**Zoom Meeting**

**Library Volunteer Manager Peers - Notes**

**5/13/20, 1:30 EST**

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

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Reopening was our main focus this week with a little Volunteer Communication, Summer Reading Program and Tutoring sprinkled in. Thank you to everyone for joining in and for sharing your thoughts as we travel in uncharted waters. I’m grateful to have you all in the boat with me! (How corny was that? But I really am grateful!)

We’ll meet again next Wednesday, May 20, 1:30est. The link is below. Again, I’m sorry for the technical difficulties this week!

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

Wendy

Topic: Library Volunteer Leaders: Open discussion

Time: May 20, 2020 01:30 PM Eastern Time (US and Canada)

Join Zoom Meeting

[**https://us02web.zoom.us/j/88448069853**](https://us02web.zoom.us/j/88448069853)

Meeting ID: 884 4806 9853

Please join the *Get Involved: Powered by Your Library* Facebook group: <https://www.facebook.com/groups/609358272591406> so that we can continue to share our questions and resources outside of our weekly meetings. Thank you Carla Lehn for reopening this group for us to utilize!

**Topics Discussed**

**Reopening**

* Phases… lots of phases.
  + 1-6 phases. 1=closed, 6=fully open. Or something similar.
    - Staff focus groups to tackle a given topic through each of the phases. For instance, a group would be assigned “entering the building” and then brainstorm and plan for what does “entering the building” look like at each of the 6 phases.
    - Volunteers were not introduced until phase 4 (expected in Fall 2020)
  + 4 Phase plan
    - Volunteers after Fall
    - Cancelling Teens for Summer
    - FOL/Book sale re-engaged at Phase 3
  + Phase plan is distributed to branches in the system, and then each branch will adjust based on their size, staffing, etc. For instance a smaller branch will have fewer people in the space, where a larger branch can have more.
* People in building – 1 hr at a time. Early or special times for vulnerable population
* No book donations to start
* Space…need to spread people out for self-check-out, computer usage, one-way browsing signage and posted “route” through the building
  + People per square foot – look to local municipality for guidelines
  + Limiting staff, patrons & volunteer numbers in the spaces
* Time slot for picking up hold – Volunteers helping in 2 hr shifts
* No new holds for now – returns starting in June – limited locations – limited staff – volunteers will receive training then will be mostly on their own to perform role
* Limited number of branches opening… for instance: Long Beach PL will open Long Beach Public Library will open two of our branches just for the pick-up of reserves/holds starting next week, 5/19, in the parking lots; like curb side service; no browsing, patrons will have to reserve their books online to pick-up books. Still planning on opening, just for pick-up, the other branches. No plans as of yet for the return of volunteers. (Sacramento PL following same plan.)
* Curbside pick-up
  + IndyPL will start May 18th here’s the public info: <https://www.indypl.org/services/curbside-pickup>
  + Curbside service in early June with NO patrons in the building
  + Table/cart outside door, building locked, safe distancing practiced
  + Examples: <https://www.facebook.com/watch/?v=2370174356609544>,

<https://www.cityoforange.org/2016/Curbside-Service>

* + Drive up, bike up, walk up

**Volunteers Re-engaging**

* Library is acting as the Teen service learning hub. A teen can volunteer anywhere locally or nationally, then report hours to the Library (along with proof, such as a reflection paper) and the library will sign-off on the hours. This is great for National Honor Society or service group requirements. There is an application process with details on where/what the teen will be doing.
* Some volunteers may return earlier: homebound delivery, FOL, or those with specific skills
* Union – discussion about new roles/tasks being added to contract, like managing patron flow inside/outside of building. Some of these new tasks may have to go to volunteers if it isn’t added to the union contract/agreement.
* Echoed by many, volunteers will be returning in the fall or maybe later. Not many specific plans in place at this time.
  + We have to keep paid staff busy/working first!
  + Volunteers add to the number of people in the space….
  + Union
* Sign-off for volunteers – “will you abide by our new rules”
* New volunteer role at Boulder: Book drop Helper
  + <https://countmein.bouldercolorado.gov/D/library/GetInvolved>
  + <https://countmein.bouldercolorado.gov/D/Library/App/BookDropHelpeandSorterVolunteerApplication>
* Primary concern for volunteers is health and safety. Volunteers are usually on the frontline/directly work with patrons (computer assistance, book sale). Will phase them in, just not sure when.

**Communications and Surveys**

* Give staff guidelines for what to do/say if a volunteer shows up before they are scheduled
* Be transparent with messages
* Weekly emails, regular updates
* Monthly newsletter
* Staff are pen-pals with 4-5 volunteers each to stay in touch informally
* Phone calls by staff who work with volunteers
* Zoom meeting with volunteers when there’s something to share
* Sending a postcard
* Survey – Carla is storing samples here: <https://getinvolvedclearinghouse.org/> Please send her any that you’d like to share. [clehn@califa.org](mailto:clehn@califa.org)
  + <https://docs.google.com/forms/d/1a02KAoYFneBYJJ_UTWpUtemTkL0AK36v4E4TCFWkk5I>
  + IndyPL – 3 different surveys: homebound program, book sale, and general/special event vols
  + Asking things like:
    - Are your ready to return, want to take a leave of absence or retire
    - Will you abide by our new safety rules
    - How much communication do you want/need from us
    - Would you be interested in “at home” projects
    - Please confirm the best contact info (for database cleanup)
* From Sonia, Portland – Cedar Mills Community

Our volunteer coordinator for our 2 branches and our resale store has been sending emails twice a month. I contacted my Circ volunteers (115 in all) by phone two weeks after we closed, and then Circ staff picked 4-5 volunteers they wanted to be 'pen pals' with, so they keep in touch informally. I sent out an email to our Circ volunteers last week asking questions similar to Wendy's/Marcia's survey (+ asking about what's something new they have learned/did during this quarantine). I added personal updates + pictures of our library parking lot construction. We have a big shopping center coming up in front of our library (construction started last year), so we will all be going back to a new lot and new views.

**Summer Reading Program**

* Zoom program with live performer for kick-off (recording it for later viewing)
* FB/social media/YouTube channel to engage readers
* Teen volunteers are assembling packets at home (prizes & info)
* Adult volunteers will be used to help register/sign-up readers from home
* Volunteers will assemble bundles of books
* Teens will be making content: Art& Literacy channel with workshops, puppets, book review. Also a Digital Literacy channel.
* Giveaway books will be “surprise” books in the packets that are given to people

**Tutoring**

* Online classroom platforms: <https://media.defense.gov/2020/Apr/24/2002288653/-1/-1/0/CSI-SELECTING-AND-USING-COLLABORATION-SERVICES-SECURELY-SHORT-FINAL.PDF>
* ELS Zoom meeting:

May 22 - 3:00 pm Pacific Time - ESL Conversation Groups Go Online: Live Open Zoom Discussion: Pre-register here: <https://docs.google.com/forms/d/e/1FAIpQLSfpKtzGD1ukYoT8FPu853QIQQuEWZNShLhu6UjIxVanbvLQvQ/viewform>

California State Library is hosting the ESL Conversation Group Zoom meeting — all are welcome, just pre-register

* ELS – Zoom, face time, phone – adult to adult
* Free archived webinars on how to conduct on-line learning from ProLiteracy:<https://www.youtube.com/playlist?list=PLIqX0SRtnkrvCmqRtFJQle2KVq2P4iWv7>
* On-line youth tutoring program help:
  + Do you know of a homework help on-line platform?
  + How do you ensure safety for volunteer and student?
    - Check with youth services department and State education agency for ideas and guidelines
    - What are other non-library organizations doing – Girls, Inc., Boys and Girls Club, Girl Scouts, etc. Maybe just partnering with them.
    - Hosting group chat room with moderator – maybe webx
    - Is there a Homework Helper training with some type of credentialing?
    - Limit volunteer pool to retired teachers/aides
  + How can we work with 1st-6th graders who may not be as tech savvy?

Miscellaneous

**Resources**

This week’s resources were very topic specific and are grouped with the topic.

**Conversation Starters**

* Is there a library system that we perceive to be a great model for volunteer involvement/management? Best Practices for library volunteers as a whole.
* Telework agreements. Does anyone have a sample?
* Volgistics users – Would you like to meet separately?
* When and how will volunteers return to the branch? What will they be doing?
* What are you doing during at-home-time to prepare for reopening with volunteers?
* Virtual volunteer opportunities. What does this look like?