**Library Volunteer Manager Peers - Notes**

**8/26/20 1:30 EST**

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

**wjohnson@indypl.org**

Hello, All!

We had several new folks join us this week and a couple we hadn’t heard from in a while. Welcome! Our format is what I’ve started calling casual-with-a-purpose. If you have a specific topic that you’d like to add to the agenda, drop me a note or shout out during the gathering. We’re all here to support each other.

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. Please share the link with fellow library volunteer leaders…the more smart people the better.

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

 Not-so-secret Access Code: Volunteer

Please add/check/update your contact information on our shared Google doc. <https://docs.google.com/spreadsheets/d/19blg00lShuMShHK2ab1TGeiK6kYqGfpvxz8qO9F8nnM/edit?usp=sharing>

Take care, my friends!

Wendy

**Topics Discussed**

Book Sale – Drive thru donations

Does anyone have information on how to conduct a drive thru book donation event?

* Pre-COVID: Donation Station on 3rd Saturday of the month. No appointment needed. Cars line up in a branch parking lot. Members of the Friends or volunteers grab books from trunk. Materials are whisked away to the Friends’ storage unit at the end of event.
* Taking large donations by appointment by 2 Friends volunteers

Volunteer Identification

What do your volunteers wear for ID? How are they more visible (or not)?

* Thanks everyone for the show-n-tell!
* Badge is same format as staff – distinction is a colored bar at the bottom of the badge
* Volunteer badge is a different color & has a volunteer lanyard. First name only with library logo. No Key Card Access.
* 1st year volunteer receives a clear plastic holder with name. Then there’s a “badge” ceremony where they are presented with a name badge containing name and “Volunteer Since yyyy”. (This is a big deal event.) The badge is the same size & style (magnetic back) as staff – only it’s blue. $8.50 each.
* Front of badge has first name and year started; back of badge has Volgistics Pin#, volunteer’s picture and photo, plus the roles that they are authorized to perform. This branch will allow a volunteer to use their id badge to check out books.
* Volunteer badges are kept at the branch near the sign-in area.
* Generic Avery badge in a plastic holder on a lanyard
* Pictures are taken at the badging office; lanyard color changes at 1, 5, 10, 15 and 20 years of service. New lanyards are presented.
* First name, Volunteer program logo and tagline
* 500 hr pin presented is added to lanyard
* Badge is the same font as staff, but the lanyard color is different (staff is red)
* Volunteers have access cards with different permissions based on activity
* Security/Access Badge/Key is checked in/out as needed
* When the volunteers go to have their fingerprints done at the city police department they get their photo taken and their IDs look like the staff/employees ID but it says VOLUNTEER and each volunteer are given a green volunteer shirt. The volunteers do not have access to the staff areas.
* Volunteer badges are stored in an old card catalog drawer in roughly alpha order

Recognition Survey (and some recognition ideas, too)

Have you conducted a survey asking what volunteers want/need for recognition?

* State of California did a survey in 2013. Sent a letter from the State Librarian to volunteers during National Volunteer Week in 2015 with a long list of volunteer accomplishments.
* Ask as part of the interview process. Consistently being seen & recognized for work is #1. During volunteer week, there are treats all week. Staff are given note cards from volunteer department to write thank you notes to volunteers.
* Survey results indicated tee shirts were a big thing, to feel they were making a difference, so details about how what they did really helped the library.
* Volunteers loved being invited to City Council meeting – publicly thanked by the Council, shook hands with everyone, certificate hand signed by the mayor.
* Gifts from local vendors – cake bites!
* This year because of COVID, no big dinner, so we designed a customized volunteer Library Card and mailed it to all the volunteers with a thank you letter from the director and volunteer coordinator.
* We host a big dinner with over-the-top decorations which is very well attended - had to cancel this year so I designed cards and got $10 gift cards from local businesses -- personalized and mailed over 250 cards June/July. Was a great hit, especially because it was personalized and it was a gift card for local (no big box) stores. :)

University of North Carolina – Charlotte (UNCC) Class Project

Chauna Wall, was approached by a professor at UNCC about doing a class research project. She would like our input in hopes that we can land on data that would be valuable for all of us…or a study that we could each do independently, and then combine results for comparison/contrast. She has a couple of weeks to tie this down. Please send her any ideas, Cwall@cmlibrary.org.

* Volunteer impact other than volunteer hours
* Literacy Roles and Goals outcomes measures used by California libraries: <https://libraryliteracy.org/for-coordinators/roles-and-goals/>
* IMLS is heavy into outcomes. Examples found in an IMLS publication: Students will demonstrate information literacy skills; Users will make healthier life-style choices; Museum staff will know the key elements of successful education programs; Visitors will register to vote — <https://www.imls.gov/assets/1/AssetManager/AAHC_Convening_LogicModel.pdf>. More resources: https://www.imls.gov/grants/outcome-based-evaluation/webography
* Impact of volunteers doing collection support (pull list, shelving, sorting carts). What are staff members able to achieve when volunteers are taking care of these tasks?
* How is our program contributing to the health of the volunteer? Wendy M. shared that a recent random call from the library helped an older, isolated volunteer when they had given up hope and were contemplating suicide. Some of our older volunteers have expressed that they are lost like/sad and want so much to come to volunteer.
* Internal impact (to the library patron, staff, other volunteers), external impact (to the community, the volunteer’s health).
* Antidotal. Success stories.

Miscellaneous

* Elizabeth from Fresno County is looking for tech advice for integrating PowerPoint, text and video snippets into a recognition video that can be posted on their website. Please send her any ideas: elizabeth.finkle@fresnolibrary.org.

Resources and Training Opportunities

* **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 – 2nd Tuesday of the Month – free! Contact Jessica Link, linkj@crlibrary.org FMI.
* The Friends of Libraries Section of the New York Library Association is offering “Engaging Millennial as Friends Volunteers” as the first in a series of three webinars on September 23. Fees and registration, as well as a complete description and info about the other two future webinars available here: <https://www.nyla.org/4DCGI/cms/review.html?Action=CMS_Document&DocID=3062&MenuKey=nomenucms>
* ServeOhio will be hosting [Ohio Conference on Service & Volunteerism](https://www.serve.ohio.gov/News-Events/Ohio-Conference-on-Service-Volunteerism#:~:text=Virtual%20Training%20Series%20to%20Replace,on%20Service%20%26%20Volunteerism%20this%20fall.) on-line in October – Free! Two hour sessions will allow for networking & interaction.

**Future Topics**

* Encore topic: 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?
* Off-site hour tracking – how? Like mask making or kit assembly
* Diversity and Inclusion in our volunteer programs
* Starting a new volunteer program – What would you need? How would you start?
* Staff Exhaustion