
3. As a team we provide timeless value and an always evolving excellence

We view our volunteers as full partners in the CML experience. By working hand-in-hand with staff, volunteers help the library execute the programs that make us great. This includes extending the library’s values to the volunteer program.

2.       The CML Values from Strategic Planning is the page Marketing put together for the Strategic Plan as it is posted on our website. There are a couple of pages we share from the Strategic Plan with volunteers, and this is the values page that we discuss during orientation. Here is the link to the Strategic Plan: <https://www.columbuslibrary.org/wp-content/uploads/2021/03/StratPlan-2021.pdf>. I cover everything except the last page. Volunteers are mentioned on the last page, but it’s such a small piece of what they help us execute that I just leave it off.

