

OREGON PUBLIC LIBRARY
VOLUNTEER
ORIENTATION MANUAL



Oregon Public Library

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(608)835-3656

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Welcome Statement

Welcome to the Volunteer Program at the Oregon Public Library! We appreciate your interest and willingness to help our library. As you serve with your talent, time and energy, we hope you will know that this important gift will benefit the needs of the entire community. Your service and your contribution of hours of volunteerism are valuable assets and we thank you.

This volunteer manual will provide information to help you get started as a volunteer in the Oregon Public Library. It will state our volunteer policy, answer some frequently asked questions and provide general information. Please read this packet before beginning your volunteer job. Continue to use it as a reference as your volunteer experience develops. Of course, you are also encouraged to contact the Volunteer Coordinator or any staff member with any questions or concerns.

Library Vision

The Oregon Public Library is a welcoming and safe gathering place that meets the information, leisure, civic, and cultural needs of a diverse community.

Library Mission Statement

The Oregon Public Library fosters lifelong learning by providing free and equal access to timely information and technology with links to schools and other community resources.

The Oregon Public Library is a space for all ages to meet and exchange ideas. Our mission supports the education, civic, and cultural activities of the community and responds to changing community needs by providing efficient services and resources in a non-judgmental, friendly environment.

Oregon Public Library Volunteer Policy

Purpose:

- 1) Volunteers assist the library in meeting its commitment to its mission to provide quality service. While providing this valuable assistance, volunteers connect the library to the community in a way that encourages citizens to become familiar with the library and its many resources. Volunteering also creates opportunities for community members to connect with each other and the library staff. Volunteer services are intended to enhance rather than replace adequate staffing.
- 2) This policy provides guidelines for volunteer recruitment, screening, training, management, and recognition.

Guidelines:

- 1) A volunteer is a person who donates time, talent, or services to support the library and its activities without expectation of future employment, wages, benefits, or compensation of any kind.
- 2) Volunteers will be recruited through a variety of methods (in-library announcements, newspaper articles, Friends of the Oregon Library newsletters, requests to community organizations, etc.) to meet specific as well as general library volunteer needs.
- 3) Volunteers who plan to work at the library on an on-going basis or are volunteering to meet community service requirements must fill out an application form. The application form will be kept on file for at least one year or until the volunteer asks to be removed from consideration. Information on the application form will be kept confidential.
- 4) Volunteer assignments will be based on the qualifications and interests of the applicant, the needs of the library at the time, and the volunteer's ability to make the necessary time commitment. The library cannot guarantee a position for each potential volunteer.

- 5) Due to the sensitive nature of some library volunteer positions (working independently with children or home bound adults, working independently in staff areas, etc.) adult volunteers may be asked to submit to a background check.
- 6) Children under the age of 16 must have the consent of a parent or guardian to volunteer. Children under the age of 12 must be accompanied by an adult when volunteering.
- 7) Volunteers will be informed of and agree to abide by the library's policies and rules.
- 8) Each volunteer will be supervised and supported by a staff member who will provide the volunteer with a job description, appropriate training and supervision, and regular feedback.
- 9) The library's Volunteer Coordinator will maintain records of volunteer contact information and activities and provide the documentation needed to verify community service.
- 10) The library will demonstrate its appreciation for the time, talent, and effort contributed by volunteers by providing appropriate recognition.

Adopted by the Oregon Public Library Board 5/2007

Contact Information

Phone: (608)835-3656
email: orelib@scls.lib.wi.us

Staff

Susan Santner	Library Director
Mary Davidson	Technical Services Supervisor
Susan Kosharek	Reference Librarian
Judy Collison	Circulation Supervisor
Kelly Allen	Youth Services Librarian
Wendy Borden	Volunteer Coordinator

Written Communication

The Volunteer Coordinator maintains an in/out box on the Volunteer shelf at the Information Desk to facilitate written communication with volunteers. You may leave notes for the Volunteer Coordinator in the in box. The Volunteer Coordinator will place items appropriate for general distribution to all volunteers in the out box. Written communication addressed to an individual volunteer will be attached to that volunteer's time sheet in the Volunteer sign in notebook.

Library Hours

Monday – Thursday	9:00 a.m. – 8:30 p.m.
Friday	9:00 a.m. – 6:00 p.m.
Saturday	9:00 a.m.–5:00 p.m.
Saturday	9:00 a.m. – 1:00 p.m. Summer Hours
Sunday	1:00 p.m. – 5:00 p.m. October - April

Library Holidays

Library holidays are posted on the library's website at www.oregonpubliclibrary.org. The Volunteer Coordinator will provide a printed list of holidays upon request.

Role of Volunteer Coordinator

The Volunteer Coordinator is the person to see with any questions or concerns. The Volunteer Coordinator is in charge of registering volunteers, coordinating their placement and maintaining volunteer records. The Volunteer Coordinator is also the liaison between the volunteer and other Oregon Public Library staff.

Volunteer Placement Process

After receiving a completed volunteer application, the staff at the Oregon Public Library matches applicants with available tasks. If there are no tasks available that match the applicant's skills and interests at that time, the applicant will be notified and his/her

application will be kept on file for one year. If there is a match, a staff member will set up a time to meet with the applicant to discuss the available job.

Volunteer Rights and Responsibilities

Volunteer Rights

Volunteers expect and enjoy certain rights when they donate their time. Library volunteers' rights include:

- * To be appropriately recognized and appreciated for their efforts.
- * To be given guidance and direction.
- * To be provided orientation, training, support, supervision and evaluation.
- * To be trusted and respected by Oregon Public Library staff.
- * To have a clear understanding of the job including duties, responsibilities, support person structure and time commitment.
- * To have volunteer time used wisely.
- * To know as much as possible about the Oregon Public Library's policies (including our confidentiality policy), people and programs and to be kept informed of changes.
- * To receive prompt response and feedback.

Volunteer Responsibilities

Volunteers also have specific responsibilities to the Oregon Public Library. These include:

- * To be open and honest regarding intent, goals and skills.
- * To accept only assignments you can confidently perform and have a clear understanding of the job.
- * To carry out duties promptly and reliably.
- * To cooperate with the staff and accept the guidance and direction of the Volunteer Coordinator and other library staff.
- * To understand the function of the paid staff, maintain a smooth working relationship with them, and stay within the bounds of volunteer responsibility.
- * To participate in any training required by the Oregon Public Library.
- * To respect confidentiality.
- * To discuss satisfactions, dissatisfactions, or any other concerns with the Volunteer Coordinator so that they may be discussed and resolved.
- * To be punctual, and notify the Volunteer Coordinator of absences as much in advance as possible.
- * To notify the Volunteer Coordinator if you change or end your volunteer time with the Oregon Public Library.
- * To keep a record of volunteer hours by signing in and out in the binder on the Information Desk shelf.
- * To wear a name badge that identifies you as a library volunteer.
- * To be alert, sober and drug free while volunteering.
- * To dress appropriately for customer contact in a public library as well as to perform the assigned volunteer work.
- * To limit telephone calls while on volunteer duty to emergencies only.
- * To treat staff, customers and other volunteers with courtesy, respect and fairness regardless of race, ethnicity, age, disability, religion, gender, sexual orientation or politics.
- * In the event of an emergency in the library, please contact the nearest staff member.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all library information. All volunteers observe the same code of ethics as the salaried staff of the Library. Library customer information - written, verbal, or visual - is considered confidential. Information pertaining directly or indirectly to any staff member, customer or another volunteer shall not be repeated or discussed inside or outside the Library. A violation of confidentiality may result in immediate suspension from volunteer status.

Reporting for Work

Volunteers should sign in when beginning their shift and sign out when they leave. The sign-in binder is on the shelf behind the Information Desk. This provides a record of your volunteer participation as well as data for analysis of library volunteer service. Volunteers should also check for any notes or memos on the volunteer shelf and pick up a volunteer name tag to wear while working. The name tag identifies our volunteers to the public. Please notify your support person when beginning and ending your time.

Reporting Absences

If you are unable to fulfill your volunteer shift, due to illness or other emergency, please call the Oregon Public Library as soon as possible. If you are running late for any reason, we would also appreciate a call at 835-3656. The library has voice mail, so you can always leave a message if the library is not open. If volunteering at the Oregon Public Library no longer works out for you, please let the Volunteer Coordinator know as soon as possible.

Personal Belongings

The Oregon Public Library does not provide lockers for volunteers. If at all possible, try to leave coats, purses and other valuables in your car. When necessary, staff will hang coats and store personal belongings in the staff workroom. The Oregon Public Library cannot be responsible for personal materials left in the library.

Parking

If possible, please park on Waterman Street or at the far end of the library parking lot in order to leave the most convenient parking areas for library patrons.

Restrooms

Public restrooms are located in the lobby area of the library.

In Closing

We appreciate your willingness to volunteer with the Oregon Public Library. We hope you will enjoy your experience as a volunteer. As you learn your volunteer duties, feel free to ask questions. Our staff is pleased to have your assistance and is happy to help you become familiar with the library. Your commitment and that of volunteers like you allows the library to most effectively serve our patrons' needs. Thank you.

