

Stay in touch/Get more information

Missing a shift? Contact the staff person you work with first. Contact info will be provided.

Volunteer newsletter: bit.ly/HPLVolunteerNews

Volunteer Information Center (shift sign-ups): <http://bit.ly/VolunteerInfoCenter>

Volunteer Sign in from mobile device: bit.ly/hplvolsignin

Volunteer Niche Academy (Learning portal) bit.ly/mytrainingchannel

Volunteer Engagement Staff: Marcia Hale | 503.615.3457 | Cell: 971-317-1991

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- Twitter: twitter.com/HillsboroLib
- Instagram: Instagram.com/hillsborolibrary



Library volunteer guidebook

Welcome to Hillsboro Public Library! Each year, more than 400 volunteers make our Library a great place to learn, connect, and get inspired. We're glad to have you on the team and excited to work with you.



The Daily Routine

Wear your **name badge** during your volunteer shift.

Sign in when you arrive for your shift and sign out when you leave.

Wear **appropriate clothing** for the job you'll be doing. Your clothes should be neat, clean, and not excessively revealing. No flip flops please!

Do not wear scented products (e.g. perfumes, colognes, aftershaves).

Silence your phone. If you need to return an urgent call or message, please step away from the stacks to a place where you won't bother patrons or staff.

Please **do not use earbuds** or headphones in the library while we're open to the public.

Refer patron reference questions to staff at the service desks. They're there to help!

Let us know right away if you will be **absent or late** for your shift by calling/emailing the volunteer hotline.

Contact staff if you have questions about your volunteer assignment or about library policies. They're here to help!

Be safe and report any injuries or accidents.

Patron-focused service

Hillsboro Public Library is a Department of the City of Hillsboro and a member of Washington County Cooperative Library Services. We provide library materials, programs, and services to people who live and work in Hillsboro and surrounding Washington County.

Our core values are:

- Provide **equal access** for all
- Promote **reading** for education and pleasure
- **Empower** the user
- Be a welcoming **community space**
- Offer a **diverse collection** of materials and programs
- **Encourage innovation** and embrace change
- Treat each other and the public with **respect and dignity**

As a volunteer, you're part of our customer service team, demonstrating our values and providing a great experience to everyone who uses the Library. You also represent the Library, and what you do and say reflects on all staff and volunteers. Please make Library patrons feel welcome by offering a smile, and remember that sometimes the best way you can help someone is to refer a question to staff, please don't hesitate to do that—our staff is here to support you and all of our Library users!



Safety

- **Evacuation/fire:** Leave the building immediately.
- **Lost child:** Take the patron to the nearest service desk; we'll take it from there.
- **Earthquake:** Duck, cover, and hold on. Don't evacuate unless ordered to do so by emergency personnel.
- **Inappropriate or unsafe behavior:** Inform staff right away.

Your safety is important to us! Please report any injuries, accidents, or emergency situations to staff right away.

Library policies

Privacy: Respect the confidentiality of patrons, staff, and other volunteers. All personal information that you access during your volunteer work, including patrons' library records and information needs, are private and confidential.

Circulation policies: All Library patrons, staff, and volunteers are subject to the same check out, return, and overdue policies. There are no special privileges for staff or volunteers. Checkouts must be from public shelves, during Library open hours. Non-holdable items (best-sellers) can't be set aside for later check out.

Computer use: Library computers in staff areas are for Library business only. Staff will assist you with a log-in if your volunteer task involves computer use. Public terminals in the Library are available for personal use.

Schedule/assignment changes: Speak to the volunteer coordinator. We will do our best to accommodate changes, based on current openings and availability.

