Volunteer Handbook

**Philosophy Statement:**

The Stillwater Public Library relies on and values the support of volunteers. Volunteers provide a diverse set of skills and experiences that enhance the work of the library and strengthen its relationship with the community. We recognize the importance of the time and dedication given by our volunteers and will continue to cultivate and support our volunteer program.

**The Volunteer Experience**

Volunteers and staff have responsibilities to each other. The library expects that volunteers will:

* Respect the confidentiality of the people and information you come in contact with during your volunteer time
* Follow all volunteer guidelines
* Honor your time commitment to the library
* Ask questions and offer suggestions to do your job effectively and communicate with your supervisor

The Volunteer Coordinator and the Volunteer Supervisor are responsible to volunteers and will:

**Volunteer Coordinator**

• Provide volunteers with an Orientation to SPL (which includes a review of this Handbook).

• Maintain and file all records (applications, time sheets, evaluations, etc.) and prepare statistical reports.

• Coordinate recognition events for volunteers.

• Act as a resource in handling volunteer concerns and problems.

• Coordinate all recruitment, interviewing, and selection of volunteers. Selection of placement will be determined in coordination with the Volunteer Supervisor.

• Maintain the Volunteer Handbook as well as implement Policies and Procedures.

• Select and insure there is a designated Volunteer Supervisor to train and oversee each volunteer.

**Volunteer Supervisors**

• Be the volunteer’s immediate Supervisor.

• Remind volunteers about tracking time in the appropriate binder.

• Train, evaluate, and commend volunteers.

• Address any concerns or new ideas relating to the volunteer program with the Volunteer Coordinator.

Working together we can both achieve our goals.

**Guidelines for Volunteers**

* Volunteers should notify their supervisor or the Volunteer Coordinator as soon as possible if they know they will be late or absent. If neither answers their phone, notify the help desk.
  + Volunteer coordinator Lisa phone 405-372-3633 X 8120
  + Supervisor ­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
  + Help desk 405-372-3633 X 8106
* It is essential for volunteers to report hours each time they complete a volunteer shift. This information is used for volunteer recognition, budget purposes, and program promotion. Only the time that you enter into the computer will be counted toward completion of your hours.
* Volunteers will wear their volunteer badges while working in the library.
* Volunteers will maintain a professional, friendly demeanor.
* Volunteer questions should be directed to their supervisor, who is trained to deal with questions about the library's collection, services, policies and procedures.
* Volunteers are ambassadors for the library and need to present a positive image to the public. Casual clothing is allowed, but attire should be neat and clean. Short pants, flip flops, tank tops, and hats are not permitted.
* Volunteers are responsible for updating personal data, such as change of address or telephone number, etc., with their supervisor or the Volunteer Coordinator.
* To end a volunteer commitment, please notify your supervisor or the Volunteer Coordinator of that decision and the effective date.
* The supervisor may meet with the volunteer regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.
* 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 must be punctual and consistent in the assigned area when expected, and work as a member of the team.
* Volunteers will refrain from personal use of the computers while on duty.
* When necessary to use the computer to complete a task, adhere to the library computer use policy.
* Volunteers may not listen to portable audio devices in public areas while on duty, including phones.
* Volunteers will keep their cell phone on silent or vibrate
* Staff understand that you may need to take an important call or respond to a text message at times, but your phone use while volunteering should be minimal and for important communication only. Playing on your phone is not allowed.
* Volunteers are not permitted to bring their children with them while on duty.
* You may have a fifteen-minute break within the library for each consecutive four hours of service. We will not credit you an extra 15 minutes of work time if you do not take your break, and you may not use breaks to leave early or arrive late. You may take phone calls, receive visitors, etc. only at this time. Advise a supervisor when you begin and end your break.
* If you are volunteering for community service hours you may request a letter of completion when those hours are complete. Allow your supervisor at least 24 hours to complete the letter.
* If you are injured while here at the library, you must report the injury immediately to your supervisor or the librarian at the help desk.

**Stillwater Public Library Volunteer Policy**

**Mission Statement**

The mission of the Stillwater Public Library volunteer program is to give surrounding community members fulfilling opportunities to use their skills to:

• Enhance the lifelong learning of community residents.

• Assist the library staff in providing services and service enhancements that otherwise could not be achieved.

• Further the relationship between the public library and the community it serves.

**Goals**

The goals of the Stillwater Public Library volunteer program include:

• Recognizing and stimulating volunteers so that long-term commitments are maintained.

• Enhancing library services without relying on volunteers to supplant necessary paid positions.

• Giving community volunteers opportunities to use their experience and expertise to communicate and to help implement community needs.

**Volunteer Provisions**

Volunteers are the library’s best opportunity to provide enhanced services that otherwise could not be provided. Therefore, volunteers should expect and shall receive regular recognition for their services. In addition, volunteers deserve to be and shall be given the respect and courtesy given to paid employees of the library.

Potential volunteers must complete and submit a volunteer application. Volunteers will meet with the volunteer coordinator and supervisor prior to beginning services. Volunteers will also complete a library orientation, confidentiality and computer usage agreement, and a safety review.

Because all volunteer positions may include work with vulnerable populations a criminal background check is necessary for completion of the application process. Acceptance of an applicant is at the volunteer coordinator’s discretion.

The completion of the volunteer application, and the library’s acceptance of volunteer services, does not create an employment contract between the volunteer and the library. The association between the volunteer and the library may be terminated by either party at any time and for any lawful reason. If a paid library position opens, volunteer applicants will be evaluated on the same criteria as other applicants.

The library is unable to provide liability insurance for volunteers, and volunteers are not eligible for workman’s compensation or other legal protections or benefits given to paid employees.

Volunteers under age eighteen must have an approval form signed by a parent or legal guardian.

**Volunteer Coordinator and Departmental Relations**

The Volunteer Coordinator is the liaison between volunteers and the library departments. The Volunteer Coordinator will report interdepartmental issues dealing with the volunteer program to the library director.

Community Services and Court Appointed Volunteer work are executed under a separate program. The children’s summer volunteering program is managed by the children’s services department.

Volunteer coordinators suggest and help develop volunteer descriptions with staff members in each department. The volunteer coordinator is responsible for recruitment and placement of volunteers in appropriate positions.

An individual department staff member is responsible for training and assessing the work of the volunteer placed in the staff member’s department, and reports assessments of the volunteer to the coordinator. The department supervisor will have the ultimate decision in whether the volunteer is functioning appropriately in the department. The volunteer coordinator is responsible for finding alternate positions for the volunteer and/or severing the relation between the volunteer and the library.

Disagreements concerning any aspect of this policy may be appealed to the Stillwater Public Library Board.

**Volunteer Confidentiality Agreement**

While volunteering at the Library, you may encounter instances when you see or overhear information pertaining to our patrons. For example, you may hear a patron asking a reference question, or you may see the titles of books that a patron has checked out. The law of Oklahoma protects this information and makes it confidential so that patrons have the comfort and security to go into a Library and seek the answers to their most personal questions without fearing that someone at the Library will tell others. Volunteers are held to this strict expectation of privacy and confidentiality. Please read the Library’s policy on this subject.

**Patron Confidentiality Policy**

Oklahoma State Statute 65 O.S. §1-105- Disclosure of Records protects the confidentiality of library records. Library records cannot be disclosed to anyone except:

1. Persons acting within the scope of their duties in the administration of the library;

2. Persons authorized to inspect such records, in writing, by the individual or group; or

3. By order of a court of law.

Confidentiality extends to information sought or received; circulation records; database search records; reference interviews; interlibrary loan records; and computer uses.

All registration information of minors collected will not be disclosed except for those exceptions noted above. Any suspicious requests for records of minors that may be indicative of criminal intent shall be reported immediately to the appropriate law enforcement agency.

Library records will not be made available to any individual, group, or law enforcement agency without a valid court order, subpoena, or search warrant issued by a court of competent jurisdiction and presented to the Library Director or his/her designee. The Library Director will contact the City Attorney’s office whenever a court order, subpoena or search warrant is received.

Names of patrons may be disclosed to another library for the purpose of borrowing materials for the patron through interlibrary loan services.

Any patron who wishes to release information to another individual with regards to materials on reserve must complete a “Release of Information Form” available at the Circulation Desk.

Library records not protected under Statute 65 O.S. §1-105 fall under Oklahoma State Statute

25 O.S. §301, et seq.,- Open Records Act and must be disclosed in accordance with that statute upon written request to the City Clerk’s office.

All employees, board members, and volunteers of the Stillwater Public Library must comply with this policy. Disagreements concerning any aspect of this policy may be appealed to the Stillwater Public Library Board. Approved by the Library Board 4/22/03 Revised 4/27/04; 1/26/10; 8/28/12; 5/28/13 Re-affirmed 12/27/05

I have read, understand and will follow this agreement.

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Signature Date

**Safety and Security Policy**

Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor immediately. Volunteers should also notify their supervisors 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.

**Drug and Alcohol Free Workplace Policy**

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

**Workplace Harassment Policy and Workplace Violence 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 volunteer’s supervisor or the Volunteer Coordinator.

**Workplace Bullying and Psychological Harassment**

Stillwater Public Library prohibits workplace bullying or psychological harassment to the end that all employees are afforded the opportunity to work in an environment that is healthy and safe and free from bullying.

**Job Orientation and Training**

The supervisor in charge will be responsible for providing job orientation and training at the beginning of a new volunteer’s assignment.

**Court-Ordered community service**

We may accept court ordered community service workers at the library’s discretion.

**LIBRARY LANGUAGE**

All professions have languages of their own, and Libraries are no exception. These are a few of the terms you will become familiar with during your service as one of our volunteers:

**Call Number**

Numbers, letters, and/or symbols assigned to an item to indicate its location in the Library. In non-fiction, the call number is a Dewey Decimal Classification:

- 000: generalities: bibliographies, encyclopedias, rare books, etc.

- 100: philosophy and psychology

- 200: religion

- 300: social sciences

- 400: language

- 500: natural sciences and mathematics

- 600: technology (applied sciences)

- 700: the arts

- 800: literature and rhetoric

- 900: geography and history

Fiction books are identified by the letters of the author's last name plus a category --FIC for fiction, YA for young adult, AV for audio visual, and so forth.

**Circulation Desk**

The desk near the front door where patrons check out and return items, apply for Library cards, and pay fines

**Microfilm**

A reel of filmed newspapers. The material is viewed on microfilm reader in the genealogy room.

**Non-fiction**

Instructional, informational or factual materials.

**On-line Public Access Catalog (OPAC)**

The Stillwater Public Library's computerized database for access to cataloged materials in the collection.

**Patron**

Any person who uses the Library.

**Periodical**

A magazine, newspaper, or journal.

**Reference/Help Desk**

The desk in the Adult Services area where patrons may ask for assistance, information, and materials.

**Shelf Reading**

Examination of books on the Library shelves by volunteers and staff to be certain they are in the proper call number or alphabetical order.

**I hereby certify that I have read and discussed the contents of the Stillwater Public Library Volunteer Handbook and that I agree to abide by the same.**

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Supervisor ­­­­­­­­­­­­­­­­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_\_\_

**STILLWATER PUBLIC LIBRARY**

**COMPUTER AND INTERNET USE POLICY**

**General Use**

1. Persons who live, work or go to school in Payne County must have a Stillwater Public Library card to use the computers. Visitors must request a guest pass with photo identification. **Use of another patron’s library card may result in the revoking of computer privileges for both the cardholder and the user of the card.**
2. Wireless access on personal devices does not require a library card. By choosing to use this free service, patrons agree to abide by this Policy, which may be viewed on the library’s webpage or at the information kiosk.
3. Children under the age of eighteen (18) who will be provided computer and internet access must have a completed Computer Usage Form for Minors signed by a parent or legal guardian. . Parents assume full responsibility for their minor child’s use of the Internet and may view guides for keeping children safe at http://library.stillwater.org/for\_parents.php#internetsafety.
4. Appointments may be scheduled in advance, but no more than 3 appointments may be made per day. No telephone reservations will be made. Appointments will be held until 5 minutes after the scheduled appointment time.
5. Library computers are scheduled for 60-minute appointments. If there are no pending reservations, this time may be extended in thirty minute increments.
6. Printing is available from library computers for a fee. It is the responsibility of the user to pay for printing at the Printing Vend Station. Print jobs expire after six hours. Printing is available for some personal devices by downloading a program from the library’s webpage.
7. Computer use in the Library will be managed in a manner consistent with the Library’s Personal Conduct (http://library.stillwater.org/docs/Personal\_Conduct\_2016.pdf) and Underage (http://library.stillwater.org/docs/Underage2014.pdf) policies posted in the Library. All policies regarding circulation of library materials apply to the use of library computers.

**Prohibited Use**

1. Use of the Stillwater Public Library’s Internet access, including wireless access on personal computers, to engage in any activity that constitutes a violation of local, state, or federal laws is strictly prohibited.
2. Unauthorized access and disclosure, use or dissemination of personal identification regarding minors is prohibited.
3. Accessing and viewing materials in a manner that creates the existence of a sexually hostile working environment is prohibited.
4. Usage that reconfigures library computers, modifies installed software, or results in damage to library computers and equipment is prohibited.
5. No more than two people are allowed per library computer.

**Library Assistance**

1. The Library cannot protect patrons from information they may find offensive.
2. The Library uses technology protection measures (filtering software) that meets the requirements of the Children’s Internet Protection Act (CIPA) by protecting users from visual depictions that are a) obscene; b) child pornography; and c) harmful to minors. Subject to staff supervision, certain blocked websites can be made accessible for adults.
3. The Library cannot protect the security of any personal information provided on the Internet and strongly discourages the release of personal information.
4. Library staff can assist on electronic devices to the best of their ability but cannot be held liable for the contents or performance of devices.

Failure to comply with this policy may result in having library privileges revoked.

*I have read the Stillwater Public Library's Computer Usage Policy and agree to its terms and conditions.*

*I agree not to use the Library's Internet terminals or wireless access to libel, harass or threaten others, to engage in unlawful activities or unauthorized use, or to tamper with hardware or software belonging to the Library or the City of Stillwater. In consideration of the privilege of using the Stillwater Public Library's Internet terminals and wireless access and having access to the free information contained within it, I hereby release and hold harmless the City of Stillwater, its officers, agents, servants, or employees, volunteers, representatives, or advisors from any and all legal liability or responsibility for any and all claims, damages, losses, costs or expenses arising either directly or indirectly from the use of the Library's Internet terminals or wireless access whether or not caused in whole or in part, by alleged negligence of the City of Stillwater, its officers, agents, servants, employees, volunteers, representatives or advisors.*

Disagreements with any aspect of this policy may be appealed to the Stillwater Public Library Board.

Approved by Library Board 5/28/02.

Revised 6/18/02; 1/30/03; 4/27/04; 2/22/05; 8/23/05; 1/24/06; 4/28/09; 12/28/10; 10/23/12; 4/22/14; 8/22/17; 11/28/17