



## Message from the Library Staff

Welcome to the Library Volunteer Program! We are pleased that you wish to partner with us as we provide our community with outstanding library service. Whether you will be working with the public or behind the scenes, you will find that the Paso Robles City Library plays an important part in the life of Paso Roblans. We rely on our volunteer force to maintain high quality and our success depends on the volunteers and City Staff working together to meet the mission and goals established by the City Council. We strive for customer service excellence in everything we do and continually look for ways to improve services.

Welcome again to the elite corps of Paso Robles' finest—its Library Volunteers!



## City of Paso Robles Statement of Philosophy

Volunteerism is the backbone of civic responsibility and the City of Paso Robles believes volunteers are an integral part of its efforts to maintain a high level of excellence. It is committed to the premise that building strong, supportive relationships between the City and citizenry leads to municipal progress and personal enrichment. To that end, the City extends numerous and on-going volunteer opportunities to participate in and contribute to City government; develops individuals through efficient training and thoughtful supervision; and deploys volunteers in meaningful and effective ways. By supporting its many volunteer programs, the City strives to encourage personal happiness and fulfillment; to strengthen the quality of the citizenry; to maintain a high level of customer service; and to position itself for the opportunities and challenges of the future.



# Paso Robles City Library Mission Statement

“The Paso Robles City Library is the place to discover, to learn, and to grow, empowering our community to achieve its vision for the future”



## Board of Trustees

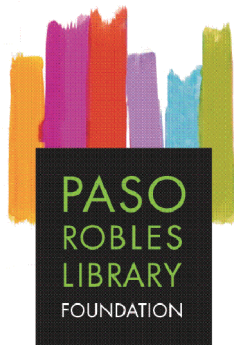
The Library Board of Trustees is an advisory body appointed by the City Council whose purpose is to provide the vision and direction needed to bring essential library services to the ever-changing Paso Robles community. The five-member Board meets the 2nd Thursday of the month at 9:00 am. The meetings are open to the public.



of the Paso Robles Library

## Friends of the Library

Friends of the Library has provided invaluable financial support to the Library since 1978 through paid memberships, open to anyone, the resale of donated books and magazines, and since 1995, the sale of gifts and educational items in the Friends Store, located just off the lobby, 237-3908.



## Library Foundation

The Paso Robles Library Foundation is a non-profit organization under Internal Revenue Code 501c(3) that was established in 1997 to develop the financial resources needed to enhance and sustain library services, programs, and collections. The Board consists of 16 Directors and meets the first Wednesday of the month at 11:30 am.

## About the Library Volunteer Program

The Library Volunteer Program was established in 1995 to help the Library Staff make full use of its beautiful new building. Starting with only a handful of volunteers, the program has grown to be one of California's most innovative models of volunteerism in library service. Today, the Volunteer Program is essential to the daily operation of the Library with over 100 trained volunteers contributing over 16,000 hours of their time and talents each year.

## Mission Statement of the Library Volunteer Program

"The mission of the Paso Robles City Library Volunteer Program is to support Library Staff in its ongoing commitment to excellence."

## Goals and Objectives of the Program

- To maintain a cadre of 100-plus trained, skilled volunteers to serve in various aspects of library service—with an emphasis on customer service—by thoughtful recruiting, thorough vetting, and providing on-going training opportunities throughout the year
- To retain Library Volunteers by providing them with meaningful tasks, venues for program assessment and input, and personal fulfillment
- To recognize at every opportunity the many contributions made by Library Volunteers to library service, to the City of Paso Robles, and to enhanced quality of life in the community by acknowledging both publically and privately throughout the year their generous donation of time and talent

## What Is Expected of the Library Volunteer

Volunteers are expected to comply with the guidelines and procedures outlined in this handbook. They are not expected to perform tasks that are more appropriately under the purview of paid Staff, such as enforcing library policies or addressing patron misbehavior.

Additionally, volunteers are considered *working members of the Library Staff* and must abide by the same rules of conduct, ethical standards, and confidentiality requirements that govern paid City employees.

## What the Library Volunteer Can Expect

Volunteering at the Library will give you a chance to meet new people, to work in pleasant surroundings, to develop new skills, and to give something back to the

community. Participation in the program will bring you learning opportunities, camaraderie, challenges, and fun!

As a valued Library Volunteer, you can expect:

- To be given a suitable assignment
- To be assigned a supervisor or point person of whom you can ask questions, discuss concerns, or make suggestions
- To receive appropriate on-the-job training
- To have the option of requesting a change in assignment
- To be given opportunities to learn new tasks and develop new skills
- To be recognized for services rendered
- To be treated with respect and courtesy

## The Role of the Library Volunteer Coordinator

The primary role of the Library Volunteer Coordinator is to oversee the Program and to ensure a uniform, consistent, and fair approach to its volunteers. It is the Coordinator's responsibility to understand and communicate volunteer needs to Staff and administration and, likewise, to understand and communicate Staff needs to the volunteers.

## The Responsibility of the Volunteer Supervisor or Point Person

Volunteer supervisors and point persons provide on-the-job training and direct supervision. Their responsibility is to ensure that:

- Volunteers understand the task and know to whom and for what they are accountable
- Volunteers are provided the tools to do the job—resources, training, facilities, and equipment
- Volunteers are given opportunities for growth
- Volunteers are counseled in a timely and positive manner when performance issues arise

## Policies and Procedures

### Attendance

Volunteer shifts begin **no earlier than 8:30 am**. Please respect the morning Staff's need to get their day in order before volunteer supervision begins.

If you have a morning shift, please do not conduct any *personal library* business if the library is not yet open to the public, such as looking for books, using public computers, etc.

If you know you will be unable to report for work at your regularly scheduled day or time, *you are responsible for notifying your supervisor and/or the Volunteer Coordinator*. If you do not keep to your scheduled days and times, you are negatively impacting Staff.

There will be times when you are unexpectedly unable to make your shift, such as car trouble; then, a telephone call to your supervisor and/or the Volunteer Coordinator is in order:

**237-3871 ext 7811**

Please do not leave any voice mail messages when calling in to report an absence. Make sure your message is delivered *to an actual person*, ideally your supervisor and/or the Volunteer Coordinator.

### Background Checks

Fingerprinting and reference checks are conducted to promote a safe work environment. All adult applicants for ongoing Library volunteer positions are required to be fingerprinted, at no charge, and cleared before assuming any volunteer duties. Teen volunteers work directly under adult supervision at all times and do not require fingerprinting.

### Breaks

A 15 minute break for every four hours is customary. **Eating at or around public desks is prohibited**. The Staff break room is available to eat a snack or just relax.

### Code of Ethics

As a City volunteer, you are subject to the same code of ethics that binds the professionals in the fields in which you work. Like them, you assume certain responsibilities:

- To keep confidential matters confidential
- To work with an attitude of open-mindedness
- To bring to the assignment interest and attention
- To contribute to the team with the assets you have

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, discuss the matter with your supervisor, point person, or the lead Staff member.

Compliance with this code of ethics is the responsibility of all working members of the Library Staff.

## Communication

It is the responsibility of all working members of the Library Staff to maintain open lines of communication. Volunteers are encouraged to discuss their concerns about assignments or schedules as well as share their ideas and suggestions with their supervisors or the Volunteer Coordinator. If, at any time, you are not satisfied with your volunteer work in the Library, please bring it to the Volunteer Coordinator's attention.

## Community Service

At this time, the Library does not accept as volunteers persons required to complete court-appointed service hours.

## Computer Use

Except for the public-access computers in the reference area, *personal* use of City computers, such as those behind public desks, is prohibited.

## Confidentiality

As a volunteer, you may have access to personal information about patrons, other volunteers, or City Staff. All transactions between Library patrons and working Staff are strictly confidential. This includes any information about materials a patron has looked at, asked for, requested or checked out, as well as reference questions asked.

Please, never divulge any information about patrons or Staff to anyone, including family members, law enforcement officers, teachers, etc. Remember, volunteers are held to the same standards as are paid Staff in maintaining confidentiality. This also applies to information about security such as computer passwords and anti-theft security systems.

Volunteers who improperly use or disclose confidential business information will be subject to termination, even if they do not benefit from the disclosed information.

## Customer Service

Courtesy is highly valued by the City organization and customer service will very often begin with you. As a Library Volunteer, you are an ambassador of the City to its residents; thus, a welcoming smile and a professional and courteous attitude are important.

Please limit personal conversations in public areas so as not to disturb patrons.

If a patron asks for help and you cannot help him, please direct him to someone who can or take his name and number and assure him someone will get back to him.

## Dependability

Unplanned absences or delays adversely affect co-workers so please notify your supervisor and/or the Volunteer Coordinator as soon as possible if you will be late or absent for your scheduled time. Please do not leave any messages as they may not be retrieved in time; leave your message with an actual person.

**237-3871 ext 7811**

## Disciplinary Action

Volunteers are expected to meet the same standards of professionalism required of paid Staff. An unsatisfactory volunteer is an unfair burden on co-workers; therefore, those who fail to meet the requirements of the job or who violate Library policies are subject to reassignment or dismissal.

## Emergencies

For those volunteers who work a day or time when their supervisor is typically out, it is important to know who the lead Staff person is during your shift. If a "situation" in the Library should arise, you must know who's in charge. When you start your shift, please ask your point person or a Staff member who the lead is.

In the case of an emergency, such as a fire or earthquake, your primary responsibility is to your own safety. *Seeing that patrons are safely escorted out of the building is the responsibility of paid Staff.*

First aid cabinets and flashlights are located in the workroom and behind the Children's and Circulation desks. Fire extinguishers are located in the workroom, along the ramp, and in the lobby. You will be shown these at your orientation; if you forget where they

are, please ask a Staff member.

Specific policies and procedures regarding safety in the Library can be found in the orientation materials, specifically:

- General building safety
- General personal safety
- Power outages
- Problem behavior in the Library
- Other special Library situations

*Please report immediately any on-the-job accident to your supervisor or the lead Staff member during your shift.*

## Employment References

Library Staff is prohibited from providing references to volunteers seeking employment.

## Equal Opportunity

The City of Paso Robles does not discriminate in volunteer opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

## Evaluations

While feedback on job performance is provided on an on-going, as-needed basis, once a year, volunteers are asked to rate their own performance. This informal approach is thought to be less stressful while still providing an opportunity for the supervisor or point person and volunteer to talk about the assignment. However, please do not wait for your self-evaluation to bring any problems or questions to your supervisor's attention.

## Exit Procedures

To discontinue your volunteer service, please notify your supervisor and the Volunteer Coordinator to let them know your intended last day, giving two-weeks' notice if possible. On your last day, please remember to turn in your name tag and any other Library volunteer-related property. Also, please leave a forwarding address if you are relocating. The Volunteer Coordinator may be sending you an exit survey in order to gain valuable insight from your experience with the Library Volunteer Program.

**Once your volunteer service has been discontinued, your access to the Library**



**is limited to public areas only.**

## Harassment

All City workers have a right to work in an environment free from all forms of discrimination and conduct that can be considered harassing, coercive or disruptive. Consistent with the City's respect for the rights and dignity of each employee and volunteer, harassment based on race, color, religion, sex, national origin, age, disability, sexual orientation, or any characteristic protected by law will not be sanctioned or tolerated.

## Leaves of Absence

If you need to stop volunteering for a period of one month or more, please notify your supervisor and the Volunteer Coordinator.

When you are away from your volunteer duties for an extended amount of time, there is no guarantee that your position will be available when you return. However, upon your return, every effort will be made to find a suitable place for you. When you are ready to return from a leave of absence, please contact the Volunteer Coordinator.

## Medical Leaves

If you need to take a medical leave, please let your supervisor and the Volunteer Coordinator know. **Volunteers covered under the City's workers' compensation policy are required to provide medical certification of their fitness to return to full duty following any type of medical leave.** Please confirm with your supervisor your return-to-duty date.

## Name Tags

You will be issued a name tag soon after you begin your service. It is important that you wear it whenever you are volunteering—it identifies you as a working member of the Library Staff. Please return it upon leaving the program.

## Parking

Volunteers are free to park in any available public parking spot; there are no designated or restricted areas specific to Library Volunteers.

## Personal Data

The Volunteer Coordinator keeps contact information and other important data on all volunteers. It is your responsibility to provide updates such as change of address, change of phone number or email address, etc. to the Volunteer Coordinator as

needed.

## Personal Items

Storage lockers are provided in the Staff break room to ensure safekeeping of your valuables. Please do not store your personal items, such as purses, under public desks; the Library is not responsible for lost or stolen items.

## Problem Solving

If a problem or issue should arise concerning any condition of your volunteering, you should attempt to reconcile the matter with your supervisor. However, if you feel that a workable agreement or a satisfactory solution to your problem has not been reached from discussion within the department, then notify the Volunteer Coordinator.

## Professionalism

Remember that you are a reflection of the City of Paso Robles and professional appearance and behavior are expected. Come to work dressed appropriately for your position. Be sure to wear shoes suitable for safety and always wear your nametag, which will be issued to you soon after you begin your service. Unprofessional behavior, such as inappropriate conversations, sexual comments, and demonstrations of affection, is prohibited.

## Program Assessment

Once a year, volunteers are asked to provide their honest assessment of the Library Volunteer Program in such areas as job satisfaction, learning opportunities, and working relationships. This is a valuable tool in improving the Volunteer Program and in ensuring the Library's ongoing commitment to excellence.

## Recognition

Library Volunteers are thanked and recognized for their contributions throughout the year, but the annual fall barbeque is the most popular recognition event. The Library Volunteer of the Year award is given then, as well as humorous certificates for additional noteworthy service.

The Library Leadership Program was established in 2003 to officially recognize and reward model volunteers with a higher level of responsibility. Leaders in Circulation, Reference, Computers, Children's Services, Processing, Shelving, Delivery, and Mending do the actual training of new volunteers under their supervisor's guidance. In addition, Leaders serve in an advisory capacity to the Volunteer Coordinator on such aspects of the program as assignment development, and recruitment and recognition

ideas.

## Retired and Senior Volunteer Program (RSVP)

The Paso Robles City Library is an official station for the San Luis Obispo County RSVP program. The program is open to persons 55 or older and costs nothing to enroll. Benefits include supplemental accident, personal liability, and excess automobile liability insurance benefits, potential mileage reimbursement, and reduced rates for fabulous travel packages. Check in the Library Volunteer Office for more information or contact RSVP directly, 544-8740, or [rsvpslo@srvolunteer.org](mailto:rsvpslo@srvolunteer.org).

## Safety

Because safety is everyone's job, volunteers are asked to be alert at all times to safety hazards. Unsafe acts or conditions must be reported to your supervisor.

*Staff areas are off-limits to the public. **Please do not send any member of the public to the workroom or to the Volunteer Office without authorization.*** When answering the back door, be aware of who you are letting in.

Also, please notify your supervisor and/or the Volunteer Coordinator of any assignment that causes physical discomfort or that could lead to personal injury. All injuries, whether minor or serious, must be reported immediately.

## Scheduling

Scheduling is arranged with your supervisor and most positions require a commitment to a set day and time. If you need to change your schedule, please see your supervisor.

## Smoking, Substance Use

The City of Paso Robles must ensure a drug and alcohol-free workplace. Being under the influence of, using, possessing or selling alcohol or an illegal drug is strictly prohibited. This applies to everyone—including volunteers who perform a service for the City or use City equipment.

City buildings are non-smoking facilities; appropriate smoking areas can be found outside. Alcoholic beverage possession and/or consumption on City property is prohibited, except for special events for which an alcohol permit has been issued.

## Substituting

When you are unable to cover your shift, please let your supervisor and/or the Volunteer Coordinator know as soon as possible. They will determine whether a

substitute is needed and if so, the Volunteer Coordinator will contact other volunteers in your assignment area to secure coverage. Email has been the most effective method to reach potential substitutes quickly. If you have an email address on file, please check it frequently and fill in for someone else whenever you can.

## Supervision

When you begin your volunteer duties, a supervisor or point person will be assigned to you. This is the person who will provide on-the-job training and be available to you throughout your assignment.

## Telephone Use

Generally, Library-owned equipment and supplies are for Library use only and may not be used for personal business. If you must make a personal call, please use the telephone in the Staff break room and keep it brief.

## Termination

The Library reserves the right to terminate a volunteer appointment with or without cause.

## Timesheets

The City must keep track of volunteer hours to ensure coverage under its self-insured liability and workers' compensation. Time records are used to determine how service levels have increased and which services have been enhanced by volunteers. Timesheets are kept in the Volunteer Office. Please round up to the nearest quarter hour **and carry a running total** for each month. Sign in upon arrival and sign out upon departure; please do not fill out days and times at one time.

## Training

Library Staff strives to provide volunteers with opportunities to improve their job skills and/or learn new skills. Cross-trained volunteers are extremely valuable to the Library. If you are interested in working in a different area of the Library, please let your supervisor and/or the Volunteer Coordinator know.

## Workers' Compensation

As a Library Volunteer, you are covered by the City's workers' compensation policy so *long as you are acting within the scope and course of your assigned duties.*

# VOLUNTEERS

VOLUNTEERS

## PASO ROBLES CITY LIBRARY VOLUNTEER HANDBOOK



2012

Paso Robles City Library

1000 Spring St., Paso Robles, CA 93446

805.237.3870

FAX 805.238.3665

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