**Zoom Meeting**

**Library Volunteer Manager Peers - Notes**

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

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

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Thank you all for joining in the conversation this week! I feel like the winter ice is beginning to break up and we’re each beginning to feel the rush of the cold river called “new reality” coming our way; some returning to their library buildings, others supporting curbside service, while others are working diligently to build new policies and procedures to smooth the way. Further, it was a surprise to hear that the Chandler, AZ Public Library has reopened! (<https://www.chandlerlibrary.org/reopening>)

Carla Lehn, has offered to share her summary of this past week’s library news that is sent to her ListServ. You’ll also see a short list of volunteer leader resources that I’ve created over the past 6-8 weeks. Both of these follow the notes from this week’s discussion.

Also, Krista Cornish, Boulder PL, came to the rescue with a saved copy of the meeting notes! These have been included in the notes below. Yea, Krista!

Take care!

Wendy

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 resoures outside of our weekly meetings. Thank you Carla Lehn for reopening this group for us to utilize!

**Topics Discussed**

Curbside/Reopening

* Appointments for pick-up in ½ hr blocks of time – Formstack
* Only moving already placed holds OR new and old holds, we are a mix
* Starting new holds on June 1
* Curbside pick-ups this Friday, 5/22
* Only virtual services at this time
* Just started curbside
* Curbside until further notice
* Pickups at a table in the entrance
* Pickups using a cart wheeled out of the building to the curb, staff backs away, patron collects items & leaves, staff retrieves cart
* Chandler, Arizona PL is open to the public (limited, but open)
* Patrons are very excited to get materials!
* Michigan’s plan phased opening, <https://www.youtube.com/watch?v=FfnbofFMoeo>

Friends programs

* FOL not allowed in building yet for book sale – working out of their storage units
* Friends tend to be in the high-risk category and are unsure about returning
* May be it’s time to re-invent the FOL program
* Working on internet sales, 1 vol per day in building
* Anxiously awaiting to return
* Webinar recording for NY Library Assoc. FOL Section: <https://getinvolvedclearinghouse.org/training-materials/connecting-todays-volunteers-transform-friends-library>

Material quarantine

* In general the group is using 72 hours for all materials
* Determined by Health Officials in County/State
* No news about the Columbus Ohio PL study
* Sample attached to email

Homebound delivery programs

* Volunteer is picking up curbside
* Safety concerns: what is required to continue (mask, gloves, temp, sanitizer, no contact)
* Should the patron quarantine books when they are delivered?
* Survey to Senior Centers for delivery: <https://forms.office.com/Pages/ResponsePage.aspx?id=u5R_Cq9A3E6vrSwa8nvA8yQ_9rAI8e9KrIO_3pr7J-xUNTNSRjgxVVQ2OFFKUU9DRElOU1M4UUM1SS4u>
* Outreach is going to deliver to all patrons who are homebound, volunteers may still decide to manage account or take a leave of absence

ESL Conversations / tutoring

* About ½ of volunteer tutors are doing modified remote tutoring – this organically occurred
* How are you maintaining on-line safety for the participants?

Volunteer Reentry

* Plan
* June 8 Summer Lunch Program – Volunteers will provide curbside lunch pick up out of coolers after attending a federal on-line training. One volunteer sitting outside, no kid interaction, not in the building.

Volunteer Engagement – Remote & Virtual

* Volunteers signing Patron Confidentiality / Privacy
* Using MS teams
* Need On-line rule of conduct, safety guidelines
* Tasks:
  + Makerspace volunteers are making masks, Hearing impaired versions too
  + Archived digital content: <https://aadl.org/pointsomatic>
  + Vols work in small virtual group to make a lit magazine, write & film puppet show, make how to videos for website, write book reviews and create info guides
  + Teen volunteers are writing book reviews for SRP, 1 review = 1 hr volunteer time
  + Summer Lunch Program – volunteers may be distributing curbside meals
  + On-line tutoring programs // multi-language
  + City is sponsoring “encouragement” cards for all HS Jrs (qty 1700) that will be placed in their next semester material pickup
  + Transcription
  + Teens – Podcasts and book reviews

Telework Agreement

* Some have these some do not
* Proof of activities completed from home is common
* Organizations are trying to track covid19 time worked and accomplishments for reporting to funding sources
* Equipment taken home – inventory and signed agreement

Branch staffing

* Many retirements, some staff may wait until it’s time to “return” before they announce retirement
* Most are expecting a drop in staffing
* City wide hiring freeze for non-essential positions
* Won’t be filling empty positions for some time
* All PT staff have been furloughed (all subs too)
* Calling it a hiring “pause” - PT Librarians, aides and even a Director opening

What we (volunteer leaders) are doing right now

* Transferring files and uploading scanned documents to Volgistics
* Converting from Volgistics to Better Impact
* Implementing VicNet in Volgistics
* Creating Volunteer Plan for reopening
* Creating Virtual programming plan for youth
* Creating Virtual Volunteer plan for all volunteers

Miscellaneous

* Social Media Guidelines - sample attached to email
* Union is making volunteer engagement difficult

**Resources**

* FREE webinar: Engaging Pro Bono & Skills Based Volunteers on May 27, 2020 12:00 PM PDT.  Jennifer Bennett, Director of Education and Training at VolunteerMatch, tailored for library audience.[https://attendee.gotowebinar.com/regist](https://slack-redir.net/link?url=https%3A%2F%2Fattendee.gotowebinar.com%2Fregist)[…/4591128854266714893](https://slack-redir.net/link?url=https%3A%2F%2Fattendee.gotowebinar.com%2Fregister%2F4591128854266714893%3Ffbclid%3DIwAR0dnJ_IAHZG5fvUm6oUqS1pIOLyu1E8aPpcptGAGAlwBG2HdBS1bPP64R8)
* Survey to Senior Centers for delivery: <https://forms.office.com/Pages/ResponsePage.aspx?id=u5R_Cq9A3E6vrSwa8nvA8yQ_9rAI8e9KrIO_3pr7J-xUNTNSRjgxVVQ2OFFKUU9DRElOU1M4UUM1SS4u>

**Conversation Starters**

* Homework: 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.
* Volgistics users – Would you like to meet separately?
* When will volunteers return to the branch? What will they be doing?
* Virtual/Remote Volunteering. Policies, procedures, roles, etc.
* How many staff are allowed in the building at a time?
* Homebound Program volunteer safety guidelines (Kate K)
* Volunteer Management Software
* Volgistics User Group – Jessica L. when is the next one?

From Carla Lehn

Best Ideas and Resources

Hello Get Involved/VolunteerMatch Listserv --

I'm continuing to attend webcasts & Zoom meetings as well as reviewing posts and messages from colleagues around the country on how to work through our current reality with library volunteers . . . Here's week 5 of the best resources, examples and ideas I've gleaned from them in hopes that they could be of help to you.  Enjoy!

**RESOURCES**

**Looking to Engage Your Volunteers Virtually? These 5 Tips Might Help**

<https://www.linkedin.com/pulse/looking-engage-your-volunteers-virtually-5-tips-may-help-wiesner/>

**Engaging and Supporting Volunteers During Coronavirus** (35-minute archived seminar):

<https://www.energizeinc.com/coronavirus-seminar>

**COVID-19 Resources – California Library Association:** <https://www.cla-net.org/page/7-1>

**Volunteer Virtually – Any Time, Anywhere!**

<https://www.indypl.org/blog/for-adults/volunteer-virtually>

**Nursing homes/facilities survey re: how library materials are best dropped off for residents:** <https://forms.office.com/Pages/ResponsePage.aspx?id=u5R_Cq9A3E6vrSwa8nvA830NW0bgWjNDo7TMfMk4P4NUNTNSRjgxVVQ2OFFKUU9DRElOU1M4UUM1SSQlQCN0PWcu>

**How to Recruit Virtual Volunteers:** 1) Ask current volunteers about their other skills; 2) Ask current volunteers to link you with people with specific skills; 3) online recruitment such as VolunteerMatch.org; 4) social media; 5) Reach out to partner organizations for people with specific skills

**IDEAS**

* Indiana Historical Society: Telling Your Story: Documenting COVID-19 <https://indianahistory.org/telling-your-story-documenting-covid-19-in-indiana/>
* Ann Arbor District Library has encouraged volunteers to engage through their Points-o-Matic options, helping to be eyes for archives digitization, reviewing reviews, etc. <https://aadl.org/pointsomatic>
* Buckeye Public Library is giving teen volunteers service hours for doing book reviews - each book review = 1 volunteer hour
* Many libraries using 72-hour quarantine for materials that are returned.
* Boulder has a position for virtual volunteers to help patrons access beanstack – they are having volunteers sign the same privacy/confidentiality form that staff sign
* Some organizations are doing virtual video tours of their building to share with volunteers so they can see what is/is not going on in there as one way to keep in touch and inform them about current status
* Volunteers create bundles of donated books that can be distributed to families and seniors through the library or other community partners like Meals on Wheels, FoodBanks, etc.
* Have you considered Micro-Volunteering as a way to help you with some projects? Engage volunteers virtually to complete small but important tasks from wherever they are. Examples: [Smithsonian Digital Volunteers](https://transcription.si.edu/) [National Museum of American History](https://americanhistory.si.edu/blog/help-us-transcribe-phyllis-dillers-jokes)
* Chandler AZ Public Library is Open: <https://www.chandlerlibrary.org/reopening>

**BONUS RESOURCE:**

Of the libraries I follow on Facebook, my favorite feed during COVID-19 in terms of providing information, activities and keeping patrons engaged is hands down the **Woodland (CA) Public Library:** <https://www.facebook.com/woodlandpl> and a subset of their feed -- **QuaranTEEN Book Reviews:** <https://woodlandlibraryteens.com/2020/05/10/quranteen-book-review-by-lydia/>

If your library is doing a great job on your Facebook feed during COVID-19, and you think I should follow it, and/or if you have other resources and ideas to share with your colleagues please let me know: [clehn@califa.org](mailto:clehn@califa.org)

Continue to stay safe everyone!

Carla Lehn, Consultant

Get Involved: Powered by Your Library

[clehn@califa.org](mailto:clehn@califa.org)

Volunteer Leadership Resources

A collection of sites and tools assembled during COVID19 (March-July 2020)

From Wendy Johnson, MPA, CVA, [wjohnson@indypl.org](mailto:wjohnson@indypl.org)

Volunteer management consultants/trainers/webinars

* Meridian Swift: <https://volunteerplaintalk.com/>, #LoVols
* Rob Jackson: <https://www.facebook.com/groups/257643191614141/>
* Tobi Johnson/Volunteer Pro: <https://volpro.net/>
* Beth Steinhorn/ VQStrategies: <https://vqstrategies.com/vq-team/vq-bios/>
* Elisa Kosarin/Twenty Hats: <https://www.facebook.com/TwentyHatsPage/>, <http://www.twentyhats.com>
* YouTube: Dana Litwin, #LeadersOfVolunters, #TuesdayTips: <https://danalitwinconsulting.com/>

Conversations

* Facebook group: <https://www.facebook.com/groups/257643191614141/>
* Facebook group: <https://www.facebook.com/groups/2601240183313175/admin_activities/>
* VolunteerMatch Slack Channel: <https://join.slack.com/t/volunteermatc-rt64629/shared_invite/zt-dvyi315x-aW3nUiotKwNIrS46Fc7RNA>

Blogs/News

* The Real Life of Volunteer Coordinators by Track It Forward: <https://www.trackitforward.com/blog?o=d_lm>
* Independent Sector: <https://independentsector.org/resource/reimagining-volunteerism-service-blog-series/>
* #wednesdaywisdom by Tobi Johnson, Facebook: <https://www.facebook.com/volpronet/>

Tried and True (and some new)

* Energize, Inc.: <https://www.energizeinc.com/>
* Volunteer Match: <https://www.volunteermatch.org/>
* Points of Light: <https://www.pointsoflight.org/>
* Get Involved Powered by Your Library (West Coast – lots of examples): <https://getinvolvedclearinghouse.org/>
* Corporation for National & Community Service: <https://www.nationalservice.gov/>
* Value of volunteer time, Independent Sector: <https://independentsector.org/resource/vovt_details/>

Associations for volunteer leaders – national scale

* Al!ve, Association of Leaders in Volunteer Engagement: <https://www.volunteeralive.org/>
* CCVA, Council for Certification in Volunteer Administration: <https://cvacert.org/>
* Minnesota Association for Volunteer Administration: <https://www.mavanetwork.org/content.aspx?page_id=0&club_id=286912>
* Texas Volunteer Management Conference/Volunteer Now: <https://www.facebook.com/texasvmc.org/>, <https://www.volnow.org/>

Software products – some offer education & resources

* BetterImpact: <https://www.betterimpact.com/>
* Volgistics: <https://www.volgistics.com/>
* Track It Forward: FaceBook <https://www.facebook.com/groups/257643191614141/>
* Volunteer Hub: <https://www.volunteerhub.com/blog/lead-volunteers-tips/>