

Section	Resources	Section#:	3
Sub-section	Volunteers	Sub-section #:	3.6
Topic	Orientation and Training	Policy #:	3.6.3

A. Orientation

1. Following a successful recruitment and screening process, new volunteers will be given an orientation to the overall Selwyn Public Library system. This will include:
 - An outline of Selwyn Public Library safety procedures and policies
 - The location of the Selwyn Public Library Board policies
 - Volunteers will receive the *Volunteer Handbook* outlining the goals and expectations, as well as any other information considered necessary to assist the volunteer in the successful completion of their work.
 - All volunteers will be required to sign a Township of Selwyn Volunteer Affirmation and adhere to this statement of confidentiality of privileged information.
 - All volunteers will be required to read and sign the Township's 'Understanding Accessible Customer Service' booklet.
2. The Branch Librarian will provide the initial circulation desk training for new volunteers. Following this training, the Branch Librarian will monitor and evaluate new volunteers closely during the probationary period providing additional support and further training if needed.
3. New volunteers will be scheduled with an experienced volunteer who will provide additional, ongoing training throughout the probationary period.

B. Training

All volunteers at the Selwyn Public Library will receive sufficient training to perform the required work.

Procedures

1. Volunteers will be expected to attend all training sessions that directly affect the performance of their duties at the library.
2. Semi-annual training sessions will be offered in order to enhance volunteer confidence and service delivery.
3. Staff are readily available to provide on the spot training and volunteers will be encouraged to ask for direction or clarification. Training videos will also be available online.
4. Volunteers performing specialized functions will be provided with training

sessions specific to the task involved.

5. Staff will ensure that a current procedure manual is available for referral at each location.
6. Staff will establish a method of communicating day-to-day changes and information to all volunteers.

C. Safety of Volunteers

The Library Board will strive to ensure the safety and well being of the volunteers working within the Libraries and New-to-You Stores.

Procedures

1. During orientation all volunteers will receive training in emergency and safety procedures.
2. Equipment and premises will be maintained and in good repair.
3. The Township of Selwyn Health & Safety committee will inspect all buildings on a regular basis.
4. Volunteers will not work alone in the Library Branches.
5. A phone will be available at all times for emergency use by volunteers.
6. The Library maintains liability insurance for all volunteers under the age of 75.
7. A list of staff contacts is available in the absence of a staff person.
8. When staff is not present and cannot be reached by phone, any volunteer is authorized to make decisions in regard to issues of safety.
9. An approved Fire Safety Plan is in place for all buildings containing Library operations and a copy shall be readily available to all volunteers.
9. In periods of poor weather, consideration for the safety of the volunteers shall be the determining factor for closing a Library.

Attachments:

- 1) Township of Selwyn Volunteer Affirmation
- 2) Township of Selwyn Understanding Accessible Customer Service booklet
- 3) Health & Safety Orientation Checklist for New Volunteers

History:			
Date of Original Board Motion:	February, 2022	Motion #	2022.017
Date of Amendments: (if any)			
Date of Next Review:			
Attachments:			