

Hillsboro Public Library 2850 NE Brookwood Pkwy Hillsboro, OR 97124 www.Hillsboro-Oregon.gov/Library (503) 615-6500



VE WONDER

Explore the cre

lillsb

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
- Marcia.hale@hillsboro-oregon.gov| library.volunteers@hillsboro-oregon.gov

Follow Hillsboro Public Library online:

- *Facebook:* facebook.com/HillsboroPublicLibrary
- 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.



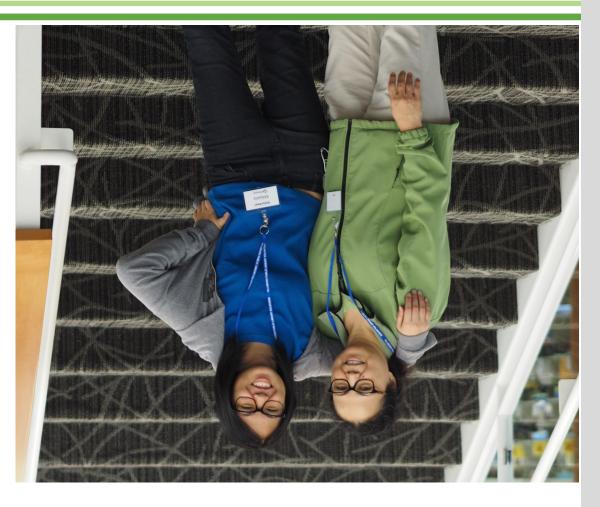
GROWING GREAT THINGS

Patron-focused service

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

 Offer a diverse collection of materials and programs Be a welcoming **community space** Promote reading for education and pleasure Provide equal access for all

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





V1**916tY**

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

- 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: Intorm staff right away.

Library policies

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

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

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



.vtilidelieve bne sgningo trorrent openings and availability. Schedule/assignment changes: Speak to the volunteer coordinator. We will do our best to

скомию скеат 📕 тнисз

Our core values are:

- **Empower** the user

- Encourage innovation and embrace change
- Treat each other and the public with respect and dignity

The Daily Routine

Juring your volunteer shift. Wear your name badge

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

leaseid revealing. No flip flops vlavissebse for bre testively Your clothes should be neat, for the job you'll be doing. Wear appropriate clothing

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

bother patrons or staff. place where you won't e of system the stacks to a or message, please step lles to return an urgent call Silence your phone. If you

.oilduq while we're open to the headphones in the Library Please do not use earbuds or

to help! service desks. They're there edt te **flats of enoitesup** Refer patron reference

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

They're here to help! about library policies. volunteer assignment or nov tuode snoit your Sontact staff if you have

injuries or accidents. Be safe and report any