

Old Town Public Library Volunteer Handbook



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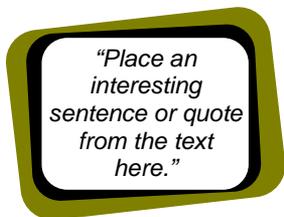
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Welcome

The Old Town Public Library staff welcomes you to our team and would like to thank you for selecting this library as a place to share your time, energy and talents. Your help as a volunteer will enhance library programs and services that make it possible for us to achieve much more than we could with staff alone. You are highly valued and respected; we acknowledge the commitment you make for the betterment of the community, and once again, welcome you to the library.

Library Mission

The mission of the Old Town Public Library is to maintain and improve the quality of life for all citizens of our community by providing resources and programs that enhance and contribute to individual knowledge, enlightenment, and enjoyment in the most efficient manner possible. We especially recognize our responsibility to serve as a place for children to discover the joy of reading and the value of libraries. The Old Town Public Library is dedicated to making the City of Old Town a rewarding, attractive and pleasant place in which to live, visit and work.

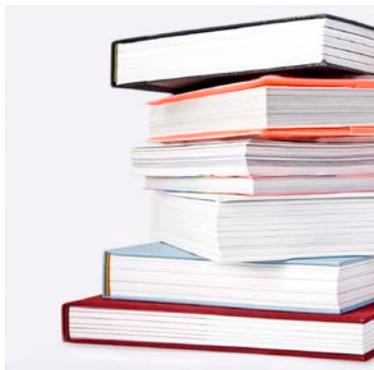


Purpose of the Volunteer Handbook

This handbook will serve to give volunteers direction by defining volunteer roles and responsibilities, informing volunteers of their rights, library policies and procedures, and providing general library information so they will have an enjoyable and rewarding experience.

VOLUNTEER RIGHTS

Each volunteer will be working under the supervision of library staff, or a lead volunteer who has considerable amount of experience with the project. Volunteers will be informed of the job description, identifying the general duties, expectations, qualifications, skill requirements and time commitment, and will receive proper training prior to beginning the volunteer assignment. Your assignment does not substitute staff responsibilities; volunteers are an extension of the library system that enable staff to increase services to patrons.



Volunteers deserve:

- To be respected and appreciated for their efforts
- To be given appropriate assignments according to skill, interest and availability
- To be empowered through participating, when feasible, in program development and program leadership
- To be given adequate training and have a clear understanding of the duties, expectations, required skills and time commitment
- To receive program and policy updates and/or changes, given feedback in a timely manner that may address concerns and/or grievances and receive additional training when requested
- To be acknowledged for their meaningful contribution
- To be given the opportunity to express their ideas.

Sign-in & Recording Volunteer Hours

Be sure to sign in and out every day you are volunteering. Volunteer hour tabulation is an important part of the library's statistics.

Attendance

Staff depends on volunteers showing up for their shift and completing it within the designated time frame. If you are unable to

make it to your scheduled shift, please call the library and let a staff person know. When possible provide your supervisor with advance notice of any foreseeable absences.

Appearance and Interacting with Public

Your supervisor will inform you of the required dress code, and you can also look to staff who work on similar assignments and dress accordingly. Casual attire is acceptable, but please be neat and conservative in your appearance and wear shoes that are comfortable and safe.



You are a reflection of the library, always be helpful, courteous and respectful toward patrons. When able to assist a patron with a request, please do so, otherwise, refer him/her to a staff member. The library is a public venue and opens its doors to many diverse individuals, show respect to all patrons.

Safety and Emergency Procedures

Volunteers are to follow safety rules. Familiarize yourself with the evacuation plan and the locations of fire extinguishers (floor layouts are posted throughout the library). First Aid kits are located in many areas of the library; volunteers should know where they are located.

Volunteers must report all job-related injuries, regardless of the severity, to their supervisor or a full-time library staff member. Report any unsafe working conditions to your supervisor or a full-time library staff member.

In the event of an emergency, remain calm and follow the directions of the library safety officers and/or staff, as well as other city safety personnel (Police and Fire).

Library Support Group

Please think about joining the Old Town Public Library Friends Group. If you value books and reading, we'd like to invite you to participate in our projects and activities. Help us to promote the use of the OTPL, and to support the many programs for people of all ages.

Volunteer Agreement

Volunteers will receive a Volunteer Agreement form to read and sign that will be kept on file at the library. This page is a reference and reminder to what you have agreed to while volunteering at the Old Town Public Library.

The Old Town Public Library agrees to provide:

1. A clearly defined job description.
2. Orientation to the library and library volunteer policies.
3. Training and support by library staff.
4. Respect and recognition of the value and contributions of volunteers.
5. Cooperative working relationship between staff and volunteers.
6. Feedback on volunteer's performance.
7. Updates on changes that affect you and/or your assignment.

As a volunteer, I agree to:

1. Fulfill the duties outlined in the job description in a professional manner.
2. Be reliable, punctual and ready to work.
3. Keep a record of my hours by signing in at the designated location.
4. Notify my supervisor/team leader as soon as possible if delayed, sick or unable to work.

5. Maintain confidentiality of all proprietary or privileged information whether this information involves an individual staff member, volunteer, library user, or involves library business.
6. Be a team player. I will make suggestions and ask the staff when I have questions.
7. Abide by all of the policies and procedures set by the Old Town Public Library and the City of Old Town. I understand that I may be terminated for not complying with these guidelines.

Old Town Public Library

