

Dorothy Hull Library – Windsor Township

Volunteer Handbook

7-9-2024

Welcome!

Thank you for assisting the staff and patrons of the Dorothy Hull Library – Windsor Township by becoming a library volunteer. As a valued volunteer, you will assist the Library in carrying out its mission to provide resources and services that enhance knowledge and enjoyment for our community. With ongoing training, you help expand and enhance library services and provide an educational and cultural link to the community.

You are ambassadors for the Library in the community and help to create public awareness concerning all of the programs and services the Library provides. Volunteering offers many personal rewards such as building a unique relationship with the Library and its staff, meeting new people, and taking pride in selflessly working to better your environment and the lives of the people in it.

Without question, one of the Library's most valuable resources is our dedicated and talented staff and volunteers. We are very thankful for your service! This handbook is a guide for volunteers and lays out basic duties and expectations. While we hope it is a useful resource for volunteers to continually consult, we encourage volunteers to **ask staff questions if something is unclear**—staff are happy to answer.

You can learn more about what resources and programs we offer by asking a staff member or visiting us online:

- <https://windsor-township.ploud.net/>
- Facebook.com/DorothyHullLibrary

If you ever have any questions or concerns, please do not hesitate to contact staff at 517-646-0633 or via email:

General library email: dimondalelibrary@gmail.com

Kate Gillham, Director: dhlibdirector@gmail.com

Molly McBride, Programs and Outreach Coordinator: dhloutreach@gmail.com

How to Become a Volunteer

- All volunteers are required to fill out a Volunteer Application Form and turn it in to the Library in person.
- The Programs and Outreach Coordinator will review the completed application form.
- Volunteers are selected based on their qualifications in relation to the needs of the Library at any given time.
- Volunteers under consideration may be subject to a background check.
- If selected, volunteers will be contacted for an orientation.
- If not selected, applications will be kept on file for six months.
- Volunteers under age eighteen must have the application signed by a parent or legal guardian.
- Acceptance of an application is at the Library's discretion.

What Volunteering Will Look Like

- Once onboarded as a volunteer, you'll be invited to the Dorothy Hull Library Volunteers private Facebook group. There, you can communicate with other volunteers and Library staff.
- If you are a Level 1 volunteer, you can sign up for opportunities posted in the Facebook group.
- If you are a Level 2 volunteer, the Programs and Outreach Coordinator will work out a regular schedule for your shifts with you.
- When you arrive at the Library for volunteering, you should sign in and put on a volunteer ID badge.
- You'll get a checklist of duties from the Programs and Outreach Coordinator for your shift.
- When your shift is over, remember to sign out with the Programs and Outreach Coordinator before you leave.

Dorothy Hull Library-Windsor Township

Volunteer Policy

Purpose

The purpose of this policy is to define;

- *the criteria for volunteering,*
- *the expectations of volunteers,*
- *the educational requirements of volunteers,*
- *the volunteer's role at the Dorothy Hull Library,*
- *the authority of the Library Director and/or his/her appointed staff member.*

The Dorothy Hull Library-Windsor Township (Library) shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality Library service. The Library and its volunteers work together to meet the goals and mission of the Library. Volunteers generally provide support services to staff and/or work on special projects. Because we rely upon our volunteers to help provide services, it is essential that a volunteer make a real commitment to the Library. Volunteers are expected to act in accordance with Library policies and to reflect positive customer service attitudes to all Library patrons.

The Library shall make use of the services of interested volunteers to supplement and not to replace the work done by Library staff. Volunteers perform a service of his or her own free will, contributing time, energy, and talents directly or on behalf of the Library and is not paid by Library funds. Potential volunteers are required to fill out a Volunteer Application Form.

- Volunteers must be at least age fourteen.
- Volunteers ages fourteen up to eighteen must have the application signed by a parent or legal guardian.
- Potential volunteers under consideration may be subject to a background check.
- Acceptance of an application is at the Library Directors discretion.
- Each volunteer will work under the supervision of the Library Director or his/her appointed staff member.
- Volunteers are expected to follow the policies and procedures set forth by the Library.

The Library Director and/or the Program and Outreach Coordinator is responsible for day-to-day management and guidance of a volunteer’s work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment.

Responsibilities of Volunteers

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals, and policies of the Library. Volunteers agree that the Library may at any time, for whatever reason, decide to terminate the volunteer’s relationship with the Library or to make changes in the nature of their volunteer assignment. Volunteers who fail to meet the requirements of the job descriptions, violate Library policies, or violate local, state, or federal law while working at the Library are subject to dismissal and/or prosecution. Volunteers should not use Library owned equipment and supplies for personal use.

Volunteers will be required to participate in on-going training relating to patron confidentiality and service and be familiar with and sign an agreement to abide by the State of Michigan Library Privacy Act, Act 455 of 1982 as amended.

Volunteers will be engaged in the following categories:

Level 1. Single event such as participating in a project or activity, not in contact with patron information/records.

Level 2. Working within the Library on a schedule, or as requested by the Library Director. Performs basic tasks such as cleaning, shelving, preparing, and organizing materials. Not in contact with patron information/records.

Level 3. Assisting with tasks that require the volunteer to come in contact with patron information/records, such as working at the front desk or delivering materials to patrons.

Version	Adopted	Amended	Update Information
1	09/23/2023		
2		05/16/2024	Slight wording change and added POC
Procedure			

Volunteer Expectations

While libraries can be fun and enriching places to volunteer and work, there are important laws that govern some library policies; thus, it is of utmost importance to understand our library policies and follow the expectations laid out in this handbook. When you sign up to volunteer at the Library, you make a commitment to follow all of the expectations and rules outlined in this handbook in addition to the library policies that all patrons follow.

As a volunteer, you can expect:

- You are valued as a member of the Library community
- Your contribution is recognized as essential to the productivity and efficiency of our library
- Clear description of your duties and volunteer schedule
- Training, supervision, and evaluation needed for you to work as an effective team member
- Respect and openness from library staff to provide guidance, support, and address any concerns you bring to them in a timely manner
- To be safe on the job and feel comfortable about saying “no”

The library expects that volunteers will:

- Respect the principle of confidentiality (laid out in the Privacy Policy)
- Adhere to the Acceptable Behavior While in the Library Policy and always maintain a professional and friendly demeanor
- Honor the time commitment that you make to the Library and communicate clearly about scheduling issues and ending your volunteer commitment
- Attend all orientation and training sessions which are a part of your volunteer position
- Ask for any information you need and bring any concerns to library staff

Expectations While Working

- Wear your volunteer badge and sign in and out as instructed
- Do not operate a piece of equipment unless you have been instructed in its use
- Never leave dangerous objects and equipment unattended in public areas
 - Be aware of all sharp equipment and supplies; use with caution
- Clean up all work areas after a job is completed
- Do not make changes to library processes unless instructed by staff
- Please keep your cell phone ringer off or on vibrate
- Contact library staff if injury or emergency occurs
 - If immediate assistance is needed, call 911; never offer to drive the patron anywhere for medical assistance
 - Do not provide medical aid or move an injured patron unless instructed to or you are properly trained in appropriate techniques

Library Language

All professions have languages of their own and libraries are no exception. Here are a few of the terms you will become familiar with during your volunteer service.

Barcodes: Numbers on computer-readable strips which are placed on books and a/v materials to identify them and to allow us to maintain a record of items which are checked out. Individualized barcodes are also used on patron cards to tell us who has checked out material.

Call Number: Numbers, letters, and/or symbols assigned to a book to indicate its location in the library and its physical relationship to other library materials. See the shelving guide for specifics on DHL-WT call number systems.

Circulation Desk: The counter near the front door where patrons check out and return library materials, apply for library cards, pay fines, request faxes/copies, and ask general questions.

Patron: Any person who uses the library.

Shelf Reading: Examination of books on the library shelves to be certain they are in the proper call number or alphabetical order.

Primer on Serving Patrons

- Greet patrons and make them feel welcome
- Direct patron questions about Library processes to staff
- Do not comment on the materials a patron has