

Yolo County Library

Binding Knowledge
Building Community



Volunteer Guide

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<http://www.yolocountylibrary.org/>

INTRODUCTION

This handbook provides a complete description of the program, requirements and expectations of volunteers as well as information about applicable Yolo County policies.

LIBRARY MISSION STATEMENT

The Yolo County Library provides access for all to books, informational technology and other media to inform, entertain and inspire.

YOLO COUNTY LIBRARY OVERVIEW

The Yolo County Library System has eight branches located in, Davis, Esparto, Clarksburg, Knights Landing, Marguerite Montgomery Elementary School, West Sacramento, Winters and Yolo. The Woodland administrative center, also known as Central Services, houses the Archives, Yolo Reads adult literacy, and technical services (where materials are cataloged and processed).

The library provides services and programs to children teens and adults. The library also provides access to materials including: books, movies, music and audio book CDs, newspapers, and materials for English language and second language learners.

The Yolo County Library (YCL) seeks to engage the talents, skills and commitment of volunteers to serve the communities' information and literacy needs. YCL offers a variety of skilled volunteer opportunities to make a meaningful contribution to library programs, operations, fundraising events and other community engagement functions. Skilled volunteers have opportunities to lead projects, work with teams of staff and volunteers, learn new skills, and have fun.

As a library volunteer, you are not only helping the library fulfill its mission, but you are an integral part of the community and your input, skills and service will keep it thriving and growing. We hope that you will find serving at the library a rewarding and fun experience. Thank you for becoming part of YCL!

PROGRAM DESCRIPTION

The Yolo County Library volunteers program is designed to provide a network for communication, training and support for library volunteers and library staff. Volunteer positions are open to youth and adults. Each position is designed to fit the needs of the library while matching activities and assignments to individual volunteer skills, abilities and interests. Volunteer positions can vary by branch and department, and schedules can be flexible, allowing for one-time or continuous volunteer work and part or full-time assignments.

Volunteers will receive training, resources and support to perform their activities in addition to receiving valuable experience and skills in public and community service.

VOLUNTEER REQUIREMENTS

In order to participate in the Volunteer program, applicants are required to:

- Complete an application and, if necessary, pass a criminal background check
- Attend a volunteer orientation
- Complete and return waiver and permission forms to library staff prior to volunteer service start date
- Maintain prompt attendance for volunteer assignments
- Maintain a record of volunteer service hours
- Wear a volunteer identification badge during all volunteer activities and assignments
- Agree to uphold County and Library policies and regulations regarding appropriate behavior at all times during volunteer service and at library events and activities

- Volunteers younger than 18 years of age must have written parental consent to volunteer.

VOLUNTEER ASSIGNMENT AND SUPERVISION

Volunteers will volunteer side-by-side and under the direction of library staff within specific departments. Each volunteer will be assigned to a supervisor or staff trainer that will provide assistance, guidance and resources for completing and performing volunteer assignments.

Volunteers will be provided with information and training about their specific assignment and schedule at the orientation/training session before beginning the volunteer assignment. All volunteers are asked to report to their department supervisor at the time and date set during orientation.

At the volunteer orientation or the first day of the volunteer assignment, the volunteer will receive the volunteer guide, and safety and library policy agreement forms and information.

EXPECTATIONS

Volunteers are expected to behave appropriately in the library at all times. This includes, but is not limited to:

- Arriving to meetings and work assignments on time and ready to participate
- Sticking to the agreed upon work schedule
- Calling the department contact at least one hour prior to the start of the work assignment if volunteer will be absent
- Respecting the rights and property of others
- As a courtesy, providing advanced notice of termination of the volunteer assignment
- Volunteers are asked to put cell phones on silent mode during volunteer assignments
- Volunteers are expected to abide by the Yolo County policies on harassment, drugs and alcohol and violence. This information is available at http://insideyolo/od/HR_Home_Page.htm.

In addition:

- Volunteers are not paid employees.
- Volunteers do not replace paid staff positions.
- Volunteers who are interested in paid employment with the Library should submit an application for posted positions and will compete with all other applicants responding to notices for available positions.

ATTENDANCE

The Library often depends on volunteers to arrive on time and ready to complete assignments that are crucial to our ability to operate and to serve the community. If a volunteer cannot finish an entire shift, s/he should inform the library staff or department contact as soon as possible, and before leaving a shift early.

If a volunteer is sick or unable to work as planned due to vacation or some other reason, the volunteer is asked to inform the library contact.

Volunteers that do not have a set schedule should inform their department or library contact of the next time and day that they will perform volunteer service at the end of each volunteer shift. This will aid library staff in planning for the completion of projects and tasks and in finding replacements when necessary.

DRESS CODE GUIDELINES

Volunteers are expected to dress in clothing that is clean, neat and appropriate for the library setting. There is no formal dress code for library volunteers. However, it is important to remember that when working in public areas, the volunteer represents the library to the community and appearance is important in maintaining a positive public image. For most volunteers, casual clothing is appropriate with some exceptions. Examples of attire that are not appropriate include:

- Pajamas (unless, of course, for a library children's event)
- Torn clothing
- Clothing with what may be considered offensive statements or images
- Open toed shoes when shelving or handling heavy items (Please be careful!)
- Clothing that reveals underwear or too much skin, such as strapless tops, short skirts, low-cut or baggy pants, and high cut/low-cut shorts.

TIME REPORTING

Volunteers are required to keep a record of hours volunteered by filling in the volunteer timesheet. The time recording helps the library and library administration track volunteer participation and contributions to the library in terms of total hours worked. This information is useful in compiling reports for the State and for obtaining grants and assistance. At your orientation, the method of tracking your hours will be explained to you. Most branches use a volunteer binder and you will be shown the location of the binder in which you will be asked to track your hours. If you are unsure where the binder is, don't hesitate to ask a library staff member.

CUSTOMER SERVICE

Throughout your attendance at volunteer events and your volunteer assignment, you represent the Yolo County Library and Yolo County in the eyes of the public. As volunteers you are ambassadors to the public and your contacts with people may influence their attitudes toward library and the county government. Be sure of your facts before making any statement concerning county business. If you are not sure of the answer to a question, direct the person to someone who can help. Do not hesitate to ask the library staff for assistance, clarification or support.

Volunteers are not responsible for patron behavior. Please report any concerns or issues to library staff.

NAME TAGS

Volunteer badges will be available at each branch. Always wear your badge while working in the library. It is important for library patrons to be able to identify individuals who are able to help them with directions and information.

YCL has many volunteers and want to get to know each of you. To accomplish this we will need your help. Please introduce yourself to staff and other volunteers.

TRAINING

Volunteer position descriptions will provide an outline of the basic duties associated with each position. All volunteers must attend a training session which can be brief or require several sessions depending upon the complexity of the task and length of the assignment. You will receive the name and contact information for your training leader during orientation. Volunteers may also take advantage of off-site training at other library branches in order to obtain new skills or to update existing skills.

RESIGNATION AND ASSIGNMENT CHANGES

In order to continue offering service to our customers, the library asks that volunteers immediately notify the department supervisor or library management of intent to resign or change a volunteer position, and provide an ending date for your assignment. Thank you!

CONFIDENTIALITY AND NON-DISCLOSURE

All transactions between library users and staff or volunteers are strictly confidential. 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.

The protection of confidential business information is vital to the interests and the success of YCL. Such confidential information includes, but is not limited to, the following example:

- Information relating to patrons (library borrowers). We do not disclose to others what items a person has checked out currently or in the past (except in special situations to parents or guardians). We do not disclose names, addresses, or other information about patrons except under specific court order or under other provision of law.

TELEPHONE AND EQUIPMENT USE

The Library is a place of business. Ask a staff member if you need to make a telephone call using the library phone. Long distant phone calls are not allowed. Library owned equipment and supplies are for Library use only and may not be used for personal business.

SAFETY

Volunteers will receive a safety orientation on the first day of their department assignment. Information to be covered includes:

- Where, when and how to report injuries.
- Where, when and how to report unsafe conditions.
- Review of fire and emergency evacuation plan.
- Location and use of fire extinguishers.
- Importance of housekeeping (spills, etc.)
- Special job hazards (chemicals, special precautions, etc.)
- Assignment and use of personal protective equipment (PPE)
- Proper lifting procedures (include demonstration)

See Appendix A for further information.

INJURIES

Injuries must be immediately reported to library staff onsite and the department contact. Medical care for injuries sustained while volunteering may be covered by the Yolo County Workers' Compensation policy.

DRIVING

- Volunteers will not drive Yolo County vehicles.
- For volunteers who drive their own vehicle while on county volunteer business, the volunteer's vehicle insurance will cover any auto damages. Yolo County insurance will not cover automobile damage. The volunteer is covered by Yolo County Workers' Compensation Insurance.

Appendix A

VOLUNTEER SAFETY ORIENTATION

I. Where, when and how to report injuries

- a. Injuries should be reported to the Human Resources department
- b. Injuries should be reported immediately after they occur
- c. Injuries should be officially documented by completing the Accident/Incident Report for Non-County Employees form and submitting it to the Human Resources department

II. Where, when and how to report unsafe conditions

- a. Unsafe conditions should be reported to the Human Resources department by completing the Potential Hazard Identification form

III. Emergency Procedures and Evacuation Plan

- a. A well-organized evacuation plan in the event of a fire, earthquake, bomb threat and/or terrorist attacks is necessary to insure the safety of all personnel (including volunteers!) and to safeguard county property.
 1. Fire:
 - a. Remain calm.
 - b. Confine fire, if within your realm and safe to do so.
 - c. Call 3-911 and evacuate.
 2. Earthquake:
 - a. Remain calm.
 - b. If indoors, stay indoors, evacuate if there is danger due to fire, falling objects, collapsing walls, combustible chemicals. Stay away from windows. Do not use matches or candles.
 - c. If outdoors, avoid high buildings, walls, trees, windows and move to open area.
 3. Bomb Threat:
 - a. Remain calm and keep caller on line as long as possible.
 - b. Report threat to supervisor and document all pertinent information.
 - c. Call 3-911 if deemed appropriate.
 - d. Department Head or IC, consulting with first responders, will make decision to evacuate.
 4. Terrorist Attacks:
 - a. May be little or no warning. Know where your fire extinguishers, flashlights and first aid kit are in your building.
 - b. Building explosion – remain calm and evacuate quickly. Falling items – get under a desk or table. Fire as a result of explosion– Stay low and evacuate. Trapped by explosion – use a flashlight, stay in your area so that you do not kick up dust. Cover your mouth. Tap on pipe or wall to indicate to rescuers where you are.

- b. Each library location has a designated evacuation location, usually in the parking lot.
- c. The Branch Manager, is the “Incident Commander” in the event of an emergency and his/her instructions should be followed exactly
- d. It is the responsibility of the Volunteer to do the following:
 - i. Know specific evacuation procedures
 - ii. Follow all instructions to exit immediately to predetermined area
 - iii. Account for “Buddy” or fellow volunteer
 - iv. Assist any visitor or disabled person in the area
 - v. Do not re-enter the building until told to do so by the Incident Commander

IV. Fire Extinguishers

- a. Fire extinguishers are located throughout library buildings. Be sure to identify all of the fire extinguishers at the branch where you volunteer.

V. Location and use of Automated External Defibrillator (AED)

- a. An AED is located in the library administration building and a number of library staff are trained to use it.

VI. Importance of Housekeeping

- a. If you see a spill of any kind either directly inside or surrounding your work area, please isolate the spill so that others will notice it and prevent them from slipping and/or falling.
- b. Once you have isolated the spill, please report it to library staff so that they can arrange for clean-up.

VII. Proper lifting procedures (courtesy of Jonathan Cluett, M.D.)

- a. Improper lifting technique can lead to back, leg and arm pain. Poor technique can cause both acute injury, and serious chronic effects. Learning the right way to lift will help you avoid these problems:
 - i. Plan ahead before lifting.
Knowing what you're doing and where you're going will prevent you from making awkward movements while holding something heavy. Clear a path, and if lifting something with another person, make sure both of you agree on the plan.
 - ii. Lift close to your body.
You will be a stronger, and more stable lifter if the object is held close to your body rather than at the end of your reach. Make sure you have a firm hold on the object you are lifting, and keep it balanced close to your body.

- iii. Feet shoulder width apart.
A solid base of support is important while lifting. Holding your feet too close together will be unstable, too far apart will hinder movement. Keep the feet about shoulder width apart and take short steps.
- iv. Bend your knees and keep your back straight.
Practice the lifting motion before you lift the object, and think about your motion before you lift. Focus on keeping your spine straight--raise and lower to the ground by bending your knees.
- v. Tighten your stomach muscles.
Tightening your abdominal muscles will hold your back in a good lifting position and will help prevent excessive force on the spine.
- vi. Lift with your legs.
Your legs are many times stronger than your back muscles--let your strength work in your favor. Again, lower to the ground by bending your knees, not your back. Keeping your eyes focused upwards helps to keep your back straight.
- vii. If you're straining, get help.
If an object is too heavy, or awkward in shape, make sure you have someone around who can help you lift.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939.

Amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; and January 23, 1980;
inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.