

Roster Shifts - *Diamond Valley Toy Library*

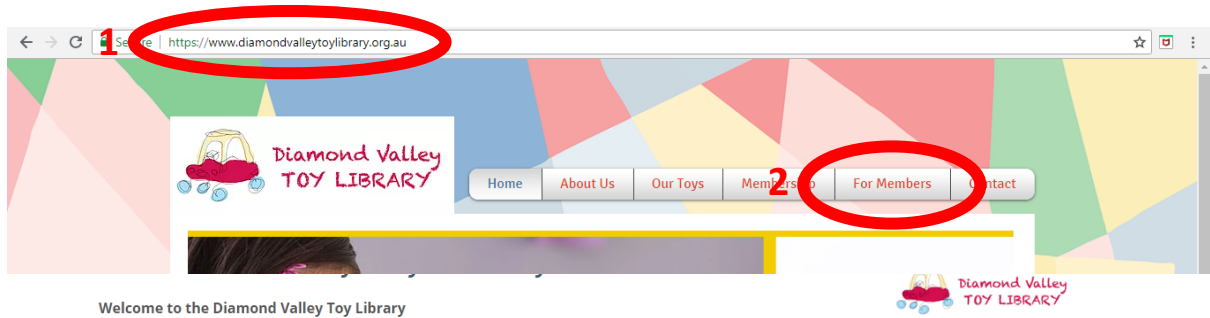
Welcome to the Diamond Valley Toy Library! Roster shifts give you an ideal opportunity to meet other Toy Library families and check out the newest toys. It's also a great way to contribute to your local community. As a part of your membership, you are required to complete a minimum of one roster shift per term (four per year). Sign up each school Term for a shift in the following Term. If you are new and there are no spaces left in the current Term, you can sign up for two shifts in the following Term.

In this guide, you will find instructions for selecting your own roster shifts online. You will also find some answers to frequently asked questions, including what to do if an emergency arises and you can't complete your shift. If you get stuck using the system, just send us an email at hello@diamondvalleytoylibrary.org.au, or ask a coordinator for some help on your next visit.

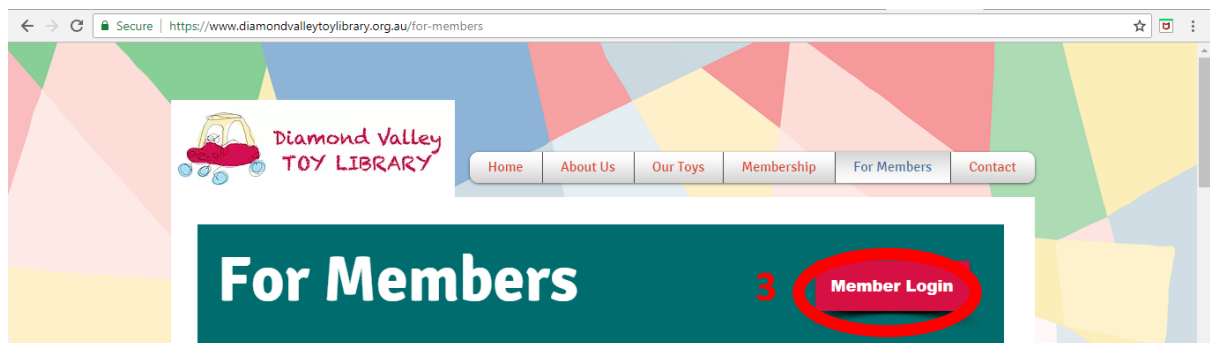
Selecting a roster shift

STEP 1: Open your internet browser software and enter the Diamond Valley Toy Library website address: www.diamondvalleytoylibrary.org.au.

STEP 2: Click on the "For Members" button at the top of the screen.

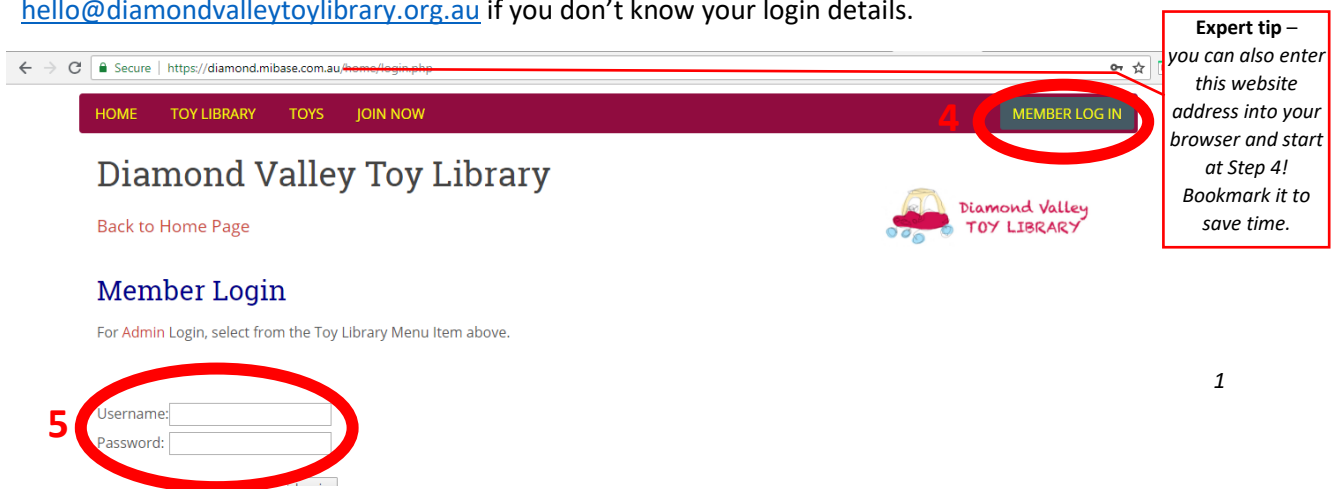


STEP 3: Click on the red "Member Login" button. This will open a new window.

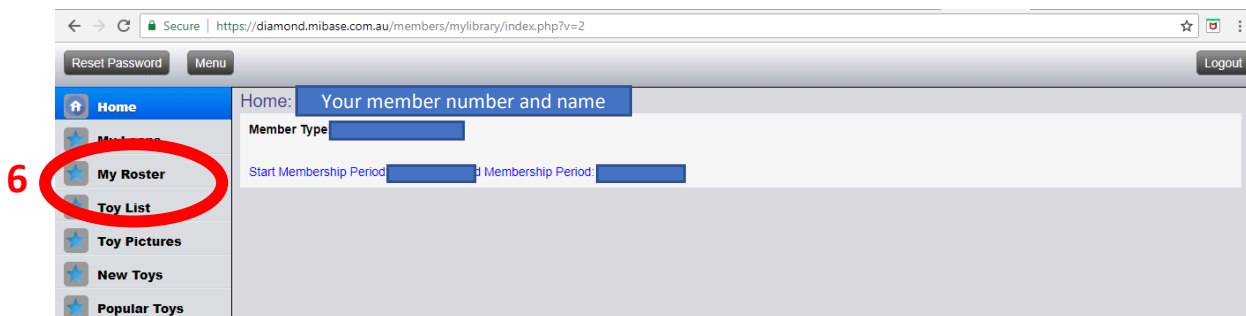


STEP 4: In the new window, click on the "Member Log In" button (top right).

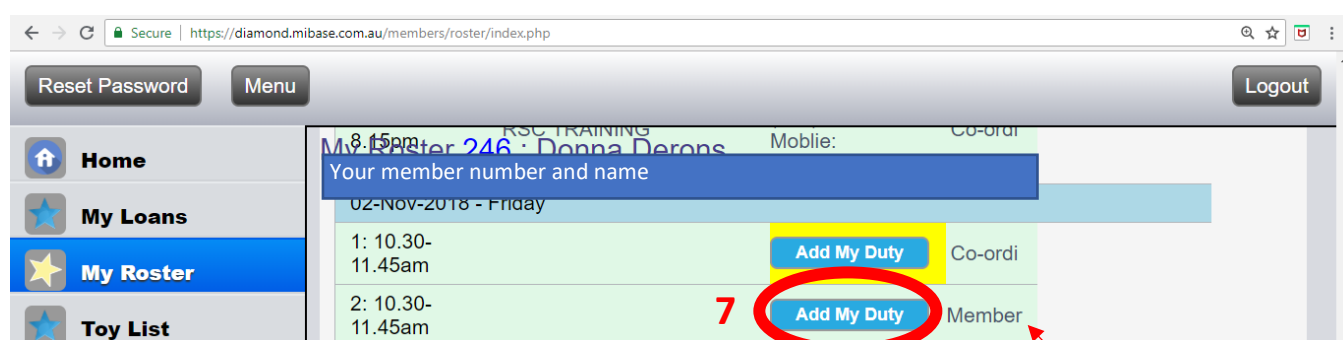
STEP 5: Enter your password and login details in the Member Login boxes. You should have received these details shortly after joining. Please send us an email at hello@diamondvalleytoylibrary.org.au if you don't know your login details.



STEP 6: Click on the “My Roster” button on the left.



STEP 7: Now you will see the Duty Roster. Scroll through the list of dates until you find the “Add My Duty” button. If you don’t see this button next to a shift, it means that the shift has already been filled by other members. Click on the “Add My Duty” button when you find the shift you want to do. This will add your duty (put your name on the shift).



Standard members (including concession and grandparent members) can only select the “Member” spots on the roster, not the coordinator shifts. Once you click on the shift, your name will appear. It will be pink until it is approved. If the shift is not approved, you will be contacted by the Roster Manager. This only occurs in exceptional circumstances. **Please make sure you put the shift in your calendar.** Email reminders are sent, but it is your responsibility to attend, so don’t rely entirely on this email.

Frequently Asked Questions

- **What do I do if the shift I want isn’t available?** If you have limited availability, or you would like to choose a particular shift, get in early!
- **Help! Something has come up and I can’t make it!** It is the member’s responsibility to find a replacement. If you don’t turn up, someone else will have to work twice as hard and members just like you will likely have to wait to borrow their toys.
- **So, what do I do to swap shifts?** Other members’ phone numbers are listed on the system. All you need to do is look at the roster list until you see a shift you can do. Call or text the Members on that shift and ask if they can swap to your shift. It doesn’t matter if you don’t know them. Keep trying until you find someone, or ask a friend or family member to help you out and do the shift for you.
- **Emergency on the day of your shift?** If you or your family members are sick and you can’t do the shift, you will need to make it up. First, contact the Roster Shift Coordinator to let them know, then also email the Roster Manager at hello@diamondvalleytoylibrary.org.au as soon as you know you can’t attend your shift. Don’t leave your colleagues wondering.
- **What happens if I don’t show up for shifts?** The Diamond Valley Toy Library is entirely run by volunteers. We need you! If you miss a shift, you will need to make it up ASAP. Miss two shifts and you won’t be able to use the Toy Library until you have made up your shift.