**Library Volunteer Manager Peers - Notes**

**9/23/20 1:30 EST**

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

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Hello, Friends!

Wonderful conversation about Gamefication for volunteer programs. The attached pdf has an article (and more) that covers this nicely. If you decide to try this out, let us know! Lots to think about when it comes to tracking hours for service hours completed from a distance. Do we really care about the hours? If not, then we circle back to “how do we measure the impact of the volunteer’s time”? So much more to learn! ☺

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**

Gamefication

* Article: The Gamefication of Volunteering article by Dana Litwin is on page 7 in section 1 of the attached Splinktank book. (LOTS of other great info, too!) Thank you, Liza, for sharing.
* Punch card
* Badge – real or virtual
* Pin to add to lanyard. PinMart has great prices.
* Have volunteers make the art for the pin
* Make on-boarding a game or a part of the game
* Sample various areas/roles in the library to determine what they are most interested in…make them “certified library volunteers”. Benefit, staff around the library gets to know them! “Try before you buy” approach to volunteer recruitment (if we can get around the background check requirements.)
* Game for lifelong learning: book review, book list, help at an outreach fair, etc.
* Provide a bag or drawstring backpack type thing for the pin or badge. They get a cool book bag and we get some free marketing.
* Gamefication is being added to volunteer management software like: Better Impact and VolunteerHub
* Other places that we’ve seen this:
  + EBay conference – pins from previous years
  + Yard crawl – pin & bag at each stop
  + Service fairs – participants had a “passport”, when completed it went for a prize drawing
  + Tokens for each “Make & Take” activity in a stamp/scrapbook crawl
* Involve local businesses/sponsors in the game…shop and receive a discount…as “badge” or game prize.
* A certificate for teens that do x# types of volunteering and volunteer hours throughout the year
* Summer Teens received a button at the end of the “track”/summer
* Sample from Keep Indianapolis Beautiful – attached below

Creative ways to add to your budget…and use it

* Sponsorships for volunteer recognition dinner – Banks and vendors that the library uses, board of trustees, business partners, selling ads for program/webpage/invite ($10, 20, 50, 100)
  + $1,000 gift from a local business
  + $8,000 in total sponsorships
  + Free drink cards from a local coffee company; free cake bites
* Look for “Dollars for Doers” programs. Employers donate $ for hours contributed to the community by their staff.
  + All State
  + Nation Wide
  + State Farm
* Grants. Example: Disney grant for journals for teens.
* Benevity.com – <https://benevity.com/> - Intel volunteers receive $10/hr. gift for library
* <https://rewardvolunteers.coop/>
* Estate donations – Ask foundations, friends to include in their messaging
* Holiday Handicraft Faire in December – Craft Guild and community members make goods and donate them.
* Plant sale

Off-site hour tracking: How are you tracking hours completed off-site if you don’t have a web-based tool? Or your volunteers don’t want to use tech?

* Volunteers email hours
* Ask to log hours when then drop into the branch (on paper)
* Informal conversations
* Make it as easy as possible
* Is it okay to “average” hours for the month? If you cover volunteers under workers-comp should we have detailed/accurate time reporting?
* Average hours for volunteers service patrons who are homebound
* Be inclusive – not all volunteers have access to tech, and may not want to share story

Miscellaneous

* Virtual volunteer recognition for 2020 – prerecorded, invite and program will be mailed to volunteers

**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.

* Points of Light Awards Celebration, Saturday, 9/26/20, 8:00pm EDT. FMI and to view:

<https://www.pointsoflight.org/bushawardscelebration/>

* Collections and Facilities: Caring for your Resources during COVID-19, Thurs, Oct 8, 3:00pm EST

REALM study updates. To register or FMI: [Register now](http://click.e.oclc.org/?qs=8ff7b1caa5ce099c52aeb5488400b3fb9f8271f10a672237ee4a1dab4680d974b8ca9a917edeca33e95b18a8da1b8289)

* 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
* Diversity and Inclusion in our volunteer programs
* University of North Carolina – Charlotte (UNCC) Class Project Update
* 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.

