**Library Volunteer Leaders - Notes**

**8/25/21 1:30 EST**

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

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Hello, Friends –

As always, great discussion! What an amazing wealth of knowledge within the group. It’s rare to “stump the group”. I truly appreciate our ability to openly share ideas in a thoughtful manner. You guys are rock stars!

We covered a lot of territory today: eliminating an active volunteer role kindly, mandatory vaccination requirement for staff and volunteers, and staff as volunteers. We picked up several new topics for future discussions, too.

Don’t forget to set aside next week (Sept 1) to join a presentation by Beth Steinhorn and the team from The National Alliance for Volunteer Engagement.

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

Access Code: Volunteer

**Topics Discussed**

**Housekeeping**

* **SAVE THE DATE:** Better Impact Demo: Better Impact Users: Tammy Steffens, Kristin Lablow, Emily Fleming, and Leslie Goto will present. Thursday, Aug 26 11:00a PST/2:00p EST. Thank you!
* **SAVE THE DATE:** September 1st gathering. Beth Steinhorn and others from the National Alliance for Volunteer Engagement will be joining us. <https://all4engagement.org/>

**Volunteer Role being eliminated. Any tips or ideas? (Jennifer Begich)**

Jennifer has a team of 20 volunteers who have manned an information desk for years. The volunteer greeters help answer basic questions like: “Where’s the restroom?” “How do I get to the Cir desk?” The library has purchased a fancy new desk in a central location clearly visible to anyone entering the building. This makes the volunteer information desk obsolete, and there for the volunteer greeter role will be abruptly ending.

* Break the news to them in person or on zoom, not email (this might help prevent the rumor mill)
* Offer other opportunities (about ½ of the group have two volunteer roles)
* Have a “good bye desk” celebration – slide show with music, sharing memories (lovely and sad)
* Explain the impact the new desk will have on improved customer service
* Talk to each volunteer, ask what they really like about the greeter role and try to match to other opportunities with the same joy
* Make sure executive leadership is helping to distribute the message
* Gradual fade out is easier
* I wonder if you could celebrate the opening of the new desk and communicate to the volunteers that because of their importance in welcoming customers this change was identified - without the volunteers it would not have been seen as a way to reach customers?

Bonus: There’s a trend in library world to remove desks and be more of a roving staff and more available. Is anyone doing this?

* Emily’s library has just done this
* Steven. New building at end of year. Library is open, book store is being placed in a more visible space, speculates the staff / patron will organically interact with the space. His upcoming move is going to be interesting, because almost all staff will be located in the same general vicinity in our new building, minus Circulation and Technical Services. Not sure how the COVID-related procedures will fare at that time.
* Combining desks in new/renovated libraries
* Work the Circ. desk, but going out to help patrons is supported by Director.
* Both circ desk and rover positions for staff support

**Mandatory Vaccinations – it’s begun**

* Multnomah County, Portland, Oregon has mandated all county staff and volunteers must be vax’d. May have to keep a copy of vax card. There will be exemptions for medical, ADA, or religious reasons. The county has over a 1000 volunteers. (Probably as many volunteers as paid staff county-wide.) Staff are required to show proof (submit a scanned copy).
* Portland, OR has reinstated the mask mandate for everyone inside or outdoors
* Marcia asked volunteers to show her the vax card before returning. She makes note of it in their DB record. The volunteers also have to watch an OSHA video on COVID.
* The FDA approval enables companies to mandate vax for employees
* If possible wait on rolling out volunteer policy/procedure until your HR dept has everything sorted out for staff
* No mandate here. We were tracking vaccination status for staff and volunteers so they could go mask free but that was optional (masks are required now). I know one thing our HR team had to be careful of is to keep the vaccination status separate from staff employment files.
* Our union is already demanding to bargain even though they're in support of vaccination
* This may be an opportunity to elevate / professionalize our role by showing the intricacies of volunteer leadership
* How to track vax? How to collect? And what about the booster shot?
* Talk to legal about uploading vax cards to your vol DB. Is the system setup to store a medical document? And if you’re keeping a paper copy are there special considerations (separate cabinet, unique lock, etc.)

**Recognition – a continuation**

* Drive-by gatherings
* Recognition isn’t going to be the same (and that’s on purpose). Awards” by hours” doesn’t really work when we haven’t opened volunteer shifts. So how can we recognize volunteers for sticking around? Impact? Advocacy work?
* Partnership with a local yogurt shop. Volunteer shows badge and receives a free cup of yogurt. Supports local business, covid friendly, cost effective (only pay for those that participate).
* Partnering with a local grocer
* What about organizing a volunteer group to go serve at another organization?

**Staff as Volunteer**

Do you permit staff members to volunteer inside the library?

* Yes, if it isn’t in their area of expertise. If it doesn’t have anything to do with the primary role in their paid position (i.e. a circ person can be a tutor)
* They fill out an application.
* Some have them sign an agreement stating volunteer activity isn’t paid work
* Beware of “other duties as assigned” in position descriptions. The volunteer activity could be viewed as “other duties” which should be compensated.
* No, staff cannot volunteer in library
* Foundation events and book store. (Warning: if board members are in attendance are they looking at staff and thinking about promotions.) Perhaps, but our board doesn't making any HR hiring/promotion decisions.
* Volunteering as an MLIS student in own library is difficult; will have to go to a different library system.
* Idaho Commission for Libraries will not allow it. If you are a staff and contribute time, you must get paid. When I worked for a nonprofit, it was the same. I preferred the clear line.
* Sample agreement:

By submitting and signing this request, I understand and agree to the following:1. I am, by my own volition, willingly requesting to be a volunteer for the MultnomahCounty Library.2. The duties I perform as a volunteer must not be the same as the duties I perform in my paid position. I understand there can be no overlap of duties.3. If my paid position duties change, I am responsible for notifying the Volunteer ServicesManager to assess how this may impact my volunteer position duties.4. I am not to perform volunteer duties during my scheduled paid position hours.5. I cannot seek payment for my volunteer duties from the Multnomah County Library.My volunteer duties will be performed on my own time.6. My volunteer status will not influence my job status, performance review or salary with the Multnomah County.7. The Volunteer Services Manager can terminate my volunteer status as a result of failure to comply with this agreement.

**Training Opportunities**

* 2021 Industry Insights: Nonprofit and Volunteer Perspectives, Thursday, August 26, 2021, 2:00pm ET | 11:00am PT, Free. Presented by: Katie Zwetzig, Executive Director at Sterling Volunteers and Laura Plato, Chief Solutions Officer at VolunteerMatch
* Niche Academy Library Online Learning Conference, January 21, 2022. [FMI](https://www.nicheacademy.com/library-online-learning-2022?utm_campaign=Library%20Online%20Learning%20Conference%202022&utm_medium=email&_hsmi=146863292&_hsenc=p2ANqtz--3cVBwJ-Q-lv0G6yXlSEDODwrLH6naND1JkxoEJ9XxptErrjMOwPp1TBWV-DM72TaQ2fTIryrwwBcq85sqF9WmpyvisA&utm_content=146525130&utm_source=hs_email)

**On-going Educational Resources**

* Volgistics National Peer Group – online – 2nd Tuesday of the Month – free!

FMI contact Jessica Link, linkj@crlibrary.org. Recordings are available after you sign a release.

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

**Future Topics**

* I have a question about "contractors" as far as other non-profits paying their clients to "volunteer". Rebecca H.
* This is more on the volunteer appreciation topic but at some point I'd like to hear if anyone gives out gift cards to volunteers. Our library reached out to one of our sister libraries for their take on this but our Director would like to hear more from other volunteer managers. $5 gift cards to library book store or gift shop. Sue W.
* Compensation Survey - Resources for the same information
* Maker Spaces
* Difficult volunteer recap: Chauna
* Handbook section by section
* Staff working with volunteers: tips
* Volunteer Orientation/Training
* Working with AmeriCorps/Vista
* Difficult conversations
* Better Impact and other Volunteer Databases – Better Impact Demo on Aug 26th
* 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:  |  |  |  |