**Library Volunteer Manager Peers - Notes**

**7/29/20 1:30 EST**

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

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

“Thank you!” Janice Dell for hosting the meeting last week! I see that you had a great discussion from your fabulous notes. ☺

Meetings will be held every Wednesday at 1:30 EST until further notice. We’ll use the same meeting link each week. This should make things a bit easier.

Zoom:  <https://us02web.zoom.us/j/85199850785?pwd=WHorb3h2ckgvZjhZT1BOVWxEMzhlZz09>

Not-so-secret Access Code: Volunteer

Please share the link with fellow library volunteer leaders…the more smart people the better. Right? If you have a specific topic that you’d like to add to the agenda, drop me a note.

Take care!

**Topics Discussed**

Book Sales

* Customer emails Friends of Library with title they are looking for, if available then curbside pickup, only the store manager at this time is handling books
* Gail Borden Library in Elgin IL has reopened their book store “Gail’s Sale”. They added tables for kid’s books to spread them out, allow 3 shoppers in at a time, with 2 volunteers (one monitors the number of shoppers, the other helps shoppers), purchases are made at the customer service desk which is their standard protocol. Their store is a large permanent room within the Main Library. Here’s a picture: <https://twitter.com/i/web/status/1288539445222940673>
* Most are doing some version of a “mystery bag” by genre’ for $5-7 per bag
* Book boutique on main floor of branch – set of shelves with an honor system pay box.
* Payment by PayPal to keep it touch/cash free and secure
* Drive thru book sale, parking lot or warehouse, picking up bags/boxes of books
* Friends hosted a small sale in the covered parking garage, advertised only to members and had timed entry with limited shoppers.
* Sales at local farmers’ market across the street from branch
* Book sale space has a separate entrance so volunteers have been sorting and organizing throughout the pandemic – no sale yet
* We think it would be fun to partner with the beer-market that is already doing drive thru business – Books and Beer, Beer and Booze
* Sell one genre’ a day – bag-by-bag
* VIP Personal Shopper idea. Customers complete a form stack/Google doc with information about the books that they like or are looking for along with their “budget”. Volunteers select the books, total the price, bag them, and then call the customer to schedule curbside pickup and take their payment over the phone.
* Donations – most of us are not taking donations. Those that are have a designated process and are quarantining for 72-96 hours.
* Discards from book sale – Better World Books, Discovery Books for pickup and resale
* Recycle books – AZ Department of Developmental Disabilities brings a team to the book sale to hand shred books for recycling. Friends use books for crafts then sell the finished products. City of Austin is connected to city Recycle Recovery Department.

Volunteer Time

* How are we, as volunteer leaders, going to track and report on our volunteer programs during this time? What metrics or outcomes will represent our and our volunteers’ connection to the mission/strategic plan?
  + Timeline of activities – communication with volunteers, when they returned, how volunteers were phased in & kept “safe”
  + List of all of the new things we’ve learned and programs created during this time. Start this list now and keep it updated.
  + Protocols and procedures that were created
  + In what way were volunteers still involved: make & take kit assembly at home, library representatives in the community (outreach), before/after-hours projects, connected to other nonprofits’ projects, promoting programs with family & friends, sharing with 5 people that library is now fine free
  + Suggestion to report on “normal time” and then “COVID time”
  + How did we do from zero volunteers through a restart of the program?
* To make reporting easier…Tracking hours by labeling assignment (in Volgistics) with COVID – shorter shifts, fewer number of volunteers.
* Volunteers can’t return until they sign an acknowledgment agreement and go through a PowerPoint
* Many Friends volunteers are not going to return until there is a vaccine

Computer Service

What are the workarounds when you don’t have patron access to computers? We especially want to help job seekers with on-line job applications.

* Outdoor computer labs – but logistics can be challenging
* Lending mobile hotspots
* Boost branch Wi-Fi to reach around outside the building/parking lot
* Branch is offering to print forms and items
* Circulating Chromebooks (purchased through a grant)
* Opened a “computer lab” in one meeting room off of lobby. Set up for 8 people at 6’ apart, but spike in COVID cases has caused us to drop that to 1 person per ½ hour. Ideally by appointment, but allowing walk up as available. Offering free printing.

Background Checks

What on-line background check product are you using?

* Career Builder. Send an invite to the candidate to complete – same check as staff - $35-40/pp
* Sterling Volunteers – caution, SSN is not required (of our group, this was the leading product), <https://www.sterlingvolunteers.com/>. Offering discounts right now.
* BackgroundChecks.com, https://www.backgroundchecks.com/
* Verified First integrates with Volgistics – but Arlington Heights didn’t find a cost savings for level of search

Miscellaneous

* Looks like most of us are now doing a 96 hour quarantine
* Volunteers are still not allowed back in many places

Resources

* VolunteerMatch COVID survey: <https://f.hubsptusercontent40.net/hubfs/7138095/The%20Impact%20of%20COVID-19%20on%20Volunteering%20A%20Two%20Month%20Comparison/The%20Impact%20of%20COVID-19%20on%20Volunteering.pdf>
* **Free training from Points of Light**

**Insights from A World of Weavers**  
Wednesday, August 12, 2020   
1:00 p.m. - 2:00 p.m. EDT  
  
In his session A World of Weavers, David Brooks, columnist and founder of WEAVE: The Social Fabric Project, explored the ways that communities everywhere are showing a different way to live, centered on deep connections and inclusive relationships. Through the eyes of Weavers Charles Perry and LB Prevette, and Daily Point of Light honoree Dr. Gulshan Harjee, we heard their personal stories and how each in their own way is quietly transforming culture and strengthening civic life.  
  
Join Frederick J. Riley, executive director of WEAVE: The Social Fabric Project at The Aspen Institute, and Gregg Petersmeyer, founder and CEO of Personal Pathways and founding director of the White House Office of National Service under President George H.W. Bush, for a discussion about the power of relationships and the characteristics of ordinary people who do extraordinary things in their own communities.  
  
[**Register Now >>**](https://pointsoflight.us10.list-manage.com/track/click?u=9d2bf907785f7bc2c02223a71&id=c8ee3c8768&e=ad45da0dfe)

* Virtual Conference hosted by the LA DOVIA - $60! Big names in volunteer profession. <https://doviala.org/education-day-2020>
* Free GetInvolved Webinar with Jennifer Bennett from VolunteerMatch

August 26, Noon Pacific Time

“Designing Virtual Opportunities, Managing Remote Volunteers”

Register: <https://attendee.gotowebinar.com/register/2464124709845766669>

(This webinar will be archived for later viewing.)

Jennifer Bennett of VolunteerMatch will present this webinar exclusively for a library audience. She is seeking additional library virtual volunteer examples to use during her presentation. If you have something to share, please alert me – [clehn@califa.org](mailto:clehn@califa.org)

**Future Topics**

* How are we, as volunteer leaders, going to track and report on our volunteer programs during this time? What metrics or outcomes will represent our and our volunteers’ connection to the mission/strategic plan?