**Library Volunteer Manager Peers - Notes**

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

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

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Hello, Friends!

Some wonderful takeaways from this week’s discussion: benefits of volunteering for the library, a new way to look at branch volunteer coordinator time, and volunteer time tracking kiosks, to name a few. As always, some new ideas and good reminders, from a webinar recap! Thank you all for your participation. I’m looking forward to chatting next week!

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**

Benefits of volunteering (Thanks Janice for kicking off the list!)

* Three Annual Volunteer Appreciation Events
* Library trainings (based on your department and position)
* Working in a friendly environment
* Meeting new and interesting people
* Helping Mesa Library patrons
* Learning about the library and all its resources
* 25% off in ReStoried Books (library’s used book store) and in our Online Bookstore
* Access to City of Mesa training classes (ask Volunteer Services for available classes)
* Service Learning Credit Hours
* Notification of library paid positions that open- links emailed to you as positions open.
* Holds Boost – each year volunteers would receive a card eligible to move their hold closer to the front of the line. How many boosts and the number of places is up to you.
* Volunteer one-time free drink/donut – from the next door coffee shop
* $10 gift card, 1x/yr for the in-house café (paid by the library)
* Volunteers with 60 hours over 90 days receive a free 90 day pass to the nearby city community center (pool, gym, etc.). Passes are renewed/issued quarterly. Volunteers are treated like city employees.
* VIP/free parking where parking is charged or very limited
* The benefits of wellness – volunteering is good for you!
* Raffle for every 100 hrs., entered into a drawing for a gift card
* Free access to other community resources – museum, history center, parks, etc.
* Invite to the book sale preview sale with the Friends – Champaign!
* After 250 hours, an annual Friends card
* After 500 hours, a lifetime Friends card (it’s made out of brass and engraved with their name)

Professional Peer Group Insurance

We were stumped. Ann A. is looking for reduced health insurance for a part-time town/city employee. She was hoping to find a professional organization “group” policy similar to the offering for engineering professionals.

Starting Fresh with Staff & Volunteer Relations – recap (Thank you Tammy)

Session hosted by Northern Oregon Volunteer Administrator Association

Speaker: Cordia Sandler, CVA

* Volunteers are included in staff position descriptions AND performance reviews
* Have new staff attend volunteer orientation
* Include volunteer engagement in staff orientation
* Info-graphic poster in staff area that covers important volunteer related details like: impact, how to get to the application, what do to when there’s an issue, etc.
* Small flip chart hand out with volunteer support details
* Provide leadership training for staff – recruit a skills-based volunteer (HR, career coach, etc.)

Branch Volunteer Coordinator (multi branch systems)

How much time does a branch volunteer coordinator need to manage their volunteer team?

* Maybe a better way to look at it is to ask, “How much time is needed to fully train a volunteer?” Once volunteers are trained, daily management becomes less time intensive.
* What other tasks, beyond training, will take time: record keeping, recognition, regular “check-in” conversations, etc.
* If you have a branch volunteer coordinator position description, please forward it to Chauna and Carla.

Volunteer Time Tracking Kiosk

* iPad in special frame – locked and anchored to desk
* Touchscreen
* Considered accessibility with touchscreen systems (maybe provide a mouse or keypad)
* Systems have been setup in “volunteer welcome area” with bulletin boards, candy, notification, news, birthday cards, etc.
* Systems are in staff area or public spaces
* Have a backup plan – business card near system with alternative ways of reporting hours, “Oops” form, paper timesheets, etc.
* COVID times – cleaning routine for touchscreen, using paper timesheets to minimize touching the same surface
* 3 touch screens computers, one on each floor of the library (2 for all volunteers, 1 for Friends only)

**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.

* 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
* Volunteer Handbook vs. Policy Manual
* Via Jessica QUESTION FOR THE GROUP: We are doing a needs assessment with three points of focus - roles to bring back, new roles in response to pandemic changes, roles for the future (in a post-pandemic time). Does any one have needs assessments they have used both before the pandemic or specific to these times? Thanks!

**OOPS!** Something’s not right with my VicTouch entry.

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Today’s Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Hours**

Hint: The system is set for 15 min increments. It will also automatically sign you out after 8 hours if you forget, then give you 4 service hours for the shift. We can update your hours if you’d like.

* I forgot to…

Sign-in on Date: \_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_

Sign-out on Date: \_\_\_\_\_\_\_\_\_\_\_\_\_ Time: \_\_\_\_\_\_\_\_\_\_\_\_\_

* My hours don’t look right for Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Tell us more \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**PIN #**

Hint: Your PIN is the last 4 of your phone#. If you share a phone# then the PIN will be 5 digits (the last 4 with either a “1” or “2” added to the end).

* My PIN doesn’t work / I’ve forgotten my PIN
* I’ve changed my phone #. My new number is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Other**

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**Office Use**

Staff: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date completed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notes: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_