

Volunteer Handbook

Robey Memorial Library



(updated 9/2017)

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WELCOME

Thank you for volunteering your time and energy to Robey Memorial Library (RML). Because of caring people like you, the library is able to provide outstanding programs and services to our community.

Whether you are a first time RML volunteer or a veteran who has been volunteering for years, this handbook is designed to provide a basic overview of the policies and procedures of RML and make your time spent as a volunteer more productive, safe, and enjoyable.

Prospective, new and experienced volunteers should read and understand this handbook. Current volunteers should use it as a reference to help answer questions or to refresh their understanding of important aspects of volunteering at RML.

A volunteer's role is to assist staff and enhance services while honoring your commitments to RML, respecting other staff members, and performing assigned duties to the best of your ability.

VOLUNTEER MANAGEMENT

When you begin your service as a volunteer you will report to your Volunteer Coordinator who will provide your orientation and be your primary contact for your volunteer work.

Volunteer Coordinator Name

Phone Number

Email Address

GENERAL INFORMATION

Hours

10am-8pm	Monday-Thursday
10am-6pm	Friday
10am-4pm	Saturday
CLOSED	Sunday

Holidays & Closings

Closed:

- Sundays
- New Year's Day
- Memorial Day
- July 4
- Labor Day
- Thanksgiving

- Christmas Day

Closes at noon:

- Thanksgiving Eve
- Christmas Eve
- New Year's Eve

Closings due to weather will be announced on KNEI, the RML website, and RML social media sites (Facebook, Twitter, Instagram).

RML MISSION STATEMENT

Robey Memorial Library is the information center of Waukon and surrounding area community. Our mission is to support and serve individuals of all ages by striving to provide current print and non-print information and technology resources in order to enrich lives through lifelong learning.

VOLUNTEER JOB DESCRIPTIONS

Teen Advisory Board [TAB] (grades 7-12)

Under the supervision of our Teen Library Program Coordinator, meet monthly September through May and participate in events and other duties as needed.

Book Sale

Assist with setup of book sale items for monthly and/or special book sales benefiting the RML Foundation.

General Volunteer

Assist staff with special projects, shelf-straightening, shelf-reading, and shelving. Shelf-reading & shelving tasks will be available after a training period.

EXPECTATIONS

Volunteers have the right to:

- Be given appropriate assignments according to skill interests, availability, and training.
- Receive clear instructions and guidelines about assigned tasks.
- Say “no” if unable to perform a task.
- Expect to be treated as a meaningful member of the library team.
- Expect to be informed of any changes in policies or procedures.
- Expect that volunteer records will be kept documenting volunteer experience, positions held, and hours donated.
- Expect a physically safe work environment free of harassment and hostility.

RML has the right to:

- Decline acceptance of a prospective volunteer if the person seems unsuitable for the available position.
- Release a volunteer if their work is deemed unacceptable or whose skills do not fill a need at the library.
- Expect assigned tasks to be completed promptly, correctly, and pleasantly.
- Expect adherence to proper procedures, rules, regulations and standards.
- Expect the public and fellow volunteers to be treated honestly and politely.
- Expect cooperation with staff.
- Require completion of timesheets in order to keep an accurate record of hours served.
- Expect volunteer to keep all communications with or concerning patrons strictly confidential.
- Expect volunteer to reporting for duty on time. Informing Volunteer Coordinator of any planned

absence or lateness.

- Terminate a volunteer at any time at will and without notice or cause.

POLICIES & PROCEDURES

Orientation

Orientation and training, including a tour of the public and staff areas where volunteers may be working, will be provided for each volunteer and position. The volunteer assignment and description will be reviewed at this time. Volunteers will be provided with the RML volunteer handbook.

Attendance

Volunteers will be trained on how to log attendance at the beginning and end of each shift. If you are unable to report when committed please contact the Volunteer Coordinator as soon as possible. If the Coordinator is unavailable, please leave a message with RML staff. Volunteer hours are important to the library. We maintain records for statistical reporting and grant-writing. Should you need documentation of your hours of service we will be happy to provide them.

Conduct

Volunteers are ambassadors for the library and should present a positive image to the public. Volunteers are expected to dress appropriately for a business environment. Please refrain from making or receiving cell phone calls or visitors during scheduled duty. Volunteers are asked to direct all reference or other questions to the Circulation Desk. If a patron with a question approaches you, refer them to the desk or a staff person.

Confidentiality

A volunteer may come in contact with information involving, but not limited to, library patrons, other volunteers, library staff and the library as a whole. This information should be understood to be strictly confidential and protected. This includes all transactions between library users and staff or volunteers, information about patrons, including what materials a patron looked at, asked for, requested or checked out, as well as reference questions asked by library users.

Grievance Procedure

RML seeks to maintain a cooperative and productive working relationship between staff, volunteers, and patrons. Volunteers should avoid confrontation with patrons or other volunteers. Volunteers should bring all questions and matters of concern to the attention of the staff Coordinator or library director.

Breaks

Volunteers should take a 15 minute break every 3-4 hour shift worked. Please alert the Volunteer Coordinator if leaving the area for break.

Volunteer Termination or Resignation

RML expects volunteers to willingly comply with the responsibilities set forth in this handbook. Failure to comply with these or the policies of the library will be grounds for termination of the volunteer relationship. RML has the right to terminate any volunteer without cause, explanation, or notice.

As a courtesy, please notify the Volunteer Coordinator should you decide you would like to resign from your volunteer position.

Applicant Information

Full Name

First M.I. Last

Address

Street Apt. No.

City State Zip Code

Home Phone

() -

Other Phone

() -

Emergency Contact

Name Relationship Phone

Other Information

What or who prompted you to volunteer at the library?

Describe previous volunteer experience, if applicable:

Acknowledgement

As a volunteer for Robey Memorial Library, I understand it is my responsibility to review the policies which govern the volunteer program. If I require clarification regarding volunteer policies, it is my responsibility to contact the Volunteer Coordinator.

Volunteer Signature

Date

Please Print Full Name

If under 18 years old, please have parent or guardian complete reverse...

If under 18 years old, please have parent or guardian complete below:

I, _____ give permission for
(print parent or guardian name)

_____ to volunteer at Robey
(print volunteer name)

Memorial Library.

Parent or Guardian Signature Date

Parent or Guardian Phone Number