

CAPITAL AREA DISTRICT LIBRARY VOLUNTEER HANDBOOK

January 2005

LIBRARY MISSION STATEMENT

Committed to the values of a democratic society, the Capital Area District Library shall provide access to ideas and information that support continuous learning and enhance the quality of life through:

- Community-based services and collections accessible to all,
- Excellence in patron service, and
- Technology linking its branches to the world of information.

WELCOME LETTER FROM THE LIBRARY DIRECTOR

Dear Library Volunteer,

It is a special pleasure for me to take this opportunity to welcome you. Your generous gifts to the Library of your time, energy, special skills and concern are deeply appreciated. Your help as a volunteer allows the Library to provide a higher level of library services to the citizens of your community than financial circumstances would otherwise allow.

Public libraries are truly for the people. They are a unique community resource available to everyone for information, learning, and pleasure. You help us directly in the work which you accomplish for us and you also benefit the Library in an indirect way. The concern for and knowledge of the Library that you carry into the community on our behalf are invaluable. For all of these gifts, I thank you.

Sincerely,

Susan J. Hill
Director

BECOMING A VOLUNTEER

To become a volunteer you will need to complete the following steps:

- Complete and submit the Volunteer Application Form to the Volunteer Coordinator;

- Complete a brief in-person or telephone interview;
- Request, be selected for, and then placed into a particular job or jobs;
- Receive an orientation including a tour of the building, introduction to library staff, and review of the volunteer policy;
- Receive additional job orientation and training relative to those specific assigned volunteer jobs

VOLUNTEER OPPORTUNITIES

A sampling of library volunteer opportunities is listed below. Not all opportunities are available at all times or at all locations. For a list of current volunteer opportunities see CADL's web site, www.cadl.org/volunteers.

Local Libraries

- Shelf Books and other Materials - Return materials to their proper place on the shelf.
- Dust Books and Shelves - Clean shelves, arrange library materials in a neat manner.
- Assist with Programs - Help children with craft projects, pass out programs, bookmarks, and evaluations.
- Greet People - Welcome people to the library and answer directional questions.
- Summer Reading - Record reading times, distribute prizes.
- Garden - Plant flowers, weed the flowerbeds, trim shrubs, and prune trees.
- Outdoor Projects - Clean exterior area, paint/stain picnic tables and benches

Administration

- Fundraising Campaign - Prepare materials for mailings.
- Reading is Fundamental - Put brochures and labels in books; take new books to clinics; and return old books.
- Patron Surveys - Hand out and collect surveys both inside and outside the library.

Forest Parke Memorial Library

- Data Entry
- Indexing/Filing
- Displays
- Research
- Scanning
- Computers

EQUAL OPPORTUNITY POLICY

The Capital Area District Library does not discriminate on the basis of race, religion, gender, national origin, ethnicity, age, physical or mental disability, political affiliation, sexual orientation, ancestry, marital status, or other non-merit factors.

VOLUNTEERS UNDER THE AGE OF 18

Young people aged 14 to 17 may apply to volunteer for the Library in positions for which they are qualified, if they have written parental permission. Young volunteers are expected to abide by all volunteer program policies and procedures.

SUPERVISION

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. Your supervisor is responsible for day-to-day management and guidance of your work and will be available for consultation and assistance. Please feel free to ask any questions of this person or report any problems or concerns you have about your assignment. If you are unable to contact your supervisor, the Volunteer Coordinator is available to discuss any changes or problems.

JOB ORIENTATION & TRAINING

Before beginning your regular volunteer assignment, your supervisor will discuss the following items with you:

- Receive a tour of the building;
- Be introduced to library staff;
- Review the volunteer handbook;
- Review job duties and expectations;
- Confirm work dates, times, and anticipated duration of your participation;
- Supply you with your name tag and review sign-in and sign-out procedures;
- Provide training on any new skills needed to perform assigned tasks;
- Discuss procedures for obtaining, using, and caring for needed supplies;
- Provide safety orientation;
- Review locations of parking, restrooms, water fountains, soda machines, first aid kits, and places for your personal items such as purses/coats, etc.

ATTENDANCE

Your supervisor and co-workers value your contributions and they depend on you to be present at the scheduled time. Volunteers who know they will be absent or late should notify their supervisor or the Volunteer Coordinator as soon as possible.

REPORTING FOR DUTY, KEEPING WORK HOURS

You need to report to your assigned supervisor (or person in charge) upon arrival. Supervisors will provide instructions for storing coats, bags, and other personal items; we recommend locking valuable items in the trunk of your vehicle. You must sign-in at the beginning and sign-out upon completion of their shift, noting the total number of hours that you worked. Keeping an accurate tally of volunteer work hours is very important.

APPEARANCE

Volunteers are ambassadors for the library and need to present a positive image to the public. It is expected that each volunteer's dress and grooming will be appropriate for a business environment and in keeping with his or her work assignment. If a volunteer is dressed in an inappropriate manner, they may not be able to work their shift.

NAME TAGS

We have many volunteers and want to get to know each of you. To accomplish this we will need your help. Please introduce yourself to staff and other volunteers. Always wear your name badge while working in the library. It is important for library patrons to be able to identify individuals who are able to help them with directions and information. Volunteers should report lost name tags immediately to their supervisor for replacement.

CUSTOMER SERVICE

Many volunteers come into contact with library patrons and may well be the first official contact a patron has with the library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times. Volunteers are asked to direct all questions to a staff member. Staff members are trained to deal with questions about the library's collection, services, policies and procedures.

CONFIDENTIALITY/PRIVACY

All transactions between library users and staff or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as reference questions asked by library users. Michigan Public Act 455 of 1982, the Library Privacy Act (MCL 397.601 - 397.606) stipulates that public library circulation and registration records are confidential. Even law enforcement representatives must secure a court order before patron information is released.

PERSONAL DATA

Volunteers are responsible for updating personal data, such as change of address, contact telephone number, etc., with the Volunteer Coordinator.

PARKING

Volunteers performing work in the Administrative Offices or Main Library and who park in the City Parking structure while volunteering may have their parking tickets validated.

TELEPHONE AND EQUIPMENT USE

The Library is a place of business. Ask a staff member if you need to make a telephone call. Please keep all calls brief and quiet. Long distant phone calls are not allowed. Library owned equipment and supplies are for Library use only and may not be used for personal business.

HEALTH AND SAFETY

Because safety is everyone's job, volunteers are asked to be alert at all times to safety hazards. Unsafe acts or conditions should be reported to your supervisor. Please notify your supervisor of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor or the Volunteer Coordinator immediately. Volunteers are not covered by Worker's Compensation.

DRUG FREE WORKPLACE

Use of alcohol or illegal drugs in the workplace is prohibited, as is the abuse of any drug or alcohol, or reporting for duty under the influence of drugs or alcohol.

SEXUAL HARASSMENT POLICY

All volunteers, employees, supervisors, and members of management, both male and female, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the Human Resources Department.

RECOGNITION

Recognition is an important component of a volunteer program and is one of the ways the Library can say 'Thank You' to a volunteer. Volunteers will be honored during National Library Week or at other times during the year if appropriate. Volunteers who have worked more than 10 hours during the year will receive a letter of appreciation/certificate and a present from the Library.

EMPLOYMENT

Volunteers who are interested in paid employment with the Library should apply through the Library's Human Resources Department and will compete with all other applicants responding to notices for available positions.

PERFORMANCE REVIEW

Your supervisor will meet with you regularly to review your job performance. Depending on the extent and complexity of your job, the evaluations may be formal or informal, written or oral. It is important that you communicate clearly and frequently with your supervisor. Discuss any successes, difficulties, suggestions, or questions you have.

DISCIPLINARY PROCEDURES

Volunteers, in their capacity as unpaid staff, are expected to meet the same standards of professionalism required of library staff. Because an unsatisfactory volunteer is an unfair burden upon fellow volunteers and library employees, those who fail to meet the requirements of the job descriptions or violate library policies are subject to dismissal.

LEAVING THE VOLUNTEER PROGRAM

To end a volunteer commitment, please notify your supervisor or the Volunteer Coordinator of that decision and the effective date.