**Library Volunteer Leaders - Notes**

**4-28-21 1:30 EST**

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

[**wjohnson@indypl.org**](mailto:wjohnson@indypl.org)

Hello, Friends –

I was able to take a shift in our book store space this week with *real live* volunteers! They do exist! Of course, while I was there I picked up a couple of books. *1501 Ways to Reward Employees* by Bob Nelson which has great ideas we can apply to volunteer recognition – most are FREE! I’ve often used the earlier edition “1001 ways” to brainstorm ideas so I’m curious about the 500 additional entries. On Heidi’s recommendation, the title *Quite* by Susan Cain, about the power of introverts landed in my pile. Finally, because the first sentence in the description, “Building a fully engaged, energized workforce is the key to business success”, totally grabbed my attention, I borrowed *The Power of Thanks* by Eric Mosley and Derek Irvine. What are your “work reads”? How are you staying current with leadership trends?

Our discussion this week revolved around gracefully retiring/removing volunteers and the “washout”/filtering process that we can build into our on-boarding process. Enjoy!

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**

**Graceful Volunteer Release**

What do you do when a long-term volunteer can no longer perform their tasks successfully? What about the teen who comes for their shift, but sits around talking with friends? How do you maneuver around the volunteer who stops showing up with no explanation?

* Emeriti’s Volunteer status – 20 years

There's a little bit on the last page of this doc (under Transition) about emeritus volunteers: <https://volunteeringqld.org.au/docs/Working_with_Older_Volunteers.pdf>

* Volunteer Alumni group
* On-line recognition – San Jose PL, <https://www.sjpl.org/blog/2021-volunteers-year>
* Wall plaque for legacy recognition
* Invite volunteers to retire if they wish. They will still be invited to volunteer events & activities, receive recognition gifts, and newsletter.
* If there is physical or mental decline…have the conversation! Don’t let it go on and on.
  + Out of concern, ask, “We’ve noticed some changes. What’s going on?”
  + Offer to shift to other tasks.
  + Offer to retire
  + Offer options for new schedule
  + May need to contact their emergency contact for guidance
  + Address the situation from a safety perspective
  + Offer a “pause in service” until health improves
* Respectfully tell the truth
* Asked volunteers to take the summer off and return the following year due to challenging behaviors
* Firing a volunteer
  + Always do this with to staff members
  + Check with Foundation/Friends to determine donor status – and to gather information
  + We want you to be successful and this role is not allowing that to happen
  + Follow disciplinary plan – usually like that used for staff
  + Young volunteer manager speaking to older volunteer can be uncomfortable. Be respectful, do your best. Maybe engage the assistance of an older manager, mentor to assist.
  + Be honest. Be kind. We should ensure that the volunteer still feels they can be a fully participating patron/donor etc.
* Set expectation during on-boarding:
  + Regarding recognition plan, Emeritus program, retiring, firing
  + Commitment of 1, 2-hour shift per week for at least 6 months
  + For Summer Reading youth volunteers we send a letter home that outlines the expectations because we kept running into issues with adults not supporting their kids to get to their shift on time, etc.
* 10 years or 1000 hours for memorial award/recognition; book plate, plaque, etc.
* If the volunteer is absent a lot… contact them if possible.
  + Offer to take a step back
  + Note that their role is important and the library is counting on them, their service is needed.
  + Offer to move to another role
* Volunteering should be fun! If it’s not, tell us what’s going on. Possibly connect to another role or even a different organization.

**On-boarding “Wash-out”/Filter**

Here the idea is to allow the perspective volunteer to drop-out of the on-boarding cycle without a lot of stress or embarrassment. (And less work for us)

* Setup small steps to do before interview - Adults
  + Send email, “Interviews are scheduled a few weeks from now”
  + 2 weeks later, send another email with the link to the interview schedule for them to sign-up
  + Did they show up for interview
* Similar for teens
  + Applications are only accepted in April
  + All applicants receive a detailed email
    - Inviting to interview with link to sign-up
    - Dates for the interview and orientation
    - Service dates – if you’re going to miss 2 weeks in this timeframe this is not for you
  + Interview
* Another example:
  + Application receives an auto reply – we’ll get back to you within the next 2 weeks

Thank you for applying to volunteer with Multnomah County Library! We will contact you within the next two weeks unless you have already been in contact with library staff. What can you do while you wait? Take a look at the volunteer resources page at https://multcolib.org/volunteer/volunteer-resourcesNeed to get some volunteer hours right away? Check out Hands On Greater Portland (www.handsonportland.org) and VolunteerMatch ([www.volunteermatch.org](http://www.volunteermatch.org)).

We will also send this information by email if you gave us an email address. Thank you for your interest in volunteering!Questions? Forgot to include something on your application? Contact Volunteer Services at libvols@multcolib.org or 503.988.5731

* + Sign-up for interview (scheduling tool is <https://www.appointlet.com/> )
  + We used to get 100 applications/month and maybe 50% would sign up for an interview
* Another autoreply
  + I'm writing to let you know I have received your application to volunteer and would like to invited you in for an interview. I'm at the library on Sundays (1 - 5), Tuesdays (10:00 - 4:00), and Wednesdays (11:30 - 8:00). Please, let me know at your earliest convenience, which day would work best for you. The interview will take about an hour and includes a tour of the library and volunteer work spaces. IF you are still interested in volunteering after the interview concludes, I will submit your information for a background check. As soon as I get the OK on that, I will contact you to schedule your first day of training.I do ask that all new volunteers pick a regular, 2-hour shift on a day that I am at the library. Once training is complete and you know what you would like to do on a regular basis, then we can discuss changing or adding shifts on days when I'm not at the library.Thank you so much for your interest in volunteering at the library.
* As we look at EDI and hurdles, its important to have some opportunities that are easy to get into. I struggle with having the processes and enabling them to be accessible to all too.
* We mention all of the steps – especially the background check – when prescreening a volunteer on the phone or through email
* **BONUS**: What are we doing with the “waiting” period (the time between inquiry/application and the interview) to keep the volunteer engaged? Send regular organizational information in small bites: videos of what volunteering looks like, organizational values/culture, link to strategic plan, volunteer impact report, etc.
* **BONUS:** During teen orientation have an experienced teen volunteer help present. Good cop (the teen) talks about the fun stuff, Bad cop (you) all the procedures.

**National Volunteer Week**

A super successful example from Mesa, AZ – Way to go Janice! <https://www.mesaaz.gov/things-to-do/national-volunteer-week> Volunteer Walk of Fame!

**Training Opportunities**

* 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. One of the topics is “Hold ‘Em or Fold ‘Em: How to Inspire, Move, or Fire Challenging Volunteers” with Dana Litwin.
* 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.

**On-going Educational Resources**

* 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.
* VolunteerMatch. Free sessions on many of the topics we discuss in this group.: <https://learn.volunteermatch.org/>

**Future Topics**

* Handbook section by section
* Opportunities without on-boarding barriers? Pop-up volunteering.
* Teen Advisories / Summer Program
* MLS programs lacking volunteer content: Rebecca (returning in June-ish)
* CVA test: Tammy’s impression
* 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?

**Written Volunteer Policies/Handbook or Manual**

Identify which of the volunteer policies the agency maintains (check all that apply):

|  |  |  |  |
| --- | --- | --- | --- |
| **Policy** | **Included** | **Not Included** | **Not Necessary** |
| Abuse/Neglect policy (boundaries, gifts) |  |  |  |
| ADA compliance statement |  |  |  |
| Code of conduct (dress code, concealed weapons, non-smoking, cell phone use, and non-evangelizing policies, etc.) |  |  |  |
| Confidentiality statement (including HIPAA) |  |  |  |
| Conflict of interest |  |  |  |
| Diversity statement |  |  |  |
| Drug free workplace |  |  |  |
| Emergency preparedness response plan (fire, weather, disaster, etc.) |  |  |  |
| Equal opportunity employer |  |  |  |
| Evaluation |  |  |  |
| Expense & reimbursement policy |  |  |  |
| FAQs |  |  |  |
| Food handling policy |  |  |  |
| Grievance procedure |  |  |  |
| Harassment and discrimination policy |  |  |  |
| Hold harmless agreement |  |  |  |
| Mission & service overview |  |  |  |
| Organization history |  |  |  |
| Orientation & training requirements |  |  |  |
| Photo release |  |  |  |
| Position descriptions |  |  |  |
| Recognition |  |  |  |
| Roles & responsibilities of staff volunteer supervisors |  |  |  |
| Safety training & use of organizational property (computers, vehicles, etc.) |  |  |  |
| Screening Requirements (incl. background check & health screening) |  |  |  |
| Social media policy |  |  |  |
| Staff structure & contact information |  |  |  |
| Statement as to the role of volunteers |  |  |  |
| Time tracking & attendance |  |  |  |
| Volunteer rights & responsibilities statement |  |  |  |
| FAQs |  |  |  |
| Other: |  |  |  |