**Library Volunteer Manager Peers - Notes**

**7/8/20 1:30 EST**

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

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Hello, Friends!

Great discussion today! Thanks for joining in the conversation. We keep learning about new ideas as we try to find our new normal. I don’t know about you, but I keep thinking, “Now why didn’t I think of that?” or “Maybe that should be the way we do things moving forward.” You guys are awesome!

We’ll continue to meet weekly through at least the end of summer, and then we’ll reevaluate the timing.

Our next gathering will be Wednesday, July 15 at 1:30 EST

Zoom:  <https://us02web.zoom.us/j/81179521853?pwd=Qmd3c1MvSis5TC9EbEhhWnF0VFF3dz09>

Not-so-secret Access Code: Volunteer

Wednesday, July 22 at 1:30 EST Wendy will be on vacation, but please join in.)

Zoom: <https://us02web.zoom.us/j/82208206955?pwd=Zm44NUQxY2hZSzBQdFhXVjNVd1poZz09>

Not-so-secret Access Code: Volunteer

Remember to send me any conversation starters.

Have a wonderful week!

Wendy

**Topics Discussed**

Housekeeping for the group

* Google Doc – other info (# of volunteers, # of branches in system, CVA, etc.) The link is below in Resources Thank you, Tammy!
* July 22nd discussion. Would anyone like to host the discussion, Wendy J. is on vacation?

Volunteers under the age of 18

* No limit on age with an adult guardian
* 14 and up without adult – following State wage and hour laws for # of hours and scheduling
* Age 13 and up without adult; age 12; age 12 or finished 6th grade; 7th grade; age 13 – at age 16 and up they have to be fingerprinted before volunteering (CA); age 15 and up require a background check handled by the city HR department (OR);
* Any teen under driving age must have parent with them at orientation so parent understands attendance requirements and commits to getting the teen to the library for shifts.
* Offering large family friendly projects for any age and parents to volunteer together from time to time
* Under 18 requires a parent’s permission/signature…we all do this.
* Tasks – Teens work in Circ – especially in the summer – cart sorting, pull list, shelving, and material check-in. May also help with program support, outreach and community services events. Basically anything an adult volunteer can do (but not sorter due to OSHA).
* We have few limits on age so we have 14 + aged volunteers for 1-to-1 Reading help, Children' program support, Special event help, tech tutors, gardening volunteers, and craft prep volunteers. Our 18+ volunteer roles are only 2 since they are peer to peer. Those are a ESL Reading Group and ESL one-to-one conversation mentor program.
* Summer reading for under 14, usually at desk this year it’s an at-home program where they promote summer reading in their immediate neighborhoods or via social media/texting friends.
* Younger volunteers with an adult – Adopt-a-Shelf
* We allow minors do court-mandated community service. They have to be at least 14. A parent has to sign the application, come to the orientation, and sign the service agreement. No background check is required if they are under 18.
* Teen Leaders – 17/18 yr olds that have been volunteering with the library for several years are handpicked as Teen Leaders who guide a small group of younger volunteers.
* Teen Advisory/Council – program managed by a staff member (Teen Specialist, Juvenile Librarian) – work on special kid events, gaming, outdoor activities, Harry Potter Day
* ACK!! Teens and Phones: Stress customer service, appropriate times to use a phone, include rules in training, 3 strikes you’re out. Remind staff that the rules are the same for volunteers and co-workers – it’s okay to ask a volunteer to put the phone away. Sign an agreement that they won't be distracted by friends or devices.
* In Summer Reading training we talk with youth volunteers about all sorts of distractions, including phones. Phones are just one distraction of many so we focus more on their role and creating a plan for what happens when they get distracted by anything, phones, reading, friends stopping by, etc. Clarify expectations and responsibility from the beginning.

Firing Volunteers - Gently

* 3 strike rule: 1st is to correct on the spot by any staff member, 2nd – Teen/Parent or Volunteer/Supervisor meet to review role and discuss concern, 3rd – release the volunteer
* Big Bad Downtown… We’re the enforcers. ☺ The backup for our staff who work directly with the volunteers.
* Reminders: it’s about service, not books; come back to the mission; maintaining patron access; professional environment
* We still want the volunteer to feel welcome as a patron, express care when saying good-bye.

Volunteer Selection/On-board

* It’s okay to say, “No”. Provide a list of alternative volunteer opportunities in the community if you feel like the candidate might be a good fit elsewhere. volunteermatch.org; serve.gov, etc.
* Let the on-boarding process be a natural selection/washout for the volunteer. Don’t chase after them.
* New approach (this was used for a reading tutor program): 1. 3 Zoom info sessions for a specific role – include program staff, testimonials, value of volunteering, and Q&A. Scheduled through EventBrite to have a list of who attended. 2. Follow-up with invite to apply or “we missed you” with next dates. 3. Send schedule for interview sign-up. 4. Virtual interview. 5. Invitation to join program to those selected.
* Specific notes about this program: Parent/volunteer agreement, Parent involvement required, local child services model for screening volunteers, Zoom – rooms could be used at a specific time with a staff member popping-in. There is a letter of agreement with parents and volunteers. Parents should be staying in the room or nearby, and supervise the email that is also exchanged.

**Resources**

* **Library Volunteer Leader Directory (Google Doc). Please add/check/update your contact information. Thank you Tammy!** <https://docs.google.com/spreadsheets/d/19blg00lShuMShHK2ab1TGeiK6kYqGfpvxz8qO9F8nnM/edit?usp=sharing>
* Volgistics User Group, Jul 14, 2020 03:00 PM Central Time (US and Canada)

<https://us02web.zoom.us/j/86759885407?pwd=NnJzSGJHMXE1WXN4b1RVaWFpc0gvZz09>

Meeting ID: 867 5988 5407, Password: Volgistics

FMI: Jessica Link, jlink@crlibrary.org

* Volunteer document samples, training notices, and so much more <https://getinvolvedclearinghouse.org/>
* Kahoot, <https://kahoot.com/>, a fun tool to set up trivia games (and more) on-line to play with your volunteers (or your staff).

**Conversation Starters**

* Does anyone have a waiver question about allergies/medical limitations for minors? (Heidi)
* Does anyone use an online tool to get photo permissions from volunteers or patrons? I have youth volunteers who are sending pictures of themselves doing our Summer Reading at-home volunteer program. Our marketing office wants us to use paper photo release forms but that's a challenge for volunteers who don't have printers at home. We can mail them, of course, but that takes longer than having them sign something online. (Liza)
* Wanted to ask - are any of you using a program for staff to stay connected? We've talked about creating a Facebook Group for staff only but of course there's Public Information to consider, etc. Just trying to keep morale up. (Tammy) (Yes, Facebook and social group on virtual events like Bingo – Jennifer B.)
* 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?
* How are we setting up interviewing/paperwork/waivers for virtual volunteers? Will we accept volunteers that we may never meet due to distance or ability? What about electronic signatures – will they hold up in court?
* What are we working on?
* Best Practices and General Topics
	+ Staff buy-in
	+ Volunteer Management Software
	+ Background check products
	+ Structured Teen Volunteer Programs