

Increasing Volunteer Involvement

**Ontario Library Association
Super Conference 2013
Session 615
Thursday, January 31
3:45 p.m.**



Hamilton Public Library's Volunteer Program

OLA January 2013

Introduction

Hamilton Public Library has a robust volunteer program.

On an annual basis, 751 individuals volunteer contributing a total of 21,615 hours.



Volunteer Opportunities

- Homework Help Club
- Paws for Reading
- Summer Reading Club
- Visiting Library Service
- Language Instruction for Newcomers to Canada
- Canadian Citizenship Preparatory Program
- Adult Program
- Youth Advisory Group

- High School Co-ops
- College & University Internships



Now

HPL has developed a streamlined, centralized system that includes:

- Volunteer Web Page
- One Application Form
- Dedicated email address for volunteer inquiries
- Volunteer Coordinator oversees all applications



Applications

- Online
- Hard Copy
- Privacy Issues
- What information can you ask for?

Hamilton Public Library Volunteer Application Form

Volunteer Opportunities						
ESL Tutoring <input type="checkbox"/>						Reading and Homework Help <input type="checkbox"/>
Reading Buddies <input type="checkbox"/>						Teen Volunteer <input type="checkbox"/>
Visiting Library Service <input type="checkbox"/>						
Availability						
	M	T	W	T	F	S/S
Morning						
Afternoon						
Evening						



Position Descriptions

- Name of the Program
- Youth or Adult Opportunity
- Program Overview
- Time Commitment
- Volunteer Qualifications
- Volunteer Responsibilities
- Volunteer Benefits
- Program Location
- Application Form
- FAQs
- Contact Information



Recruitment

- Library Volunteer Website
- Local Volunteer Bureau
- Volunteer Fairs
- Universities/Colleges
- High Schools
- Social Media
- Outreach



Orientation

All volunteers attend a mandatory orientation session that covers the following:

- The Library's Mission Statement and Value Statements
- Health and Safety
- Human Rights
- Volunteer Rights and Responsibilities
- Volunteer Code of Conduct
- Accessibility for Ontarians with Disabilities



Program Specific Training

Youth Positions (Homework Help, Reading Buddies)

- How children learn to read, tips for reluctant readers, building relationships

Visiting Library Service

- Delivery schedule, being the link between customers and Visiting Library Staff, retrieving library material

Language Instruction for Newcomers

- Adult learning, cultural sensitivities, building a relationship with their student



Recognition

Formal

- “HPL acknowledges the valuable contribution made by its volunteers in the accomplishment of its mission”
- Yearly Recognition Event
- Reimbursing any Volunteer Costs
- Thank You Cards
- Volunteer Recognition Letters (youth)
- Community Partners/Volunteer Bureaus
- Awards

Informal



Awards

Ontario Volunteer Service Awards

<http://www.citizenship.gov.on.ca/english/citizenship/honoursandawards.shtml>

Federal Awards

www.pm.gc.ca/awards

Local Municipalities

CONGRATULATIONS



Communication

What works best for the volunteer?

- Phone
- Email
- Text

Newsletter

Thank You Notes



Contact

Laura Lukasik

Manager, Partnerships & Outreach

llukasik@hpl.ca

(905) 546-3200 x7861

Cadi Obermeyer

Volunteer Coordinator

cobermey@hpl.ca

(905) 546-3200 x3620

