**Library Volunteer Leaders - Notes**

**5-5-21 1:30 EST**

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

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Hello, Friends –

We began our journey through handbook topics this week. We’ll continue to touch on additional topics as time permits. It’s fascinating to me how each of our systems have varying levels of restrictions/guidelines/rules.

If you’re interested in learning more about Niche Academy and its uses for volunteer orientation and training, please contact Jessica, Cedar Rapids PL, [linkj@crlibrary.org](mailto:linkj@crlibrary.org). She’ll be doing a show & tell in the coming weeks.

Congratulations to Long Beach PL! Antonia shared they are beginning to slowly open their doors to patrons on a limited basis, although, volunteer activity is still on hold.

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**

**Book Store product**

Is anyone using Thriftbooks for donations/discards that don’t sell in their book sales? If so, please contact Heidi Port, Metropolitan Library System of Oklahoma County, [hport@metrolibrary.org](mailto:hport@metrolibrary.org). She’s doing some research comparing to Better World Books.

**Newsletter product**

What tool are you using to send out volunteer/volunteer coordinator newsletters?

* MailChimp - <https://mailchimp.com/>
* Smore - <https://www.smore.com/>
* LibraryAware. <https://www.libraryaware.com/> A library specific product, links to catalog. Used for patron news. Used to use Constant Contact
* Microsoft Publisher, then email

**COVID Returning Volunteers**

* It’s been more than a year since we saw many of our volunteers. Will you be conducting a new background check? What about new training?
  + No re-finger printing
  + No new background check
  + Asking that the volunteer sign an affidavit stating they have no criminal activity. Doing this as not to overwhelm police department.
  + Only inviting select volunteers to return based on library need & volunteer experience. Volunteers will be asked to sign an agreement to follow safety guidelines in place now and in the future.
  + Providing re-training as needed – refresher, especially since things may have changed
  + Making aware of current (and new) guidelines for staff. Volunteer’s staff liaison is responsible for making sure volunteer is informed.
  + Not requiring the full on-boarding, but might suggest attending the newly re-vamped new volunteer orientation as a refresher.
  + We don’t have staff do anything special to come back, so the same will be for volunteers.
* Are volunteers returning?
  + Not until building capacity will permit the increase in numbers
  + Volunteers were/are able to help during closed hours (to keep the capacity # down)
  + Several of us have re-engaged volunteers based on the need/comfort of the individual branch
  + Attestation and daily health check. Adult volunteers only right now but teen volunteers are allowed on a branch case by case basis. One teen has a dr.'s note saying they are unable to mask so we provide a shield and ask them to wear a drape w/the face shield.
  + Board took a hard line. There are no mask exceptions for staff, and no mask exceptions for volunteers. If they have a medical restriction, they are asked to wait until the mask restriction is lifted.

**Handbook Topics (See a sample below.)**

* Youth Protection Policy
  + IndyPL has the volunteer sign a checklist containing the policy. Then the document is kept with the volunteer’s records. A small “blurb” is included in the handbook, but not the entire checklist.
  + Interested in including the entire policy in the handbook so the volunteer has a complete copy.
* Gifts – for & from volunteers
  + If the library doesn’t have a specific policy, then defer to city policy.
  + Staff can’t take monetary gifts, but will gladly donate to another nonprofit or fundraising arm of library
  + Volunteers shall not receive payment or gifts for service
  + Gift card for volunteers. Because they cannot be traced (auditors don’t like that) they are no longer allowed as tokens of appreciation for volunteers.
  + Staff can’t accept gifts greater than $50.
  + A few years ago, our HR department made a city wide decision that we couldn't give gift cards because they could be considered taxable income. (Staff and volunteers)
  + We did a City employee recognition event in past years and gift cards were given as door prizes. They documented all of that and it showed up on our next paycheck as taxable income. I didn't mind it, but thought it was interesting...
* ADA training
  + Mandatory for volunteers
  + Completed electronically with statement of completion signed
* Confidentiality
  + Patron access to material: Overwhelmingly the group includes this in volunteer orientation/training. Some go as far as obtaining a volunteer signature for understanding/agreement.
  + Volunteer access to library resources: Protection of Assets document on a case-by-case basis
  + Get Involved Clearinghouse? https://getinvolvedclearinghouse.org -- there are several library policies on confidentiality of records there — Click on Management Tools, then use the dropdown menu for Confidentiality Policies
  + Library Waiver and Agreement in application that includes a statement about respecting patron privacy rights.

**Training Opportunities**

* Thursday, May 13, 2:00pm EST, [Engaging Volunteer Leaders](https://offers.sterlingvolunteers.com/en-us/live_webinar_engaging-volunteer-leaders?utm_campaign=SV_AMER_US_2021_Q2_Webinar_Engaging%20Volunteer%20Leaders&utm_medium=email&_hsenc=p2ANqtz--Eb0d3hZOc7Fbw8opfiKOiQnNe7h3L4D1f7Jd90ebv596gYI5gTWhFYqZy7MMAxMR5ZIaJYpjgPJICvMOdbqfZWYkhdg&_hsmi=121804010&utm_content=121804010&utm_source=hs_email&hsCtaTracking=3ea25843-f607-45fd-862d-e5201f051a47%7Cf978693a-3864-4141-8b89-687b9e8e3766), Beth Steinhorn. Free
* “[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)
* Circle Back for updates:
  + University of North Carolina – Charlotte (UNCC) Class Project Update – Chauna
  + Our leadership role, what new things are we doing? Resources to share?

**Volunteer Handbook entries from Barrie Public Library – Thank you, Emily!**

**Gifts** - this is the statement that is included in our Visiting Library Service Volunteer Handbook. It could use some updating, but it’s a start. It is something that we run into quite often, so we do talk about specific examples in training and how to gracefully respond to patrons.

## Gifts and Gratuities

Volunteers may not request services or gratuities from any patron and/or patron’s family in the performance of their duties. It is recognized however, that small token gifts offered by patrons are an expression of gratitude for service received and as such our response to them is important.

If you are comfortable, token gifts may be accepted. We ask that volunteers suggest alternative ways that patrons’ gratitude can be expressed, such as calling or writing a thank you letter to the VLS department or donating directly to the library.

If a gift is received and you are uncomfortable communicating our guidelines, please notify the Coordinator of Volunteer Resources. A staff member will be in touch with the patron to remind them that volunteers are unable to accept gifts. Staff will thank the patron for the gift and share how it will be redirected to support the activities of the Barrie Public Library.

**Risk Levels** – Each volunteer position with Barrie Public Library is examined and a risk level is assigned and noted on the position description. Document is attached to email.

**Confidentiality Agreement** – As discussed, we talk about confidentiality with all volunteers, however any volunteer who works directly in Better Impact (our volunteer/donor/client database) must also sign this agreement. Document attached to email.

**Offence Declaration** – Because it’s been over a year since most volunteers have been active with the library, we will ask that they complete this simple declaration. Document attached to email.

**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: |  |  |  |