**Library Volunteer Leaders - Notes**

**8/4/21 1:30 EST**

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

[**wjohnson@indypl.org**](about:blank)

Hello, Friends –

We had a rousing conversation about volunteer & staff dress code and whether we’re seeing these relax with our return. Then Leslie provided us with two very intriguing topics surrounding Sexual Harrassment: Do we require/offer training to our volunteers and a new request by HR for all volunteers and interns to disclose any convictions (beyond the standard background check). As always, thank you for the great conversation and insight!

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](about:blank)

Access Code: Volunteer

**Topics Discussed**

**Housekeeping**

* Weekly notes have been sent to Carla for hosting on GetInvolved. Thank you, Carla!
* **SAVE THE DATE:** September 1st. Beth Steinhorn and others from the National Alliance for Volunteer Engagement will be joining us. <https://all4engagement.org/>
* Better Impact Demo: Full length demo coming soon. Better Impact Users: Tammy Steffens, Kristin Lablow, Emily Fleming, and Leslie Goto will present. Maybe there’s a user group in our future?

**Seeking Book Store Gurus**

Wendy J’s Book Store Coordinator would like to share ideas with others in similar roles. (He’s jealous of our Wednesday gatherings. lol) He is responsible for our brick and morter store, all in-person sales (5 a year), on-line sales through Amazon, Abe, eBay and a future on-line storefront. His team of 80 on-going volunteers make it possible to process weeded material and donations from the community. (He’s busy!) Please send Wendy J any names and their contact information.

**Seeking Outreach gurus**

IndyPL’s Outreach team would also like to share ideas with Outreach gurus from different library systems. Please send Wendy J the contact information for Outreach leaders in your system who might be interested in joining a peer group.

**Dress code policy**

Wendy M asked the group if we were seeing any changes in our staff dress code policies. It’s the buzz in HR circles since employees have proven they can do the work in more relaxed attire while at home.

* No changes
* Very relaxed dress code the entire time I’ve worked here
* Not seeing a formal change in dress code. Is seeing a “change in attitude”…”what difference does it make if I can get the job done?”
* We are now allowed to wear jeans (but they are being much stricter with making sure people are wearing name badges)
* My supervisor (also our HR manager) commented awhile back that she's noticed some staff have been a little more casual (ever more so than usual).
* From our handbook... Dress code: Personal cleanliness and neatness are required of all volunteers. Clothing with pictures or messages that may be offensive to others cannot be worn. Volunteers that are directly working with library materials are encouraged to wear closed-toe shoes.
* We talk about "dressing professionally" as a symptom of white supremacy here at my library so it's a really different conversation
* One of the Libraries near mine implemented a dress code that includes branded shirts and khaki bottoms. Some staff hated others love that they didn't have pay money to potentially damage their own clothes, plus they were so clearly staff
* Volunteer dress code is very relaxed
* Volunteer dress code normally matches staff.
* Dress code is broad for volunteers system-wide, then individual branches follow-up with specifics during branch orientation
* Outreach moved to jeans in the community to be more approachable
* Approachable vs. Being seen as a professional in the eyes of the community AND upper management (who decide on salaries)
* Specific call out about graphic t-shirts and head coverings like ball caps
* Don’t wear leggings because of creepy patrons. Really? Let’s fix the creepy patron problem instead.
* Jeans through Summer Reading Program

**Sexual Harassment Training**

Do you require or offer sexual harassment trainng for your volunteers?

* Why: to protect your organization from law suits
* Staff have to attend a 6 hour class
* Staff training is online and takes less than an hour
* It’s in the library’s Code of Conduct with a definition of harrassement
* Volunteer receive a written description (handbooks) but no structured training
* Training is requird for staff every 2 years – look for free trainng from your insurance or payroll vendor
* One system required a full day session for staff. They got angry and many slept through the session.
* Important: Does your liability insurance (or other coverage) call out training (not just Sexual Harrassment) for volunteers? Make sure you are asking!
* Many systems cover sexual harrassement during orientation. What to do? Call for help. Run away. Get a staff member.
* “If for ANY reason you feel uncomfortable.”
* Each location has specific location needs
* Staff & Security (staff or contract) are not permitted to contact a volunteer via their personal phone number or social media.
* The library is open to the public. If you are uncomfortable say something. For teen training they practice various scenarios: Interrupting staff, being loud, what to do if there are other patrons that need assistance, etc. Tech tutors are included in a similar training. “If for ANY reason you feel uncomfortable.”
* Illinois mandates training for employees but not volunteers.
* It's written in our employee and volunteer policies but there's no training
* Sample: Staff receives training every year, and volunteers will read a statement and sign an agreement. This is the teen version. The adult version isn't much different.

VolunTeens may not harass library customers, staff or other volunteers. Behavior considered to be harassing includes unwelcome verbal or physical advances, such as: offensive physical actions, e.g. obscene hand or finger gestures; bullying in any form; written or spoken graphic communication such as slurs or jokes; all physical contact when the action is unwelcome by the recipient; or any unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Harassment due to an individual’s race, color, gender, religion, national origin, age, disability, marital status, veteran status or sexual orientation will not be tolerated. VolunTeens who witness harassment in any form must report this to their supervisor immediately.

* We did a sensitivity and harassment training a few years ago, but it was a one time deal. I also have a section in my handbook about harassment.
* Sample: Workplace Sexual Harassment is any comment or conduct which is intimidating, annoying or malicious and related to sex or sexual orientation and includes:Engaging in comments or conduct related to sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct should be known to be unwelcome; orMaking a sexual advance when the person making the advance is in a position of power over the worker and the person knows or ought reasonably to know that the solicitation or advance is unwelcome.Unwelcome and/or inappropriate or insulting remarks, jokes, innuendos or taunting about a person’s body, attire, sex or sexual orientation;Practical jokes of a sexual nature which cause awkwardness or embarrassment;Displays of sexually explicit pictures or other offensive material;Suggestive staring, leering or other gestures;Unnecessary or unwanted physical contact such as touching, patting or pinching; andRequest for sexual favours from an employee implying or suggesting that emp (this was cut off wlj)
* Our harassment policies pretty much mirror between volunteer and staff policies.
* We require all volunteers to receive a copy of our Anti-Discrimination, Harassment & Retaliation Policy and they return a signed Acknowledgment and Receipt for our files. (It has been tested and stood up to the situation.)

**DOJ Document Regarding Convictions**

The sample document below is given to all staff. HR says all volunteers and interns should also complete it. California AB 218 covers child sexual assault. The document is given after the volunteer/intern has been accepted to prevent potential discrimination. They complete this at the same time they do a national background check (FBI & DOJ). Our thoughts:

* Looks like the wording applies to paid staff
* Check with other similar sized California systems. Are they doing this too? Why or why not?
* We don't ask this beforehand but do a background check so any convictions would show up there (but may not exclude them from volunteering). IL prohibits using a conviction record to deny employment unless the conviction is related to job duties, etc. (there are exceptions for certain professions).
* This seems like overkill and intimidating
* Our city/county had a big movement to "ban the box" which was specifically for employment but the best practice extends to volunteer applications

**On-going Educational Resources**

* Volgistics National Peer Group – on-line – 2nd Tuesday of the Month – free!

FMI contact Jessica Link, [linkj@crlibrary.org](about:blank). Recordings are available after you sign a release.

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

**Future Topics**

* Maintaining consistency for training/orientation when it’s done by many at different locations
* Volunteer Orientation/Training
* Difficult volunteer recap: Chauna
* Handbook section by section
* Staff working with volunteers: tips
* Working with AmeriCorps/Vista
* Difficult conversations
* Volunteer Position Descriptions
* Better Impact and other Volunteer Databases – Better Impact Demo in the works
* 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?

Example: The DOJ Document from a California library discussed above

Date:

Position:

Dear Name,

Effective July 1, 2014, employers are prohibited from asking job applicants to disclose criminal convictions on the initial employment application until after it has been determined that the applicant meets the minimum employment qualifications for the position, per AB 218. The candidate review process for this recruitment has been completed and it has been determined that you meet the minimum requirements for this position. Please respond to the following question:

**CONVICTIONS:** Have you ever been convicted for a violation of the law, excluding minor traffic violations? YesNo

For each offense please list: the violation, the court (including military), the place and date of conviction, the penalty (fine, sentence, date(s) of probation), and the name under which convicted.

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Please omit any misdemeanor conviction for which you have successfully completed probation or which has been judicially dismissed pursuant to Penal Code section 1203.4. Note, a conviction is not necessarily a bar to employment. Each case is given individual consideration based on the job-relatedness of the offense. Notwithstanding any of the preceding, you should not disclose convictions that are two years old or older for violation of Health and Safety Code sections 11357, 11360, 11364, 11365, or 11550, as those statutes related to marijuana prior to January 1, 1976, or a statutory predecessor to those statutes***. Failure to list all convictions other than those excluded above will be considered fraud in securing an appointment and will be grounds for termination.***

I hereby certify that the aforementioned is true and I agree and understand that any misstatement or omission of material fact will cause forfeiture on my part of all rights of employment with the \_\_\_\_\_\_\_ Public Library. I authorize investigation of all matters contained in this application.

**PRINT NAME: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**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: |  |  |  |