**Library Volunteer Leaders - Notes**

**9/22/21 1:30 EST**

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

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Hello, Friends –

With the rise in Delta variant COVID cases across the country, we stepped away from our handbook topics to discuss our current safety measures. We shared where our libraries are regarding vaccination requirements and mask mandates. It appears we are once again running the spectrum: no masks/no vaccinations to mask up/prove your vaccination status. There is also a level of uncertainty as we wait for the for-profit community and government entities to sort things out. In the meantime, many of us are moving forward with book sales, onboarding new volunteers, and hosting corporate and civic groups.

Please share any virtual volunteer opportunities (and documentation) with Carla, [clehn@califa.org](mailto:clehn@califa.org), for posting to GetInvolved. Carla is also working on posting all of our notes in a searchable format! Yea, Carla!

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**

**Volunteer Management Databases**

Several of us are evaluating new database tools. These keep popping up in our discussions:

* Cervis, https://www.cervistech.info/
* Better Impact
* GetConnected
* Volgistics

**Vaccinations for staff and other COVID related thoughts**

* Requiring vaccinations, if no proof or legit reason, the staff is being suspended/laid off
* The county is requiring proof of vaccination, or the staff must test weekly
* Prove vaccination or explain why not (religious or medical) - LA
  + Created a checklist item in Volgistics to track volunteer status
  + Both staff and volunteers
* Provide proof or wear a KN95 mask. Staff, volunteers, and patrons. Volunteers are happy we’re “keeping them safe”
* Staff must wear masks at all times
* Staff must wear masks at all times, unless alone in a closed office area
* Waiting on HR – OSHA is still discussing. Note: Federal contractors are likely to have different requirements
* FOL is open for the book sale, but not adding any non-FOL volunteers to help
* Story: A volunteer was asked to resign (was fired) because he was in contact with a COVID person but still came to the library for his shift where he talked about his exposure.
* HR is starting to talk about how we might implement the federal mandate for staff. It’s unclear what will happen with volunteer policy.
* We’ve only just required masks for city employees a few weeks ago
* Masks are required indoors in Illinois
* Indiana, Pennsylvania, Oklahoma, and Idaho have no mask mandate. Big crowds at NFL games, conventions, rodeos, restaurants, etc. COVID #s are up. Hospital beds are in short supply and elective surgeries are being postponed.
* Masks are required indoors inside library buildings (staff, patrons, volunteers)
* Our protocols are you come into work even if you've been exposed but have no symptoms
* Our HR has that information [number of cases] but it is not shared with us. So we know there have been cases but that's about it.
* We haven’t had a single staff member or volunteer test positive for COVID. However, I am currently working from home because my vaccinated 12-year-old was exposed on the school bus. We all got tested just to be safe and are waiting for the results.
* Many people have the "I can work no excuses" mindset, which doesn't fare well in this current climate.
* Some members of our community really hate the mask mandate and are very vocal about it
* Story: A person was volunteering at the hospital. The hospital is requiring vaccinations. The person doesn’t want one, so is now shopping around for a new opportunity without the vaccination requirement.
* What about virtual volunteers who will never have physical contact with patrons (i.e. online tutors)? If the library/county/state mandates vaccinations for ALL volunteers can there be an exemption for virtual volunteers? Sample virtual volunteer opportunity: Closed Caption <https://getinvolvedclearinghouse.org/position-descriptions/closed-captioning-volunteer-cedar-rapids-ia>
* Sample wording for opportunities, “If you want to volunteer you must be vaccinated.”

**Book Sales**

* We’re open for business: just completed, in the middle of, or it’s coming up.
* Sales have been INCREDIBLE!
* We have a small Friends outdoor sale this Saturday and a plan for a big indoor sale in November.
* No sales
* We're wrapping up a 2-week book sale this week. We're asking shoppers and volunteers/staff to wear masks and distance. We also set up a limited # sign-up.
* Has anyone decided that a book sale just isn't worth it? Return on investment-wise.
* Book sales are hosted by our FOL groups. Two groups were given permission to have outside book sales and they reported that it went well!
* For the November sale, our Friends are considering timed entry for customers to help with crowd control. Using SignupGenius.
* We just implemented mask requirements for patrons but it gets ignored quite a bit. There is no enforcement
* Followed state mandate for masks. Typically 40-45 at preview. Steady flow. $200 less than the pre-covid sale

**Volunteer Leaders**

Is this a time to “promote” volunteers into leadership roles?

* For our bookstore, we have three "bookstore managers" who take care of training volunteers, planning operations, and other things.
* Team of 3 volunteers who take care of onboarding, orientation, and scheduling other volunteers. We call it the “Scheduling team”
* I would love to have a volunteer leader, especially in one department where the staff supervisor is always "too overwhelmed" working with volunteers to bring on new volunteers, even though she always says she needs more.
* What’s in a name? Leader, mentor, coach, trainer. This may ease the concerns of the union that we’re supplanting a staff member
* Volunteers train new volunteers in their branches – shadow
* What if a leader isn’t available?
* Protect our profession. If volunteers can do all of these things, then why do we need a paid staff person.
* I had that with the bookstore. I had 3 volunteer leads who did all the training of new volunteers (1.5 hours) and then these leads and 1 other person did the shadow leading (2 hours) for each new volunteer.

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| --- |
| Social media policy |
| Staff structure & contact information |
| Statement as to the role of volunteers |
| Time tracking & attendance |

**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
* [Virtual Programming during COVID: what we wished we had known in Advance & what we learned during the process](https://www.nicheacademy.com/virtual-programming-during-covid?utm_campaign=Webinars&utm_medium=email&_hsenc=p2ANqtz-8bEVyPvYzv1WlAeMbWd9GQbUvjDOJq1zEvsc3xw2B7RjXQvoUxiuAZEW_-j9DUqRSERDNKD7D_GRsDqvEhMcEmZhovBA&_hsmi=161989348&utm_content=148869661&utm_source=hs_email&hsCtaTracking=1b530645-15e3-43dd-91a7-3dc786952f70%7Cf9f6b229-d2d4-4058-aa0b-67e8c620bb7c), Niche Academy, Wed, Oct 6, 2:00pm EDT/11:00 PDT, 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!

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

2p EST/11a PST <https://us02web.zoom.us/j/86131303138?pwd=RlBWN2U4SWpZZEdXNEhOem9uTUZJdz09>

Meeting ID: 861 3130 3138

Passcode: 240307

* Join the GetInvolved list serve 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**

* Maker Spaces
* Handbook section by section
* Volunteer Manager Ethics
* 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):

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| **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: |  |  |  |