**Library Volunteer Leaders - Notes**

**9/29/21 1:30 EST**

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

[**wjohnson@indypl.org**](about:blank)

Hello, Friends –

The first Better Impact user group will be meeting next week, October 5th at 2pEST/11aPST! Jump in to learn about the product, share tips & tricks, and see how other libraries utilize the product. Mark your calendar for future meetings: December 7, 2021, February 1, 2022, April 5, 2022, and June 7, 2022.

<https://us02web.zoom.us/j/86131303138?pwd=RlBWN2U4SWpZZEdXNEhOem9uTUZJdz09>

Meeting ID: 861 3130 3138

Passcode: 240307

Thank you to our Better Impact Squad: Kristin, Leslie, Emily, and Tammy for creating and leading this group! All are welcome.

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**

**The Great Resignation**

* A library system will be closing 4 of their branches on Sundays due to a lack of staff. Some staff, who started with the library during the pandemic when there weren’t Sunday hours, are leaving because they refuse to work on Sunday.
* Staff is leaving for other jobs, retiring, don’t like their schedules, just moving on, finding better pay elsewhere
* Can we rethink the way we do things to create incentives
* Columbus Metropolitan Library, has 100 openings of 780 staff positions
* Pay is hard to compete with compared to corporate salaries and signing bonuses
* The majority of our organizations are facing staff shortages
* We’re understaffed right now too. It’s been so hard.
* We have 45 open positions which is about 10% of total staff
* Loyalty goes down when pride in the institution goes down
* We are also having a Baby Boom to deal with ☺. (Maternity leave)
* Article from Inc. (thank you, Sue): <https://www.inc.com/phillip-kane/whats-behind-great-resignation.html?cid=nl029week39day29_4&utm_source=newsletter&utm_medium=email&utm_campaign=Inc%20Must%20Reads&position=1&partner=newsletter&campaign_date=29092021>

**Social Media**

* No social media policy for volunteers – several of us
* Only social media policy for staff
* Yes, follows the staff policy
* Organization has no policy, but talk about it and tie it to the confidentiality agreement in orientation/training
* Volunteer position to promote Spanish FB page – there were some guidelines around the tasks
* Social Media Ambassador role – engage a team of volunteers to like then share library messaging. Sample: <https://getinvolvedclearinghouse.org/position-descriptions/social-media-ambassador-austin-public-library-tx>
* We do not have a social media policy but we do have a PR department in the library that has strict policies on who and what can be posted in social media. Teen Volunteers can be given hours for blog posts but they are vetted by PR.
* Caution: mirroring the volunteer social media policy with the staff policy may not be possible due to National Labor Policy.
* Do you have a personal policy surrounding who you will “friend”? For example, “I don’t friend volunteers who I didn’t already know prior to the job.” Beware. Friending one and not all could be perceived as discriminatory. Wendy M. shared a sample court case where this was a component of the argument.
* What do you do if you see a post on social media portraying the library in a negative light? Or messaging around confidential HR situations? How restrictive (and clear) is your organization’s social media policy for staff and volunteers?
* Also, Jayne Cravens and Susan J Ellis wrote a book on virtual volunteering that has some info on social media policies <https://www.energizeinc.com/store/last_virtual_volunteering_guidebook>

**Staff Structure & Contact Information**

* Not included, the staff move around too much
* Included in orientation and initial training
* After new volunteers complete the online orientation, I send them a one-page sheet with key information, such as the their PIN for clocking in, who their volunteer supervisor is, my contact information, etc.
* During orientation talk about the library organizational structure and how/where volunteers fit in

**Statement as to the role of volunteers**

Organizational philosophy about volunteer involvement

* Provided to staff and volunteers
* Used primarily for clarity with staff
* This is the “why” we engage volunteers
* We are more than “nice but not necessary”
* Part of the creating a volunteer-friendly environment
* Could your statement already exist in your marketing materials?
* Suggest we take our created statement to leadership table for discussion and increased buy-in
* Metropolitan Library System (MLS) volunteers are a valued part of library resources. Volunteers are given the opportunity to have experiences that enrich their lives. In return, volunteers offer time and talents that provide the library with advocacy and enhanced service to our community. In accordance with the MLS mission, volunteers have responsibilities and expectations for conduct and behavior including, but not limited to, appropriate use of public services.
* Our volunteers play a vital role in providing top-quality service to our customers. Our volunteers are people of all ages who come from many cultures and have varied experience and backgrounds – people who support the mission of the library and want to lend a hand. Because of the contribution of our volunteers, we are able to provide services to our community that would not otherwise be possible.
* Two parts from the State Library’s handbook: It is the policy of the California State Library (CSL), with the support of the California State Library Foundation (CSLF), to offer a variety of volunteer programs. These programs are designed to establish beneficial partnerships with volunteers, library employees and the community. Volunteers are a valuable resource. Volunteer efforts promote community awareness of the many services of the State Library and help the library achieve critical functions.

The purposes of the Volunteer Program are to:• Support and/or supplement, but not supplant the assignments of employees and special projects;• Enrich the CSL’s programs with special interest and skills of volunteers; and • Promote community awareness of the CSL and its services.V. OBJECTIVESThe objectives of the Volunteer Program are to:\* Provide volunteers the opportunity to contribute their skills and time to projects that support the mission and goals of the CSL;• Develop volunteer assignments to extend the resources of the CSL; and … [the rest is missing in the chat]

* We have this in the message from our director: Withyour help, we can expand and enhance library services. The library has always benefited from our citizens’ civic engagement; over the years many volunteers have made significant contributions of time, energy and expertise.
* Not in our case, because it's sadly only in the Union Contract, as an agreement between Union and Management
* The Charlotte Mecklenburg Library seeks to empower individuals to the productive use of their talents, skills and gifts to enhance library experiences. Volunteers are members of a team that are dedicated to offering skills, unique abilities and time without pay to the Library. Volunteers are rewarded by learning new skills and helping the library improve lives and build a stronger community. We recognize our volunteer’s everyday by ensuring that volunteers are given an opportunity that matches with their desires and skill sets, sincere thanks, volunteer events and by never wasting a volunteer’s time.

Volunteer Program Mission StatementThe Charlotte Mecklenburg Library seeks to empower volunteers to use their talents in a way that brings them personal satisfaction and contributes towards providing the best public library services in our community. Staff and volunteers’ partner as a team to implement the mission and vision of the library

* Here's my mission for volunteers: The mission of the volunteer program is to support library staff and enhance the tradition of excellence and outstanding customer service by providing the "extra hands" needed to sustain and expand the library's operation.
* Also important to have a statement that says volunteers SUPPLEMENT not Supplant the work of staff
* One of the things that we are discussing at the leadership level for our library, is that volunteers are not a program, but a strategy. That will be a rather substantial shift in thinking, but my direct senior manager is totally on board with that. Not sure how we're going to inspire that across the system, but happy they are thinking of it. With the coming union situation, I think this will be either pointless or helpful.

**Time Tracking & attendance**

Do you emphasis the importance of logging hours?

* Awards based on hours
* Unique Volunteer Badge is given at specific service hours
* We may use this for:
  + Academic service hours
  + Workers Compensation extends to volunteers as long as they track their time
  + Make a case for the volunteers
  + Affects funding to volunteer engagement activities
  + Grants
  + Corporate donations (matching and/or dollars-for-doers type programs)
* It’s part of our volunteer Services Annual Report
* I share the hours with the volunteers on a monthly basis, and share the bigger picture
* We have everyone track their hours (not just students) and we spend quite a bit of time working with our staff volunteer coordinators to make sure they are collecting volunteer hours.
* I let volunteers know that hours are used for recognition but also the numbers get reported to the Board and the State and shows the overall health and success of our library. I also use these numbers in an annual report and to show the impact of our volunteers.
* Right now, I've told them the sign in system is our contact tracing log and is not optional, if you are in the building as a volunteer, you MUST be signed in and out. Other than that, during orientation we talk about why we need the time and that it is vital to the program's continued operation, it isn't an option. The only time this isn't working is our Friends people who work 100% from home. I can't ever get them to track, but I don't care that much, since they are their own nonprofit.

**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 (just a few)**

* 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!

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

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* 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)

**Future Topics**

* Handbook section by section
* Maker Spaces
* 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):

|  |  |  |  |
| --- | --- | --- | --- |
| **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: |  |  |  |