

Chat Session for Engaging Volunteers During Difficult Economic Times

12:02:17 PM from Stanley Strauss
to All Participants: PPT and Handouts for today's webinar are available at:
<http://infopeople.org/training/engaging-volunteers-during-difficult-economic-times>

12:06:30 PM from Vicki Miller
to All Participants: We have no volunteers.

12:06:42 PM from Mamie Ney
to All Participants: I am a consultant with the Maine State Library. Volunteers are very important to our libraries. I was just a director at a library that relied very heavily on volunteers.

12:07:25 PM from Terry Claypool
to All Participants: how do we see poll results?

12:07:57 PM from Robin Barnett
to All Participants: We have adult volunteers, but I would like to recruit and train high school students

12:08:52 PM from Robin Barnett
to All Participants: special programs

12:08:53 PM from Terry Claypool
to All Participants: work experience

12:09:01 PM from Alicia Klein
to All Participants: community service -either court or school required

12:09:08 PM from Janis Seagrave
to All Participants: friends, exercise

12:09:10 PM from Joan Young
to All Participants: Make an impact in the community

12:09:10 PM from Monica Miltko
to All Participants: school credit

12:09:13 PM from Robin Barnett
to All Participants: high school credit

12:09:14 PM from Ronda Arends
to All Participants: Job experience, between jobs, student community service

12:09:17 PM from Gabriel Gardner
to All Participants: work in the library, experience

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12:09:17 PM from Julie McGee

to All Participants: Some are volunteering because we almost closed our library, others are the youth that need the volunteer hours.

12:09:21 PM from elizabeth joyce

to All Participants: retirees wanting to remain vital

12:09:23 PM from Alicia Klein

to All Participants: teenagers- parents want them to volunteer

12:09:33 PM from Laura Brownell

to All Participants: recent retirees and community service hours

12:09:55 PM from Monica Miltko

to All Participants: Increase skills, include on resume

12:11:07 PM from Olga Castellanos

to All Participants: To increase skills. Perhaps, to be considered for future library employment.

12:12:22 PM from Julie McGee

to All Participants: Learning english

12:12:26 PM from Monica Miltko

to All Participants: love books

12:12:53 PM from Ronda Arends

to All Participants: They love the library

12:13:15 PM from elizabeth joyce

to All Participants: they've always loved books/improve their english

12:15:00 PM from Terry Claypool

to All Participants: so true because they are or will be voters!

12:15:54 PM from Stanley Strauss

to All Participants: Handouts available at:

<http://infopeople.org/training/engaging-volunteers-during-difficult-economic-times>

12:17:24 PM from Nancy Owen-Hazard

to All Participants: Too often we invest in the training and then they're gone- for various reasons.

12:19:28 PM from Terry Claypool

to All Participants: yes

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12:19:35 PM from Alicia Klein
to All Participants: Hard to train if they only need 1-2 hrs for school then not return.
Takes time from their 1-2 hrs to train.

12:19:38 PM from Julie McGee
to All Participants: we are not unionized

12:19:49 PM from Ronda Arends
to All Participants: we have many concerns regrading union issues

12:19:57 PM from Janis Seagrave
to All Participants: yes. So far, volunteers may not use computers. This is also a privacy issue.

12:20:34 PM from elizabeth joyce
to All Participants: there is a clear division with what and what not a volunteer may do

12:21:15 PM from Terry Claypool
to All Participants: In our Union contracts it states that volunteer work cannot result in loss of authorized hours.

12:22:02 PM from Janis Seagrave
to All Participants: it's very frustrating to current volunteers who want to do more to help (such as check in books) but who can't due to union regs and current library policy

12:23:07 PM from Julie McGee
to All Participants: Our volunteer Friends group saved our library

12:23:45 PM from Mamie Ney
to All Participants: I always put a number on the value of the volunteers at the library. They saved my former library about \$14K/year in staff/benefits costs. Total budget was just under \$100K.

12:26:55 PM from Julie McGee
to All Participants: The Friends group raised in the past (good years) up to \$100,000 for us and they handle their own volunteerprogram

12:27:25 PM from Terry Claypool
to All Participants: yes that's our biggest issue

12:27:29 PM from Ronda Arends
to All Participants: Yes.

12:27:30 PM from Amy L.
to All Participants: yes, all the time!

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12:27:33 PM from Julie McGee
to All Participants: No

12:27:33 PM from Martha Love
to All Participants: Yes!

12:27:35 PM from elizabeth joyce
to All Participants: yes

12:27:35 PM from Janis Seagrave
to All Participants: yes

12:27:42 PM from Nancy Owen-Hazard
to All Participants: yes

12:27:49 PM from Robin Barnett
to All Participants: wish we had that problem

12:27:58 PM from Alicia Klein
to All Participants: in the summer- we get lots of teens (or their parents) who want to volunteer. We are busier in summer so it works out.

12:28:05 PM from Ronda Arends
to All Participants: We do not have the staff to coordinate all who apply

12:28:15 PM from Sylvia Contreras
to All Panelists: Yes! Lots of teens looking to get scholarships for college. Lots of homeless people also!

12:28:47 PM from donna divodi
to All Participants: We can share applicants citywide when the library is full

12:28:58 PM from Janis Seagrave
to All Participants: I announce a moratorium on accepting new aps from adult volunteers when I can't absorb the ones I already have.

12:29:32 PM from Shannon Markle
to All Participants: I have a list of other organization to refer people to when I don't have something for them

12:29:34 PM from Terry Claypool
to All Participants: Get staff more comfortable with turning people away; refer to others

12:29:47 PM from Janis Seagrave
to All Participants: I also have begun devising specific positions and times I want vols, and recruit only for those.

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12:29:54 PM from Monica Miltko

to All Participants: We have a substitute list for the teens who missed the deadline to work as a summer volunteer.

12:30:00 PM from Julie McGee

to All Participants: Many times the volunteers only need a certain amount of volunteer hours they need

12:32:42 PM from Martha Love

to All Participants: When I receive volunteer applications I send a form letter/e-mail thanking them for their interest, then I list what types of tasks are available (and at which branches) now

12:34:47 PM from Stanley Strauss

to All Participants: CHess Instructor!

12:34:55 PM from elizabeth joyce

to All Participants: love the idea of putting on our web site

12:35:10 PM from Chuck OShea

to All Participants: Have you made the database open source?

12:35:16 PM from Alicia Klein

to All Participants: When volunteers only have a couple hrs and can't/won't commit to long term, I usually assign cleaning book covers. They always need cleaned and it is easy to be trained.

12:36:48 PM from Nancy Owen-Hazard

to All Participants: We refer them to our FOL first

12:38:38 PM from Julie McGee

to All Participants: we don't accept them anymore

12:38:46 PM from Monica Miltko

to All Participants: I have the teen volunteers take a page test before they can start. They must be at least 12 and have to attend a workshop before they can start.

12:39:00 PM from elizabeth joyce

to All Participants: we require finger printing for volunteers who go into homes, as with the home borrower program

12:39:46 PM from elizabeth joyce

to All Participants: should add, those who work with children are also fingerprinted

12:40:02 PM from Sylvia Contreras

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to All Panelists: We have a coupon program and we assign the court-ordered volunteers to that program. They love it and so does the public. FREE coupons!

12:40:10 PM from Terry Claypool

to All Participants: we're starting to use them and it's wonderful! They love working on the database. Just have them sign confidentiality, etc.

12:40:25 PM from Alicia Klein

to All Participants: we do fingerprinting/background check on adults who would do home delivery or work in children's programming. Minimum age is completed 7th grade.

12:40:37 PM from donna divodi

to All Participants: I am using highly skilled volunteers to interview & train for some positions

12:40:41 PM from elizabeth joyce

to All Participants: we also have great time sheets for our volunteers

12:41:38 PM from Terry Claypool

to All Participants: volunteers also make excellent assistants for orientations

12:42:41 PM from donna divodi

to All Participants: We use bi-monthly group Orientation & Training sessions for core volunteer assignments. Staff handle the training sessions.

12:42:44 PM from Alicia Klein

to All Participants: How about 'firing' a volunteer who is not working out?

12:43:37 PM from Julie McGee

to All Participants: You have to reiterate what they had agreed to do if they are not working out. Explain what the problem area is and what you'd like improved.

12:44:37 PM from Alicia Klein

to All Participants: We get teens who are here because parents want them to be not that they do. Then they mess around/don't do the job correctly/intentionally do it wrong.

12:47:19 PM from donna divodi

to All Participants: We use Lead volunteers in that capacity.

12:48:16 PM from Terry Claypool

to All Participants: I do! I say, "have him/her call me when he/she wakes up." They never do.

12:48:34 PM from Terry Claypool

to All Participants: (because the parent always calls in the morning)

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12:48:44 PM from Alicia Klein
to All Participants: I try to talk with the teen whenever possible. Sometimes the parent does not make it possible.

12:49:02 PM from Julie McGee
to All Participants: I give the parent a sheet to do while I give an orientation to the volunteer teen

12:49:12 PM from Alicia Klein
to All Participants: (that is, the parent insists on speaking for the teen even if I direct the question to the teen in the situation when they are both present.)

12:51:17 PM from Terry Claypool
to All Participants: Harry Potter is my example too! I think I took it from you, June.

12:52:05 PM from donna divodi
to All Participants: I use the same database and I couldn't do citywide coordination without it.

12:52:12 PM from Joan Young
to All Participants: We use Volunteer Impact and it has been great.

12:52:17 PM from Robin Barnett
to All Participants: I need to leave. Thanks for the valuable info. Will I have access to the power point?

12:52:33 PM from elizabeth joyce
to All Participants: what do you "give" you volunteers as appreciation: luncheon, gift?

12:52:37 PM from Infopeople Project
to All Participants: click on icon in participatns box

12:52:39 PM from Janis Seagrave
to All Participants: what's a good way to supervise adult vol work when you are also expected to be "on the desk" all day?

12:53:06 PM from Betsy O'Neil
to All Participants: How about volunteer appreciation?

12:53:14 PM from Stanley Strauss
to All Participants: Handouts at:
<http://infopeople.org/training/engaging-volunteers-during-difficult-economic-times>

12:53:15 PM from eileen oshea
to All Participants: Yes, the handouts and webinar archive will all be available here:
<http://infopeople.org/training/engaging-volunteers-during-difficult-economic-times>

Chat Session for Engaging Volunteers During Difficult Economic Times

12:53:39 PM from Terry Claypool

to All Participants: staff have huge differences in ability with the database; ironic for library staff, but true

12:53:50 PM from Rosamond Larmour

to All Participants: How do you show appreciation to volunteers in gp

12:53:51 PM from Sylvia Contreras

to All Panelists: I give lots of door prizes at luncheon. Volunteers love gift cards to local restaurants and coffee shops. Movie tickets are good also.

12:54:06 PM from Amy L.

to All Participants: any suggestions for using volunteers for more challenging projects or programs for highly capable volunteers? e.g. homework help

12:54:08 PM from Alicia Klein

to All Participants: I've ordered gifts from
http://www.positivepromotions.com/volunteer-week/c/E_1001_113/

12:54:19 PM from Julie McGee

to All Participants: we have a luncheon

12:54:34 PM from Alicia Klein

to All Participants: Use awards for milestones such as 100, 250, 500, 1000 etc hrs.

12:54:50 PM from Terry Claypool

to All Participants: Amy L. we have a huge homework help program: kcls.org/volunteer under Study Zone

12:54:51 PM from Amy L.

to All Participants: yes, how to fire volunteers is helpful.

12:55:02 PM from Janis Seagrave

to All Participants: All our librarians have inherited jobs from staff who have departed (and are not being replaced). I got the Vol Coord job. So my situation is how to do that job as well as my job as a children's librarian.

12:55:09 PM from eileen oshea

to All Participants: The California State Library has reviewed some volunteer databases -- <http://www.library.ca.gov/lds/getinvolved.html> -- click on Resource Center and then on "Volunteer Management Systems"

12:55:15 PM from Carla Lehn

to All Panelists: Hi Stacy and Robin!

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12:55:30 PM from Sylvia Contreras
to All Panelists: Yes! I print out iron on transfers for t-shirts. (Library name and logo) Volunteers wear them all the time.

12:56:20 PM from Sylvia Contreras
to All Panelists: Staff cooks all food for luncheon. We save lots of money this way.

12:56:39 PM from Alicia Klein
to All Participants: Many years ago we had a luncheon (long before I was hired). Now budget is only \$300/yr so appreciation gifts are only a couple dollars per person/yr

12:57:17 PM from Joan Young
to All Participants: Do you know of any source for statistics on the time it takes staff to manage volunteers? (recruitment, training, etc.)

12:57:29 PM from Janis Seagrave
to All Participants: I'm planning a Volunteer Games Day for spring as one of two annual recognition events. I hope it's low-staff-usage. We make canapes (staff's family member does this) and have a few initial speeches, then have tables set up with various board games on them. I got a vol to stay in room, so I can go on desk again.

12:57:32 PM from Amy L.
to All Participants: agree with the hour reporting!!

12:58:03 PM from Infopeople Project
to All Participants: We will make chat available on website

12:58:49 PM from donna divodi
to All Participants: Have an all volunteer JobSeeker Center run by HR JobSeeker volunteers

12:59:51 PM from elizabeth joyce
to All Participants: same here, as Judy C.

1:00:40 PM from Laura Brownell
to All Participants: Thank you!!

1:00:40 PM from Julie McGee
to All Participants: Thanks

1:00:41 PM from Terry Claypool
to All Participants: thanks!

1:00:42 PM from Martha Love
to All Participants: Excellent! Thanks, June!