



## VOLUNTEER HANDBOOK

### INTRODUCTION

At the Salt Spring Island Public Library, we operate on a uniquely staff run, volunteer-supported model. The library relies on the generous contributions of over 75 volunteers to maintain its role as a community hub: a dynamic centre for learning, culture, and community growth.

We are a “yes” library, striving to be positive and inclusive, both in our customer service and in our relationship with staff and volunteers. We also uphold an open-door policy. Librarians and fellow volunteers are always amenable to advice, input, and requests. We understand the value of maintaining comfortable, ongoing communication between all parts of the library team. Welcome to the Salt Spring Island Public Library!

### BETTER IMPACT

The Salt Spring Island Public Library manages its volunteer roster and schedule through volunteer management software called Better Impact. In most cases, you will already have created your account for this service when applying to be a volunteer at the library; as well as completing a confidentiality agreement.

#### Accessing Better Impact

From your internet browser, go to the volunteer’s login portal at:

<https://app.betterimpact.com/Login/Login>  
(or redirect from [www.myvolunteerpage.com](http://www.myvolunteerpage.com) )

### JOB ORIENTATION AND TRAINING

#### Initial Meeting during Orientations to Discuss:

- your experience, abilities and expectations;
- your preferred library volunteer opportunities;
- your scheduling possibilities and/or limitations;
- available volunteer opportunities, and related duties and expectations;
- training procedures;
- an introduction to the layout of the library (upstairs and down);
- an introduction to the book room and its operation;
- a tour of the library’s collections to familiarize you with their locations and to show you that each collection has distinct labels that identify exactly where each item belongs;

### **Training Sessions Include:**

- receiving manuals and other printed information specific to your training;
- hands-on experience necessary to conduct your assigned tasks accurately and efficiently;
- supervision and evaluation by the person/s training you;
- post-training discussion and position assignment by the volunteer scheduler;
- ongoing training and information sharing through weekly memos, the library's website, emails and occasional workshops provided to better your library experience.

## **VOLUNTEER OPPORTUNITIES**

*It is our goal to place our highly valued volunteers in roles that suit the skills, experience and wishes of each individual and that match the available opportunities within the library.*

- **Adult Programs:** helping to plan and/or conduct programs for adults.
- **Book Repairs:** mending damaged books and binding newly acquired books to ensure their longevity in the collection.
- **Cataloging:** Entering new materials into data bases and prepare materials for patron access. Facilitate updating of collections.
- **Children's Programs:** helping to plan and/or conduct story and craft times with children.
- **Circulation Desk:** checking books in and out, responding to patron inquiries, conducting interlibrary loan (ILL) and book club transactions, and performing clerical duties such as collecting fines for overdue books.
- **Grounds Keeping:** maintaining the gardens and grounds surrounding the library.
- **Interlibrary Loan:** facilitates the sharing of books for our library patrons and our lending partners. Computer skills and attention to detail required.
- **Material Selection:** working as part of a committee to select and order new materials for the library collections.
- **Shelf Monitoring:** tidying the library shelves and scanning sections of shelves to ensure the materials are from our library, correctly ordered and undamaged.
- **Shelving:** shelving items, monitoring shelves and assisting patrons; many volunteer positions begin with shelving training and experience.
- **Social Media Promotion:** working with the librarians to promote the library and its events through local and social media such as newspapers, Facebook, and Twitter.
- **Spare:** being available occasionally to substitute for shelving and/or circulation desk volunteers during scheduled/unexpected absences.
- **Special Projects:** holiday decorating, art displays, assisting at programs and social functions.
- **Tech Desk/ Supervisor:** managing matters relating to the smooth operation of each shift, with a focus on providing technical support and library services that enhance the experiences for patrons and shift volunteers; this is a leadership position and requires a working knowledge of library policy, procedures, techno literacy and equipment.
- **Teen/Youth Programs:** helping to plan and/or conduct programs for older children and teens.
- **Visiting Library and Service:** selecting and delivering reading material for patrons unable to access the library.

- **Volunteer Training:** training and mentoring new volunteers.
- **Volunteer Scheduler:** managing volunteer applications, overseeing the placement and scheduling of new volunteers, and updating the shift schedules, the spares list and contact lists as needed.

## USING BETTER IMPACT

Once logged in, you will see several menus available to you from the landing page:

### 1) The Schedule Menu

- Clicking on the 'Schedule' menu will bring you to the full display of shifts that you are assigned.
- If you are working on a shift with others, you can see who else is working that day by using the 'Who?' button, provided they have opted in to share their identity with other volunteers (all volunteers are strongly encouraged to opt-in for this feature.)
- You can opt-in to email reminders from your profile, but from this screen you can also mark shifts in a calendar app with the little calendar button.

### 2) The Opportunities Menu

- The other major function of this database is picking shifts that you want to sign up for.
- As above head into the 'Opportunities' menu to see what's available. This can be viewed either by **Calendar** view or **List** view.
- Through either view, you will see the '**Sign Up**' button beside shifts that you are eligible to sign up for.
- The Volunteer Scheduler is ultimately responsible for compiling, finalizing and distributing the full shift schedule.

 **Signing up for shifts does NOT necessarily put you on that shift, it only expresses your interest to the Volunteer Schedulers that you are interested in working on that shift. Please watch your 'Schedule' menu for information on when you are scheduled to work.**

### 3) 'My Profile' Menu

- This is the screen to edit and update your contact and personal information, please keep this information up to date.
- This is also the place to adjust your privacy settings box and to receive your schedule reminders.

### 4) The Contact Menu

- Allows you to send messages to various library contacts for assistance.

## PROFESSIONAL STANDARDS

### Volunteer Conduct toward Visitors, Patrons, and Library Personnel

As a volunteer, you agree to:

- provide all visitors and patrons with a friendly, welcoming atmosphere
- treat all visitors, patrons, and library personnel with thoughtfulness, respect, courtesy, tact and consideration;
- treat all visitors, patrons, and library personnel equally and in a professional manner, regardless of gender, national origin, age, or any other classification proscribed under local, provincial, or federal law;

- give all visitors and patrons competent and prompt attention.

### **Confidentiality**

As a volunteer, you agree to:

- keep in confidence any information respecting a library user, library personnel or library business that has been obtained in the course of library work, unless disclosure is required by library policy or by law;
- protect each library user's right to privacy and confidentiality with respect to personal details about the library user, information sought or received, and materials consulted, borrowed, acquired or transmitted, unless disclosure is required by library policy or by law.
- If you haven't already completed the Confidentiality Agreement you can do so on-line by going to your home page on MyVolunteerPage, click "My Profile"; Click "Files"; find "Confidentiality Agreement" and review. Then go to "Qualifications" under your profile and click "Accepted" in the drop down menu.

### **Absences**

As a volunteer, you agree to:

- arrive on time and stay to the end of all scheduled shifts, unless other arrangements have been made;
- notify your shift supervisor and volunteer scheduler of all planned/unexpected absences;
- schedule a spare volunteer (from the distributed spares list found in a Weekend Wrap link or in the Document Library of Better Impact) for all planned/unexpected absences;
- notify your shift supervisor AND the volunteer scheduler if no spares from the spares list are available.
- **Library phone number 250-537-4666.** A message can be left after hours and will be accessed by staff in the morning.

### **Dress Code**

As a volunteer, you agree to:

- dress in a presentable and appropriate manner;
- recognize that the library is a scent-free work place.
- Closed toed shoes are highly recommended for feet protection.

### **Safety and Security**

As a volunteer, you agree to:

- observe all library safety and security procedures;
- have a full understanding of fire safety and emergency evacuation.
- report any unsafe/inappropriate conditions or behaviour by visitors, patrons or library personnel to your supervisor or one of the librarians.

### **Weather**

In the event of mildly inclement weather:

- the library will be open;
- please come in for your shift, if weather conditions permit you to do so safely;
- please notify your supervisor you will not be coming in if weather conditions make it

risky/impossible for you to do so safely. **Library phone number 250-537-4666.**

In the event of severely inclement weather:

- the library will be closed;
- library staff will notify that day's volunteers of the closure.

**Resigning from the Volunteer Program**

As a volunteer, you agree to:

- advise both your supervisor and the volunteer scheduler of any decision to end your commitment to the library, and the effective date of your departure.