**Library Volunteer Leaders - Notes**

**7/14/21 1:30 EST**

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

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Hello, Friends –

We took a break from the handbook discussion this week to dive into an important question, “Are volunteers an internal or external customer?” We may not have decided on an answer, but the conversation was very thought provoking!

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](about:blank)

Access Code: Volunteer

**Topics Discussed**

**Housekeeping**

* The National Alliance for Volunteer Engagement: <https://all4engagement.org/>. Wendy J. heard about this during the MAVA conference. Wendy J. emailed with Beth Steinhorn, set up a phone call to discuss details.
* Better Impact Demo: Coming soon! We’re going to set up a small tour for our Wednesday meeting, then arrange for a separate in-depth discussion. Offers from Better Impact Users: Tammy Steffens, Kristin Lablow, Emily Fleming, and Leslie Goto. If you’d like to help with the tour/demo please reach out to one of these folks.

**New building question**

Cedar Rapids is beginning a needs assessment phase of designing a new building. Do any of your libraries operate a  mixed use space model with a workforce development or human services agency? We are compiling a list of libraries with this format to research. Please share your thoughts with Jessica Link.

* Small business development organization

**Speaker request for recommendations** – topic, Staff embracing system-wide volunteer integration

* Beth Steinhorn
* Rob Jackson
* Check with Points of Light and Service Enterprise
* Wendy at MAVA
* Tobi Johnson
* Member of this group since we know libraries

**Are volunteers an internal or external customers?**

* Both – volunteer when “on the clock”; external patron all other times
* Internal – volunteers are “part of the family”; have access to most everything; follow staff guidelines
* External – Volunteerism can be viewed as a community program; they are donors; there are no consequences if they leave early, stop coming, or take a few months off.
* VolunTeen is a program, but adults are not a program – they are a resource
* Staff and volunteers are working toward the same mission
* Ask your executive team this question
* Ask staff what is culture of the organization
* Volunteer Program vs. integrated to mission as a resource
* Volunteers are celebrated; in-the-know; ideally feel part of the team; can be an ambassador
* Volunteers embrace the culture
* Does this raise the question that volunteers are more invested than staff?
  + There is deeply rooted motivation in each volunteer’s “reason”.
  + I think Volunteers are more invested in the library than contractors would be.
  + I think it may be important to create a focus on redefining the word "volunteer". I feel there should be a stronger emphasis on their impact and importance to their community.
  + Good point, Wendy M. I feel it's not a question of how much they are invested, but which parts of our missions they are most invested in.
  + I think not more invested, but differently invested if that makes sense?
  + Volunteers also have a passion because they don't have to be there. Staff also share this passion overall. I would not say one group is more invested than another group
  + Devil's advocate moment... Some staff are just there for a paycheck and not the values of the organization
  + Some staff are passionate. And some volunteers are not passionate and just want something to do. Point of reference from the group: I have 10+ volunteers with over 15 years with us. We only have 3 staff with that I think.
* Volunteer training and communication
  + Not all staff get the same communication, so it’s okay that volunteers don’t either
  + Volunteers are invited to staff gathering events. But staff meetings have information relayed that would not be appropriate for volunteers.
  + Volunteers are not included in staff meetings
  + Completely agree with providing access to similar & appropriate training as staff and looking into getting Niche for volunteers up and running!
* Size of organization is also an aspect of the external vs. internal

**Volunteer Situation (aka a story problem)**

The volunteer interjects herself into staff conversations, gives unsolicited advice, and makes snide remarks. Frequently walks through staff area to get coffee – then stops to chat interrupting staff work. They would like to return to their volunteer role, but the branch volunteer point person/coordinator is concerned. What do you do?

* Grace from a year with COVID, give her a chance to prove herself
* Welcome back training for all volunteers
* Check-in with the volunteer, “What do you need?”
* Reestablish boundaries upon return
* Is there a policy about volunteers in staff work areas?

**Training Opportunities**

* CCVA 2021 Global Leaders of Volunteers Speaker Series, [https://cvacert.org/2021-global-leaders-of-volunteers-speakers-series/](about:blank) Last one this year is July 19, 3 pm EST on salary negotiation with Megan Vixie.

**On-going Educational Resources**

* Volgistics National Peer Group – on-line – 2nd Tuesday of the Month – free!

FMI contact Jessica Link, [linkj@crlibrary.org](about:blank). Recordings are available after you sign a release.

* Join the GetInvolved list serve by emailing Carla, [clehn@califa.org](about:blank). Fabulous resource with samples, current news & updates.
* VolunteerMatch. Free sessions on many of the topics we discuss in this group.: [https://learn.volunteermatch.org/](about:blank)
* Nebraska Library Commission – Ncampass Live – upcoming and recorded weekly sessions. Some volunteer focused. [http://www.nlc.state.ne.us/NCompassLive/index.asp?menu2](about:blank)

**Future Topics**

* Handbook section by section - continuation
* Staff working with volunteers: tips
* Volunteer Orientation/Training
* Difficult conversations
* Working with AmeriCorps/Vista
* Better Impact and other Volunteer Databases – Better Impact Tour and Demo in the works
* Opportunities without onboarding barriers? Pop-up volunteering, Informal Volunteering
* Teen Advisories
* 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?

**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: |  |  |  |