



Volunteer Handbook



Huntington Beach Public Library
Volunteer Program Development Team

Table of Contents

Welcome	3
Huntington Beach Public Library Mission Statement	3
Purpose of the Volunteer Handbook	3
Purpose of the Volunteer Program Development Team	3
Library Divisions and Locations	4
Volunteer Rights	5
Policies and Procedures	5 – 9
Sign-in & Recording Volunteer Hours	5
Attendance	6
Appearance and Interacting with Public	6
Serving Food to Patrons	6
Safety and Emergency Procedures	6
Harassment Policy	7
Workplace Violence Policy	8-9
Recognition and Privileges	10
Library Support Groups	10
Volunteer Agreement	11
Blank Page	12
Acknowledgment of Receipt of Handbook & Agreement	13

Welcome

The Huntington Beach Public Library staff welcomes you to our team and would like to thank you for selecting this library as a place to share your time, energy and talents. Your help as a volunteer will enhance library programs and services that make it possible for us to achieve much more than we could with staff alone. The library system is fortunate to have such dynamic volunteers to help maintain the library's status as a first-class cultural and educational community resource facility. You are highly valued and respected; we acknowledge the commitment you make for the betterment of the community, and once again, welcome you to the library. Good luck and have fun!

Mission Statement

Huntington Beach Public Library and Cultural Center welcomes, empowers and enriches our community by providing innovative and traditional library services that inspire and encourage transformation and growth.

Purpose of the Volunteer Handbook

This handbook will serve to give volunteers direction by defining volunteer roles and responsibilities, informing volunteers of their rights, library policies and procedures, and providing general library information so they will have an enjoyable and rewarding experience.

Purpose of the Volunteer Program Development Team

Volunteer Program Development Team's Goal: To strengthen and enhance volunteer programs and create uniform HBPL volunteer application and agreement forms.

The Huntington Beach Public Library established a Volunteer Program Development Team to ensure the continued success of existing volunteer opportunities and to create new innovative ones that will enhance library services. The Team will create and maintain an updated Volunteer Handbook, Policy and Procedures, applications and other forms that will serve to establish a basic understanding of the volunteer position, rights and responsibilities, and general library information.

Library Divisions and Locations

There are many divisions that make up the library system; each providing an array of services to the community. Volunteer opportunities may be available within each division. Check with the Volunteer Services Coordinator for details on available volunteer projects.

Library Divisions:

Administration, Acquisitions, Branches, Circulation Services, Children's, Literacy, Media, Reference and Technical Services.

Library Locations:



- a. Central Library and Cultural Center
7111 Talbert Avenue 92648
(714) 842-4481

Hours: Monday
Tuesday - Thursday
Friday & Saturday
Sunday

Children's Resource Center
Media / Computer Center

1:00 p.m. - 9:00 p.m.
9:00 a.m. - 9:00 p.m.
9:00 a.m. - 5:00 p.m.
1:00 p.m. - 5:00 p.m.
(714) 375-5107
(714) 375-5108

- c. Helen Murphy Branch
15882 Graham Street 92649
(714) 375-5006

Hours: Tuesday - Thursday
Friday & Saturday

9:00 a.m. - 6:00 p.m.
9:00 a.m. - 5:00 p.m.

- b. Banning Branch
9281 Banning Avenue 92646
(714) 375-5005

Hours: Tuesday - Thursday
Friday
Saturday

12 noon - 9:00 p.m.
10:00 a.m. - 7:00 p.m.
9:00 a.m. - 5:00 p.m.

- d. Main Street Branch
525 Main Street 92648
(714) 375-5071

Hours: Tuesday - Friday
Saturday

10:00 a.m. - 7:00 p.m.
9:00 a.m. - 5:00 p.m.

- e. Oak View Branch
17251 Oak Lane 92647
(714) 375-5068

Hours: Monday - Thursday
Friday

10:00 a.m. - 7:00 p.m.
10:00 a.m. - 6:00 p.m.

Volunteer Rights

Each volunteer will be working under the supervision of library staff, or a lead volunteer who has considerable amount of experience with the project. Volunteers will be informed of the job description, identifying the general duties, expectations, qualifications, skill requirements and time commitment, and will receive proper training prior to beginning the volunteer assignment. Your assignment does not substitute staff responsibilities; volunteers are an extension of the library system that enable staff to increase services to patrons.

Volunteers deserve:

- To be respected and appreciated for their efforts
- To be given appropriate assignments according to skill, interest and availability
- To be empowered through participating, when feasible, in program development and program leadership
- To be given adequate training and have a clear understanding of the duties, expectations, required skills and time commitment
- To receive program and policy updates and/or changes, given feedback in a timely manner that may address concerns and/or grievances and receive additional training when requested
- To be acknowledged for their meaningful contribution
- To be given the opportunity to express their ideas. We welcome your suggestions!

Policies and Procedures

Sign-in & Recording Volunteer Hours

Volunteers are responsible for signing in and out in the designated book and keeping track of volunteer hours as required by your department; your supervisor will show you where the designated book is located. Accuracy in recording your volunteer hours is important because they are used to report statistics, apply for grants and for determining if the individual meets the requirements for the annual recognition event.

It is crucial that you sign in at the beginning of your shift and out at the end. In the event of an emergency, these sign-in sheets will be used for tracking volunteers in the building.

Attendance

Staff depends on volunteers showing up for their shift and completing it within the designated time frame. If you are unable to make it to your scheduled shift, call your supervisor or the Volunteer Services Coordinator or follow the specific instruction given to you by the department for which you volunteer. When possible provide your supervisor with advance notice of any foreseeable absences.

Appearance and Interacting with Public

Your supervisor will inform you of the required dress code, and you can also look to staff who work on similar assignments and dress accordingly. Casual attire is acceptable, but please be neat and conservative in your appearance and wear shoes that are comfortable and safe.

You are a reflection of the library, always be helpful, courteous and respectful toward patrons. When able to assist a patron with a request, please do so, otherwise, refer him/her to a staff member. The library is a public venue and opens its doors to many diverse individuals, show respect to all patrons.

Serving Food to Patrons

Serving food is limited to library-sponsored events and only under the supervision of library staff. Volunteers, library patrons and other people in the library are asked not to offer food, drinks or sweets to any other visitors or children.

Safety and Emergency Procedures

Volunteers are to follow safety rules. Familiarize yourself with the evacuation plan and the locations of fire extinguishers (floor layouts are posted throughout the library). First Aid kits are located in many areas of the library; volunteers should know where they are located.

Volunteers must report all job-related injuries, regardless of the severity, to their supervisor or a full-time library staff member. Report any unsafe working conditions to your supervisor or a full-time library staff member.

Volunteers are not covered under workers' compensation. In the event of an injury, each individual will need to file the claim through the City Clerk's office.

In the event of an emergency, remain calm and follow the directions of the library safety officers and/or staff, as well as other city safety personnel (Police and Fire).

Harassment Policy

The Library is committed to maintaining a work environment free of unlawful harassment. The Library policy prohibits harassment based on sex (including sexual harassment, gender harassment and harassment due to pregnancy, childbirth or related medical conditions) and harassment based on race, religion, creed, color, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation or any other status protected by federal or state law or local ordinance or regulation. All such harassment is unlawful. The Library's policy applies to all persons involved in the operation of the Library and prohibits unlawful harassment by any volunteer or employee of the Library including supervisors and co-workers.

Examples of sexual harassment may include, but are not limited to:

- Physical, unwelcome touching
- Verbal conduct such as epithets, derogatory jokes or comments, slurs, or unwanted sexual advances, invitations or comments
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures
- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors
- Inappropriate conduct or comments consistently targeted at only one gender, even if the content is not sexual
- Retaliation for having reported or threatened to report sexual harassment

- This behavior is unacceptable in the workplace itself and in other work-related settings such as business trips and business-related social events

Workplace Violence

This policy applies to any individual, regardless of classification, employed by the City of Huntington Beach or volunteers working under the supervision of the City. The term employee throughout this policy also applies to volunteers and/or interns (paid or unpaid).

Definition: Workplace violence is defined as any act of aggression that causes physical or emotional harm, or causes damage to property. This includes physical assaults and threats of assault, both overt and implied that are directed toward persons at work or on duty.

Weapons include firearms, ammunition, explosive substances and other devices and objects that may either cause or threaten bodily harm. Prohibited weapons are further defined under California Penal Code Section 12020 (a).

Violence refers to any physical assault or attempted assault, or destruction or attempted destruction of property (City or personal).

Policy: The City of Huntington Beach has adopted this policy on workplace violence because it recognizes that this issue is a growing problem nationally that needs to be addressed by all employers. Consistent with this policy, any acts, threats or implied threats of physical violence, harassment, coercion and/or malicious destruction of personal or city property which involve or affect the City of Huntington Beach, any City employee, or which occur on City property will not be tolerated.

Employees who engage in actions or threats of violent behavior toward other employees or the public while working in any official capacity for the City will be disciplined, up to and including dismissal and/or arrest and prosecution. Note: Disciplinary issues stemming from violations of the Workplace Violence Policy shall be addressed through Personnel.

It is the intention of this policy to deal with workplace violence proactively, through training, education, mediation, and/or consultation, before it escalates to the formal level of disciplinary action. Workplace violence incidents that reach the level of formal discipline will be dealt with by relevant rules, regulation, and policies.

Possession or storage by an employee of any weapon is prohibited. Employees are strongly discouraged from storing any legally owned weapons in their personal vehicles when such vehicles are parked on City property. Employees who choose to store legally owned weapons in privately owned vehicles must follow all California Penal Code regulations regarding such weapon storage.

Appropriate measures will be employed to secure the workplace from violent acts and to reasonably protect employees from its effects, including removal of threatening persons from the premises.

Retaliation against and/or harassment of employees who, acting in good faith, report real or implied violent behavior or violations of this policy, is prohibited. Knowingly and intentionally making false accusations of violent behavior is expressly and specifically prohibited.

If an employee obtains a protective or restraining order, which lists the City properties or employee's work area as protected areas, the following shall be provided to the police department: a) A copy of the petition and declarations. b) A copy of any Temporary Restraining Order (TRO). c) A copy of any final permanent protective or restraining order. d) A copy of any court order which modifies any of the above documents.

Any employee who makes substantial and verifiable threats, exhibits disruptive behavior, or engages in violent acts on any City property and is not immediately placed under arrest, shall be ordered to leave the premises and be prohibited from returning to any City property until otherwise notified.

Any citizen, visitor or guest who is present on any City property and engages in the aforementioned conduct, and is not immediately arrested, shall be ordered to leave the premises and be prohibited from returning to any City property until officially notified by the police department.

This procedure shall be enforced, with the assistance of the Huntington Beach Police Department when necessary, by any manager, supervisor or acting supervisor.

Any exception(s) to these policies shall be determined on a case by case basis by the City Administrator and/or the Chief of Police or their designee.

Recognition and Privileges

Volunteers are truly an essential component to the Huntington Beach Public Library. Together, our volunteers donate over 57,000 hours annually. The Library is honored to have such generous and committed volunteers, and we are pleased to show how much we care.

Volunteers that are non-residents of Huntington Beach who have accumulated 25 hours are entitled to a HBPL card with the non-resident fee waived for a period of one year. All library card requirements (ID, etc.) and fines remain in effect. Annual renewal is dependent on active status.

Volunteers with 80 hours or more during a 12-month period will be invited to the recognition event the following calendar year. For example, a volunteer who gives 80 hours or more during 2009 will be invited to the 2010 recognition event. At this event the library acknowledges the Volunteer of the Year and honors volunteers who have reached specific levels of accumulated service hours.

Volunteers who have accumulated 500 hours are entitled to a library card with fines waived for one year. This is dependent upon active status of the volunteer and subject to annual renewal.

Volunteers who have accumulated 2,500 hours are entitled to a lifetime fines free library card with the non-resident fee waived (if applicable) and free reserves.

The benefits mentioned above may be modified at any time.

Library Support Groups

Concours d'Elegance

Friends of the Library

Friends of the Children's Library

Orange County, California Genealogical Society

Volunteer Agreement

The Huntington Beach Public Library agrees to provide:

1. A clearly defined job description.
2. Orientation to the library and library volunteer policies.
3. Training and support by library staff.
4. Respect and recognition of the value and contributions of volunteers.
5. Cooperative working relationship between staff and volunteers.
6. Feedback on volunteer's performance.
7. Updates on changes that affect you and/or your assignment.

As a volunteer, I agree to:

1. Fulfill the duties outlined in the job description in a professional manner.
2. Be reliable, punctual and ready to work.
3. Keep a record of my hours by signing in at the designated location.
4. Notify my supervisor/team leader as soon as possible if delayed, sick or unable to work.
5. Maintain confidentiality of all proprietary or privileged information whether this information involves an individual staff member, volunteer, library user, or involves library business.
6. Be a team player. I will make suggestions and ask the staff when I have questions.
7. Abide by all of the policies and procedures set by the Huntington Beach Public Library and the City of Huntington Beach. I understand that I may be terminated for not complying with these guidelines.

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Acknowledgement of Receipt of Handbook and Agreement

I acknowledge that I have been given a copy of the Library Volunteer Handbook. I understand that this Handbook informs me of the Library's volunteer guidelines and policies. I acknowledge that it is my responsibility to read and become familiar with the contents of the Handbook. By signing this page I agree to follow the policies written herein and any others that are furnished during by volunteer engagement.

I further understand that volunteering with the Library is not for a specified term and is at the mutual consent of me and the Library. Accordingly, the Library or I can terminate the volunteer relationship at will, with or without cause, at any time.

I further understand that the statements contained in the Handbook are not intended to create any contractual or other legal obligations. I also understand that the Library may modify or rescind any of its policies, or practices described in the Handbook at any time, except for those policies required by law.

Volunteer Name (Print) _____

Volunteer Signature _____

Date _____