

## HOME SERVICE DELIVERY VOLUNTEER DESCRIPTION

Time Commitment: approx. 2 hours a month, per Home Service customer

Locations: Throughout Winnipeg

Duties and Responsibilities:

Share your love of reading and the library! Winnipeg Public Library's Home Service provides monthly deliveries of books, movies and music to customers who are unable to access a library on their own. Volunteers pick up 1-2 bags from a designated library branch and deliver them to Home Service readers every month. The volunteer then returns the previous month's materials to the library.

Duties include the following responsibilities:

Delivery:

- Pickup 1-2 bags of materials for the Home Service customer and deliver to their home at a mutually convenient time.
- Previous month's delivery is picked up at this time and returned to the Library.
- Commit to at least 12 months of service in providing monthly deliveries.
- Able to pick up and deliver within 3 days of an order being ready.

Communication:

- Arrange mutually agreeable time for deliveries.
- Actively communicate with Library staff to report concerns and occasionally provide feedback on the program.

Skills and Qualifications:

- Must be a minimum of 18 years of age.
- Mature, reliable, and able to work independently.
- Must be physically able to deliver library materials (1-2 bags of books and other material).
- Able to provide own transportation.
- Good communications skills in English or French.
- A commitment to, and genuine interest in, serving the reading needs of older adults and/or persons with disabilities.

### Training and Criminal Record Checks:

- Must have completed the Volunteer Applicant Screening Process that includes the application.
- Must provide a Criminal Records Check (with Vulnerable Sector Search) from the Winnipeg Police Service when a placement is ready. Criminal Record Checks must be current – within the last three months.
- Volunteers will receive an orientation prior to beginning their placement.

### Accountability:

Volunteers must:

- Report directly to a designated library staff person.
- Undergo an in-person orientation, at a mutually agreeable time, with the Home Services Coordinator.
- Call the Home Service Coordinator if they are unable to provide a delivery or are no longer available to volunteer.
- Commit to at least one monthly delivery; multiple monthly customers are available, if of interest to the volunteer.
- Communicate any questions or concerns about the program to their Library contact, or the Home Service Coordinator.
- Complete a Criminal Record Check, including vulnerable sector search, when matched with a Home Service customer.