**Library Volunteer Manager Peers - Notes**

**8/5/20 1:30 EST**

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

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This week was a small but mighty group of participants. We had an informative discussion about reporting volunteer engagement and return on investment (ROI). I added resources from a few of our past discussions.

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>

Take care, everyone!

Wendy

**Topics Discussed**

Reporting

* Volunteer hours are down as we expected, for those bringing back remote volunteers as much as 25%
* Value of volunteer contribution
  + Independent Sector. A nationally recognized average. The standard developed by an independent professional organization.
  + Obtain from HR the Entry Level salary by hour + benefits, then use this number times the number of volunteer hours
  + Match volunteer activities to programs, which then align with the strategic plan
  + Report as an FTE (Full time equivalent)
  + Report “what volunteers accomplished for the organization” – tied to mission
  + “What difference did volunteers make” – antidotes – impact vs. outcomes
  + Not reporting this as a “savings” because it’s money that would not have been spent – volunteers are a bonus/supplement/value add.
  + Independent Sector: A nationally recognized average. The standard developed by an independent professional organization.

<https://independentsector.org/value-of-volunteer-time-2018/>

* + Return on Volunteer Investment (ROVI): <https://www.sterlingvolunteers.com/resources/return-on-volunteer-investment-calculator/>
  + Relative Impact Model, but Tony Goodrow, founder of Better Impact, (2010) <https://www.betterimpact.com/roi2/>

Tobi Johnson wrote about it and mentioned him: <https://tobijohnson.com/roi-for-volunteer-programs/>

And this https://volunteer.ca/getDocument.php?F=2075366474\_5b199558c8dc68.74223173&FN=CJVRM\_2016-24.2-Measurements\_and\_Impacts.pdf&MT=application%2Fpdf

* + IMLS has built impact & outcomes into grant making. Read more here: <https://www.imls.gov/grants/outcome-based-evaluation/basics>
* “Would you recommend us to a friend?” This is used to generate a Net Promoter Score: <https://www.netpromoter.com/know/>
* Sue Carter Kahl wrote an amazing article about where/when to use the Independent Sector volunteer value: https://independentsector.org/news-post/when-and-where-to-use-wage-replacement-rates-for-volunteer-value/
* Data presentation (Please send any reports that you can share to Carla, [clehn@califa.org](mailto:clehn@califa.org))
  + Volunteer involvement branch-by-branch
  + Volunteer involvement by program
  + Individual volunteer data and group data
  + Teen and adult data
  + Number Monthly and/or yearly
  + Contribution by department: circulation, programs, outreach
  + Another data point could be how many customers/patrons were reached by a volunteer's efforts (i.e. by a volunteer helping at a children's program, s/he was able to reach/impact 20 customers/patrons, etc.)
  + Total number of active volunteers, FTE, $$ impact. I can also show how many volunteer hours are spent doing various tasks
  + Hours spent reading to children, hours spent helping with homework, etc.
  + In summary, multi-part reporting is utilized to address the various “readers” of the data
* One of our members has a strategic plan for the volunteer program that dovetails with the organizations plan. Reporting is based on the volunteer strategic plan.
* Concern over broadcasting the Independent Sector # or any dollar value, as there is still some “volunteers replace staff” thinking in system. Cause a deeper division between paid staff and community in a union environment.

What are we doing now?

* Waiting to learn about layoffs in organization (system is not yet open)
* Volunteers are:
  + Helping with door count
  + ESL tutoring – virtually
  + Collecting Pandemic stories for historical record – community members are interviewed by volunteers in person
  + Staffing computer appointments
  + Set survey asking what volunteers would like to do? Providing transcriptions for closed caption, Mask making – library provides pattern, instructions & material for consistency, or craft kit assembly
    - One library had 12 volunteers make 300 masks
  + We are hearing a need for virtual volunteers. One came in yesterday for a Dungeon Master for Dewey and Dragons gaming program which had an incredible response from the community as a program want.
  + Teen volunteers ran a Lit line for summer. Huge hit and may do this again in the fall with adults volunteers. <https://www.denverlibrary.org/category/free-tagging/lit-line> and <https://www.denverlibrary.org/blog/books/amy/lit-line-puts-good-writing-your-fingertips>
  + Pen Pal program with isolated people may actually get launched.

Off-site volunteers

* In PA, all volunteers 18 and up must clear criminal background check and child abuse check provided for free by the state police. If the volunteer has not lived in PA for at least 10 years then an FBI check is also run ($25). This is for ALL volunteers regardless of location of activity in a branch or off-site.
* Some run background checks on off-site volunteers based on the role. For example, someone making masks at home doesn’t need a check, but someone interacting with the public would. Volunteers who are “representing the library” would need a background check.

Resources and Training Opportunities

* **Better Impact is hosting “Resiliency in Volunteer Engagement: Lessons from a Pandemic”.**

Free. Wednesday, August 12, 1:00 to 2:30 EST. <https://www.betterimpact.tv/preconference/>

* **Free training from Points of Light**

**Insights from A World of Weavers**  
Wednesday, August 12, 2020   
1:00 p.m. - 2:00 p.m. EDT

Registration: <https://pointsoflight.zoom.us/webinar/register/WN_8ps7HkyjQdKoreqOb6mh-A>

* 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”

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

(This webinar will be archived for later viewing.)

Jennifer Bennett of VolunteerMatch will present this webinar exclusively for a library audience. She is seeking additional library virtual volunteer examples to use during her presentation. If you have something to share, please alert me – [clehn@califa.org](mailto:clehn@califa.org)

* **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.

**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)
* 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? (Marcia)
* **Virtual volunteer recognition ideas**