



Lake Travis Community Library

Volunteer Guidelines

The Lake Travis Community Library welcomes you to our team and thanks you for selecting the library as a place to share your time, energy, and talents. Whether you work with the public or behind the scenes, you will be supporting an important part in the life of the Lake Travis community. Your help as a volunteer will enhance the library's services, making it possible for us to achieve much more than we could with staff alone. We appreciate you being a part of the library and want your volunteer experience to be enjoyable and rewarding.

- **Appearance**

While there is no formal dress code, please remember that you are acting as a representative of the library and so we ask that you dress appropriately for your task. Please avoid strong colognes or perfumes which may be bothersome to patrons, staff, or other volunteers with allergies. Please wear your library name tag when you are representing the library.

- **Attendance**

Volunteers are crucial to the library's ability to operate and serve the community, and therefore we ask you to be reliable and prompt. If you will be late or need to miss a shift, please contact the volunteer coordinator. If you are planning to miss a future shift, please follow the procedures on the other side to find a substitute. We ask our volunteers to commit to at least one weekly shift of two to three hours for a minimum of six months.

- **Communication**

Communication with library staff and other volunteers is an important and ongoing process. We want to support you in your efforts on behalf of the library, so please come to us with any questions or concerns, if you need help, or if you are uncertain of a policy or procedure. Similarly, if you are not satisfied with your volunteer assignment or experience, please contact the volunteer coordinator.

- **Confidentiality**

All records are strictly confidential, as are all transactions among library users, staff, and volunteers. Volunteers are required to uphold this policy. This includes a patron's personal information and any information about what a patron asked for, looked at, requested, or checked out.

- **Service**

We want the library to be a friendly and welcoming space for our community and so we strive to offer outstanding customer service to all patrons, both in person and over the phone. We hope that all patrons, staff, and volunteers treat each other with attentiveness, courtesy, professionalism, and respect.

- **Telephones**

Telephones are provided to conduct library business. Personal calls, including on personal cell phones, should be kept to a minimum. As a courtesy to our patrons, we ask that you step outside or into the library's foyer for personal conversations, and please set your cell phone ringer to silent during your shift.

- **Time Recording**

It is important that the library has an accurate record of volunteer service for annual state reports, so we ask that you log all volunteer hours for each shift and appropriate assignment. Please log in at the beginning of your shift using the tablet at the circulation desk and please also sign out at the end of your shift.

How to Find a Substitute

The library depends on you to serve your regular shift, and therefore you are responsible for finding a sub if you know you will be absent. If you need a sub:

- Send an email to LTCLsubs@gaggle.email. Please state the date and time of the shift you need covered as well as your assignment e.g. check in, shelving, etc. Sometimes it's easier to find a sub if you offer to swap shifts.
- Please contact the volunteer coordinator with the date of your absence and who will be serving as your sub.
- Log into your Volgistics account on the circulation desk tablet or from home to indicate an upcoming absence. While you're there, you can also sign up to be a sub for someone else!
- Please let the volunteer coordinator know if you would like to be added to the sub list.

How to Access Your Volgistics Account

Volgistics is the library's online volunteer management system. You can access your account at the library and from home.

- At the library: In addition to using it for logging your service hours, you can also log into the circulation desk tablet to check your schedule, mark an upcoming absence, or sign up to sub for an open shift. To log in, simply enter the volunteer number printed on your name tag.
- From home: You can view your schedule, mark absences, and sign up to sub from home, as well as read the latest library news and update your contact information and preferences. When you start volunteering, the volunteer coordinator will send you an email with a link to create a password for your account. It might be helpful to bookmark this link to make it easier to find every time you need to log in; otherwise, you will need to follow the link to the VicNet Volunteer Portal at the bottom of the library's Volunteer Program page. To log into your account, enter your email address and the password you created. Please contact the volunteer coordinator if you need to reset your password or have any questions about using Volgistics.

Lake Travis Community Library

www.laketravislibrary.org

512-263-2885

Mon—Tue 10-7

Wed—Fri 10-6

Saturday 10-4

Sunday 1-4

FAQS

How many items can I check out?

- There is a limit of 50 items at one time, including 10 movie DVDs, 10 television DVDs, and 10 children's DVDs.

What about new magazines?

- The latest issue of each magazine cannot be checked out. There is a red dot covering the barcode of new magazines. All back issues can be checked out.

How long can I keep my items?

- Everything is checked out for two weeks.

Can I renew my items?

- All materials can be renewed twice unless there is a reserve for another patron. Eligible items will renew automatically on the due date; you can also renew by logging into your account online, over the phone, or at the library.

How much are late fines?

- Late fines for most items are \$.10 per item per day. Fines for overdue mobile hotspots are \$1 per day.

How much is printing, copying, and faxing?

- Printing and photocopying are both \$.10 per page black and white and \$.25 per page color. Faxes are \$1 each, regardless of page quantity. Scanning is free.

Does the library accept donations?

- Yes, the library accepts donations of a variety of materials in good condition, excluding VHS tapes and encyclopedias. We accept magazines issued in the last six months for our magazine exchange rack.

**If you have other questions,
please ask a staff member or visit
the library's website.**