**Library Volunteer Manager Peers - Notes**

**9/16/20 1:30 EST**

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

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Hello, Friends!

Our discussion covered a lot of ground from volunteer program advisories to recognition. I think I was able to capture all of it. Please send any recognition survey questions that you’ve used to Carla for posting to the Clearinghouse.

Take care!

Wendy

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>

**Topics Discussed**

Volunteer Management Software

How are you organizing your shifts within your volunteer software? Separate shifts for each individual program (tie-dye, soldering, drawing, crochet, etc.) which utilize different volunteer skill sets, age, location, etc. Volunteers in the library system support over 4000 unique programs a year. They are moving from Volgistics to Better Impact.

* Consider organizing by: Adult Program – Arts & Crafts, Seed Program, Children’s Program – Summer Reading

Volunteer Advisories

What is your experience with volunteer program advisories?

* Ad hoc, informal polling during projects – “What do you think about…?”
* After pilot projects ask for feedback
* No meetings – instead email, survey, casual conversation. OR meetings 2x/year
* Participants: staff only because volunteers don’t drive the library’s decisions, volunteers only for things like recognition planning, or both to build stronger relationships
* What do you want out of the advisory?
* Provide support for strategic plan/goals/mission. Providing input.
* Alternative to advisory: shadow a volunteer on a shift, observe tasks, ask questions, watch for holes in communication/instruction explanation
* Members are strong volunteer program supporters
* “Nothing about me, without me.” Don’t make plans on my behalf without my input.
* Beware of territorial mindset
* <https://theharwoodinstitute.org/libraries> Looking outward, community conversations

Recognition

The conversation took a turn toward recognition

* <https://www.nten.org/article/beyond-the-thank-you-card-meaningful-volunteer-appreciation/> Authored by our friend Liza Dryer.
* Converted recognition dinner to a party that included feedback gathering – offered a tour, staff in presentations “what they do”
* Behind the scenes – tours, staff presentation of what they do, antique book collection, or digital collection. The more they see how the library works, the bigger the advocate.
* Stopped doing the big dinner. Changed to a more localized celebration and let the branches celebrate their volunteers, resulting in more personal, tailored event/recognition.
* Staff who coordinated larger vol programs talked about their work and the impact of the volunteers on their program. It was very touching and the volunteers got a nice sense of all the ways volunteers were impacting the library and our community
* I have done Certificates of Appreciation in the past. I sign all of them, then I give staff 10 for them to sign. We only have one branch and I’m the only person who trains and supervises the volunteers, but I made sure staff were able to sign the certificates of the volunteers they worked closest with or knew personally. (Rachel H.)
* Since our library is part of the City of Hillsboro, a couple years ago all the city volunteer coordinators (Library, Parks, Police, Fire) joined together to do a monthly Volunteer Appreciation event. Each month we do something different (obviously, not now) so Parks would sponsor kayaking, library did a murder mystery after hours, fire did a tour of the fire station complete with fire extinguisher training and tour of a fire truck, the police had a meet and greet with the canine cops. And we do a big pancake breakfast. We all share the cost of the snackage and any swag we do. Depends on the event but we'll have anywhere from 10-100 people come, from all the different departments they volunteer for. We each do our own thing for our people but this has been pretty popular. (Marcia H.)
* We did a joint event with Parks & Rec last year. It was a picnic in the park and we didn’t really have any program. I said thank you and the parks and rec person said thank you. Then I went around and handed out my certificates to my volunteers, but didn’t make a big deal about it. (Rachel H.)
* We only have two locations so a big event is a bit easier for us. About 1/2 of our volunteers come to the annual dinner, many saying it's the social event of the season for them. We also host 4 more casual volunteer socials over the course of the year--we've done presentations, solicited feedback, behind the scenes tours, library Jeopardy! (super fun!), board games (surprisingly easy and well attended), and more. We also mail birthday cards to each volunteer with staff messages/signatures. (Jennifer J.)
* Recognition budget among the group ranges from $0 to..
  + $1200
  + $1500 for 70 volunteers
  + $8000, 100% from sponsorships
  + $6500 for the entire department needs for year - 500 active volunteers
  + $8000 from FOL, plus $2000 for quarterly social events
  + $8400 for the year – database and recognition, also ask for donations from businesses (average $500 in gift cards/goodies)
* Do you give a “welcome aboard” gift: Pen, lanyard with name badge, t-shirt for when volunteering. Send a welcome card a few weeks in to the volunteer stint with a magnet that includes contact info and social event dates, plus a small swag item.
* Some of us are not allowed to solicit for sponsorships because we’re a government entity
* Sponsors are library vendors, board members, banks library does business with
* Book plates: inexpensive, for every 100 hrs of service, another at 1000 hrs of service or 10 yrs. Special collection books, children’s books. If you’re reselling materials, this will devalue the book.
* T-shirts for outreach volunteers were a big hit! Planning on t-shirts for volunteer return to buildings.

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Miscellaneous

* From last week’s discussion, examples of info-graphics to demonstrate program impact – below and attached
* From a week or two ago, summarized by Carla: **Lit Line** -- During Covid-19 some libraries have created a volunteer program that allows volunteers to record themselves reading a story or poem, which can then be made available to people in the community who call in to hear them. Most efforts are based on the Denver Public Library’s LitLine: <https://www.denverlibrary.org/blog/books/amy/lit-line-puts-good-writing-your-fingertips> Stephanie Truax, Volunteer Coordinator at the Austin (TX) Public Library is developing such a program and shared her communications with interested volunteers. That document can be found here: <https://getinvolvedclearinghouse.org/position-descriptions/lit-line-volunteer-austin-tx>
* Developing a New Volunteer Program – Visit the clearinghouse to see a sample presentation courtesy of Jessica L.

**Resources and Training Opportunities**

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

FMI contact Jessica Link, [linkj@crlibrary.org](mailto:linkj@crlibrary.org). Recordings are available.

* 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! **Sustaining and Adapting Volunteer Engagement: Lessons from COVID-19**

October 8, 2020 1:00 - 300 PM

Presenter: Beth Steinhorn

**Strengthening Relationships and Community in a Virtual World**

October 15, 2020 1:00 - 3:00 PM

Presenter: Beth Steinhorn

**Strategies to Identify and Overcome Implicit Bias**

October 22, 2020 1:00 - 3:00 PM

Presenter: Sierra Austin

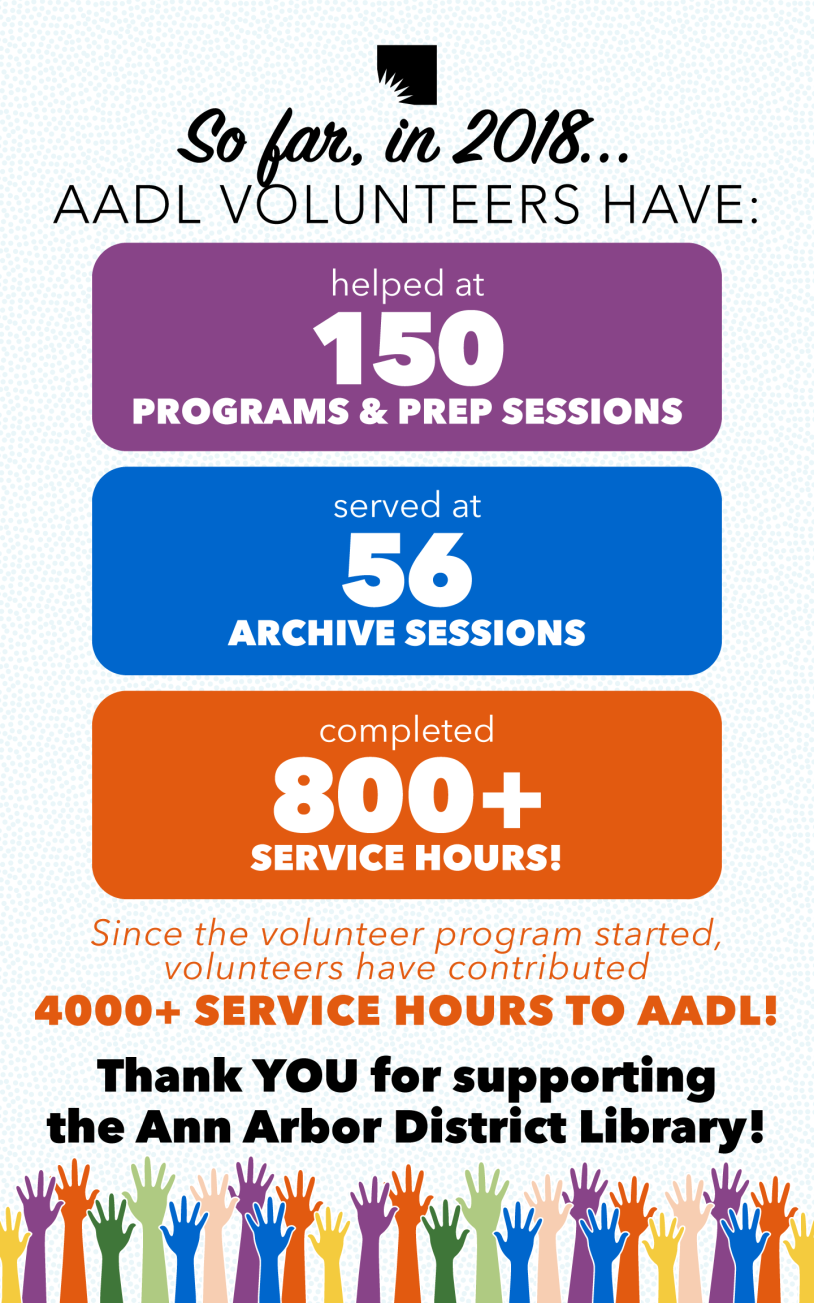
**Creating a More Diverse & Inclusive Environment Through the Mechanisms that Engage Volunteers**

October 29, 2020 1:00 - 3:00 PM

Presenter: Jerome Tennille

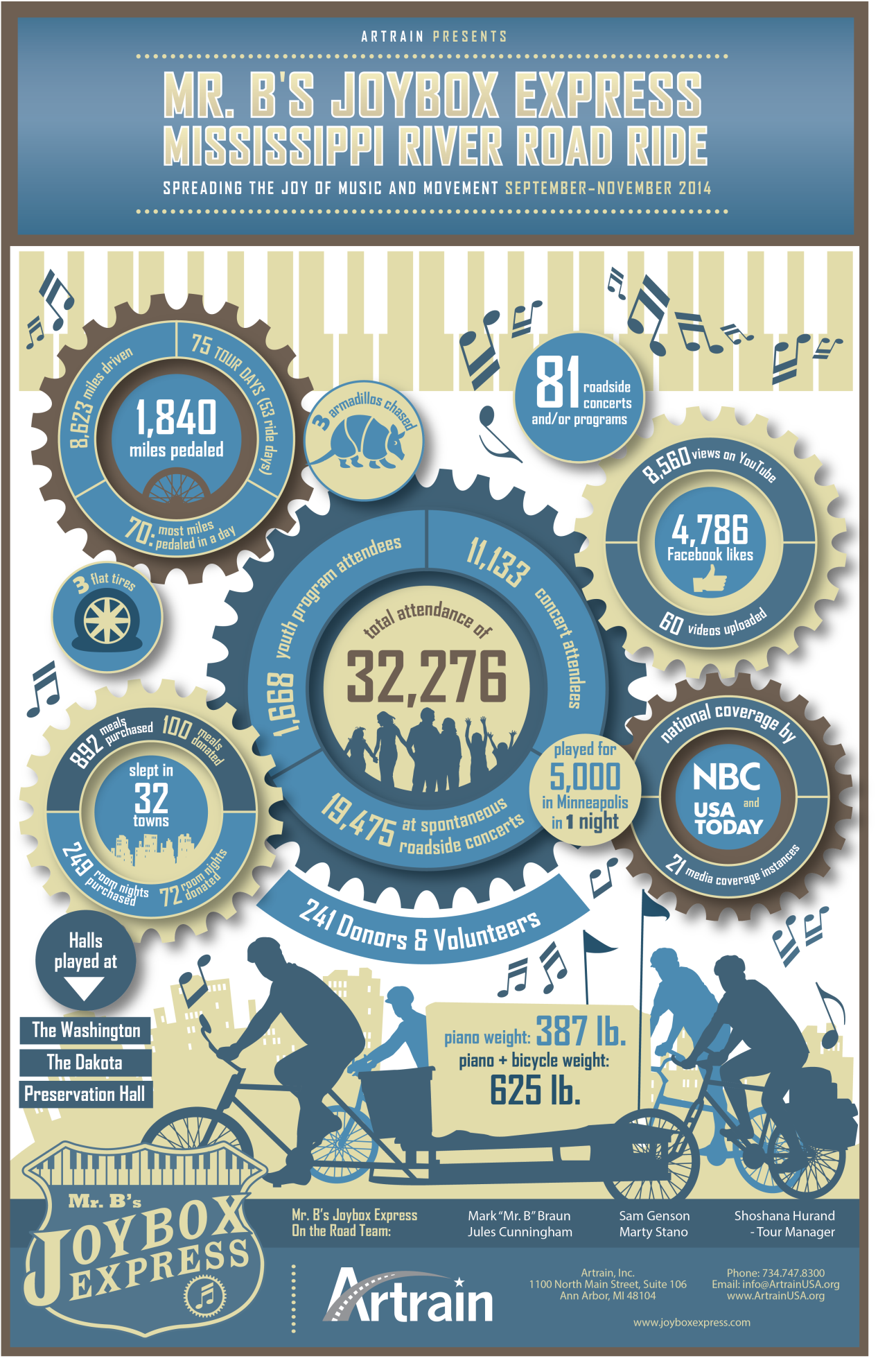
**Future Topics**

* 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?
* Encore topic: Reinventing our programs
* Off-site hour tracking – how? Like mask making or kit assembly
* Diversity and Inclusion in our volunteer programs
* University of North Carolina – Charlotte (UNCC) Class Project Update
* Gamefication – badges and awards for service
* via Kelsey (Mesa County Libraries in Grand Junction, CO)  - Does anyone utilize a volunteer sign-in kiosk? Such as a designated desktop or tablet? Where is it located? We recently switched from counting hours by hand to Galaxy Digital where volunteers can log their hours virtually. There will likely still be volunteers who prefer writing on a log sheet, but we'd like to encourage the new software as much as possible.
* Creative ways to add to your budget…and use it.



Two graphics from Shoshana:

One is a relatively simple infographic poster that we made a couple years ago to celebrate volunteer contributions at the end of summer when most of our teen volunteers drop off and return to school. The nice part was that, because it was a digital graphic, not only was it a poster at our end of summer celebration, but it was also really easy for me to include in a thank you email to staff, for the director to include in her director's report, and for our marketing team to share via the library's social media accounts.

The second graphic (Mr. B's Joybox Express) was created at the end of tour that I managed at an old job for an arts and cultural nonprofit, Artrain. It's not limited to volunteer and donor contributions, but I thought it was a good example of how you can show off a project's accomplishments in a visually interesting way beyond a report. It went out in a mailer, and, like the graphic mentioned above, the digital file was very easy to drop into the annual report, share on social media, and make into a poster that we had at board meetings and the closing event. It also had a longer life hanging on our office wall and reminding staff of our accomplishments than a report that would be shoved on a shelf or archived on a server.