**Zoom Meeting**

**Library Volunteer Manager Peers - Notes**

**5/6/20, 1:30 EST**

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

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Our main focus this week was on book sales. Thank you to everyone who shared their library’s current thought process (and to those of you who hung out with us that have a “Friends of the Library” that manages the sales). Together we have a LOT of experience to share. That was clear when we took a dive into safety issues, especially waivers & release forms. I hope that I captured everyone’s comments and ideas!

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.

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

Wendy

**We’ll meet again next week** – Wednesday, May 13, 2020 at 1:30EST – Zoom Meeting:

<https://us02web.zoom.us/j/88533926584>

Meeting ID: 885 3392 6584

One tap mobile

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+13017158592,,88533926584# US (Germantown)

Dial by your location

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Meeting ID: 885 3392 6584

Find your local number: https://us02web.zoom.us/u/k2eV1imjz

**Topics Discussed**

Book stores/sales

* Thank you, Mike Ehret ([mehret@indypl.org](mailto:mehret@indypl.org)), Indy Library Store Coordinator, for the field trip to Indy Library Store. Brick & Mortar store, with permanent location, part of the library (not FOL), 5 physical sales a year, cancelled April and June sales.
  + Opened Amazon store last Friday. ABE & EBay will come later
  + May open to 1 to 2 book sellers at a time in the future
  + Weekly email to book sale volunteers – they are eager to return
  + Phone calls to volunteers without tech – they love this
  + Normally 15-20 volunteers per shift with 4 shifts a week – volunteers will be added back VERY slowly – maybe section leaders first – max # and work flow is still being sorted out. When? No date set.
  + Will require masks at all times, adding plastic shields at checkout, not taking cash, lots of hand sanitizer
  + Will be sending out a survey to this group of volunteers (approx. 80 people) to determine their interest in returning now, taking a leave of absence or resigning. Expect high dropout rate until a vaccine.
  + Will not be accepting donated books (in store or at any branch)
* Huge unknown when to reopen or when to bring volunteers back to the store
* Struggling with relationships between library and FOL who run book sales
* Could book sale offer a curbside service? Offering bags of a particular genre. Like the restaurants are doing.
* Reference: <https://friendschpl.org/> Check out Chapel Hill Public Library's Virtual Book Sale Weekend--participating could earn you a $50 gift certificate to the Book Store, a Friends Tote Bag of books based on your interests, a cart full of books & treats for pet lovers, and more.
* Blind Date with a book. (a mystery book wrapped in paper)
* Should/could we check with local retail book stores to find out how they are managing staff and customer flow/max numbers in the space/etc?
* Move furniture around to create a logical path or more space to enable distancing
* Creating scripts for volunteers ... like, what to do/say if customers get too close
* Mail a book program. Books are selected based on a phone interview and genre preference. <https://queenslibrary.org/programs-activities/older-adults/mail-book>
* FOL could sell masks along with books

Safety - Waivers/Releases and more

* Find samples here: <https://getinvolvedclearinghouse.org/> Thank you, Carla Lehn (clehn@califa.org)
* Always have your legal team review
* Sign waiver/liability when volunteer joins Volunteer Team
* Will you add COVID19 or a general “sickness” clause to your current waiver?
* Some have a “no expectation of payment” clause
* Enhanced safety training added – with a “I have completed safety training” sign-off by volunteer
* City provided training with quiz for new safety guidelines being developed
* Masks for all volunteers. Not able to require them for patrons due to their individual health concerns, i.e. asthma, COPD, etc. may prevent them from wearing a face mask.
* Masks are being made by volunteers
* Masks are being provided by the library
* Sample wording from Boulder PL, “If you are in the vulnerable population, or caring for some in the vulnerable population, you must fully consider the risks before agreeing to volunteer. Vulnerable populations include those over the age of 60; people with chronic medical conditions such as diabetes, hypertension, cancer, lung and heart conditions; women who are pregnant; and people regularly caring for or living with people who are over 60 or have chronic medical conditions." Thanks, Kate Kelsch ([kelschk@boulderlibrary.org](mailto:kelschk@boulderlibrary.org))
* Volunteers go through an orientation, safety training and emergency procedures before starting their hours of volunteering

Summer Reading Program

* Adult volunteer to help with Beanstack signup calling from home
* Teens being given safe distance challenges for points – mow a neighbor’s yard, read to a sibling,
* Getting information out to public via City water bills (great for non-tech types)

Volunteer management tools

* Volgistics (the leading response)
* GivePulse
* Better Impact
* CERVIS
* Offero by Squarqi
* Hands On Connect/Salesforce
* American Learns (literacy tool)
* VolSoft or Volunteer Reporter

Tracking Data for COVID19

* Tracking the number of volunteers that a. are taking a leave of absence until things are “normal” and b. are resigning as a result of COVID
* Sending a survey to ask about interest level. IndyPL is sending this out as soon as the press release goes out that the library will be opening. It will go along with a long message about how services will be offered and the safety measures we’re taking.

Miscellaneous

* Is anyone’s library considering reducing/adjusting Earned Time Off? Group response was “no”.

**Resources**

* **VolunteerMatch Slack Channel:** <https://join.slack.com/t/volunteermatc-rt64629/shared_invite/zt-dvyi315x-aW3nUiotKwNIrS46Fc7RNA>
* **Eye Care (from too much screen time):** <https://www.allaboutvision.com/cvs/irritated.htm>
* **Volunteer management samples:** California Get Involved: Powered by Your Library initiative: <https://getinvolvedclearinghouse.org/>
* **Book Quarantine:** Check slide 10 from this presentation on May 5, 2020 <<https://www.fdlp.gov/the-title-is-overview-of-covid-19-and-cdc-s-response-to-the-pandemic-with-a-highlight-of-federal-covid-19-resources>>.
* **Online classroom platforms**: <https://media.defense.gov/2020/Apr/24/2002288653/-1/-1/0/CSI-SELECTING-AND-USING-COLLABORATION-SERVICES-SECURELY-SHORT-FINAL.PDF>
* **Volunteer management samples:** <https://getinvolvedclearinghouse.org/>
* **Facebook Group for Library Volunteer Leaders:** <https://www.facebook.com/groups/609358272591406>

**New Conversation Starters**

Tutoring programs, online platform

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?

**Requested Repeat topics**

Virtual volunteer opportunities. What does this look like?

Curbside