**Zoom Meeting**

**Library Volunteer Manager Peers - Notes**

**4/22/20, 1:30 EST**

<https://zoom.us/j/99730198940>

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

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Great discussion today! **Thank you everyone who could attend**. I love how we’re all able to share and learn from each other. Regardless of where we are in the country, we’re all traveling on the same path…to provide the best possible (and safest) services to our community’s patrons, volunteers and staff under unusual circumstances. We’ll meet again next week – Wednesday, April 29, 2020 at 1:30EST – Zoom Meeting:  <https://zoom.us/j/99266720521>. All are welcome! Have a wonderful week! Wendy

**Topics Discussed**

National Volunteer Recognition Week – Updates and Additions

* Personal calls to each volunteer thanking them, checking-in, sharing library status when possible. Calls made by volunteer leader or by staff who work with the volunteer directly.
* Staff video greeting saying “thank you” with signs and smiling faces. Samples: <https://youtu.be/3XRdXSM9ibk> , <https://bouldercolorado.gov/volunteer-impact>
* Emailed note of thanks from the CEO to all volunteers

Volunteer Communication during closure

* Weekly email – sharing virtual volunteer opportunities, curated list of free training on-line (Creative Bug, Health & Wellbeing, Recipes)
* Recommended/vetted virtual opportunities supporting the local community – United Way, Indiana History Center collecting citizen COVID-19 stories
* Zoom meeting with volunteers – sending out “How to Zoom” instructions and asking for questions to be submitted prior to meeting. Non-techies will receive a note in the mail suggesting that they ask a family member with tech skills to help them. Meeting will be documented and shared with everyone so those that don’t attend will still be in the loop. Possibly recording the session.
* Keeping things positive, encouraging, informative
* Conversation starter, “Tell us about one of your firsts” during shutdown.

Book quarantine

* Columbus, Ohio: Batelle Labs and OCLC are arranging a comprehensive evaluation of the viability/life span of the virus on library resources. Columbus metropolitan is providing the library books, etc. and Batelle has the live virus to conduct the study.
* April 2, 2020. Mitigating COVID-19 When Managing Paper-Based, Circulating, and other Types of Collections: <https://www.imls.gov/webinars/mitigating-covid-19-when-managing-paper-based-circulating-and-other-types-collections>
* From the American Libraries Magazine. <https://americanlibrariesmagazine.org/blogs/the-scoop/how-to-sanitize-collections-covid-19/>

Summer Reading Program

* Performers are being videoed, and then during free lunch programs, ideally the videos will be displayed on a large monitor
* Distributing SRP registration information at free lunch programs
* Prize distribution may be combined with material curbside pickup
* Beanstack for virtual registration
* SRP designated Mail Box for paper applications
* Email and social media notifications with links to registration
* Storybook walk for SPR kickoff

Teens

* Teens leading the content for a Teen Channel – creating videos for DIY crafts, arts, games, puppets, magazines, etc.
* Met new teens virtually in Google Hangouts for orientation and training
* Counting virtual meeting and activity time for school credit

Tracking Virtual Hours

* Tools being used: America Learns (tutoring program), Better impact, Volgistics VicNet module, Gift Pulse (a local product to Austin), Google form
* Honesty policy – volunteers email hours

Returning/Resigning

* Survey: American Learners, Survey Monkey, Google Doc
* Ask.
  + Preference of communication – phone, email, letter, none
  + Frequency of communication
  + Once things are safe…would you like to return, take a leave of absence, retire/resign
* Regarding sending the survey, “waiting to see what volunteerism looks like”…maybe after the slow open begins

Book Sales

* FOL is working out of storage units and homes to ramp up on-line sales
* May/June sales have been cancelled
* Once stay-at-home is lifted; staff returning to buildings will refocus energy toward on-line sales since the in-person sales have been cancelled
* Inviting known book dealers to shop the brick-and-mortar store, keeping distancing in mind
* Deploy part-time staff to book sale preparation (sorting, pricing, etc.)
* Limiting donations – most have shut down drop boxes asking patrons/donors to hold onto items until reopening – even then there is a concern for material quarantine
* Several ideas for little free libraries: outside library buildings, in red wagons outside homes of staff with “from your library” signage. Tiny Library Branch in 8 city parks. One asking for a small donation of .10 per book.
* Giving books to free lunch programs such as YMCA and Parks & Rec
* Utilizing Better World Books
* Goodwill and the jail will pick up books
* [www.discoverbooks.com](http://www.discoverbooks.com) took 300 boxes of books
* Brief introduction to getting started with online book sales courtesy of Mesa PL: <https://getinvolvedclearinghouse.org/content/whats-new-february-2020>
* Example of how to keep people engaged with book sales example: <https://friendschpl.org/>

Home delivery

* Indianapolis PL homebound delivery program will be shifting from volunteer delivery to staff from the outreach team.
* Delivery to senior centers has been placed on hold

Miscellaneous

* Once new volunteer positions are determined, survey existing volunteers for skills that might be needed

**Resources**

* ALA Pandemic Preparedness:<http://www.ala.org/tools/atoz/pandemic-preparedness>
* Basic risk management resources here: <https://getinvolvedclearinghouse.org/content/whats-new-december-2018>

**New Conversation Starters**

How would curbside pick-up work? Sanitized items? Bagged by patrons? Are patrons contacted to say hold is ready for pickup then call when they are on-the-way, similar to restaurants?

Statistics: How will you track the loss of volunteers due to COVID-19? # of on-hold until “all-clear”? Any Volgistics users who would like to stay on after this?

When and how will volunteers return to the branch?

How are you engaging/reengaging your senior volunteers? What about teens?

Insurance: Risk of having volunteers. (Jody did you mean during this time? Or always?)

What are you doing during at-home-time to prepare for reopening with volunteers?

Will you be introducing or adding to your virtual volunteer opportunities? What does this look like?