



Buckeye Public Library System Volunteer Handbook



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Welcome Volunteer!

The Buckeye Public Library System welcomes you to an exciting new adventure. It is our intent to provide you with a solid foundation, which includes information concerning policies, procedures, goals, mission, program responsibilities, and general guidelines as they relate to your experience. Our focus is always and will continue to be to promise and to deliver exceptional customer service.

Our volunteer program mutually benefits the Libraries and Museum, the individuals who volunteer, and the community. It benefits volunteers and the community by providing opportunities for personal enhancement, empowering individuals to reach their potential as productive members of the community, and providing opportunities to make positive contributions to the greater Buckeye community. An active and successful volunteer program benefits the Buckeye Public Library System by stretching public and private dollars to supplement, enhance, and support staff in meeting the demands for quality public service.

About this Handbook

This handbook is intended to help volunteers to become familiar with the organization and policies of the Library and Museum. In situations not explicitly covered by this Handbook, the fundamental principles of fairness, consistency and common sense are to be used. Conditions may require the Library or Museum to supplement, modify, or eliminate any of the work rules or policies described in this Volunteer Handbook without prior notice. The Handbook does not constitute a guarantee that your volunteer service will continue for any specific period, or end only under certain conditions. Your service is a voluntary relationship and nothing in this Handbook constitutes an expressed or implied contract of employment.

Volunteers Defined

Volunteers:

- Comprise all individuals who voluntarily give of their time and talents to help further the mission of Buckeye Public Library System. These include the Library Board members, Friends of the Buckeye Public Library, advocates for the Library, adults, and young people who perform various tasks that benefit the Library and/or Museum.
- Are involved in a wide range of library and museum activities. They are valued and treated with the same courtesy and respect accorded paid staff members.
- Do not receive salary, benefits, or other compensation.

Buckeye Public Library System Mission Statement

We enrich lives through quality programs and events, education and preserving local history.

Buckeye Public Library System Goals:

1. **Learn to Read and Write:** Patrons of the Buckeye Public Library will have the skills they need to fully participate in society; whether it is learning to read or exploring the internet.
2. **Visit a Comfortable Place:** Adults, teens, Children will have access to a customer-centered, convenient, functional, safe and welcoming place to read, explore and interact physically and virtually
3. **Local History and Genealogy:** All museum users will utilize the Museum's resources to help them better understand their personal and local history and heritage.
4. **Formal Learning Support:** Educators and students will be able to support their formal learning curriculum through increased use of the Museum's resources in local history

What you can expect from Buckeye Public Library System:

Volunteers have the right to:

- Be given appropriate assignments according to skill interests, availability, and training.
- Receive ample orientation and training for the assignment accepted.
- Expect that your time will not be wasted by lack of planning or coordination. We have a responsibility to schedule volunteers to extend services so more can be done in meeting our community needs.
- Be provided with proper supplies and work space.
- Receive regular feedback about performance.
- Expect that volunteer records will be kept documenting volunteer experience, positions held, training, evaluation, and recognition.
 - Expect to be treated as a respected member of the work team.
 - Expect to be informed of any changes in policies or procedures.
 - Be given appropriate expressions of appreciation and recognition.
 - Be treated with respect and dignity.
 - A willingness to address concerns and be open to suggestions.

What Buckeye Public Library System expects of you

As a Volunteer, it is your responsibility to:

- Attend a “Volunteer Orientation” session and additional training as requested for the position.
- Accept a position that is worthwhile, challenging, and suitable to your skills and ability.
- Fulfill your time commitment by reporting on time as scheduled, checking in with designated staff upon arrival, and staying for your scheduled shift.
- Use time wisely and do not interfere with the performance of others. Keep busy and show enthusiasm.
- Volunteers must show exemplary customer service skills to the public and to staff members.
- Recognize the function of paid staff, maintain positive working relationships with them, and stay within the scope of volunteer responsibilities
- Give prior notice to Volunteer Coordinator as soon as possible if you:
 - Must change or cannot keep your current schedule
 - Need to take an extended leave
 - Wish to be reassigned to a different facility
- Refrain from expressing religious, political, social or other personal views to the public
- Maintain the confidentiality of all customer information, records and reference queries
- Disclose in advance medical, health, or physical limitations related to the volunteer job
- Sign in and out daily and accurately record the total hours you have volunteered on your time sheet.
- Adhere to all policies and procedures.
- Notify Volunteer Coordinator if you plan to terminate your duties as a volunteer.
- Wear a nametag at all times when acting on behalf of or in the Library or Museum.
- Avoid personal visits from friends and family while volunteering as well as personal telephone calls or cell phone use.

Volunteer Procedures

Volunteers are critical to the success of the Buckeye Public Library System. They create a public awareness of the many diverse opportunities we have to offer, and stimulate public response and support for improvements that might be needed. A strong volunteer network is essential in providing educational and cultural links, along with helping to expand and enhance library and museum services. The volunteers of the Buckeye Public Library System are dedicated people who, of their own free will, offer themselves for a library service or duty.

Teenage Applicants

Teens must be at least 14 years of age at the time that his/her volunteer application is submitted. All volunteers under the age of 18 years of age must have written parental or legal guardian consent. The paperwork is included with the Teen Volunteer Application form. The Library's Teen Volunteer Program focuses primarily on the Teen Summer Reading Volunteer program, which annually occurs from June 1st to August 1st. Limited teen volunteer opportunities are available during the school year.

Identification

All adult volunteers, regardless of assignment placement are asked to provide one of the following original documents at the time his/her volunteer application is submitted or interview. This is a requirement for volunteer placement:

- A valid and current Driver's License or Arizona State Identification Card
- A valid and current passport
- United States Military Identification Card

Orientation/Training

All new volunteers are required to attend a volunteer Orientation & Training session. The Orientation & Training session provides an opportunity to gain an understanding of how the Buckeye Public Library System is structured, how volunteers fit into that structure and to be briefed on the volunteer policies and procedures. It does not guarantee a position within the volunteer program or commit you in any way. Group Volunteer Orientations may be scheduled periodically based on volunteer need. Successful Candidates will be placed as a volunteer and begin training as soon as possible following the orientation.

Regular/Ongoing Volunteers

Volunteers are utilized in a variety of areas throughout the library and museum to enhance services to the community. Ongoing volunteer positions include activities such as shelving and shelf maintenance, children's activities and events, adult program, clerical work, Bookmobile assistant, and a variety of other opportunities.

Short-Term Volunteers

Occasionally the library has need for volunteers to help with special projects/events or activities that are short term in nature. We cannot guarantee that a specific project or activity will be available when an individual is interested in volunteering. We do maintain a list of individuals that are interested in helping with short term and one-time projects.

Friends of the Buckeye Public Library

The Friends of the Buckeye Public Library is an independent, non-profit, volunteer organization that sponsors fundraising and other activities on behalf of the library. Friends of the Library invite your membership. If you believe in the importance of free libraries for the enlightenment, education, and well-being of all citizens, you will be in the company of like-minded Friends. Your membership is important. Be involved – Be a Friend!

Volunteer Agreements

All volunteers are required to sign a Volunteer Agreement at the conclusion of their initial Orientation and Training. The Volunteer Agreement outlines the basic volunteer commitment to the Buckeye Public Library System and will be renewed and updated on at least an annual basis or if you change volunteer positions.

Telephone Use

Volunteers are expected to refrain from using a personal telephone while on duty. The Buckeye Public Library System understands it is sometimes necessary to attend to a call or text, but encourages volunteers to keep phone use to emergency. Do not use your personal telephone or device while in the public area of the library or museum.

Name Badges

Volunteer name badges are to be worn at all times while on duty and to be returned at the facility you are assigned to at the end of your daily assignment. This identification is essential for security purposes. Nametags serve as a positive promotional tool for the Volunteer Program.

Parking

Parking for volunteers at each library and museum is in the public parking lot.

Closing Time

Volunteers must leave the libraries or museum at closing time. Under no circumstances is the library or museum staff responsible for the safety of the teen volunteer once the library or museum closes. At closing time, teen volunteers will need to wait outside the building to wait for a ride. Parent/legal guardian are solely responsible for making sure that teen volunteers have a ride home. It is the responsibility of the parent/legal guardian to be informed of scheduled library or museum closing times and to make appropriate transportation arrangements if needed. It is the responsibility of the parent/legal guardian to let their child know what they should do if they must leave the library.

Separation

Volunteer service may end at any time at the discretion of the volunteer or the Buckeye Public Library System. In order to ensure adequate schedule coverage, volunteers that are resigning are asked to notify the Volunteer Coordinator at least two weeks before resigning from the program.

Grounds for termination

- Failure to meet commitment and/or complete a scheduled shift may result in disqualification from the Volunteer Program with or without warning. Exceptions may be made for illness, medical appointments, and family obligations up to three days of absence.
- Incompetence or inefficiency in performance of job duties.
- Negligent or careless conduct endangering, or intentional conduct meant to endanger, the safety or well-being of staff, volunteers or the public.
- Negligent use of, willful damage to, or waste of public property.
- Using abusive language or unbecoming conduct toward the public, staff, or fellow volunteers, or the inability to work with staff, volunteers, or the public to the extent of affecting the efficiency of library or museum service.
- Consuming and/or being under the influence of intoxicants or non-prescribed controlled substances while on duty.
- Theft or use of Buckeye Public Library System equipment or services for private gain or for unlawful purpose.
- Falsifying volunteer hours for official reports.

This list is not comprehensive; all unacceptable behavior and violations of policy will be considered on a case-by-case basis.

I (volunteer print name) _____ have read, fully understand and will adhere to Buckeye Public Library System policies and procedures.

Signature: _____ Date: _____

If under 18 years of age, a parent/legal guardian is to complete the below section.

I, along with my son/daughter, have read, fully understand and will encourage my son/daughter to adhere to the Buckeye Public Library System Volunteer Handbook document in its entirety.

Parent/Legal Guardian print name: _____

Signature: _____ Date: _____