**Library Volunteer Manager Peers - Notes**

**8/12/20 1:30 EST**

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

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Meetings will be held every Wednesday at 1:30 EST for an hour until further notice. We’ll use the same meeting link each week.

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. If you have a specific topic that you’d like to add to the agenda, drop me a note.

For a list of group participants and their contact information visit:

Library Volunteer Leader Directory (Google Doc). Please add/check/update your contact information. <https://docs.google.com/spreadsheets/d/19blg00lShuMShHK2ab1TGeiK6kYqGfpvxz8qO9F8nnM/edit?usp=sharing>

And for fun: Curbside Larry – <https://www.youtube.com/watch?v=DPMHAQ-j1S8>

Mannequins Make Bad Volunteers - <https://youtu.be/cQ0LK42Fb-I>

Take care, everyone!

Wendy

**Topics Discussed**

Retention during COVID: How do we prevent/slow volunteer fall-out at this time? If we’re not engaging

volunteers and other organizations are…do we fear that volunteers won’t return?

* It’s inevitable that we lose volunteers – vaccine or not
* Austin isn’t onboarding new volunteers right now, but have 67 pending applications. Not worried, especially with the excitement surrounding renovated branches.
* Long Beach PL: Some are waiting for a vaccine; others are waiting for the system to reopen. Still getting interest and applications via email. Waiting for all regular staff to come on; waiting for full staff first before even allowing the volunteers to return.
* State of CA, Carla’s report – 2019 vs. 2020 April, May and June VolunteerMatch inquiries tracked similarly
* Is retention real if I don’t have anything for them to do? They will return or they won’t, but we’ll be okay either way.
* Concerned about the cost of on-boarding a new round of volunteers
* Pushback from volunteers (mostly Friends group)…”If staff can be working, why can’t we?”
  + Volunteers can come in after hours for group projects. Why not individuals?
  + We have to fully engage staff
  + Reminder to board and local city officials that volunteers are their constituents and should be valued, not just free help.
* Concern that out-of-sight is out-of-mind. If volunteers aren’t staying engaged, they may find other ways to fill their time/need to serve.
  + Volunteer book club – lead by a former librarian –zoom bi-weekly
  + Zoom with live feed of behind the scenes for curbside process

Virtual Volunteer Recognition

* American Greetings to send e-cards, $4.99/mth
* Prerecorded presentation – CEO, Board Chair, program directors, volunteer coordinator, awards presentation, clients/patrons – email or Zoom meeting
* Governor prerecorded – 2 min thank you to volunteers and another 2 min encouragement to learners (tutoring program)
* Bookplates with their name in circulating material
* Pictures…lots of pictures of volunteers in action – slideshow, printed program
* Volunteers received a polo shirt and/or library lapel pin this year instead of a big party
* Picture collage of staff sharing – we miss you!
* Crazy/silly awards…volunteer facing the “most difficult challenge” gets a hardhat, etc.
* Swag! Phone camera cover, water bottle, reusable grocery bag, canvas bag, something for all ages – 4imprint.com, positivepromotions.com (variety packs of 50-100 items are a good value)
* Invite volunteers to a city council meeting to be recognized
* Outdoor movie event with the preview a thank you video
* Mannequin receiving book sale aprons on behalf of the volunteer
* Still going ahead with gifts and awards for service hour milestones
* Volunteers with 50-90 hours get a star pin with the year from PinMart. 100 hours and up get Presidential Service Awards

Homework Help

* Hotspots for internet access on loan (or free from a grant)
* Homework Helpers – not as tutors, but to help keep kids on task with workload
* 15 min in a Zoom room reading with a Teen volunteer – for ESL practice – 2 staff members oversee (one to manage the Zoom meeting, one to pop-in on the reading sessions) – kids sign-up for a reading time slot – bi-weekly – preselected material
* Scott McCloud, Queens PL helped build a program in March/April. His contact info is in our directory.
* Sacramento, CA – Homework Zone – 20 min breakout Zoom rooms – Teens work with k-8 1:1 – volunteers have review handbook, agree to an anti-discrimination policy, and have parental permission

Miscellaneous

* Disclaimer for Volunteer Handbooks that are currently being distributed– “pre-COVID”

Resources and Training Opportunities

* Virtual Conference hosted by the LA DOVIA - $60! Big names in volunteer profession. [https://doviala.org/education-day-2020](https://doviala.org/education-day-2020%20%20%208/21/20), with Rob Jackson, Amira Barger, Soleil Delgadillo. Friday, August, 21, 9:30a to 4:00p, Pacific Time
* Free GetInvolved Webinar with Jennifer Bennett from VolunteerMatch

August 26, Noon Pacific Time

“Designing Virtual Opportunities, Managing Remote Volunteers” with Jennifer Bennett

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

(Exclusively for a library audience. This webinar will be archived for later viewing.)

* **ALIVE,** https://www.volunteeralive.org/

**Impact Awards. For volunteer engagement professionals. Due September 14, 2020.** <https://www.volunteeralive.org/alve_impact_awards_-_sponsore.php>. Alive is also hosting training sessions that are relevant for today. Membership is $50/yr.

* **Participate in a** Volgistics National Peer Group – on-line – free! Contact Jessica Link, [linkj@crlibrary.org](mailto:linkj@crlibrary.org) FMI.

**Future Topics**

* How are we tracking volunteer time for virtual/off-site projects – like mask making and kit assembly?
* 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?
* Diversity and Inclusion in our volunteer programs (Wendy J)