



Kern County Library

701 Truxtun Ave
Bakersfield, CA 93301
661-868-0701
www.kerncountylibrary.org

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WELCOME TO THE LIBRARY

From Diane Duquette, Director of Libraries

On behalf of the Kern County Board of Supervisors and the Kern County Library, I want to extend a warm and grateful welcome to you and to express my sincere appreciation for your interest and support of the Kern County Library.

We are very proud of our fine library system with its main library, Beale Memorial Library, our headquarters support facility, 24 branches, and two bookmobiles. Altogether, we serve a population of over 800,000 throughout the county's 8,171 square miles. The San Joaquin Valley Library System's member public library jurisdictions contribute to a shared online catalog of nearly 4 million books and other materials, to which Kern County contributes about 1.1 million. This system, together with free holds, state subsidized interlibrary loans, and communications and delivery systems, enable Kern County residents to have equal access to the holdings of over 100 public library branch locations and to receive materials within days, once holds are placed.

However, no library can successfully serve its residents if it stands alone without community involvement. That's why you and volunteers like you are so important to our library. Your commitment of time, expertise, personal skills, and belief in the value of the public library enables us to provide even better service to our residents.

Thank you for joining our team and for helping us to better serve you and your neighbors as we make available the world of information and lifelong learning to the residents of Kern County.



KERN COUNTY LIBRARY

Mission

To make the world of knowledge and ideas accessible to the public in an efficient and effective manner that provides for their educational, informational, cultural and recreational needs.

History

Kern County has a long history of supporting libraries for its citizens. Many small libraries have existed throughout the county since 1866. The first official Beale Memorial Library, built with funds from Truxtun Beale, was opened to the public on June 2, 1900. The Kern County Board of Supervisors established the Kern County Library (KCL) System on July 11, 1911. The Kern County Courthouse housed the first headquarters for the library system. The current building, which houses the Beale Memorial Library and the Kern County Library Headquarters, was opened in 1988.

Value of Intellectual Freedom

Volunteers are asked to uphold the fundamental principles of intellectual freedom as established through the American Library Association (ALA):

1. The library will provide books, programs, and other library resources that present a wide range of views on current and historical issues for the interest, information, and enlightenment of the community.
2. The library will not exclude materials because of their origin or background or the views they express, nor will we remove materials because of partisan or doctrinal disapproval.
3. The library will challenge censorship and cooperate with all persons and groups concerned with resisting the abridgement of free expression and free access to ideas.
4. The library will neither deny nor abridge a person's right to use a library because of his/her age, economic level, beliefs, race, personal, or physical characteristics.

Patron questions and concerns about library materials should be referred to a library staff member.

Friends of the Library

The Friends of the Kern County Library, Inc. (501c3), along with other local Friends groups, are non-profit organizations supporting the goal of excellent library service and resources for all the people of Kern County. The Friends raise money to buy library materials and fund programs for adults, children, and teens.

The Library Foundation

The purpose of the Kern County Library Foundation is to raise funds, through donations, which will be used for the enhancement and enrichment of the Kern County Library system.

LOCATIONS

There are 25 library locations and two bookmobiles that make up the Kern County Library system. Library cardholders can check out and drop off library materials at any of the following locations. Volunteers perform a variety of tasks at each library.

Arvin Branch

201 Campus Dr
Arvin, CA 93203
(661) 854-5934

Baker Branch

1400 Baker St
Bakersfield, CA 93305
(661) 861-2390

Beale Memorial Library

701 Truxtun Ave
Bakersfield, CA 93301
(661) 868-0701

Boron Branch

26967 Twenty Mule Team Rd
Boron, CA 93516
(760) 762-5606

Buttonwillow Branch

116 Buttonwillow Dr
Buttonwillow, CA 93206
(661) 764-5337

California City Branch

9507 California City Blvd
California City, CA 93505
(760) 373-4757

Delano Branch

925 10th Ave
Delano, CA 93215
(661) 725-1078

Frazier Park Branch

3015 Mount Pinos Way
Frazier Park, CA 93225
(661) 245-1267

Holloway-Gonzales Branch

506 E Brundage Lane
Bakersfield, CA 93307
(661) 861-2083

Kern River Valley Branch

7054 Lake Isabella Blvd
Lake Isabella, CA 93240
(760) 549-2083

Kernville Branch

48 Tobias St
Kernville, CA 93238
(760) 376-6180

Lamont Branch

8304 Segrue Rd
Lamont, CA 93241
(661) 845-3471

McFarland Branch (Clara M. Jackson)

500 West Kern Ave
McFarland, CA 93250
(661) 792-2318

Mojave Branch

16916 ½ Highway 14, Space D2
Mojave, CA 93501
(661) 824-2243

Northeast Branch

3725 Columbus St
Bakersfield, CA 93306
(661) 871-9017

Rathbun Branch (Bryce C. Rathbun)

200 West China Grade Loop
Bakersfield, CA 93308
(661) 245-1267

Ridgecrest Branch

131 East Las Flores Ave
Ridgecrest, CA 93555
(760) 384-5870

Rosamond Branch (Wanda Kirk)

3611 Rosamond Blvd
Rosamond, CA 93560
(661) 256-3236

Shafter Branch

236 James St
Shafter, CA 93263
(661) 746-2156

Southwest Branch

8301 Ming Ave
Bakersfield, CA 93311
(661) 664-7716

Taft Branch

27 Emmons Park Dr
Taft, CA 93268
(661) 763-3294

Tehachapi Branch

1001 W Tehachapi Blvd, Ste A-400
Tehachapi, CA 93561
(661) 822-4938

Wasco Branch

1102 7th St
Wasco, CA 93280
(661) 758-2114

Wilson Branch (Eleanor Wilson)

1901 Wilson Rd
Bakersfield, CA 93304
(661) 834-4044

VOLUNTEER SERVICES

Volunteer Services Mission

To engage community members in enhancing the services that the Kern County Library provides.

Becoming a Volunteer

To become a volunteer, complete the following steps:

- Complete and submit a volunteer application
- Complete a brief, in-person interview
- Attend a volunteer orientation
- Develop a mutually agreeable volunteer agreement
- Attend training, as needed

To be a successful volunteer, the following skills are necessary:

- Attention to detail
- Ability to follow instructions and ask questions
- Ability to bend, twist, stretch, lift, and kneel required by some jobs

The Perks!: Benefits of Volunteering for the Library

- Provide valuable service to the members of your community
- Use your skills and develop new ones
- Meet interesting and diverse people
- Learn about the inner workings of the library

Volunteer Opportunities

The following opportunities are available, though not all opportunities are available at all time or at all locations. This is not an exhaustive list; additional opportunities may be available at other branches. If you have a suggestion for a volunteer project, please let your supervisor know.

- **Branch Aide:** Assist with shelving books and other materials
- **Event Aide:** Assist with library programs
- **Greeter:** Welcome people to the library and answer directional questions
- **Library Reader/Storyteller:** Once trained by a librarian, read to children at storytimes
- **Local History Aide (Beale Library only):** Monitor the Local History Room and patrons using its resources. (This position requires basic knowledge of, or a desire to learn, Kern County History and geography.)
- **Public Speaker:** Make presentations about the library to community groups to raise awareness about what the library has to offer, and to attract potential library users, volunteers, and supporters.
- **Search Aide:** Assist with the locating items
- **Summer Reading Program Aide:** Assist with signing children up with the summer reading program and assist at events
- **Technology Coach:** Assist in teaching computer classes
- **Technology Teacher:** Teach computer classes to the public or staff

Volunteer Rights and Responsibilities

Rights: What you can expect from the library

- **Appropriate placement:** We want your placement to be a good match for your skills, abilities, and interests.
- **Training:** We offer various types of training related to the tasks of the volunteer position.
- **Supervision:** You will have a supervisor that oversees your work, sets schedules, answers questions, and provides training.
- **Feedback:** Supervisors are encouraged to periodically provide feedback about your performance.
- **Support:** Should any difficulties arise, we encourage you to communicate with your supervisor.

Responsibilities: What we expect from you

- **Dependability:** We rely on you to abide by your volunteer commitment. Please notify your supervisor as soon as possible if you are unable to work your scheduled shift or need to make a scheduling change.
- **Commitment:** Actively perform assigned duties to the best of your ability and fulfill commitments for the time period you have accepted.
- **Teamwork:** Be a team member by being honest about your skills, intentions, and goals. If you have questions about your duties, communicate with staff.
- **Time sheets:** Your time is valuable! For the purpose of record keeping, you will be required to record your hours each time you volunteer.
- **Current contact information:** Please notify your supervisor if any of the following change: name, address, phone number, e-mail address, or emergency contact information.
- **Policy observance:** Abide by all County of Kern policies, rules, and guidelines.

Volunteer Guidelines

Attendance and time: Volunteer attendance is important to the operation of each library location. A volunteer will notify his or her supervisor in advance if the volunteer is unable to be present on a scheduled day. Volunteers are responsible for completing and submitting a timesheet on a monthly basis.

Confidentiality: All transactions between library users and staff or volunteers are strictly confidential by state law. Volunteers are required to uphold this policy. This includes any information about materials a patron has looked at, asked for, requested, or checked out, as well as reference questions asked by library users. Volunteers who improperly use or disclose confidential information will be subject to disciplinary action.

Conflict of interest: A Kern County Library volunteer, acting in an official capacity, shall not take any action that would result in the volunteer's financial benefit. Volunteers cannot ask for or receive for themselves or for any members of their households, directly or indirectly, any monies or gifts from the library or its patrons.

Cultural diversity/services: Kern County Library values diversity and is committed to providing many volunteer opportunities for the library's diverse community. We strive to enhance library service with volunteers who are cross-culturally effective and represent a broad range of ethnic, linguistic, economic, and cultural backgrounds.

Customer Service: Volunteers often times may be the first point of contact library patrons have with the library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times. As volunteer staff, you are encouraged to answer library patrons' directional questions ("Where is the bathroom?"); however, all other types of questions must be referred to library staff. What may seem like an easy reference question is often the beginning of a more complex question. Always offer to find staff to help patrons who ask reference questions of you.

Discrimination and harassment-free workplace: Kern County Library is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Dismissal of a volunteer: Volunteers who do not adhere to the rules and procedures of the library or who fail to satisfactorily perform their volunteer assignments are subject to dismissal.

Dress code: Personal cleanliness and neatness are required. Sheer or revealing clothing and clothing with printed slogans is not permitted. For your safety, wear shoes appropriate to your assigned task and flip-flops are not permitted.

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

Employment: Volunteers who are interested in paid employment with KCL should submit an application for posted positions, located at the Kern County website: www.co.kern.ca.us/jobs/jobs-public-menu.asp. As a volunteer, you will compete with all other applicants responding to notices for available positions.

Equal employment opportunity: Kern County Library does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristic protected by law.

Personal phone calls/texting: As a volunteer, you are expected to follow the same work habits as required of staff. Please make personal phone calls before or after your shift. Texting and other social networking is not permitted while performing duties.

Safety and security: Safety is everyone's responsibility and volunteers are asked to be alert at all times to safety hazards. Unsafe acts or conditions should be reported to library staff. Notify your supervisor of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported to the library staff immediately.

Training: Volunteers receive training as part of their volunteer service with the library. All volunteers must complete an orientation. On-the-job or specific training will be provided along with additional training, depending on the volunteer's duties.

Valuables: Please leave valuables at home. The library is a public place and personal items left unattended are not guaranteed protection.

Volunteer badges: Volunteers are required to wear a volunteer badge while volunteering. Your supervisor will inform you as to where the badges are located.

Volunteer information: The library maintains records with volunteer contact information. These records are confidential. A volunteer must notify their supervisor of any changes, including name, address, telephone number, e-mail address, and emergency contact.

Volunteer Conduct

Volunteers are expected to follow library behavior policies and rules of conduct that protect the interest and safety of volunteers, staff, and library patrons. The following are some examples of inappropriate conduct that could lead to dismissal:

- Willful violation of any library rule or policy
- Theft or inappropriate removal or possession of Kern County Library materials, equipment, or Friends materials or that of any volunteer, staff, or patron
- Lack of cooperation or other disrespectful conduct
- Inappropriate use of telephones, computer equipment or systems, e-mail, fax, etc.
- Unauthorized disclosure of KCL proprietary or confidential information
- Unsatisfactory performance or conduct
- Excessive tardiness or absenteeism: After one month of unscheduled absence, volunteer must reapply re-attend orientation
- Promoting personal services or a business to volunteers, patrons or staff during a volunteer shift

Concerns and Grievances

Volunteers are encouraged to discuss (verbally or in writing) concerns they may have about the quality of their training and supervision, performance issues that have been brought to their attention, or any area in which they believe they have been a victim of discrimination or negative behavior.

These concerns should be discussed first with the supervisor/trainer and/or the Volunteer Coordinator. If the concern is not properly addressed within a reasonable period of time to the volunteer's satisfaction, the volunteer is encouraged to contact the Deputy Director of Libraries at (661) 868-0701.

Holiday Closures

New Year's Day
Martin Luther King Jr.'s Birthday
Presidents' Day
Memorial Day
Independence Day
Labor Day

Thanksgiving Day
day after Thanksgiving
Christmas Eve
Christmas Day
New Year's Eve

Welcome to the library team!

Thank you!

We at the Kern County Library extend our sincere appreciation to you for choosing the library as a place to spend your volunteer time. We look forward to working together to provide lifelong opportunities for residents of our community to read, learn, and connect.

V O L U N T E E R I N F O R M A T I O N

Volunteer name: _____

Work location: _____

Volunteer position: _____

Volunteer schedule: _____

Supervisor: _____

Supervisor contact phone: _____

Supervisor contact e-mail: _____

Phone number to call if volunteer cannot make it in for shift: _____

Notes: