



VOLUNTEER HANDBOOK

INTRODUCTION

At the Salt Spring Island Public Library, we operate on a uniquely staff directed, 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.

The Library values innovation, equity/diversity/inclusion and social justice, discovery, sustainability, and is community-led. We strive 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. For more information:

[https://saltspring.bc.libraries.coop/library-information/strategic plan/](https://saltspring.bc.libraries.coop/library-information/strategic-plan/)

Welcome to the Salt Spring Island Public Library!

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 emails and shift meetings, the communications book, the Library's website, and occasional workshops.

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:** supporting and/or hosting 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 the catalogue and preparing materials for patron access. Computer skills and attention to detail required.
- **Children's Programs:** Reading at Story Time, assisting at ToddlerTime (Mother Goose program) and/or setting up and taking down Storywalk at Mouat Park.
- **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 registering patrons and collecting fines.
- **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 with questions; many volunteer positions begin with shelving training experience.
- **Spare:** being available occasionally to substitute for shelving and/or circulation desk volunteers during scheduled/unexpected absences.
- **Special Projects:** holiday decorating, displays, assisting at programs and social functions.
- **Teen/Youth Programs:** helping to conduct programs for older children and teens.
- **Visiting Library and Service:** selecting and delivering reading material for patrons unable to access the Library. Car required.
- **Volunteer Training:** training and mentoring new volunteers.

USING BETTER IMPACT

The 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 www.myvolunteerpage.com

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

My Profile Menu

- Here you can 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.
- Under Files, find documents such as the Confidentiality Agreement, Who Does What List, and Workplace Policies to view online or to download.

The Contact Menu

- Allows you to send messages to Library contacts.

PROFESSIONAL STANDARDS

Library workplace policies are applicable to all staff which includes volunteers, paid contractors and paid employees. These policies are laid out in the Workplace Policies document which you will receive along with the Volunteer Handbook.

Workplace Policies presents a Code of Conduct to support ethical behaviour and decision-making throughout the Library and by all individuals who work within its sites and programs.

You will be asked to sign a Workplace Policies Acknowledgement Form stating that you have read, understand and agree to these policies.

The Workplace Policies document includes:

- **Code of Conduct**
- **Diversity and Inclusion**
- **Respectful Workplace: Workplace Bullying and Harassment**
- **Conflict Resolution**
- **Privacy and Confidentiality**
- **Conflict of Interest**
- **Impairment: Alcohol and Substance Use in the Workplace**
- **Intellectual Property**
- **Conditions for Use of Information Technology**
- **Workplace Health and Safety**
- **Workplace 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.

Dress Code

As a volunteer, you agree to:

- dress in a presentable and appropriate manner following the Personal Appearance policy.
- recognize that the Library is a scent-free work place.
- wear close-toed shoes, which are highly recommended for foot protection.

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 the Library of all unexpected absences as soon as possible.
- notify your shift supervisor and volunteer scheduler of all planned absences, preferably a month in advance, and minimum of 2 weeks in advance;
- **Library phone number 250-537-4666.** A message can be left after hours and will be accessed by staff in the morning.

Safety and Security

As a volunteer, you agree to:

- observe all Library safety and security procedures;
- report any unsafe/inappropriate conditions or behaviour by visitors, patrons or Library personnel to your supervisor or one of the librarians.
- be prepared to follow the instructions of supervisors and staff in the event of an emergency. Familiarize yourself with the Fire and Safety Manual available in the red binder at the circulation desk.

Volunteers working directly with vulnerable patrons such as children or the elderly may be asked to undergo a Criminal Record Check. The Library shall determine the relevancy of a confirmed criminal record and reserve the right to subsequently deny a volunteer opportunity.

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. The closure will also be posted on the Library's website at <https://saltspring.bc.libraries.coop>

Resigning from the Volunteer Program

As a volunteer, you agree to:

- advise both your supervisor and the volunteer scheduler with one month's notice, if possible, of any decision to end your commitment to the Library, and the effective date of your departure.