

FRIENDS OF THE LONDON PUBLIC LIBRARY POLICY

Title of Policy: **Volunteers**

Policy Type: Human Resources

Effective Date: October 5, 2021

PURPOSE:

The purpose of this policy is to specify the Friends of the London Public Library principles, values and practices related to Volunteers engaged in the programs and activities to which the Friends organization is committed.

NATURE OF THE VOLUNTEER EXPERIENCE:

The Friends of the Library provides a diverse and personally rewarding volunteer experience while engaged in the worthy cause of supporting the London Public Library.

DEFINITIONS:

Friends refers to the Friends of the London Public Library, which is a volunteer organization dedicated to providing value-added enhancements of Library services and functional initiatives through fund raising.

Operational Programs and Activities include the Friends Bookstore, the Friends Annual Book Sale, Speaking With Friends events, Membership Relations, Pop-Up Sales, Receptions, Book For Every Child Program, and other events by which the Friends raise funds, promote community goodwill and support of its goals.

Program Managers are Friends Executive Members who have designated responsibilities for Operational Programs and Activities.

Personal Suitability refers to personal, behavioural and sociability qualities that contribute to job effectiveness. Those relevant to the Friends include initiative, reliability, enthusiasm, strong communication and social interaction skills, tact, judgement and discretion, and the ability to work effectively with others.

Volunteers means people who voluntarily extend their services without receiving wages or expectation of compensation.

POLICY STATEMENT:

Health and Safety: The health and safety of the Friends' Volunteers is of the utmost importance. Program Managers are responsible for providing a safe work environment, including one free of discrimination and harassment, and for ensuring Volunteers receive the necessary training to perform the work they are assigned in a safe and effective manner

Recruitment: Volunteers shall be selected on the basis of their experience, skills, and Personal Suitability relevant to the work to be performed, supported by reference checks.

Diversity: The Friends as an organization values a diverse volunteer workforce that reflects the community that the London Public Library serves. Selection decisions shall be based on valid job requirements, free of discrimination on the basis of gender, race, disability, religion or belief, sexual orientation, and age.

Roles and Responsibilities: The principal roles and responsibilities are serving as a member of the Friends Executive, performing warehousing and sorting duties, or performing duties typical of a retail operation in the Friends Book Store.

Members of the Friends Executive typically have designated Program and Co-ordination responsibilities that require strong organizational and problem-solving abilities. Warehousing and sorting responsibilities involve strong organizational skills and the physical strength to lift heavy boxes and work in tight quarters. Working in the Friends Book Store requires strong social skills for interacting with and serving the public.

Supporting Volunteers: Program Managers are responsible for providing Volunteers with an initial orientation to and on-going information and support regarding:

- the goals and objectives of the Friends organization and how their job assignment contributes to the achievement of those objectives,
- the relationship between the Friends and the London Public Library,
- the responsibilities of their job assignment, training and performance feedback,
- an explanation of the Friends policies and procedures relevant to their job, and
- an opportunity to contribute and expand their skills.

Recognizing Volunteers: The Friends value the contribution of its Volunteers and strives to demonstrate its appreciation in tangible ways, including:

- providing, to Bookstore volunteers, a 25% discount on purchases made in the Friends Book Store after 3 months as a volunteer and 50% discount after 6 months,
- providing, to bookstore and warehouse volunteers, a voucher for purchases in the Bookstore twice annually coincident with National Volunteer Week in April and International Volunteer Day in December, BFEC© volunteers receive this voucher coincident with their campaign.
- the Friends Executive hosting an annual recognition event coinciding with International Volunteer Day, and
- provision of a reference letter upon request from a Volunteer.

Reimbursement: Citi Plaza parking or public transportation costs may be reimbursed provided a Volunteer works assigned shifts at the bookstore, sorting room or for doing business for the Friends such as banking activities for the store, working in the Friends office etc. Reimbursement is limited to the cost of bus transportation to and from volunteering or for parking costs at Citi Plaza for the duration of the volunteering period.

INQUIRIES:

Friends President,
Program Managers

RELATED DOCUMENTS:

Provincial Acts and Regulations related to Health and Safety and Human Rights
Friends Operational Policies and Procedures
Friends of the Library Bookstore Volunteer Application

DOCUMENT CONTROL:

Approved: October 5, 2021
Review Date: October 2024

Friends of the Library Bookstore Volunteer Application

Date: _____

First Name _____ Last Name: _____

E-mail Address: _____

Home Phone: _____ Alternate Phone: _____

Address & Postal Code: _____

Emergency Contact Person: _____

Emergency Contact Phone Number(s): _____

Are you able to commit to volunteering for a regular weekly shift (2 - 3 hrs. per week) for at least 6 months?

_____ yes _____ no

The Store is open from 10 a.m. to 3:00 p.m. weekdays and 11 a.m. to 2 p.m. Saturday.

What days do you prefer? _____ or _____ or _____.

What is your shift preference? 10 a.m. - 12:30 p.m. _____ or 12:30 p.m. - 3:00 p.m. _____

Why are you interested in volunteering?

Work History:

Where: _____ When: _____

Position /Duties _____

Where: _____ When: _____

Position /Duties _____

What skills or experience do you have that would relate to volunteering at the Library Store?

Note: If you are a student under 18 yrs. of age your parent or guardian must sign & date below:

Parent's / Guardian's Signature: _____ Date: _____

Please leave completed application form at the Store counter. Please bring contact information for 2 references (written references are ok) and proof of being fully vaccinated to the interview. Thank you!