**Library Volunteer Leaders - Notes**

**7/28/21 1:30 EST**

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

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Hello, Friends –

Many thanks to everyone for their continued input and thoughtful conversation! We diligently continue to work our way through the various handbook (procedural & policy) topics. It’s fascinating how each of our organizations has approached these practices.

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**

* Record keeping: Notes from our weekly gatherings will be stored on GetInvolved. Thank you, Carla!
* Guest speakers! Beth Steinhorn and friends. **Save the date September 1.** The National Alliance for Volunteer Engagement: <https://all4engagement.org/>.
* Better Impact In-depth session: Tammy Steffens, Kristin Lablow, Emily Fleming, and Leslie Goto.
* AmeriCorps/Vista experience? Interest in this topic? Poll says, “yes”.
  + Liza, and Colleen are AmeriCorps Alum.
  + Carla - We had a statewide AmeriCorps program with about 80 members statewide working in libraries on literacy and volunteer recruitment/engagement.
  + Jessica - We have worked with AmeriCorps VISTA. And we have worked with AmeriCorps members. The AmeriCorps member program for summer literacy became such a big opportunity in our state, that we worked with our funders to start a Summer Reading Corps program that has members in libraries across the state!

**Handbook Section – Child & Youth Abuse Training**

* Youth Protection Policy Checklist required by all adults and also shared with teens (Indianapolis) https://getinvolvedclearinghouse.org/management-tools/youth-protection-policy-indianapolis — Wendy’s Youth Protection Policy
* Not mandated (Colorado)
* Mandated Reporter Training Required by both teens and adults. Three-hour training provided for free online (Pennsylvania) <https://www.reportabusepa.pitt.edu/>
* We've had to do the Safe Schools child abuse training as mandatory reporters here in Lincoln City. Our volunteers did too when I first started, but that's faded away.
* Our volunteers aren't considered mandatory reporters so don't get the same training as staff (Portland)
* According to Florida's policies, everyone is a mandated reporter, but they fall under two categories: General and Professional. <https://www.flcourts.org/content/download/634439/file/Mandatory-Reporting-of-Abuse-Checklist.pdf>

Bonus: What about elder abuse? Alzheimer’s Society offered invaluable training on dementia.

**Handbook Section – Organizational History**

* Brief timeline; 1-2 paragraphs; both the library and the volunteer program
* Short history in introduction of handbook
* Provided in orientation
* We give a brief history about our bookstore and its founder specifically
* We briefly talk about it in the orientation. We specifically reference how it was started by volunteers!
* I give a brief history and linked to the longer version
* History is in Volunteer Supervisor Handbook for staff

**Handbook Section – Orientation & Training Requirements**

* What has to be done before they start
* Used to set expectations – both volunteer and organization
* Training is listed on position/job/opportunity description because it’s specific to the role
* Training is a Right. Listed in volunteer rights and responsibilities.
* Training is a Perk. Access to all city of Mesa vs. training that is required
* Volunteer can audit any training offered
  + It hasn't come up for us but I don't think we'd be against it... although I think sometimes our adult literacy volunteers might attend trainings for different types of literacy programs before they commit to a specific program
* Basic – self-paced online; specific to role; detailed if working with children (Duty to report)
* 1:1 training is done as job shadow
* Mix of training – group; 1:1; on-line
* I'm including the ones that are applicable to all volunteers as well as the wording of agreements they signed in their volunteer application so they have/can see a copy.
* Handbook (and role descriptions) says volunteer supervisor will provide training.
* Generally, if the training is not too involved, we do group lessons. Otherwise, one-on-one is ideal. Usually performed by volunteer’s respective staff member
* Typically our hands-on trainings are individual but we encourage staff to try and train a couple of volunteers together if they're onboarding multiple volunteers around the same time.

Our orientations used to be in group sessions in-person but shifted to individual over the phone a few years ago. Now that we're bringing in-person volunteers back I'm curious about doing some online group orientation sessions

* I'm gradually shifting staff over to the logic of group trainings when we have a large intake. Typically they do hands on training one on one, but some areas have embraced the idea of group trainings. Our maker space does the group training concept the best.

Bonus: Recruit hard on VolunteerMatch when your project date comes closer. “Repost” frequently to move your opportunity to the top of search lists!

**Handbook Section – Photo Release**

* Added to application and reminder in orientation
* Minor’s must have parental permission
* We have a photo release. It is signed during their orientation. Minors take it home to be signed and return it on their first day.
* Ask for it signed at or before training
* Integrated into volunteer waiver
* How do we handle stored releases? Do different departments manage photos?
* The library is a public space isn’t that enough to say your photo may be taken? Some post signs at the entries for public events indicating that photos may be taken throughout event.
* Communication vs. Volunteer Resources releases & photos – this can get messy
* Confirm with volunteer usage prior to posting/printing
* Volunteer images illustrate a better rapport than canned or staged images
* There are stock volunteer images – FREE- on GetInvolved <https://getinvolvedclearinghouse.org/photos/all>
* Do we need to have a rule (recommendation) of what can be shared by volunteers about our organization? Sample: Volunteers posting on personal social media accounts on behalf of the MLS will follow the MLS Guidelines of Employees’ Use of Public Internet Communication.
* One line statement on our Code of Ethics form. Not sure that's enough, but that's all we have.
* Photo "release" is in our library policy. If you're in the library, at a program, etc., we can take your picture.
* We only do the photo release when we know we're going to be taking photos of volunteers. It's not part of the application process or handbook.
* Performances, sporting events, theatre tickets will almost always have an agreement for photos on the back. Isn’t public space the same?
* My marketing dept has to come to me to get photos of volunteers that have signed photo releases. They don't have open access to volunteer photos without me giving them specific images to use.
* Sample: I also agree photograph(s), audio, or video(s) of me may be used by the Metropolitan Library System of Oklahoma County for publicity purposes in newspaper/TV/radio ads & on the MLS website and social media. MLS will identify me by first name only, and no other information will be released to the media or published in any internal publication without authorization from me or my parent/guardian.
* Can volunteers take pictures while volunteering?
  + Yes of their group or fellow volunteers, but not of patrons
  + No pictures of children’s faces
  + Some of our volunteers contribute to our social media presence, but that only involves fellow volunteers and the products we sell.
  + We had an issue come up where a volunteer was taking photos of staff for a personal photo album that was disruptive to staff
  + We have volunteers who share our posts.
  + <https://getinvolvedclearinghouse.org/position-descriptions/social-media-specialist-california-state-library>
  + We talk about confidentiality and IT security, but otherwise we don't discuss restrictions on what they post

**On-going Educational Resources**

* Volgistics National Peer Group – online – 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
* Staff working with volunteers: tips
* Volunteer Orientation/Training
* Working with AmeriCorps/Vista
* Difficult conversations
* What do you include on your position descriptions?
* Better Impact and other Volunteer Databases – Better Impact 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: |  |  |  |