



VOLUNTER HANDBOOK

Welcome

Thank you for volunteering your time and energy to the Dayton Metro Library. Volunteering at the Dayton Metro Library is a selfless act that enhances the Library's capacity to provide outstanding programs and services to our community.

The purpose of this handbook is to give you an overview of Dayton Metro Library's volunteer program. In addition, the handbook will assist you in gaining a better understanding of the library system, its mission, beliefs and services as well as expectations from volunteers. The handbook also includes important information about what will be expected of you, and what, in turn, you can expect from Dayton Metro Library to support and guide your efforts. Training and support will be provided during your volunteerism at the Dayton Metro Library. As you begin your volunteer service, we are certain you will have questions that will need more specific answers than may be covered in this handbook. Please consult the Volunteer Services Manager when questions arise.

Mission Statement

The Dayton Metro Library Informs, Inspires, and Empowers our Community.

Vision

We spark a thriving community.

Values

We embrace a set of core values that guide our work and keep us centered on our mission. These values form our organizational ethos:

Access

We respect intellectual freedom - safeguarding universal and open access to information and ideas.

Literacy and Learning

We engage people of all ages in a lifetime of learning and reading – fostering individual, family, and community well-being.

Community Focus

We partner to achieve community goals – providing resources, preserving the past, and contributing to public discourse.

Equity, Diversity, and Inclusion

We embrace our differences and create opportunities – bridging gaps and removing barriers.

Integrity

We build trust in the community – operating with the highest level of accountability and exercising our fiscal and legal responsibilities.

Service

We put people first – delivering high-quality customer service, protecting privacy, and innovating for the future.

Standard Hours of Operation

 Monday
 9:30 a.m. – 8:30 p.m.

 Tuesday
 9:30 a.m. – 8:30 p.m.

 Wednesday
 9:30 a.m. – 6:00 p.m.

 Thursday
 9:30 a.m. – 8:30 p.m.

 Friday
 9:30 a.m. – 6:00 p.m.

 Saturday
 9:30 a.m. – 6:00 p.m.

 Sunday
 1-5 PM. Main Library only

Library Locations

Brookville - 120 Blue Pride Dr., Brookville, OH 45309

Burkhardt - 4704 Burkhardt Ave., Dayton, Ohio 45403

Electra C. Doren - 701 Troy St., Dayton, OH 45404

Huber Heights - 6243 Brandt Pike, Huber Heights, OH 45424 (Opening Summer 2023)

Kettering Moraine - 3496 Far Hills Ave., Kettering, OH 45429

Main Library - 215 E. Third St., Dayton, OH 45402

Miami Township - 2718 Lyons Rd., Miamisburg, OH 45342

Miamisburg - 545 E. Linden Ave., Miamisburg, OH 45342

New Lebanon - 715 W. Main St., New Lebanon, OH 45345

Northmont - 700 W. National Rd., Englewood, OH 45322

Northwest - 2410 Philadelphia Dr., Dayton, OH 45406

Outreach Services

Southeast - 21 Watervliet Ave., Dayton, OH 45420

Trotwood - 855 E Main St., Trotwood, OH 45426

Vandalia - 330 S. Dixie Dr. Vandalia, Oh 45377

West Carrollton - 300 E Central Ave., West Carrollton, OH 45449

West - 300 Abbey Ave., Dayton, OH 45417

Wilmington-Stroop - 3980 Wilmington Pike, Dayton, OH 45429

Closed Holidays

When a holiday falls on Sunday, the following Monday is observed.

- New Year's Day
- M.L.K. Jr. Day
- President's Day
- Memorial Day
- Juneteenth
- Independence Day
- Labor Day
- Staff Day
- Indigenous People's Day
- Thanksgiving Day
- Christmas Eve
- Christmas Day
- New Year's Eve

Dayton Metro Library Volunteers have the right to:

- Expect duties that are meaningful to the library.
- Be given adequate assignments based on interests, skills, availability, and training.

- Receive sufficient orientation/training for any assignment accepted.
- Expect to be treated as an important attribute to the team and Dayton Metro Library system.
- Be informed of any changes in policies or procedures that may affect volunteers.
- Require a physically safe work environment free of harassment and hostility.
- Receive feedback and evaluation of their performance.
- Expect volunteer records to be kept documenting volunteer experience and hours of service.
- Be recognized for their donation of time and talent to the library.

Dayton Metro Library has the right to:

- Decline volunteer placement in the organization.
- Release a volunteer if their work is deemed unacceptable or whose skills do not fill a need in the library.
- Require a background check for volunteers.
- Expect volunteers to fulfill their time commitment.
- Require volunteers to dress appropriately and be well groomed.
- Ensure that volunteers perform the duties that have been assigned to the best of their abilities.
- Restrict immediate or extended family members or cohabitants of a DML employee to volunteer at different locations or departments from their employee relative.

Policies & Procedures

Attendance and Punctuality

Excellent attendance is essential for effective performance and productivity. Volunteers are expected to adhere to the attendance requirements of their opportunity. If attendance requirements are not met the result could end the volunteer relationship.

Dress Code

Library volunteers are expected to conduct themselves in a professional manner and to be well groomed and properly dressed. Quality service, positive attitude, good patron relations, and pleasing personal appearance are key factors in creating and maintaining a favorable image. Fundamental is the concept of appropriateness in relation to the type of volunteer assignments being performed.

Individual apparel should not attract undue attention from other volunteers or library patrons. Within these concepts there is plenty of room for the expression of individual taste and the exercise of individual choice of apparel suited to a particular opportunity. Extremes of clothing, hair color, accessories and/or body decorations are not permitted.

This includes, but is not limited to:

- dirty, torn, poorly mended, or ill-fitting clothing
- clothing bearing advertisements, words, graphics, or logos, etc.
- overly tight or suggestive clothing. This includes, but is not limited to, muscle shirts, spaghetti straps, halter tops, tank tops, tube tops, crop tops, beachwear; short skirts, and attire which exposes the torso, and other revealing attire
- clothing and accessories that could create a safety hazard for the employee or others in the work environment
- shorts, skorts, cropped pants, and capri pants (defined as pants that are mid-calf or shorter)
- sweatpants, leggings worn as pants, and exercise wear
- hats
- casual foot wear such as flip flops, slippers, and moccasins
- clothing and accessories that could create a safety hazard for the employee or others in the work environment

Good personal hygiene is imperative for proper grooming. Hair should be neat and clean. Mustaches and beards are to be kept

neat and trimmed. Perfume, cologne and after-shave should be used in moderation remembering that some individuals may be allergic to fragrances. Shoes must be clean and in good repair and worn by all categories of volunteers.

Ending the Volunteer Relationship

A specific length of commitment was made with you when your placement was chosen. We hope that you will be able to fulfill this commitment, but we realize that you may need to discontinue volunteering with us at some point. Please give your Volunteer Services Manager and the location manager 15 days' notice so there is ample time to fill your opportunity. The volunteer should provide documentation in writing specifying your exact final date.

Occasionally, things just do not work out. If a volunteer is not performing satisfactorily, the supervisor and the Volunteer Services Manager will discuss the problem with the volunteer. If the volunteer disregards a policy established by the Library, the volunteer relationship will be ended immediately.

Meal Periods/Breaks

Volunteers requesting breaks and meal periods must consult with the location manager.

Accidents

Volunteers are required to report all accidents and injuries immediately to the location manager and follow up with a written Accident and Incident Report Form within twenty-four (24) hours of the accident or injury. All completed Volunteer Accident and Incident Report Forms will be maintained in the Human Resources Office.

Alcohol and Drug Policy

The Dayton Metro Library is genuinely concerned about alcohol and drug use and abuse and the effects it may have on a volunteer's performance, patron safety and the public's confidence in our services. No one shall be under the influence/impaired by any substance while volunteering. Additionally, no volunteer while on library property, or while conducting library business is permitted to use or consume, possess, purchase, sell, or distribute any substance, drug or alcohol, lawful or unlawful, except where authorized by management. Any volunteer undergoing a medically prescribed treatment with a controlled substance, which may cause impairment, must report the treatment to the Volunteer Services Manager and location manager prior to arrival.

Background Check/Fingerprinting

Any person under final consideration for a volunteer position requiring direct and ongoing contact with patrons will be required to have a fingerprint check completed. The Dayton Metro Library has instituted a policy which requires such volunteers to have a Bureau of Criminal Identification (BCI&I) fingerprint check completed. Policy forbids the placement of any individual with an unacceptable police record. If a volunteer is charged or convicted of any offense during the period he or she volunteers for the library, he/she is required to report it in writing to the Volunteer Services Manager immediately.

SB 187 was enacted by the Ohio Legislature in January 2001. The purpose of the bill was to help ensure that volunteer-utilizing organizations carefully screen potential volunteers wishing to work directly with children.

Because of the public nature of the Library, the Volunteer Services Manager will not place an individual convicted of any of the crimes outlined in SB 187 in a direct service position.

Boundaries with Patrons

Each Volunteer is expected to maintain positive customer service relationships and represent the Library professionally when dealing with members of the public. The same standard of service is to be granted to all patrons regardless of their cultural background, status, lifestyle choices or position. Volunteers, especially those in positions that serve patrons directly, such as Reading Buddies or Conversation Partners, etc., are encouraged to build a positive rapport with the patron while also maintaining a professional and healthy boundary. This includes, but is not limited to:

- Do not share personal contact information with a patron
- Do not purchase or provide gifts or money for a patron
- Do not accept valuable gifts or money from a patron (volunteers may occasionally accept candy or food and other inexpensive items valued at less than \$25)

The Library is a public institution, and its services are equally available to all.

Confidentiality and Library Records

All transactions between library patrons, staff, and volunteers are strictly confidential. Volunteers are asked to uphold this policy. Any recorded information about a patron's use of the library is considered confidential and is protected by state law and library policy. This includes any information concerning what materials a patron viewed, requested, checked out, or any reference questions asked by library patrons. This policy of maintaining confidentiality ensures that patrons can use the library and its resources without fear of restricted access to information.

Food and Drink

Under normal circumstances consumption of food must be confined to the staff rooms, private offices, and meetings where food and drink are served. Location managers may permit food to be placed in non-public areas when celebrating holidays or other special occasions. Under no circumstances should food be left where it may attract insects and other pests when an agency is closed.

Evacuation Procedures

In the event of an emergency such as a fire or explosion it may be necessary to clear the building in a rapid, orderly fashion. In such situations the Location Manager, or person in charge, is required to oversee the evacuation process and assist the public in locating the closest exit. In addition to, volunteers should get familiar with evacuation routes/fire exits.

Inclement Weather

In the event of severe winter or inclement weather, please call 937-463-2665 and you will either hear a message that the Dayton Metro Library system and all branches locations are closed OR if we are not closed, you can ask to be transferred to the Branch to let them know you will not be in for your volunteer shift.

Harassment and Discrimination

Dayton Metro Library is committed to providing a environment that is free from discrimination and harassment based on an individual's sex, race, age, ancestry, national origin, religion, disability, sexual orientation, or any other protected characteristic. The library will not tolerate an environment that creates a hostile work place through unwelcome sexual advances or other improper harassment or discrimination based on an individual's protected status.

Specifically, no volunteer, male or female, shall harass another volunteer or employee by making unwelcome sexual advances, or favors, or other verbal or physical conduct of a sexual nature a condition of a volunteer. The creation of an intimidating, hostile, or offensive working environment may include such actions as persistent comments regarding an employee's sexual preferences or the display of obscene or sexually oriented photographs, posters, drawings, cartoons, epithets, greeting cards, articles of clothing or other written works. The creation of an intimidating, hostile or offensive working environment may also result from actions, statements or other conduct that relate to an individual's protected status.

Volunteers may report any incidents of sexual or other improper harassment or discrimination, whether by an employee, a manager, or a volunteer to their, location manager, to the Volunteer Services Manager, to the Human Resources Manager or the Deputy Executive Director. A thorough investigation will be completed. Confidentiality will be maintained to the extent possible as to not hamper the investigation process. No reprisal, retaliation or other adverse action will be taken against any volunteer who in good faith reports any improper harassment or discrimination or assists in the investigation of such matter. If a volunteer feels that he/she has been falsely accused of misconduct, he or she must come forward to explain the situation in writing.

Library Name Tags

Volunteers of the Dayton Metro Library are required to wear a library issued volunteer identification name tag at all times while on duty at any library agency. On duty includes completing a regular volunteer assignment, participating in training, or conducting any other library related business. Name tags must be worn in a manner and location that is easily visible to all patrons.

Media

If a volunteer is approached by a media representative while volunteering at the Dayton Metro Library, the volunteer is required to refer that individual to the location manager or Volunteer Services Manager.

Personal Electronic Device

Personal use of electronic devices including talking, texting, emailing, social networking, blogging, gaming, browsing the Web should be limited, whenever possible to after volunteer service.

Smoking

Due to the acknowledged hazards arising from exposure to environmental tobacco smoke or secondhand smoke, it shall be the policy of Dayton Metro Library to provide a smoke free Library campus for all employees, volunteers, visitors and patrons. Therefore, tobacco use and smoking is prohibited in all Library premises and while conducting Library related business. Smoking is also prohibited within twenty-five (25) feet of any Library building entrance or exit, operable windows and/or air intake vents.

Workplace Violence

It is the policy of the Dayton Metro Library to provide all volunteers with an environment that is free from workplace violence.

Violence will be met with an immediate response with the purpose of diffusing the situation, protecting employees, volunteers, and patrons, and preventing further incidences. Acts of violence committed by volunteers result in ending the volunteer relationship.

Administrative Contacts

Volunteer Services Manager

Amanda Arrington

937-496-8638

AArrington@DaytonMetroLibrary.org

Deputy Executive Director

Rachel Gut

937-496-8858

RGut@DaytonMetroLibrary.org

Human Resources Department

Jen Kadel

Careers@DaytonMetroLibrary.org

*Volunteers are welcome to apply for any open position but will be removed from the volunteer program upon hire.

Safety and Protective Services Manager

Heather McClure

937-496-8667

HMcClure@DaytonMetroLibrary.org

Appendix A: American Library Association Code of Conduct

We provide the highest level of service to all Library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

We uphold the principles of intellectual freedom and resist all efforts to censor Library resources.

We protect each Library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

We respect intellectual property rights and advocate balance between the interests of information users and rights holders.

We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.

We do not advance private interests at the expense of Library users, colleagues, or our employing institutions.

We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of coworkers, and by fostering the aspirations of potential members of the profession.

Amended January 22, 2008.

Appendix B: Code of Conduct

I. Policy

Dayton Metro Library supports the rights of all individuals to use Library facilities. Dayton Metro Library strives to provide a safe environment for patrons and staff, and to protect facilities, equipment, and materials. Conduct that violates the safety of others, threatens to damage property or disrupts the use of the Library are prohibited. Failure to comply with a reasonable request from staff or Safety and Protective Services officers may result in an individual being required to leave Library premises. Repeated and blatant disregard of the Library Code of Conduct may result in being banished from Library facilities, arrested, or prosecuted to ensure the safety of and respect for all Library patrons.

II. Regulations

- 1. If a patron complains about the behavior, belongings, or personal hygiene of another patron, staff or Safety and Protective Services officers will review the situation and determine a course of action up to and including removal.
- 2. If a staff member or a Safety and Protective Services officer becomes aware that the behavior, belongings, or personal hygiene of a patron does not adhere to the Library Code of Conduct, staff or Safety and Protective Services officers will review the situation and determine a course of action up to and including removal from all Library facilities.
- 3. The following behaviors and actions of conduct not allowed on Library property include but are not limited to:

Conduct which disturbs others or interferes with any person's safety and wellbeing:

- Be disruptive, disorderly, excessive use of profanity, verbally or physically threaten or harass patrons, staff, or volunteers
- Use cell phones or play audio equipment in a disruptive manner
- Run or walk in a manner that is an unsafe or disruptive use of the Library
- View sexually explicit images on the internet or violate the Library's Internet Acceptable Use Policy
- Sleep
- Panhandle or solicit for sales or charity
- Petition or distribute non-Library approved materials
- Congregate on Library premises in a manner which obstructs access or interferes with use of Library facilities or services

Conduct towards Library property and facilities:

- Steal, destroy, deface or abuse Library facilities or property
- Eat or drink in restricted areas
- Fail to dispose of trash in trash receptacles
- Fail to clean a Library area used or maintain the cleanliness of an area to the standard of upkeep prior to use

Conduct relating to personal property:

- Leave packages, backpacks, luggage, or any other personal item unattended
- Enter Library buildings with carts intended to convey personal property with metal wheels or of excessive weight (excluding wheelchairs or other devices intended to support mobility).

Conduct which violates local, state, and federal statutes:

- Possess anything that is unsafe, including firearms or other weapons
- Smoke or use tobacco products inside the building, on library property, or within twenty-five feet of an entrance or operable window.
- Be under the influence, consume, or possess alcohol or illegal substances
- Violate any local ordinance or state or federal statute

Conduct relating to health and hygiene:

- Show signs of pervasive hygiene issues, including body odor and infestation
- Vaping e-cigarettes and spit tobacco, also known as smokeless, dip, chew, and snuff, in any form
- Clean personal items or bathe in multi-user restrooms
- Enter Library premises without shirt or shoes, or wearing head or face coverings, with the exception of medical or religious garments, or surgical masks.
- Bring into the Library pets or animals other than service animals necessary for those with disabilities
- Disregards public safety guidelines during a recognized public health emergency

Conduct relating to children

- Leave children eight years and under unattended
- Adults attempting to solicit or engage any minor who is not under their care. This does not include Library staff,
 Volunteers, Safety and Protective Services Officers, or Law Enforcement.
- 4. The Library reserves the right to restrict the use of its facilities and premises to persons who do not adhere to the Library Code of Conduct. Library staff or Safety and Protective Services officers may ask persons who do not adhere to the Library Code of Conduct to modify their behavior or leave the premises. Library staff or Safety and Protective Services officers may ask adults using spaces intended for youth to vacate as needed.

Appendix C: Photography in the Library

Casual amateur photography is permitted in Library facilities for patrons and visitors wanting a remembrance of their visit. Photography is allowed to the extent that it does not interfere with the provision of Library services, is consistent with the Library's Mission, and does not violate the Code of Conduct. Commercial photography requires prior permission and is subject to restrictions.

Photographers are asked to be respectful when taking photographs of individuals or small groups, with special consideration to children, youth, and families. Photographers are to be mindful that some cultures object to being photographed, and to practice common courtesy by seeking permission of individuals that may be featured prominently in their photographs.

Definitions

Photograph or photography - for purposes of this policy, photograph or photography means any method of media capture including image, video and audio recordings of any kind or process, including any method of still image or audiovisual capture now or in the future.

Library - for purposes of this policy, Library refers to buildings, property, and vehicles owned or leased by the Dayton Metro Library.

Regulations

Public libraries are considered a limited public forum – any restrictions on creative expression must be content neutral, narrowly tailored to serve a significant government interest, and leave open alternate channels of communication.

Public areas do not include areas where personal privacy would be expected (i.e. restrooms), or areas and/or events where photographing is prohibited by signage.

In order to safeguard the Library's patrons, employees, buildings and collections, and to ensure Library business is conducted without disruption, the Library reserves the right to deny or terminate any photography on Library property.

Individuals filming or photographing on Library premises have sole responsibility for gaining all necessary releases and permissions from persons who can be identified in any photograph. The Library undertakes no responsibility for obtaining these releases.

Library sponsored programs, events and classes may be photographed or videotaped for Library promotional or historical purposes.

Researchers and journalists are responsible for obtaining permissions from material owners when photographing copyrighted material in the Library. Additional permissions must be obtained to photograph materials or items in special collections because of complex copyright issues in these areas.

Appendix D: Unattended and Disruptive Youth

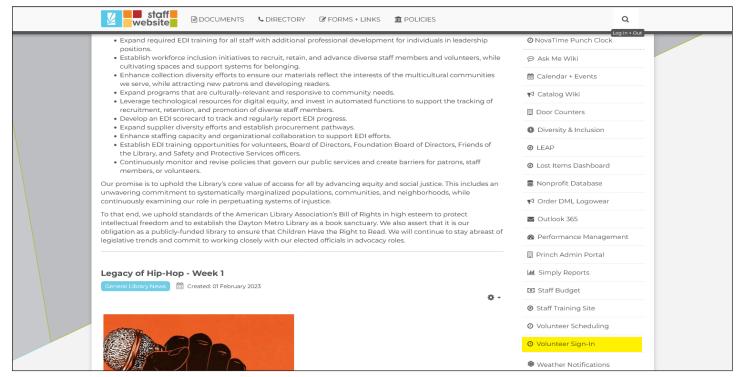
Policy

Children age 8 and under may not be left unattended in the Library. Parents and/or responsible persons (age 15 or older) are accountable for their children's behavior while in the Library. Parents and/or responsible persons must be within sight of their children at all times. Children 14 and under who are left at the Library at closing time may be turned over to police custody.

All patrons, regardless of age, are expected to follow the Library Code of Conduct as approved by the Board. Disruptive patrons, including those age 8 and under, will be asked to leave using established procedures. Established Library procedures will be used to implement these policies.

Volunteer Information Center

Dayton Metro Library's Volunteer Information Center can be found by checking in at the AskMe desk and using a Staff Computer (click on the Home icon to take you directly to the Staff Intranet) and clicking on Volunteer Sign In.



Time Keeping Requirements

Volunteers are required to record daily times of arrival and departures from the library. Each volunteer is responsible for adhering to committed volunteer schedule. Volunteers should refer to the Volgisitics guidelines or contact the Volunteer Services Manager for more information.

Reminder

You can log in 5 minutes before your shift begins. Time is calculated by the hour by the Volunteer Services Manager.

For Questions/Issues Contact:

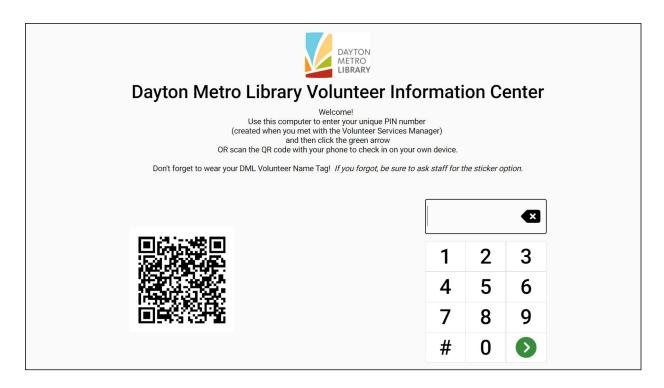
Amanda Arrington, Volunteer Services Manager

937-496-8638 | AArrington@ DaytonMetroLibrary.org

To Change Pin #: Contact Amanda Arrington

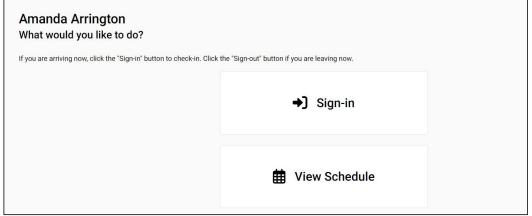
How to Sign In: Enter PIN # (assigned by Volunteer Services Manager).

Use the mouse to enter number OR point camera of smartphone at QR code to sign in on your own device. The QR code times out every few minutes.

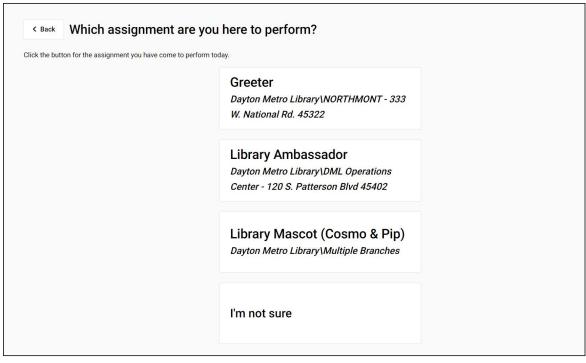


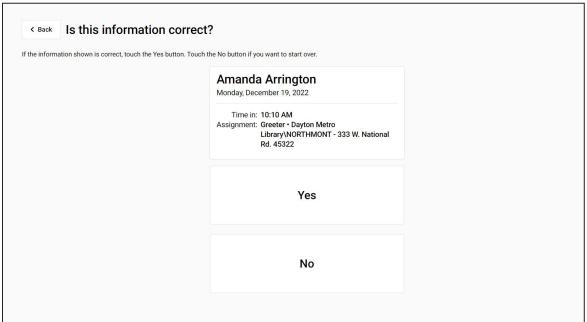
- Verify that you have the correct record.
- If a mistake was made entering the PIN # press the No button to try a different PIN.
- Once confirmation is made press the Sign-in button to continue with the sign-in process.





• Choose the assignment you are serving in.





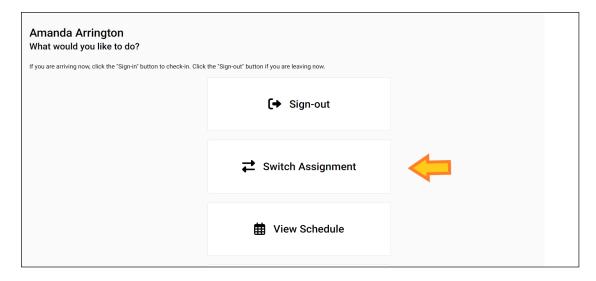
• A confirmation screen appears in case a mistake was made during sign-in. You are officially signed-in.

How to Sign Out

Volunteers should sign-out at VicTouch using the same procedure at the end of their assignment.

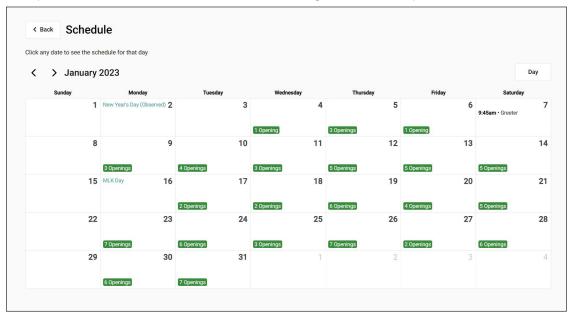
Switching Assignments

- Sign-in to the first assignment as shown above.
- When ready to move from one assignment to another, enter the PIN #.
- Confirm identity.
- Press the Switch assignments button.
- This will sign you out of the first assignment and bring you to a screen where you can sign-in to the second assignment.



Viewing Schedule and Self-Scheduling

- Volunteers will see a View my schedule button after entering the PIN # and confirming the identity.
- Unfortunately, the calendar from a Staff computer shows the full system and does not have a filter. For easier scheduling
 options, volunteers can use their account link using their email and password.



Sign up for other Assignments

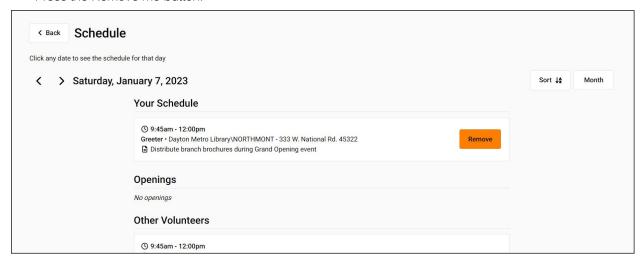
- Available shifts are listed by number of openings.
- Selecting a date will show details for the shifts.
- Click the SCHEDULE button to sign up



Removing yourself from a Shift

Press a date that you are signed-up to serve on. **NOTE:** If you are within 48 hours of your shift, you must contact the Branch you are assigned to cancel your shift (937-463-2665).

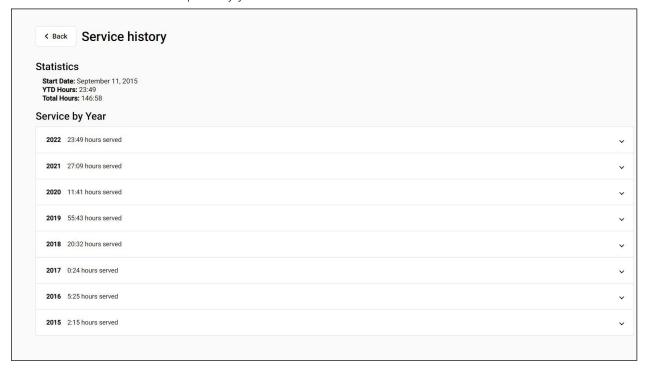
Press the Remove me button.



• When finished viewing the schedule, or scheduling your time, press the Back button to return to the menu screen.

Viewing Service History

- Select View my service button after you enter the PIN# and confirming identity.
- Service information is collapsed by year.



- Pressing the View details for year button, the screen will show all the service entries for the year that was selected:
- When finished viewing press the Finished button to return to the menu screen.

NOTES

