



POPLAR CREEK PUBLIC LIBRARY DISTRICT

VOLUNTEER HANDBOOK

FY 2015-2016

Dear Volunteer,

It is a pleasure to welcome you as a volunteer to the Poplar Creek Public Library District. Through the gift of your interest and time, the library is able to offer more services to local citizens. The library staff is most grateful for the assistance you offer and we hope you will find your volunteer work at the library to be a satisfying and rewarding experience. If I may be of any assistance to you or in some way can make your work here more enjoyable, please let me know.

Again, thank you for volunteering your time to help the library.

Sincerely,

Debra Stombres
Executive Director

MISSION

The Poplar Creek Public Library District enriches the lives of the people in the community by providing open access to a wide variety of materials, services and information in a responsive and friendly environment that promotes lifelong learning.

Goals of the Poplar Creek Public Library District:

- To provide a collection of materials that meets or exceeds the expectations of the community
- To provide a staff that is knowledgeable and courteous, offering friendly service to users of all ages
- To successfully promote the library and its services to the community

Purpose of the Volunteer Program:

The purpose of Poplar Creek Public Library's Volunteer Program is to strengthen, enrich, and support the Library and the community by:

- ✓ Facilitating active partnerships between community members and the library
- ✓ Enriching library programs and services through volunteer involvement and participation
- ✓ Helping citizens become more familiar with Library programs, services and issues.

HOURS OF SERVICE

Poplar Creek Public Library
1405 S. Park Ave
Streamwood, IL 60107
Phone: (630) 837-6800
Monday – Thursday 9am – 9:30pm
Friday, Saturday 9am – 5pm
Sunday Noon – 5pm

Sonya Crawshaw Library Branch
4300 Audrey Lane
Hanover Park, IL 60133
Phone: (630) 837-6800 (Option 2)
Monday – Thursday Noon – 9:00pm
Friday – Sunday Noon – 5:00pm

VOLUNTEER JOB DESCRIPTIONS

Adopt-a-Shelf Program: Adopt a section of shelves to maintain in correct alphabetical or Dewey Decimal order. Shelves need to be checked and straightened each week during a scheduled shift.

ESL (English as a Second Language) Tutors: Teach small groups of limited-English-speaking adults how to read, speak and write English.

Teen Volunteer Program Assist our Young Adult Staff with special projects and programs, and other duties as needed.

Children's Programs Children's programs need volunteers to assist staff with attendees. Volunteers over 18 years old only.

Genealogy Assistants Assist patrons with genealogy searches and projects.

One-Time Projects Occasional volunteers are needed for one-time events, committees or projects.

Program Assistants Assists Public Relations/Programmer with schedule library programs.

Anniversary Committee assist in preparations, programs for our 2016 Anniversary year

Strategic Planning Committee assist in developing strategic goals for 2016-2020

Programming Committee assist with library programs, checking registered patrons in.

Wildflower Garden Committee assist with preservation and education programs

Parade Float Committee work on 2016 Library Parade Float (Youth 11-15 may serve on this committee)

Program Instructors teach a short class/program on a topic that instructor is an expert in.

QUALIFICATIONS OF A VOLUNTEER:

The volunteer program is open to persons 11 years of age or older who have a sincere desire to serve others and work in a team environment under the supervision of library staff. Volunteers Ages 11 through 17 must submit two written references from adults who are not family members. Court Ordered Community Service hours cannot be performed at the library.

Background checks will be completed on all persons ages 18 years and older before beginning their volunteer assignment. If you have questions, call Library Volunteer Coordinator- Deb Muscarello at 630-483-4757.

SCHEDULING AND ATTENDANCE:

Scheduling and rescheduling of volunteer hours must be approved in advance by the staff member of the department in which the volunteer is working. Volunteers agree to call in and give as much notice as possible whenever they will not be able to attend their scheduled volunteer service. Regular attendance and punctuality are essential to the smooth functioning of the program.

TELEPHONE:

Library phones should be used for library business only. Personal cell phones should be kept on a silence/vibrate mode. A Courtesy Phone is located near the Circulation Desk at both libraries.

VALUABLES:

The library cannot be responsible for personal items.

CONFIDENTIALITY:

As a volunteer you may be in contact with "confidential" materials or information in patron records. All information is strictly confidential and should only be shared with the staff involved in the transaction.

GRIEVANCE PROCEDURE:

The Library seeks to maintain harmonious and productive working relationships between the professional staff, volunteer staff and patrons. Volunteers should avoid confrontation with patrons or other volunteers and if a confrontation should occur should seek the assistance of a staff member immediately. Volunteers should bring all questions, matters of concern, and/or suggestions to the attention of the supervising staff member, the Assistant Administrative Librarian.

VOLUNTEER TERMINATION:

Volunteers serve to support the mission of the library. If at any time the services of the volunteer are no longer needed the library reserves the right to no longer schedule the volunteer. In addition, repeated violation of any of the volunteer guidelines may result in dismissal from our volunteer rolls.

INSURANCE:

The Poplar Creek Public Library District does not provide insurance for injuries, accidents or losses incurred while doing volunteer work for the library.

TRAINING GUIDELINES:

Volunteers are responsible to the staff member in charge of the area in which assigned. Work schedules must be pre-approved by the supervising staff member. If unable to meet the scheduled work time or day, volunteers should contact the supervisor or Volunteer Coordinator as soon as possible. Re-scheduling of volunteer hours must be pre-approved by the supervising staff member.

RECORD OF VOLUNTEER HOURS:

A record of volunteer hours will be kept based on the sign in sheets. It is the responsibility of the volunteer to sign in and out in a legible handwriting to ensure accurate recordkeeping.

LIBRARY PHONE NUMBER:**VOLUNTEER GUIDELINES:**

- Sign in and pick up a volunteer badge upon arriving and report to your supervisor
- Be courteous and polite to library staff, fellow volunteers and patrons
- Notify supervisors when reporting for work, leaving for breaks or lunch
- Refer questions about assigned duties to your supervisor or program leader
- Talking and noise should be kept to a minimum
- Dress neatly and cleanly. No halter tops, bare midriffs, bare feet, flip flops, hats or caps, short shorts or shirts with excessive logos
- Headphones are not permitted
- Cell phones should be on silence/vibrate mode
- Become familiar with library rules and observe all guidelines
- Report to the designated staff member and/or supervisor when finished

VOLUNTEER MEMORANDUM OF UNDERSTANDING***AS A VOLUNTEER, YOU HAVE A RIGHT TO EXPECT:***

- Clear and specific directions
- Recognition of accomplishments
- On-going training and supervision
- Feedback and suggestions
- A working relationship with staff
- Appreciation for what you do

AS A VOLUNTEER, YOU AGREE TO:

- Perform assignments effectively
- Respect confidentiality of patron and Library information
- Dress in a professional manner
- Be respectful and professional
- Comply with the organization's and department's guidelines
- Use information technology services provided (i.e. phone, computer, internet, email, etc.) for business purposes only. Personal cell phones should be kept on silent mode.
- Give adequate notice of volunteer resignation
- Sign in and out to keep accurate records of your volunteer hours
- Notify the library by calling when you are unable to report for duty