

Edith B. Ford Memorial Library Volunteer Orientation & Training

WELCOME!

The Library welcomes you as a volunteer member of the library staff.

Thank You for your interest in becoming a volunteer. Your time, energy, and talent enable our library to continue providing a high level of service. We hope your association with the library meets your needs as well as ours.

POLICIES AND PROCEDURES

Volunteers are considered members of the library staff and have the following expectations, rights, and responsibilities:

Attendance

Schedules are planned to give the library coverage needed to provide adequate and efficient library service. Volunteers are depended upon to work the hours they are scheduled. Promptness in coming to work is expected. Please notify the Volunteer Coordinator in the event of absence or tardiness. Please try to give adequate notice of planned absences so that schedules may be rearranged.

Volunteer Name Badges

Volunteer name badges are to be worn by all volunteers on duty. These name badges help library users distinguish between volunteers and paid staff and also serve to promote the volunteer program.

Dress

Volunteers are asked to dress appropriately for working public service.

Conduct

Friendly, efficient service is expected at all times. Since the public sees you as a staff member, you represent the library and its commitment to excellent service. Try to be pleasant and courteous to everyone using the library, regardless of their demeanor. If you are not absolutely certain how to answer a customer's question, refer her/him to the librarian.

Visits and personal telephone calls must be kept to a minimum. Emergencies (sudden illness, for example) or the need to inform your family of an unexpected change in scheduling, are considered library business, and you are welcome to use the library telephones for these purposes. Food and drink are not permitted in the library except in the staff areas. Smoking is not allowed anywhere in the library or on library property.

LIBRARY VOLUNTEER JOB DESCRIPTIONS

Library Volunteer reports to Volunteer Coordinator: _____.

Volunteer job summary

Under supervision, the volunteer will organize library collection materials and prepare the library facilities for program use. The volunteer will shelve books, read the shelves, organize materials into their proper sequence, and apply acquired knowledge to help customers locate materials.

The volunteer will work the circulation desk, locate request items, and assist staff with checking materials for damage and removing them from shelves. Perform any other tasks as requested. The work requires an understanding of how the library is organized. The work performed is subject to review through observation, reports and the result achieved.

Other volunteer jobs:

- Organizing and presenting story hours for various groups of children.
- Assisting with technical support of the library computers This is primarily trouble-shooting and advising the librarian that there is a problem with a computer or printer This also includes doing weekly and monthly updates of programs and virus scans.
- Assisting with the Archive Room and materials, and helping library customers use these materials.
- Other: _____.

PHYSICAL AND MENTAL EFFORT/ENVIRONMENTAL AND WORKING CONDITIONS

Some of the volunteer work includes some physically challenging work such as moving furniture and locating and obtaining information and materials throughout the library of a wide variety of sizes and shapes, walking and standing for extended periods and carrying a reasonable selection of material from location to location.

As noted above, it is essential that all volunteers always be courteous and welcoming to all library customers and patrons. Volunteers must be willing to politely approach our customers and ask if they need assistance.

The Edith B. Ford Memorial Library is able to provide basic accident coverage for volunteers while working at the library.

APPLICATION and RECOGNITION

Volunteers must complete a volunteer application form which is available at the library. Volunteers under the age of 18 must have an approval form signed by a parent or legal guardian. Applicants will be interviewed by the Volunteer Coordinator. A request for an interview or acceptance of a volunteer will depend on the need for volunteers at the time.

Volunteers shall receive regular recognition for their services, an accounting of volunteer time as reported by the volunteers or the Volunteer Coordinator and the right to list the library as a reference, if desired.

EDITH B. FORD MEMORIAL LIBRARY

VOLUNTEER APPLICATION

Name: _____ Date _____

Address: _____

Phone: H _____ Mobile _____

E-Mail: _____

Emergency Contact: Name _____ Phone _____

Check the volunteer work you are interested in doing(check all that apply:

- Clerical Computer Shelving books Community Events
- Children's Area and Activities Teen Area and Activities Displays
- I want to know more about my options

Available Hours:

- Morning Afternoon Evenings Saturday Special Events

How often would you like to volunteer?

- Regularly. How many hours per week? _____
- Periodically. How many hours per month? _____
- Work on a one -time or short-term project.

Do you speak a language other than English?

- Yes (Please specify _____)
- No

EMPLOYMENT OR VOLUNTEER HISTORY (use the back of this page if necessary):

WHAT ELSE WOULD YOU LIKE US TO KNOW? (use the back of this page if necessary)

If you are under 18 years of age, a parent or guardian must sign below for you to be a volunteer.

Parent/Guardian Date Telephone