

# Volunteer Handbook

## Welcome to the team!

Thank you for choosing to volunteer your valuable time with the Friends of the Ottawa Public Library Association (FOPLA).

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Book sale volunteers play a vital role in helping us raise funds for our remarkable library system – ours is one of the world's largest urban public library systems and the largest bilingual library (French-English) in North America!

Our Board of Directors, our staff and existing volunteers welcome you to our organization!

This handbook includes an overview of our organization and the roles and responsibilities of our volunteers. Our goal is to place you in a volunteer role where your particular skills and interests can be utilized, directed at providing you with the most rewarding experience, and one that will truly benefit our libraries.

## About FOPLA

The Friends of the Ottawa Public Library Association is a corporation and a non-profit registered charity that fundraises and advocates for the Ottawa Public Library.

FOPLA has a network of over 300 volunteers who are committed to raising funds for their community libraries and for the Ottawa Public Library system-wide. Our group raises funds by selling used books through our 16 library bookstores and self-serve bookshelves as well as through specialty sales.

Thanks in large part to the hard work of our book sale volunteers, we are able to raise over \$250,000 for the Ottawa Public Library each year. The funds we raise go toward library materials, programs and services not covered by the municipal budget.

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*The Ottawa Public Library provides access to information and resources for all citizens of Ottawa regardless of income level, age or location.*

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## Why we support the Ottawa Public Library

FOPLA volunteers are enthusiastic supporters of the Ottawa Public Library. We believe that a strong library system fosters life-long learning and a caring city. We see the Ottawa Public Library as an important and welcoming community hub, providing access to information and resources to all citizens of Ottawa. The Ottawa Public Library is also highly effective and efficient; it has the highest circulation per capita among major library systems in Ontario and one of the lowest operating costs.

## Our Board of Directors

The role of the Board of Directors is to uphold FOPLA's constitution and by-laws, to develop policies to guide the growth of the organization, and to develop and monitor the implementation of a strategic plan and annual budget. Local Committee Representatives sit on the Board to communicate book sale volunteers' ideas, successes, and needs.

## Volunteering with FOPLA

Volunteers who work at Friends of the Ottawa Public Library Association bookstores are volunteers of FOPLA, not volunteers of the Ottawa Public Library.

## Volunteers are asked:

- To believe in and work within FOPLA's mission to enhance and promote Ottawa Public Library services
- To take volunteer responsibility as seriously as paid employment
- To make a commitment to the organization
- To be reliable
- To know personal limits
- To inform a supervisor as soon as possible if unable to attend volunteer shifts
- To be enthusiastic, pleasant, and accessible to staff and co-workers
- To acknowledge the need for training and to participate fully
- To be flexible and respect work needing to be done
- To consult with a supervisor when a task is unclear
- To maintain the dignity and integrity of FOPLA with the public
- To record volunteer hours on a time sheet provided by your bookstore manager



*Please record volunteer hours on a time sheet provided by your bookstore manager*

## Volunteers can expect:

- To be treated with respect by staff and volunteers
- To be given a suitable assignment in line with areas of interest, skills, and convenience of location
- To receive orientation and adequate on the job training
- To know as much as possible about the organization
- To be made to feel that time given is worthwhile and contributes to the overall value of our organization
- To be given sound guidance, encouragement, and direction
- To be offered a variety of experiences
- To be trusted with necessary confidential information
- To have personal information and records kept confidential
- To have a safe working environment
- To use volunteer experience as an employment reference
- To receive commitment from the organization
- To have a meaningful and satisfying experience
- To be heard
- To be recognized and appreciated for volunteer contributions
- To have an effective mechanism for two-way communication with book sale managers

## Training

A FOPLA volunteer book sale manager will pair you up with another more experienced volunteer and will oversee your on-the-job training.

Volunteers may go to another branch where a bookstore is already set up to receive training. Some training may also be completed online, for example to complete training on the Accessibility for Ontarians with Disabilities Act's customer service standards.

## Communication

- Volunteer book sale managers will manage volunteer schedules and communicate the book sale's profits with his/her team and Local Committee Representatives.
- The manager will also communicate to the Local Committee Representative any goals or needs for the volunteer facility
- Volunteers are asked to sign in and out in a log book with the date and hours of volunteer service. It is essential for all volunteers to record their volunteer hours because they reflect community support and contribute to fundraising, promotion, and recognition. Please record your hours each time you complete your volunteer shift.
- The total number of volunteers and total monthly hours must be recorded and reported to the Local Committee Representative on a monthly basis for FOPLA records.
- Volunteer hours must be reported to FOPLA annually in January for the year from January 1 to December 31

## Evaluations of Volunteers

Volunteers are entitled to an annual evaluation but not all bookstores do this. If you would like an evaluation and this does not routinely take place in your branch, please ask your book sale manager. The evaluation should include the total number of volunteer hours you have worked and any special awards or recognition that you received during the year.

## Code of Behaviour

The Employee Code of Conduct for the Ottawa Public Library is located in every FOPLA book sale location. It is mandatory that all volunteers read and abide by the Code of Conduct.

If you have any questions about interpretation of the handbook and how it relates to the Friends of the Ottawa Public Library please feel free to ask your manager.



*Our group raises funds by selling used books through our 16 library bookstore and self-serve bookshelves, as well as through specialty sales.*

## Friends of the Ottawa Public Library Book Sale Locations

### Friends' Volunteer Bookstores

<b>The Friends' Bookshop</b>	Main Library
<b>The Bookworm</b>	Cumberland branch
<b>By the Book</b>	Greenboro District Library
<b>Second Editions</b>	Nepean / Centrepointe branch

### Self-Serve Ongoing Book Sales

<b>The Bookery</b>	Alta Vista branch
<b>Mille Feuilles</b>	Blackburn Hamlet branch
<b>Carp Book Corner</b>	Carp branch
<b>Keepers</b>	Centennial branch

<b>Dusty Jackets</b>	Elmvalle Acres
<b>FOPLA Book Sale</b>	Emerald Plaza branch
<b>The Book Stop</b>	Greely branch
<b>Book Nook</b>	Hazeldean branch
<b>Encore Orleans</b>	Orléans branch
<b>FOPLA Book Sale</b>	Manotick branch
<b>Déjà Vu</b>	North Gloucester branch
<b>Bibliophile</b>	St. Laurent branch
<b>A Good Read</b>	Stittsville branch
<b>Signets Vanier Bookmarks</b>	Vanier branch

### Specialty Book Sales

<b>mini-Mammoth Book Sales</b>	James Bartleman Building
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