
About Your Cobourg Public Library

History, Locations & Hours

Established in the 1830s as a Mechanic's Institute, the Cobourg Public Library has been serving this community for over 190 years. It was originally located at 90 King Street West from 1889 to 1964 and then moved to Chapel Street until 1995 when the current C. Gordon King building was created.

- Location: 200 Ontario Street, Cobourg, ON
- Hours: Monday to Wednesday, 10:00 a.m. to 8:00 p.m., Thursday to Saturday, 10:00 a.m. to 5:00 p.m., and Sunday, 1:00 p.m. to 5:00 p.m., other than in July and August when we are closed on Sundays.
- Contact: 905-372-9271
- We are also closed for the following holidays: New Year's Day, Family Day, Good Friday, Easter Sunday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Sunday and Monday, Remembrance Day, Christmas Day and Boxing Day.

We also have two branches in Hamilton Township:

Bewdley Branch – Alice D. Behan Library

- Location: Bewdley Community Centre, 7060 Lake Street, Bewdley
- Contact: 905-797-2535, ext. 23
- Hours: Wednesdays 4:00 p.m. to 8:00 p.m., Thursdays 1:00 p.m. to 4:00 p.m., Fridays 9:00 a.m. to 12:00 p.m. and Saturdays 1:00 p.m. to 4:00 p.m.

Gores Landing Branch

- Location: Gores Landing Community Hall, 5199 Burnham Street North
- Contact: 905-269-4151
- Hours: Tuesdays 3:00 p.m. to 7:00 p.m. and Saturdays 12:00 p.m. to 4:00 p.m.

Volunteer Process

Volunteer Orientation

The procedure for becoming a volunteer is as follows:

- Complete an application form that includes your AODA certificate, two references, a confidentiality statement, and a Workplace Safety & Insurance Board waiver.
- Complete a Vulnerable Sector Police Check (if you're 18 years of age or older) and submit a signed waiver confirming a clear check, annually, thereafter.
- Attend an interview and orientation with the Community Engagement Specialist
- Begin logging your volunteer hours in our online portal:
<https://forms.cobourg.ca/Library/Volunteer-Hours>

Following these steps, you would officially become a Cobourg Public Library volunteer.

General Volunteer Guidelines

Definition of “Volunteer”

- A volunteer is anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of the Library.
- A Volunteer task must be officially approved by the Library prior to the performance of the task.

Role of Volunteers

- Volunteer services are one of the means by which the Library extends and enhances services to the public. The purposes of the volunteer service program are to supplement the efforts of the Library employees to meet demands for quality service; to serve as a method for citizens to become familiar with the Library, and to provide an opportunity for citizens to volunteer and make positive contributions to their quality of life.

Rights of Volunteers

- To be treated with respect and dignity
- To be given suitable assignments
- To know as much about the organization as possible
- To receive training for the position they are assisting with
- To have regular evaluations of their performance
- To be given sound guidance and direction
- To work in a healthy and safe environment

Responsibilities of Volunteers

- To be on time and carry out duties promptly and reliably
- To give as much notice as possible if they are unable to attend a program or event
- To be willing to learn and participate in ongoing training, as needed
- To ask questions if they are unsure of anything
- To respect the confidentiality of patrons, staff, and the Library as a non-profit, charitable organization
- To maintain the organizations' dignity and integrity with the public
- To accept the guidance and decisions of the Library
- To not engage in behavior that is disrespectful, inappropriate, discriminatory, or harassing
- To abide by the applicable rules, regulations, legislation, policies, and collective agreement provisions and address dissatisfactions through appropriate channels

Commitment

- As a Library volunteer, you are making a commitment of your time and support
- If you sign up to attend as a volunteer at an event, you are committed to attending that event and will reach out to let the team know if you cannot attend as soon as possible
- If you go through the process of becoming a volunteer and are no longer able to commit your time or need to take a leave, please notify the Community Engagement Specialist

Dress Policy

While you are volunteering at the Library or any of its events or programs in the community, you are expected to dress as a representative. We highly suggest wearing business casual clothing, unless you are attending a program or event that may require clothing based on it.

Examples of unacceptable attire:

- Tube tops, halter tops, crop tops, or muscle shirts – bare midriffs are not acceptable
- Strapless sun dresses
- Clothing with slogans, large-letter advertising, foul language, cartoons, obscene images, or discriminatory imagery or language
- Torn, wrinkled, patched, and/or faded clothing
- Hats, baseball caps, or other head coverings (unless worn for religious observances, or if you are helping at an outdoor event though)

Emergencies

- If a patron, staff member, or another volunteer takes ill, falls, or requires medical assistance, there are various first aid kits located in the Staff Room, at all service desks, and in Jocelyn Gard's office and in our outreach kits
- In the event of a medical emergency, please inform staff immediately
- Staff are trained in first-aid and wear emergency buttons during each shift to ensure that if required, EMS, Police, and Fire can be contacted with ease
- If there is a fire while you are in the Library, your first responsibility is to get yourself out safely. We meet at the turnaround in the parking lot
- If there is an instance where there is a lock down or shelter in place is in order, please note that all offices located around the perimeter of the building are safe rooms, as they can be locked by staff. Please head to one of these rooms if necessary
- If an incident happens during the course of your volunteer work, first report it to Library staff, deal with immediate needs first (first-aid, clean up etc.), and then complete an incident report with the Community Engagement Specialist

Speaking on Behalf of The Cobourg Public Library

- No volunteer may act as an official spokesperson for the Library without explicit designation by the Board of Directors or CEO
- Volunteers are encouraged to promote the Library's work in formal and informal settings which do not include media interviews
- If volunteers are asked to speak about their work with the Library at a formal event, they shall inform the Community Engagement Specialist and CEO of the Library (see information below)

Social Media Statement

- Volunteers are encouraged to share their experiences with friends, family, and networks
- Cobourg Public Library can be found on Facebook, X, Instagram, TikTok, and Youtube - and social media is a great place to share experiences.
- Follow, like & tag @cobourgpl to share

Your First Shelf-Reading & Organizing Session

- Head to the section you'll be shelf-reading in, as discussed in your orientation
- If you forget where your area to shelf-read is, please email Rachel at rspence@cobourg.library.on.ca and in the meantime, head to a section of your liking and shelf-read
- Staff will **not** be able to provide you with any tasks to do as a volunteer unless it has been pre-arranged
- **What if I'm not able to make it to my shelf-reading volunteer shift?** Shelf-reading shifts are not scheduled shifts which means it is okay if you have to skip a week. If you are unable to attend for more than a week, please let the Community Engagement Specialist know
- If you need a refresher on shelf reading, please watch this video:
shorturl.at/dovxQ
- Record your volunteer time online:
<https://forms.cobourg.ca/Library/Volunteer-Hours>

Programming & Outreach Volunteers

- Programs and events are emailed out to all programming and outreach volunteers to sign up for in advance
- You **cannot** attend at any program or event you see online and act as a volunteer, you **must** sign up in advance with the Community Engagement Specialist
- If you see an event or program you're interested in, please reply to the email to sign up for it
- If you are unable to make it to the program, please let the Community Engagement Specialist know by email at rspence@cobourg.library.on.ca as soon as possible
- Details of where and when the event takes place will be communicated by email or phone
- When you attend at the event, find the staff member in charge and request direction

Questions or Assistance?

If you have an inquiry and do not know the answer to it or are unsure about a specific task, please first consult with the Community Engagement Specialist.

Rachel Spence

(t) 905-372-9271, ext. 6240

(e) rspence@cobourg.library.on.ca

If an immediate response is required and the Community Engagement Specialist is not available, consult with our CEO, Tammy Robinson, at trobinson@cobourg.library.on.ca or ext. 6200

“The Cobourg Public Library is committed to being an exceptional community resource for information, exploration, inspiration and enjoyment.”