

VOLUNTEERS

Appendix

“Should our library form a ‘Friends of the Library’ group? *Trustee Tips*, Winter 1993-94, Is no. 8 (A publication of the Library Trustee Development Program)

Samples

1. Policy for volunteers
2. Volunteer application form
3. Contract between the library and the volunteer
4. Volunteer job description

SAMPLE 1

POLICY FOR VOLUNTEERS

VOLUNTEER POLICY

1. The library is committed to the utilization of all available resources to further its goals. It has been demonstrated that volunteers can enrich library services and inform the public about library services. Within an effectively managed programme, volunteers can perform tasks efficiently and responsibly.
2. Volunteers shall only be used by the Library to enrich or expand library services, or to free skilled paid staff for other duties. Volunteers shall not be used to replace paid employees.
3. The Chief Executive Officer shall be responsible for selecting, interviewing, assigning, and terminating volunteers.
4. Each volunteer shall have a specific paid staff member to whom he or she reports and with whom to discuss problems.
5. Each volunteer shall be made aware of the Library's rules and expectations.
6. In the event of an opening for a paid position on the Library staff, volunteers who apply for the position shall be evaluated on the same basis as all other applicants.
7. A volunteer shall perform his or her duties in the Library in the presence of at least one paid staff member or one member of the Board.
8. When taking on the services of a volunteer or volunteers, the Library shall take steps to ensure that appropriate coverage has been obtained for Worker's Compensation and liability.
9. All volunteers applicants shall be asked to complete an application form stating: date of application; name, address and telephone number; emergency contacts; days and times available; starting date; relevant education and/or experience; interests and skills.
10. Each volunteer selected to perform duties at the library shall be required to sign a volunteer agreement and shall be provided with a volunteer job description.

Date: _____ Chairperson: _____
Policy: VOL Trillium Public Library Board

SAMPLE 2

VOLUNTEER APPLICATION FORM



Trillium Public Library

Box 828, Trillium, Ontario N0N 0N0

Volunteer programme application

Name:

Address:

Telephone (home):

Telephone (office):

Education:

Work/Volunteer experience:

Special skills and interests:

Volunteer work desired:

Days and times available:

Reason for volunteering:

Emergency contacts: 1)
2)

Date of application:

Possible starting date:

SAMPLE 3

CONTRACT BETWEEN THE LIBRARY AND THE VOLUNTEER



Trillium Public Library

Contract for volunteer services

I understand that my services are valuable to the library and agree to:

- perform the tasks given to me to the best of my ability
- be punctual and conscientious in the fulfilment of my duties
- take any problems, criticisms, or suggestions to the Chief Executive Officer or her delegate
- consider as confidential all information which I may hear directly or indirectly concerning a library patron
- accept supervision from Library authorities
- uphold the standards of this library before the community at large
- maintain a working relationship with staff and other volunteers
- work on a regular basis as determined in the volunteer schedule

Volunteer

Understanding that the library volunteer is a valuable addition to the library and its staff, the library agrees to:

- treat the volunteer as a co-worker and offer the full support of the library staff

The library also agrees to provide:

- suitable assignments, with consideration for personal preference and skills
- orientation to the programme as preparation for the job
- continuing training and supervision for the job
- information about new developments and training for greater responsibilities
- the right to be heard, take part in planning and to make suggestions
- recognition for good performance

Library

Date

Length of contract

SAMPLE 4

VOLUNTEER JOB DESCRIPTION

Trillium Public Library

Volunteer job description

Visiting library service

Job title: Visiting library service volunteer

Major objective:

The Trillium Public Library Visiting Library Service provides reading material to library patrons who are unable to come to the library because of age or infirmity. The VLS volunteer assists a staff member in carrying out this service.

Qualifications:

- a friendly manner.
- an interest in books and other reading materials.
- an ability to work in variable weather.
- access to a car would be an asset.

Responsibilities:

Under the direction the Visiting Library Service staff person, the volunteer would help in:

- the selection of materials
- making out order slips for talking books
- rewinding returned cassette tapes
- assisting with the delivery of material
- checking returned material into the library system

Orientation and training:

One or two hour session for overall orientation. On-the-job training under the direction of the Visiting Library Service staff person.

Commitment:

Minimum commitment of 6 months at a time. After the first six months, a commitment to a further period of time is possible. Approximately one month's notice of intention to leave is requested so that a replacement may be found and trained.

SAMPLE 4

VOLUNTEER JOB DESCRIPTION (CONTINUED)

Volunteer job description: Visiting library service (continued)

Time and place:

Time necessary to accomplish objective but usually about 2 to 3 hours at a time. Most of the work takes place at the main library. Delivery days are Wednesday and Friday.

Benefits:

- work experience
- letter of reference

Satisfactions:

- learning about people in your own community
- meeting people
- helping people

Contact: Jocelyn Kary
CEO
Trillium Public Library
Box 828,
Trillium, Ontario
N0N 0N0
Telephone: 765-4321

SAMPLE 5

VOLUNTEER HANDBOOK



Trillium Public Library

Volunteer handbook

Opening comments by the Chief Executive Officer

Your decision to give of your time to the library means that you are giving invaluable service to the community as well as the library staff. We hope you will find your experience personally rewarding. Our volunteers are special to us and you are very welcome here. Learning new skills, being part of a vital community organization, working with people and library materials are some of the satisfactions felt by volunteers at the Trillium Public Library.

New volunteers are trained individually at their own pace. Please feel free to ask lots of questions. From the Library Board, and from all the staff, thank you for volunteering. Don't forget to let your friends know about our volunteer programme. They might also be interested.

Welcome to the library.

Jocelyn Kary

SAMPLE 5

VOLUNTEER HANDBOOK (CONTINUED)

How to be a good volunteer

Becoming a volunteer for the Trillium Public Library is a responsible job. There are several things that are expected of you.

What we expect of you

Reliability - When you have committed yourself to a particular time or a particular assignment, it is important that you follow through. Our volunteers are an integral part of the library. Other staff and programmes are depending on you. If you cannot work at your regular time or complete your assignment, please inform the library staff or Volunteer Co-ordinator.

Confidentiality - Depending on your assignment, you may be in a position to have people confide in you. Such a confidence must not be shared with anyone outside the library. Please respect a person's right to privacy.

Honesty - We expect our staff members and our volunteers to be honest in their work and work habits.

Pleasant manner - When you are working with the public, a pleasant, friendly, courteous manner is essential. This is good customer service.

What to expect from the library

All the things we expect from you, you should expect from us.

You will work under the supervision of a staff member or the Volunteer Co-ordinator. She will be available to discuss any problems that might come up. Do not be afraid to ask for help.

You can expect to have any of your suggestions, ideas or evaluations given serious consideration. Do not hesitate to make yourself heard.

You can expect to be treated as a colleague by the regular library staff. At least once a year, a social function is held to give all regular library staff and volunteers an opportunity to enjoy themselves together.

Should you want it, you can expect to get a reference for your valuable work and service.

SAMPLE 5

VOLUNTEER HANDBOOK (CONTINUED)

Information you will need

Library policies and procedures

To keep track of materials and to ensure that they are shared fairly, specific procedures and definite policies have been developed by the library board and staff. The policies and procedures will be explained to you as you move through the training process.

Policies

The policies -- the 'why we do it this way' -- can be hard to understand, and even more difficult to explain to a patron. You do not have to explain -- just politely refer them to the staff member on duty.

Procedures

The procedures -- the 'how we do it' -- will become second nature to you soon. For example, volunteers should report a few minutes before their assigned time and check with the staff member in charge or the Volunteer Co-ordinator. If you have any questions please do not hesitate to ask.

If patrons in the library ask questions, please refer them to the staff unless you are absolutely sure of the answer. Never say 'no' to a patron -- always politely refer to them the library staff. You might say something like "I'm not sure about that but I know _____ can help you". If you should answer the telephone, please say "Trillium Public Library, may I help you?" Never say no to a patron on the telephone. If you do not know what the patron wants, please refer him/her to one of the library staff members.

When you are ready to leave the library, please make sure you 'sign off' in the Volunteer Handbook by recording your name, date and the number of hours.

Regulations

No smoking is allowed in the library. Appropriate dress is required.

Assessing the relationship

Regular assessments are scheduled for 3 months after you start work and thereafter on a yearly basis. These assessments are an opportunity for you to discuss with the Volunteer Co-ordinator any problems you might have and how you feel about the job.

SAMPLE 5

VOLUNTEER HANDBOOK (CONTINUED)

Information you will need (continued)

Holidays

The library is closed regularly on Sunday and Monday. All statutory holidays are observed -- New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving, Christmas Day, Boxing Day.

Hours

Our opening hours are:

Tuesday	2 p.m. - 8 p.m.
Wednesday	2 p.m. - 8 p.m.
Thursday	2 p.m. - 8 p.m.
Friday	10 a.m. - 2 p.m.
Saturday	10 a.m. - 2 p.m.

In case of emergency

Fire - If you spot a fire or signs of one, call the fire department, immediately notify the staff and leave the building as quickly as possible.

Theft - Report immediately to staff.

Vandalism or rowdy behaviour - Report immediately to staff

Accident or injury to patron, volunteer or staff - Obtain help promptly, if necessary. Administer first aid if you are qualified to do so. Report to staff immediately.

What you can do to help the library

SAMPLE 5

VOLUNTEER HANDBOOK (CONTINUED)

Last year, volunteers donated a total of 1,123 hours of work to the Trillium Public Library. A list of tasks which can be done by volunteers follows. Unless otherwise indicated, the work is performed at the library.

Art work - Posters, lettering, and brochures can be created either at the library or in the volunteer's home, depending on the nature of the promotional material.

Book covering - Work involves covering mainly new books with appropriate type of material, making sure that book pockets and spine labels are affixed and stamping the book with the library identification mark.

Book repair - Work involves mending pages, erase markings, replacing covers, reinforcing bindings and repairing spines.

Book sale - Work involves sorting books, selling books, or helping to publicize the sale. The sale is held outside the library on Trillium Day.

Book lists - Work involves preparing extensive lists of books that pertain to a particular interest. The work is done on the library's new microcomputer and requires some extra training on the use of the computer.

Displays - Work involves organizing and setting up displays that will be of interest to the public.

File - Work involves filing materials as assigned by the Volunteer Coordinator. The work could also involve clipping, labelling and filing materials into the vertical file cabinets and also to weed out-of-date materials from the cabinets.

Inventory - Work involves checking existing inventory of library materials against the catalogue records. This work is particularly important as we move toward automation and the creation of a database which lists the materials currently in the library's collection.

Local history - Work involves searching out and acquiring information and material pertaining to the history of Trillium and surrounding area which can be added to the collection of information already in the library. The work can be done anywhere.

Periodicals - Work involves reshelving periodicals, putting new periodicals in plastic covers, and scanning periodicals and newspapers for information for the vertical file or local history collections.

What you can do to help the library (continued)

SAMPLE 5

VOLUNTEER HANDBOOK (CONTINUED)

Programming - Work involves helping with various aspects of library programming. For example, telling stories, playing a musical instrument, singing, or using puppets for children at our preschool storytime.

Shelf reading - Work involves reading or examining shelves to make sure books and other materials are in the proper order.

Shelving - Work involves shelving or putting away books or other materials.

Visiting library service - Work involves delivering or picking up library books or material for housebound patrons. A car would be an asset but is not essential.

Where to find things

Book repair materials - Stored under the counter at the service desk.

Coat rack - In the library office. It is best to leave valuables or purses in the office.

Fire exit - On the north wall, between the fiction and non-fiction sections.

Fire extinguishers - Just inside the main door to the library on the east wall.

Pamphlets - On the pamphlet rack beside the vertical file cabinets.

Periodicals and newspapers - Found in the reading area near the reference collection. The current issues cannot be borrowed but the back issues can be borrowed. Back issues are either on the storage shelf under the current issue display rack or in boxes on the shelf behind.

Photocopier - Beside the service desk. The machine is coin-operated.

Supplies - In the storage cupboard on the back wall of the workroom.

Telephone - In the library office and at the service desk.

Vertical file - Legal size, 4 drawer filing cabinets located opposite the service desk.

Washrooms - Just outside the main door to the library. You need a key to get in. The key is hanging on the wall just inside the library office.