



Whitfords Rainbow Toy Library
Incorporation No. A1004205Y
www.whitfordstoylibrary.org.au

ORIENTATION MANUAL

Updated 2025

MANAGEMENT COMMITTEE

Title	<p>Contact Details</p> <p>Toy_library@hotmail.com</p>
Chairperson	
Secretary	
Treasurer	
Membership Secretary	
Roster Secretary	
Toy Purchaser/ Grant	
Toy Repairer	
Social media	
Party Pack Manager	

Guy Daniels Club rooms
 Heathridge
 16 Sail Terrace, Heathridge
 60 Perth WA

Postal Address
 PO Box 4067
 Beldon WA 6027

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WELCOME

The Whitfords Rainbow Toy Library began operations in 1994. It is a volunteer-run, not-for-profit organisation that enables members to access a wide range of toys. With over 2,000 toys suitable for children from babies to five-year-olds, our aim is to keep kids entertained, engaged, and educated while reducing cost and waste from buying new toys.

The toy library is open every Saturday from 9:00 am to 11:00 am, except on long weekends with public holidays.

As a new member, it is important that you review the Whitfords Rainbow Toy Library [Terms and Conditions](#), which are available both at the library and online. Members must also be familiar with the Whitfords Rainbow Toy Library [Code of Conduct](#) and the [Child Safe Policy](#) to ensure a safe environment for children. These policies are also available online and at the toy library.

For updates, the committee sends out emails and posts reminders on the Whitfords Rainbow Toy Library Facebook page and Instagram. Please share our posts to help promote the library and encourage new members. To maximise your membership, join our Private Facebook group: [Whitfords Toy Library - Members Only](#).

DATABASE

We use an online database called MiBase to catalogue our toys into categories such as activity, baby, construction, dress-ups, games, imagination, jigsaw, and music. Each member has access to their MiBase account, which enables them to browse the catalogue. Login details are emailed to each member upon joining. To log in, visit whitford.mibase.com.au, click on "Member Login" (top right corner), and enter your username and password. If you need assistance or a password reset, please email the toy library.

MEMBER RESPONSIBILITIES

As part of your membership, you are required to:

- Attend four rostered shifts per year (Saturdays, 8:45 am – 11:15 am) to assist with borrowing and returning toys.
- Attend the Annual General Meeting (AGM) in February.
- Participate in the annual stocktake in August (two hours).

If you are unable to meet these obligations, a representative (e.g., another family member) can attend on your behalf.

After two shifts, members are trained to become a Member in Charge (MIC), responsible for opening and closing the toy library, assisting duty members, and handling any issues that arise.

ROSTER DUTY

Members can select their roster dates via their MiBase account. If you are unable to attend your rostered shift, you must:

- Inform the Roster Secretary via the Whitfords Toy Library email (toy_library@hotmail.com).
- To swap a shift or find a replacement post in the "Whitfords Toy Library - Members Only" Facebook group if needed.

- Notify the Roster Secretary of your replacement via email.

If you have any questions, contact the committee via email
(toy_library@hotmail.com)

WHEN ON ROSTER

Brief the Members on Duty

Organise yourselves so that duty members are checking returned toys and assisting with loaning toys. The MIC is free to oversee and assist wherever required.

Returning Toys

1. Check each toy and count all the pieces. Ensure the label matches.
2. Ensure toys have been adequately cleaned. If not, ask the member to clean the toys or re-borrow for another week.
3. If any pieces are missing or damaged, document this on the MiBase.
4. Return checked toys to the appropriate shelf in the library.

Loaning Toys

1. If applicable, address any missing or damaged pieces with the member.
2. To loan new toys, enter the Loans section and find the member on MiBase.
3. Enter each Toy ID to add it to the member's account.
4. Once all toys are entered into MiBase, send the member a receipt of loaned toys for their records.
5. Remind them to check the toy and ensure all the pieces are present. If this is not completed at the library, members can email toy_library@hotmail.com if there are any issues.
6. Wish the members a lovely day and remind them to return the toys in three weeks.

During quiet times, please help tidy the library and check that toys are on the correct shelves and in good working order. Also check the missing pieces/spare parts box and try to reunite with the toy boxes.

Communication

Email is the primary source of communication between duty members and the committee. When on duty, please email any toy ideas, questions, or incidents during your roster. Alternatively, the MIC SOS WhatsApp group is a great option for asking questions while on shift, as all committee members view this group and can respond quickly. New MICs will be added to this group after completing their training.

MIC Document File

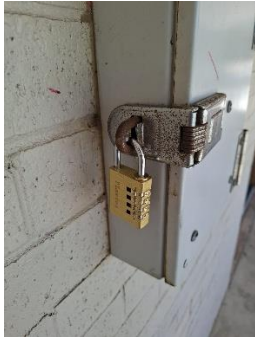
The MIC file contains all the information you may need while on roster. The MIC document file is kept in the Saturday Box in the cage.

Member's Roster Duty

The toy library can operate with a minimum of two members. If there are not enough members for roster duty, post a message in the MIC SOS WhatsApp group requesting help. If you choose to close the library due to a lack of volunteers, inform the committee via email (toy_library@hotmail.com) and place a note on the door explaining why the toy library is closed.

Opening Up: Codes for key box and alarm can be found in the MIC SOS Whatsapp group.

1. Arrive by 8:45 AM. Enter through the double doors near the car park and ramp.
2. Use the code to open the combination padlock on the white metal lockbox (left of front door)
3. Use the same code to open the combination key safe inside the lockbox.
4. Retrieve keys from the lockbox.
 - 1x Blue key – Main hall doors
 - 1x Blue key – Padlock on Toy Library storage cage.
5. Disarm alarm (panel on the left inside the door). Using the code from the MIC SOS WhatsApp group.
6. Enter four-digit code (same as lockbox), then press OFF. If the alarm sounds, enter the code and press OFF to silence it. Instructions are on the wall next to the panel.

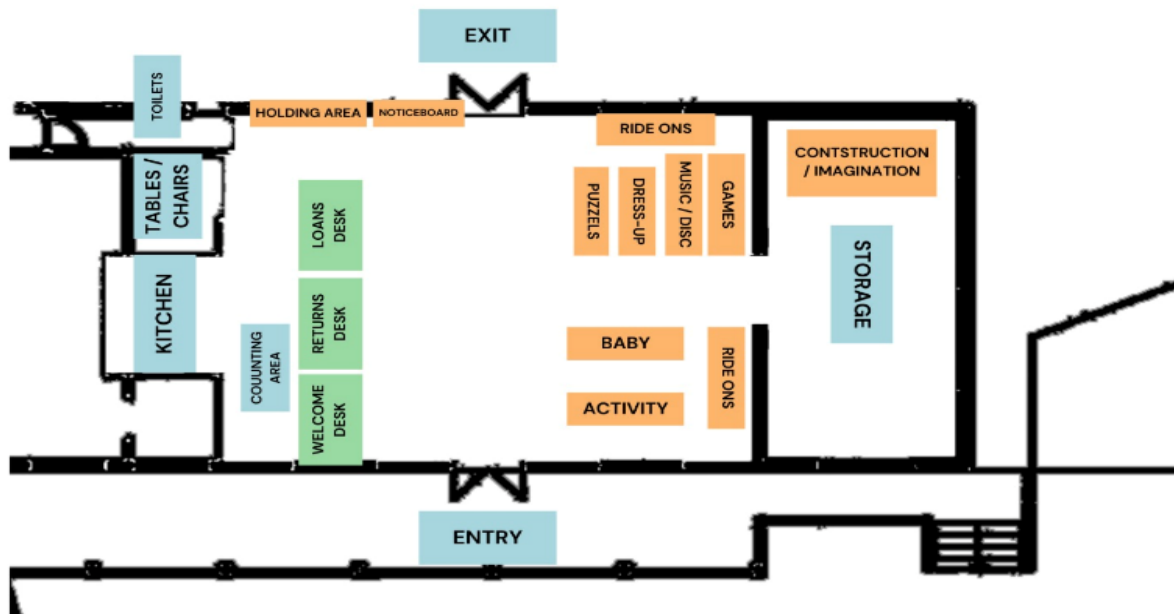


Setting Up

1. Lift garage door (no key required)
2. Turn on lights (inside garage door on the left side)
3. Unlock padlock & open storage cage (use BLUE key).
4. Set up tables & chairs (cupboard right of kitchen door, do not drag chairs or tables).
5. Retrieve supplies:
 - The Saturday Box (on a shelf in the storage cage) contains:
 - Laptops, Wi-Fi Dongle, MIC file, clipboards, forms, cleaning supplies, stationery tins, Loans>Returns stands.
 - The Lost Parts Box
6. Set up Wi-Fi and laptops
 - 1 x laptop for Returns on Returns table (connected to socket next to window on the left)
 - 1 x laptop for Loans on Loans table (connected via extension cable to socket on the left of the kitchen) - please be mindful of cables and trip hazards.
 - Turn on Wi-Fi dongle and plug in

Important: Set up laptops and Wi-Fi first to enable time to connect. The Wi-Fi dongle needs to be turned on, then the laptops should auto connect to Wi-Fi. Wi-Fi name and password is in the WhatsApp MIC SOS information.

7. Move out: Wheeled shelves, whiteboard, ride-ons, large toys (refer to layout plan).



Other Setup Tasks

1. A-frame street sign: Place near the driveway verge and set up the flag at the entrance. (Remember to bring these back in before leaving.)
2. Toilets & baby change area:
 - Located through the white door to the right of the kitchen.
 - Open the door and place the laminated 'Toilet' sign on it.
3. Air-conditioning or ventilation:
 - Turn on using the two handsets (one on each side of the main hall door).
 - Alternatively, open windows and doors based on weather conditions.

Closing Up

The Toy Library should close its doors at 11am. You can commence the pack-up process earlier but members should be able to enter and borrow toys until 11am. The MIC should ensure that:

1. Clean up: Sweep/mop floors, remove rubbish.
2. Pack away: Return all items to storage cage and including Saturday Box and Lost/spare Parts Box leave near the cage entrance.
3. Turn off lights and aircon.
4. Secure the Hall: Arm alarm: Enter code, press ARM, and exit within 30 seconds.

- If the alarm beeps after arming, re-enter and check doors/windows.
- 5. Lock hall doors, return keys to lockbox.
- 6. Send Report to MIC SOS WhatsApp chat and include:
 - MIC NAME:
 - DATE:
 - VOLUNTEERS ON-DUTY:
 - NEW MEMBERS:
 - NEW TOY REQUESTS:
 - FINES TO FOLLOW UP ON:
 - MISSING:
 - REPAIRS:
 - COMMENTS:

MEMBERSHIPS

Membership Types

We offer the following membership options:

- Yearly Membership – \$80 per year (Calendar Year: Jan–Dec or Financial Year: July–June)
 - Includes borrowing privileges.
 - Obligations:
 - Attend one rostered borrowing session per quarter.
 - Participate in the annual stocktake (August, 2 hours).
 - Attend the Annual General Meeting (AGM) (February).
- Half-Yearly Membership – \$50 for Jan–June or July–Dec
 - Same borrowing privileges and obligations as Yearly Membership.
- No-Roster Membership – \$175 per year (*Currently on hold, at capacity*)
 - No roster duty required.
 - Obligations: Attend the AGM (February).

Joining Month	Membership Type	Fee	Expiry Date
July – September	Half-Year	\$50	31 December
	Full-Year	\$80	30 June (next year)
October – December	Half-Year	\$50	30 June (next year)
	Full-Year	\$80	31 December (following year)
January – March	Half-Year	\$50	30 June
	Full-Year	\$80	31 December
April – June	Half-Year	\$50	31 December
	Full-Year	\$80	30 June (following year)

New Members

If someone is interested in joining:

1. Give them a tour of the toy library and explain how it works.
2. Inform them of fees, opening times, and obligations (**quarterly roster duty, stocktake, and AGM**).
3. Ensure they understand obligations before joining.

If they decide to join:

- The membership form must be completed online via their phone or directly entered into MiBase by the member, using the form on the desktop. This enables the new member the opportunity to read the T&Cs and waiver.
- The membership fee must be paid via bank transfer before borrowing toys. Confirm payment by checking the receipt on their phone/tablet.
- Verify their driver's license (this ID number is recorded in the membership application).
- Once payment and details are confirmed, as a courtesy inform the committee via the MIC SOS WhatsApp group.
- New members can start borrowing immediately if all steps are completed.

Resigning Members

If a member wishes to resign:

- They must email the committee at toy_library@hotmail.com.
- The Membership Secretary will determine any applicable refunds or fines.
- MICs do not issue refunds.

LOANS & RETURN OF TOYS

Borrowing Period

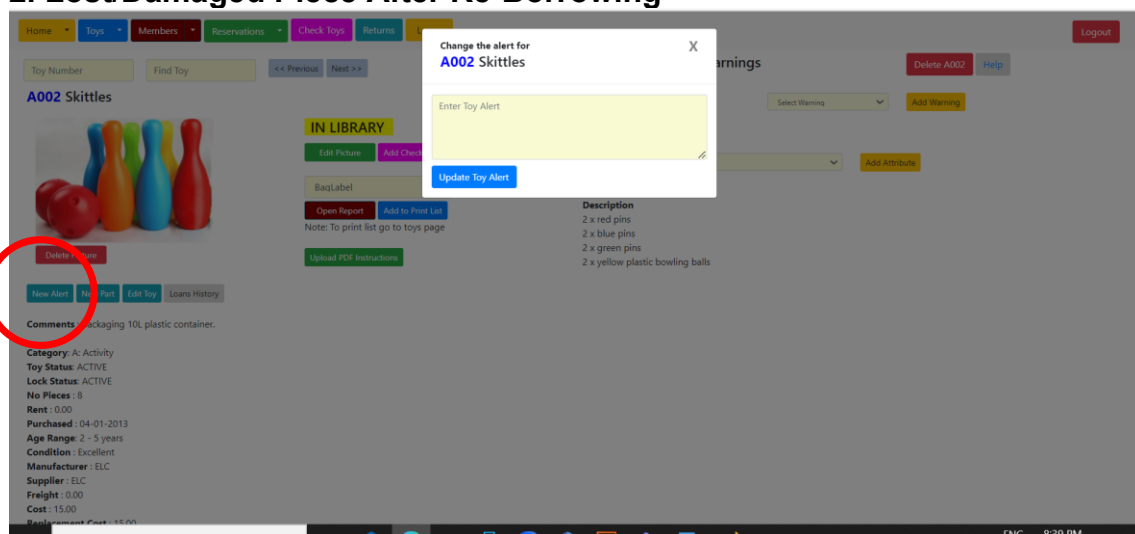
- Toys are borrowed for three weeks.
- If the due date falls on a public holiday weekend or AGM closure, toys are due the following Saturday.
- Toys may be borrowed over the Christmas break if the following year's membership fee has been paid.

Issues with Returned Toys

1. Lost Piece

- The toy must be re-borrowed to allow time to find the missing piece.
- Other toys can still be borrowed as usual.

2. Lost/Damaged Piece After Re-Borrowing



- The member must either:
 - Replace the piece themselves.
 - Find a suitable replacement in the spare parts box.

- If minor, a 'Toy Alert' is added in MiBase instead of removing the toy from circulation.
- If repairs are needed:
 - Minor repairs can be done using the glue kit in the Spare Parts box.
 - Set the toy aside for the glue to dry before re-borrowing.
- If requiring additional repairs or beyond repair, place on the top right shelf labelled Repairs with a note briefly describing the issue.
- A \$3 fine per lost/damaged piece applies.
- If the piece is expensive or crucial, the Toy Repairer/Committee will determine if the member must pay for a replacement.

3. Member Claims the Piece Was Already Lost

- Remind the member to check all pieces before borrowing.
- If a replacement piece is unavailable, add a 'Toy Alert' in MiBase.
- If necessary, place on the top right shelf labelled Repairs with a note briefly describing the issue for the committee to follow up.

4. Lost Piece Found After a Fine Was Issued

- Remove any missing piece alerts in MiBase.

5. Lost/Damaged Packaging

- Lost: Re-borrow the toy to allow time to find the packaging. If not found, try to find a replacement box or package on the top shelf, if not available place on the top right shelf labelled Repairs and attach a note describing the issue and add to the MIC SOS WhatsApp update on so the committee can action.
- Damaged:
 - If minor, a \$3 fine applies.
 - If the packaging cannot be fixed, the member must pay for a replacement.

FINES & PAYMENTS

Overdue Toys

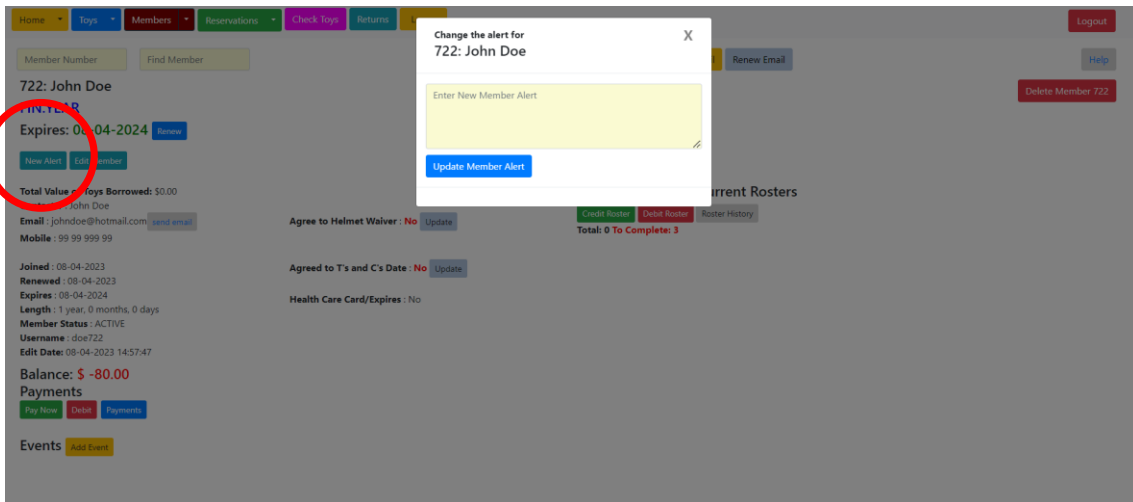
- \$1 per toy per week late.
- If a toy is marked overdue because of a library closure (e.g., public holiday, AGM), email the committee to have the fine removed.

Non-Attendance Fines

- Members cannot borrow toys until roster/stocktake fines are paid.

Paying Fines

- All fines must be paid via bank transfer.
- If a member cannot pay immediately, they may borrow toys, but a Member Alert is added in MiBase.
- If they fail to pay by their next visit, they cannot borrow any more toys until the fine is settled.

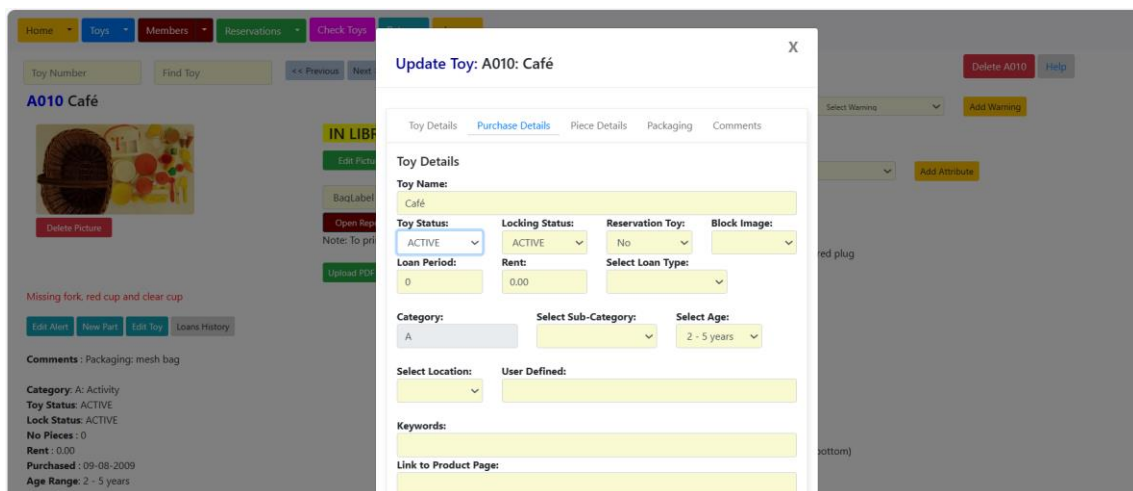


Problems with Toys Being Borrowed

- If a crucial piece is missing, place on the top right shelf labelled Repairs with a note briefly describing the issue. LOCK the toy in MiBase.
- If a minor piece is missing, add a 'Toy Alert' in MiBase instead of locking the toy.

To lock a toy:

1. Search for the toy in MiBase.
2. Select Edit Toy → Toy Status → LOCKED.



The committee would like to thank you for giving up your time and helping with the smooth running of the library. If you have any feedback, the committee is keen to improve please email any suggestions or speak with a committee member

