**Library Volunteer Manager Peers - Notes**

**9/2/20 1:30 EST**

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

**wjohnson@indypl.org**

Hello, Friends!

It was great to see everyone this week. As we were chatting about compassion fatigue I was reminded how much I value each of you, those that have been with us from the start and those that joined for the first time this week. Somehow, knowing that we’re all going through this crazy time together, the highs and lows, is comforting. We “get it” and don’t have to explain, just the nods of agreement are enough. So, THANK YOU!

Take care of yourself!

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**

Staff Exhaustion / Fatigue

What can volunteers do to support staff at this time? They are taking on so much more with fewer resources!

* Volunteer photo/picture collage
* Volunteers created artwork, posters, messages, etc. for residence of nursing home. Library provided the materials and the workspace. 8 volunteers turned out to help.
* Email messages to staff from volunteers
* City of Mesa, AZ – Mesa Art Center created a “Snail Mail” art project. Participants provided address and answered questions about themselves. Artists created art for participant and mailed it. They are about to start “Snail Mail ver. 2.0” focused on nursing home, homebound. Library volunteers will help gather data for the participants.
* Letter to the editor about the value of libraries at this time
* After Summer Reading Program – Eval for volunteer includes a question about staff that the volunteer worked with and gives them an opportunity to pass on a message to the staff member. Comments are given to staff member and their supervisor.
* Employee Appreciation Committee is providing Grab & Go snacks for staff – Food is always welcome
* Chair massages. Check in with training facilities that teach massage therapy…students have to do hours before certification
* Handwritten note/letter to staff

Working with Social Work Students

Social work students normally are in the building and connecting face-to-face with clients. How are you doing this under the current distancing, limited building count, etc.

* Open office hours
* Staff has contact info for partner agencies to share when students aren’t available
* Zoom calls
* Staff member in a Zoom room as monitor – they route “calls” to students in breakout rooms
* Ask: How is the state department of health offering this service? Could you do the same model?

University of North Carolina – Charlotte (UNCC) Class Project

Background: 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.

Update: Chauna spoke to the professor about: researching trends, “How can we prepare for the future?”, “How have we changed?”, “How will volunteering be affected by the virus in the future considering generational model?”

Reinventing Our Volunteer Programs

It will be a long time before volunteers will return for some of us. Will be using this time to reinvent and reimagine.

* Volunteer positions won’t be the same – new descriptions
* Concern for volunteer change fatigue. So much is changing around us, is this a good time to change the program?
* Obtain input from key players, especially those who are brutally honest and your biggest critics
* This won’t be a quick process. It might take a phased approach over a year or more. Add more time to your timeline.
* Moving from Volgistics because of the cost while not using the system. Evaluating VolunteerHub, Better Impact and TimeCounts. Also recommended CERVIS (Shauna H uses this in North Carolina). Please share your research.
* Software comparison: <https://getinvolvedclearinghouse.org/management-tools/volunteer-management-software-comparisons>
* Invite people to “Break” your new system to fix as many bugs before launching.

Miscellaneous

* Volunteer recognition idea – Drive-In Movie in final planning stages
* We are asking our volunteer coordinators to connect with volunteers. Reflection tells us that we’re not connecting as much as we’d like with our volunteer coordinators. Solution: setting up a regular weekly Zoom hour for volunteer coordinators to “drop in”.
* Creating training videos for staff: Book coverings. Posted to private YouTube link.
* Program structure: central person manages program aspects (HR type functions) and volunteer coordinators are in each branch working directly with the volunteers: Austin PL, Los Angeles PL, Sacramento PL, Multnomah County Library, Beaverton City Library, City of Sherwood (Oregon), IndyPL, Charlotte, City of Boulder

**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 only $50/yr.

* Sustaining and Adapting Volunteer Engagement in our New Reality - FreeDate: Thursday, September 17, 2020, 11:00am PT | 2:00pm ET

**Presented by:**

Beth Steinhorn, President of VQ Volunteer Strategies



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

FMI contact Jessica Link, linkj@crlibrary.org. Recordings are available.

**September 8, 2020 03:00 PM Central Time (US and Canada)** [**https://us02web.zoom.us/j/85334763088?pwd=bHhwRWxWcExQQ01vdG5xQ2JVa3RwZz09**](https://us02web.zoom.us/j/85334763088?pwd=bHhwRWxWcExQQ01vdG5xQ2JVa3RwZz09)

**Meeting ID: 853 3476 3088**

**Password: volgistics**

* 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?
* Encore topic: Reinventing our programs
* 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?