**Library Volunteer Manager Peers - Notes**

**6/24/20 1:30 EST**

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

[**wjohnson@indypl.org**](mailto:wjohnson@indypl.org)

Hello, Friends!

Please note that Zoom is now implementing more stringent security – either a waiting room or passcode. I chose a passcode so if you get to the room early you can still enter without waiting for a host.

Our next gathering will be Wednesday, July 1st at 1:30 EST

Zoom:  <https://us02web.zoom.us/j/81399140541?pwd=VEh4ekE3M0wvd2dsdHZBMjN5bG44Zz09>

Passcode: Volunteer

Have a wonderful weekend!

Wendy

**Topics Discussed**

Newsletters – for general public

* Mail Chimp. Used for volunteers and patron email communication. Open rate may not be greatest, but worth a try
* Including ½ sheet or book mark sized information with hold pickup
* Added information to the Hold notification message
* Librarians are calling all senior patrons – sharing info, checking in, and possibly adding them to homebound deliveries
* Also include a FOL brochure on how to donate in hold bag and/or Summer Reading Program Grab & Go Kits

Homebound Service Volunteers

* Volunteers are required to take the Boulder Safety course: <https://getinvolvedclearinghouse.org/training-materials/covid-19-safety-training-boulder-co> and specific guidelines: <https://getinvolvedclearinghouse.org/training-materials/homebound-delivery-volunteer-safety-requirements-sign-sheet-boulder-co>
* No book quarantine by volunteers
* Lots of sanitizer/hand washing plus masks

Returning Volunteers (Austin and Portland may not introduce volunteers until 1st of year)

* COVID Safety course (see above)
* Niche Academy tool – used to walk through general safety with quizzes & sign off (this is not a waiver/or legally binding)
* 3 key things to remember: Mask, distancing, no fever
* Library safety coordinator created a video for staff – volunteers will view the same video
* PPE available for volunteers
* Staff playbook (29 pages) may use this or a modified form for volunteers
* Returning:
  + Role by Role – 1st will be Hold Hunters then Book processing – but will be scheduled in rotation just like the staff. <https://getinvolvedclearinghouse.org/position-descriptions/book-drop-helper-and-sorter-boulder-co>
  + Department or branch will bring volunteers in when they are ready with support of volunteer coordinator
  + Mascot for virtual Storytime, but he stays in costume and his parent is there to make sure he’s safe

Public and Masks

* City Rule is requiring masks.
* If required, then we have to make them available
* Having masked required alleviated some staff fear/discomfort
* What about visitors who can’t wear a mask due to health/anxiety? Help make their visit speedy. Ask them to wait in car, call in with need, then staff take care of them.
* Provide an inexpensive bandanas cut in half for a face covering
* Set expectation with volunteers that there may be someone without a mask. Give ‘permission’ to walk away, move to another section, etc.
* Case-by-case basis to help those who can’t/won’t wear a mask.

Computer Access

* Plexi between computer stations,
* Keyboard covers, wipes provided
* ½ other computer removed to provide distancing – no over-the-shoulder computer support
* Providing hot spots in partner organizations (shelters, bus stations, etc.)
* Circulating hot spots and laptops for individuals – support is done by branch staff
* Small grant to give people hot spot devices
* Wi-Fi access in parking lot for personal devices

**Resources**

* How long does COVID 19 stay on library materials? Round 1 test results from the REALM project are available: <https://www.webjunction.org/news/webjunction/test1-results.html>

You can sign up for emails when there is more from this very important study. <https://www.webjunction.org/explore-topics/COVID-19-research-project.html>

And here:

<https://www.imls.gov/news/research-shows-virus-undetectable-five-highly-circulated-library-materials-after-three-days>

**Conversation Starters**

* COVID times
  + Introducing volunteers back into system
  + Virtual/Remote Volunteering. Policies, procedures, roles, etc.
  + When will volunteers return to the branch? What will they be doing?
* Best Practices and General Topics
  + Staff buy-in
  + Homebound program volunteer safety guidelines
  + Volunteer Management Software