**Library Volunteer Leaders - Notes**

**9/15/21 1:30 EST**

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

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Hello, Friends –

This week we continued on our handbook journey discussing Asset Protection and Screening tools. It’s always interesting where our conversation leads even when it’s a topic discussed before. Different voices, experiences, and how we’ve grown over the past year bring a fresh viewpoint, and frequently more to consider. For instance, it had never occurred to me to check the banned patron list before onboarding a volunteer!

We’re beginning to gather salary survey information from outside sources. If you have a favorite or run across a compensation study, please share! Below is a starting point.

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)

Meeting ID: 851 9985 0785

Access Code: Volunteer

**Topics Discussed**

**Salary Survey Update**

Follow-up on a discussion a few weeks ago: While reviewing all of the information we would want to gather for a salary survey and the data evaluation; it became apparent this project was way beyond our capacity to complete. Instead, we’ll collect studies from reputable sources. Several of us (Thank you!) have reached out to volunteer professional organizations for resources:

* VolunteerPro 2020 Volunteer Management Progress Report (pg 25-29). Here’s the link to [past reports with salary information](https://volpro.net/volunteer-management-progress-report-press-kit/).
* MAVA does not do a survey. Sue tells us there is a survey of 77 nonprofit positions available from the Minnesota Council of Nonprofits. (Director of Volunteers, Volunteer Manager, Volunteer Coordinator) Member price $174, nonmember price $349. <https://www.minnesotanonprofits.org/resources-tools/publication-detail/2020-minnesota-nonprofit-salary-benefits-survey---print>.
* ALIVE does not have a salary survey. Members can suggest this as a future project, which we should all do.
* ALA – [Allied Professional Association Non-MLS Salary Survey](https://www.ala.org/ala/pressreleases2006/august2006/ALAsurveysnonMLSjobs.htm). Last completed in 2006. Wendy is emailing the author for a copy and news of anything more recent. From the summary, it doesn’t look like volunteer leaders were included.
* National Association of Volunteer Programs in Local Government, [NAVPLG](https://www.navplg.org/) has not done a salary survey. Marcia will be asking them if they would consider this project. She’s on the 2021-2022 board.
* Non-library data: (thank you, Carla)
  + <https://www.zippia.com/volunteer-coordinator-jobs/salary/>
  + <https://www.salary.com/research/salary/benchmark/volunteer-services-director-salary>
  + <https://www.salary.com/research/salary/benchmark/volunteer-services-director-salary>
  + <https://study.com/articles/Volunteer_Coordinator_Job_Description_Duties_and_Salary.html> For a position description and salary

**Library Asset Protection**

* Examples: Volunteers access transcription work from home, volunteers do data entry in Volgistics,
* There was a flurry of concern from our IT department that we allowed a volunteer to update our Volgistics system. So the laptop they use has only access to Volgistics, they can't get into the city drives. They do not have access to Polaris
* I can limit the access volunteers have in our volunteer data management system so they can only see certain volunteers and only the information they need. Volunteers do not have access to the library's customer or donor database.
* Our vols do not have access to anything behind the city wall.
* Do your libraries also have these confidentiality concerns about staff? Or just volunteers?
* Collaboratory (aka maker space) - Extensive training on equipment, some of the tools could hurt you, like the laser cutter and knives. No release is signed for use of this equipment.
* Protection of Assets – IndyPL document attached with notes.
* Home delivery – write off lost/missing materials – aren’t these assets? How are these “protected” when in transit? What does Meals-on-Wheels do?
* Consider the differences between protection of assets and confidentiality agreement

Bonus: OSHA videos on heatstroke and wildfires. The material is geared to supervisors, but could be distilled for adult/teen volunteers.

Bonus: There is a recent collection of confidentiality policies to look at in the Get Involved Clearinghouse — https://getinvolvedclearinghouse.org/ — click on Management Tools, then select from the dropdown menu - Confidentiality Policies

**Screening Tools**

* Application, interview, background check (18+)
* What about volunteers without a SSN? Use VISA # or a tool that doesn’t require SSN (like Sterling Volunteers or State Police) or ask for proof of residency (6 months) and 2 references (for undocumented)
* Background Check products:
  + Sterling Volunteers
  + Accurate Background (formerly CareerBuilder). Same tool for staff
  + State Portals and social media
  + InfoMart
* Wise words: Background checks are not the end of the check. Just because they pass the bgck doesn’t mean they are a perfect volunteer for your organization. Example: We had a very traditionally respectable elderly man, heavily involved in his church, avid volunteer, in other non-profits, get charged with crimes against children. He passed the background check, had other vols vouch for his character. He only interacted with adults here, and we take safety measures with any minors in the library, the point being that sometimes you do everything right and there are still bad actors.
* Litmus test: What would the headlines in the paper say? (Library volunteer leader, insert your name here, on-boards mass murderer!)
* Gut feeling/spidey-sense
  + This is a fine line – subjective
  + Q: What types of things do you ask volunteer coordinators at the branch level (or the volunteer’s staff lead) to be on the lookout. A: Usually if they are asking questions that seem unusual or if someone is trying to push the boundaries of the program guidelines. Even just a sinking feeling. If this comes up, the volunteer coordinator should contact Volunteer Services to consult. Is this a microaggression conversation?
  + Are we opening the door to implicit bias?
  + Consistency in screening
* Do you check volunteer candidates for outstanding fines or fees?
  + Most are fine-free
  + Some do checks. This should mirror staff process.
* <https://nonprofitrisk.org/resources/articles/checking-criminal-histories-considerations-before-you-begin/>
* Have you considered a volunteer probationary period? Can be used for either the volunteer who is uncertain about the role or the Library is unsure about the fit.
* Do you check your banned customer/patron list as part of your volunteer onboarding process? Incident reports? Do you have access to this list?

**Training Opportunities**

* [ServeOhio annual conference](https://www.serveohio.org/News-Events/Ohio-Conference-on-Service-Volunteerism/Conference-Session-Descriptions), virtual, Oct 27 & 28, $50
* 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)
* [MAVA Dismantling Inequities Conference](https://mavanetwork.org/content.aspx?page_id=22&club_id=286912&module_id=484644), virtual and interactive, Dec 9 & 10, 2021
* [Scoping, Sourcing, and Supporting Projects for Skills-based Volunteers,](https://offers.sterlingvolunteers.com/en-us/live_webinar_skills-based-volunteers-project-planning?utm_campaign=SV_AMER_US_2021_Q3_Webinar_Skills-based%20Volunteers%20Project%20Planning&utm_medium=email&_hsenc=p2ANqtz-9NbNR1rKEmu__honJqvIp7rmyRcVWgYiHxeCVlCoF6TxuX9oF4r2X8zz5NkwLKKzbm4rQ84oPhwDuVp1HDYfYVmD3pvQ&_hsmi=157710194&utm_content=157710194&utm_source=hs_email&hsCtaTracking=467e3e64-d5e3-4f72-b749-4e0299f0350e%7Cbad330f9-8dcf-44a1-bb19-580b76075dc6) Beth Steinhorn, Sept 23, 2:00p EST, Free

**On-going Educational Resources**

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

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

* Better Impact User Group – online – 1st Tuesday of every other month – free!

December 7, 2021, February 1, 2022, April 5, 2022, and June 7, 2022

Zoom link coming soon.

* Join the GetInvolved listserve by emailing Carla, [clehn@califa.org](about:blank). Fabulous resource with samples, current news & updates. <https://getinvolvedclearinghouse.org/>
* 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**

* Chauna re: covid "proofing" for staff. We are starting to dismiss staff.
* Maker Spaces
* Handbook section by section
* Staff working with volunteers: tips
* Volunteer Orientation/Training
* Working with AmeriCorps/Vista
* Difficult conversations
* 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
  + Chauna –“that troublesome patron” update?
  + 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: |  |  |  |