**Zoom Meeting**

**Library Volunteer Manager Peers - Notes**

**4/29/20, 1:30 EST**

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

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Thank you for the great reminder today: We have to determine what is essential to provide services to our community, and then we must be clear about the expectations (including risk to exposure) with our volunteers. People want to give of their time – especially now – so provide them with a meaningful, clearly defined opportunity and allow them to select-out.

**We’ll meet again next week** – Wednesday, May 6, 2020 at 1:30EST – Zoom Meeting:  <https://us02web.zoom.us/j/81234777650>.

Let me know if you have any specific topics that you’d like to discuss. All are welcome! Take care! Wendy

**Topics Discussed**

Curbside pickup

* Grocery store model. Patron calls from parking spot #10, then staff person runs materials out to car and gathers returns.
* Using the meeting room RSVP system to schedule times for pick up so there’s not an overwhelming number at one time.
* Only staff will do curbside delivery
* Volunteers might be used to collect items from the drop box and take them to the quarantine room
* Possibly staging the roll out: first taking care of the current holds and returns, second allowing new holds

Services to patrons who are homebound (Kate Kelsch is collecting information) Two part question.

1. Precautions or changes being put in place to re-start Homebound programs
2. New delivery programs being started and what people are mapping out to do with volunteers and how the system will work

* All deliveries have been done by staff – and will continue when it’s allowed
* Volunteers are still in contact with matched patrons, just not doing any material handling
* Consider contacting senior centers where you deliver to make sure they are ready
* There is a feeling that homebound services will need to expand with more vulnerable patrons staying home. Outreach/staff will likely provide this service with volunteers being added when staff are at capacity.
* Mail materials to patrons (Postage expense would be a great financial sponsorship opportunity)
* Delivery schedule would likely change

Risk-management

* Insurance – Check with your HR team, everything from homebound services, age requirements, and liability issues
* Look to governing body (like the Department of Education in Pennsylvania) for local municipality standards and practices and, of course, CDC guidelines
* Other organizations in the area are likely to sort out process before we bring back our volunteers
* Make sure that your volunteers are up-to-date with your risk and release form
* The blue light (disinfecting books) was a question that came up in this webinar: <https://www.imls.gov/webinars/mitigating-covid-19-when-managing-paper-based-circulating-and-other-types-collections>

Engaging Seniors and Teens

* Teens/Youth creating phone line of encouragement: <https://www.cnn.com/2020/04/18/us/iyw-senior-confort-hotline-trnd/index.html>
* Volunteers at home could write letters of encouragement to young readers. Notes could be added to curbside pickup bags.
* Host a “How to” Festival – volunteers & staff create YouTube videos that are added to the library channel or maybe a “How to” festival channel. Maybe use Signup Genius for topic selection so there isn’t an overlap in subject material. Teens could create sessions that are for a teen channel.

Virtual Opportunities

* We are had Tech Drop in the past in person and now we are piloting Tech Drop in via Zoom or Teams mainly to address how to use library online resources. We are also looking at doing some online classes focused more on using our online library resources
* Online book recommendations written by volunteers, then posted to social media
* Transcription work
* Create future content for social media – post-it book reviews, pictures of what they’re reading – sending in reviews for Biliocommons lists. Social media team is creating guidelines for staff that could also be used for volunteers. Open opportunity for all ages
* Sewing face masks
* Coding Class went from classroom to virtual. Volunteers are joining in virtually as lab support and mentors.
* Similar to a pet reading program for kids through a certified program, ask volunteers to host an on-line session with their pet. Certification could be waived.

Miscellaneous

* Survey your volunteers asking them what they would need to feel comfortable in order to return

**Resources**

* **VolunteerMatch Slack Channel:** <https://join.slack.com/t/volunteermatc-rt64629/shared_invite/zt-dvyi315x-aW3nUiotKwNIrS46Fc7RNA>
* **Energize, Inc. has assembled a list of volunteer leader resources for during and after COVID:** <https://www.energizeinc.com/hot-topics/2020/march_0>
* **An interesting survey posted in the end of March 2020 reveals that we’re all on the same track, regardless of organization:** <https://www.trackitforward.com/content/coronavirus-volunteer-management-report?fbclid=IwAR33UzXxBL2uV4LQT-2UE_SkKHLH8HHfuRE5njeOErqe_QrArIRmnLz9v8Y>

**New Conversation Starters**

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?

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

**Repeat topics**

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

Summer Reading Programs