**VOLUNTEER TRAINING CHECKLIST**

**The Greeting**

Schedule a training time with the volunteer in week in advance. Depending on the volunteer role, training may take one to one and a half hours.

Welcome volunteer when they arrive for training and thank them for volunteering with us

**Introduction/Tour**

Tour the library; point out fire exits, washrooms, telephone, where to put personal belongings, etc.

Review important library information such as parking options, library hours/phone number, how to report absences etc.

Ask the volunteer if they have a library card. If no, encourage them to sign up for a card; use P code = 7 (volunteer) when registering

Volunteer nametag; all volunteers must wear a name tag during their volunteer shift; stored/return at the end of each shift

Introduce the volunteer to other volunteers and staff if possible

**VicTouch Sign In/Out**

Show volunteer where to access VicTouch to sign in/out each shift:

(1) URL: <https://bit.ly/3JnWWbFVicTOUCH>; can be bookmarked on their phone

(2) Volunteer Portal: [kpl.org/volunteer](http://www.kpl.org/volunteer) using email/password

(3) iPad at Welcome Desk (Central Library only)

Remind volunteers to record parking expenses in the volunteer portal; submit parking receipts at Welcome Desk (Central Library only)

**Role Specific Training** Review the volunteer opportunity description; answer questions

Discuss boundaries of the role; set clear expectations

Demonstrate volunteer tasks; provide written instructions

Discuss what the volunteer should do when they have questions

Give volunteer opportunity to perform tasks; coach as necessary

Evaluate the volunteer’s work and provide feedback

**Conclusion**

Confirm time/dates of next shift; schedule is available in volunteer portal

Remind volunteer to check email regularly - we communicate by email or accommodations can be made

Thank the volunteer for their time & efforts

**Update Volunteer Services**

Email Volunteer Manager to confirm that training is complete. Feel free to share comments about the volunteer’s first day. We want to create an open dialogue between you, the volunteer liaison, and Volunteer Services.

Contact Volunteer Services (x222) if you have any questions about how to provide volunteer orientation on the first day and task training. Thanks.