

Risky Business: You and Your Volunteers

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Volunteer Program Background

- Program review process
- Outcome
- Key Programs
 - ◆ Leading to Reading
 - ◆ Homework Clubs
 - ◆ Adult Literacy

Volunteer Management Practice Overview

- Position descriptions
- Risk assessment
- Screening/Selection practice
 - ◆ Application form, Interview
 - ◆ Personal and Police Checks
 - ◆ Training and orientation
- Code of ethics
- Onsite Supervision, Ongoing training
- Recognition

Risk Assessment

- Participant
- Setting
- Activity
 - ◆ Nature of the relationship
 - ◆ Nature of the activity
- Supervision

Risk Assessment cont'd

- Identified potential risks
- Assessed likelihood of risks
- Minimized risks

Position Description

Volunteer Profile

Volunteer Profile

Position Title: Leading To Reading Volunteer

Locations: The Leading To Reading Program takes place at the following Toronto Public Library branches:

East Region

For information, phone Cathy Thomson, 416-396-8601
Agincourt, Albert Campbell, Cedarbrae, Malvern, Morningside, Thorncliffe Park

North Region

For information, phone Denise Piper, 416-395-5990
Downsview, Fairview, Flemingdon Park, Humber Summit, Jane Sheppard, Woodview Park, York Woods

South Region

For information, phone Trevor Pross, 416-393-7682
Annette Street, Bloor/Gladstone, Dufferin/St.Clair, Northern District, Parkdale, Parliament, Queen/Saulter, Sanderson

West Region

For information, phone David Kondo, 416-394-5012
Albion, Eatonville, Evelyn Gregory, Humberwood, Jane/Dundas, Maria A. Shchuka, Mimico, Mount Dennis, New Toronto, Oakwood Village, Richview, Weston

Summary Statement: At Toronto Public Library, our mission is to encourage and foster an interest in reading and life long learning. Reading practice volunteers are paired with elementary school students who have reading difficulties. Reading practice volunteers help build children's reading confidence and motivation by providing a positive reading experience, and promote the enjoyment of reading by using the library as a resource.

Responsibilities:

- ♦ Meet the same student one hour per week at the Library at a regularly scheduled time
- ♦ Encourage reading by reading together and engaging in a variety of reading-related games and activities
- ♦ Assist their partner in selecting reading material
- ♦ Keep written notes each week regarding the reading session
- ♦ Keep parent(s) and program staff advised and up-to-date on their partner's reading progress
- ♦ Familiarize your partner with the Library and encourage the child to borrow library



Qualifications:

- ♦ Fluent and well-versed in written and spoken English
- ♦ Able to relate well to children and enjoys working one-to-one with a child
- ♦ Can work well independently
- ♦ Communicates well with both children and adults
- ♦ Able to act as a mature reading role model
- ♦ Teaching experience is not essential
- ♦ Placements are subject to the return of a satisfactory Police Reference Check (which is paid for by the Toronto Public Library).

Orientation and Training:

- ♦ Training, provided by Library staff, covers:
 - ♦ Basic reading theory
 - ♦ Tutoring techniques
 - ♦ Problem solving
 - ♦ Time management
 - ♦ Behaviour management
 - ♦ Building relationships with the children
 - ♦ Creating a positive attitude to learning and reading
 - ♦ Program structure and procedures
- ♦ A separate on-site orientation, provided by Library staff, covers:
 - ♦ Local program procedures
 - ♦ Local library and program resources
- ♦ Printed materials, outlining program procedures and reading strategies, are provided.

Time and Place: One-hour sessions take place in library buildings once per week at a regularly scheduled time that is mutually suitable. In general, sessions are held after school, in the evening, or on Saturday.

Commitment:

- ♦ The duration of the elementary school year (October through May at most sites)
- ♦ A few sites offer the option to volunteer during the summer.
- ♦ A regularly scheduled time commitment of one hour per week is required.
- ♦ Applications may be accepted at any time.

Onsite Supervision: Library staff provide assistance and on-site supervision during the program. They are available for consultation at other times by appointment.

Privileges: Volunteers may copy at the staff rate. Overdue fines and non-resident fees are waived for current volunteers with six months or more of active service.

Revised: December 17, 2004

Volunteer Profile

- Position title

- ◆ e.g, “Leading to Reading Volunteer”

- Location and contact information

- Summary statement

- ◆ “Our mission is to encourage... reading and life-long learning... Volunteers help build children’s reading confidence...”

Volunteer Profile cont'd

- Volunteer's responsibilities
- Volunteer's qualifications
- Library's orientation and training sessions
- Time and place of volunteer-client meetings
- Volunteer's commitment
- Library's supervision and assistance
- Volunteer's privileges

Screening/Selection Practice

- Application form; two personal references
- Interview with Program Coordinator
 - ◆ PRC consent form completed
- Police records check initiated
 - ◆ Volunteer service may begin before results received
- Training and Orientation; Onsite Supervision

Application form and Interview

- Focus on responsibilities and qualifications
- Be objective and fair

Training and Orientation

- Program overview
- Volunteer's role
- Library's role and policies
- Program policies
- Tutoring techniques

Code of Ethics



VOLUNTEER CODE OF ETHICS

Toronto Public Library inspires the spirit of exploration, the joy of reading, and the pursuit of knowledge for peoples of all ages and backgrounds, beginning with the very young.

By volunteering at the Toronto Public Library you help us to achieve this vision through your dedication and commitment to Library services and programs.

In carrying out your responsibilities you are dedicated to the following principles:

Active Participation - through consistent attendance, regular communication, and participating in on-going training

Confidentiality - by maintaining confidentiality in all your activities

Non-discrimination - by recognizing the dignity and worth of every person and abiding by the principles of the Human Rights Code

Co-operation - by working together with learners, other volunteers, and Library staff in a spirit of mutual understanding and respect

Volunteer Name: _____

- Simple 1-page document
- “You are dedicated to the following principles...”
 - ◆ Participation
 - ◆ Confidentiality
 - ◆ Non-discrimination
 - ◆ Co-operation
- Signed by volunteer and staff member

After Placement

- Onsite supervision
- Ongoing training

Summary

- TPL volunteer management practice includes:
 - ◆ Position description
 - ◆ Risk assessment
 - ◆ Application process, personal references
 - ◆ Screening
 - ◆ Training and orientation
 - ◆ Code of ethics
 - ◆ Supervision and training
 - ◆ Recognition