

# YOLO COUNTY LIBRARY

## Volunteer Engagement Staff Guide

### PROGRAM DESCRIPTION

- The purpose of the Yolo County Library (YCL) Volunteer Program is to use the skills and abilities of volunteers in a coordinated, system-wide fashion to enhance library services. This is not a new program, but an improved program that allows YCL to build a base of volunteer support to assist regular employees in enhancing services and programs.
- Vision
  - Creating powerful relationships with Yolo communities to access resources and meet the diverse community needs for education, recreation, motivation, inspiration and entertainment
  - Volunteers are considered an indispensable channel for ideas on organizational direction and operations, programs and activities
  - Commitment to ensuring volunteers reflect the diversity of the communities served

### PROGRAM ROLES & RESPONSIBILITIES

- Clearly defined roles and responsibilities are essential to the success of the program
  - Library Volunteer Coordinator – Up-date and make available system wide documents, assist staff in implementing system wide infrastructure, assist staff in the development of system wide volunteer position descriptions, serve as a resource for staff in the area of volunteer engagement
  - County Human Resources Department – receive and communicate results from Live Scan fingerprinting, provide technical assistance and guidance to Volunteer Coordinator as needed
  - Branch Volunteer Coordinator – coordinate branch recruitment and screening of volunteers, liaison between branch and Volunteer Coordinator, orient new branch volunteers, handle volunteer safety and risk issues at the branch level, serve as functional supervisors over volunteers (unless volunteers are assigned to another staff member)
  - Department Staff – identify uses for volunteers, volunteer hospitality, mentor/assist volunteers, communicate issues or ideas for improvement to branch volunteer liaison, may oversee volunteers in their area

### PROGRAM

#### *Volunteer Requirements*

- Volunteer Requirements are outlined in the Volunteer Guide, a resource for volunteers.
- Volunteers must pass all library screenings before volunteering

#### *Volunteer Position Types*

These volunteers are should be screened, oriented and managed as described in this document:

- Seasonal – some volunteers may participate for a pre-determined amount of time (ie: summer reading programming)
- Rotation – Volunteers are allowed to rotate in and out of assignments and are provided with some choice about when and how they work. If a volunteer decides to volunteer with children/teens (anyone under 18) or at the Winters Community Library, that volunteer must first successfully complete background clearance.
- Court Ordered Volunteers – The library may engage volunteers ordered to complete community service. Please consult the branch manager for feedback.

These are exceptions to the usual volunteer screening, orientation and management process:

- One-time Event/short term volunteers – One-time volunteers, either adults or youth, who help at a one-time event are not required to go through the volunteer screening process. This includes youth who want to volunteer simply to fulfill a school community service requirement. *Volunteers must complete the Yolo County Volunteer Applicant Information and the Release and Waiver of Liability.* Training and orientation should be provided as appropriate.
- Middle and High school students – Minors are not subject to the same screening and training procedures as adults. Please refer to the section at the end of this guide.

These volunteers are not subject to this volunteer guide:

- Friends of the Library – Current volunteers and volunteer duties performed through the Friends of the Library are not impacted by this program. However, a Friend member may choose to seek volunteer opportunities with the Yolo County Library separate and apart from his or her participation in a Friends group. If Friends members actively volunteer in library programs, they may be considered part of this program and subject to the application and screening process.
- Guest Presenters – Guests or partners who provide a library program or presentation are not required to be fingerprinted. However, events or programs with guest presenters should be monitored by library staff.

### *Volunteer Position Descriptions*

- The library is moving toward the use of system wide descriptions.
- Staff are encouraged to use volunteers in diverse ways including assignments involving direct service, program development and delivery as well as high-level assignments providing professional services
- Staff at any level can identify work and/or projects that can appropriately be performed by a volunteer.
- All volunteer positions must have a written position description

- After fully vetting at the branch level, a draft volunteer position description (using the standard form) is completed by the employee and submitted to the branch manager for review and approval.
  - Branch Manager forwards request for new volunteer position to the Library Volunteer Coordinator and then to the policy team for approval.
- Library Volunteer Coordinator is the “office of record” for county-wide volunteer position descriptions.

### *Volunteer Recruitment*

- VolunteerMatch.org – The branch volunteer coordinator can request that a position be posted on VolunteerMatch by completing the “Posting with VolunteerMatch” form (available in the Get Involved folder on the L drive) and submitting it to the library volunteer coordinator.
- Advertising in the branch and local community – the branch volunteer coordinator is encouraged to advertise for volunteers through the branch and local community
- Future recruitment opportunities to be managed by the library volunteer coordinator:
  - YCL volunteer webpage
  - Biannual press releases

### *Volunteer Application*

- The Volunteer Application form is made available both online and in hard copy (at all locations)
- Applications are continuously accepted by e-mail; hardcopies may be mailed, or faxed directly to the library volunteer coordinator *or* may be hand delivered to any branch location
- Applications received by the library volunteer coordinator are forwarded to branch volunteer coordinators for screening and engagement
- The branch volunteer coordinator sends immediate notice (preferably by e-mail) to a volunteer applicant to acknowledge receipt of application and to advise of the next steps

### *Volunteer Screening and Selection*

Volunteer screening and selection happens at the branch/program level and includes:

- Application
  - If an applicant indicates on the application that s/he has a criminal record, contact the Business Services Manager (Chris Crist). Chris will coordinate a risk assessment with Human Resources and the County Librarian. This should be done whether or not fingerprinting will be completed. This practice is meant to help the library be inclusive of potential volunteers.
- Interview
- The following volunteers should be fingerprinted<sup>1</sup>:
  - All volunteers at the Winters Community Library (with the exception of minors)
  - All volunteers who serve with children or kids/teen services (except minors)

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<sup>1</sup> Fingerprinting instructions for staff are available in the “Get Involved” folder on the L drive under “Fingerprinting”.

- Any volunteer, who has not previously been fingerprinted, before beginning to volunteer at the Winters Community Library or with children or kids/teen services
- At least one reference provided by the prospective volunteer should be checked.

The branch volunteer coordinator should ensure that all screening is complete before a volunteer is placed on an eligibility list or begins to volunteer.

The branch volunteer coordinator maintains a list of volunteers screened and available for immediate referral to branch.

### *Volunteer Orientation*

- The branch volunteer coordinator provides volunteer orientation that includes general information about Yolo County Library system, overview of Volunteer Program, requirements and expectations of volunteer (customer service, dress code, time recording, patron privacy/confidentiality, worker compensation and what to do if injured during volunteer hours, etc.), and a safety orientation. All branches should use the system wide PowerPoint and Volunteer Guide (to be given to all volunteers) which are provided for this purpose.
- Make available applicable county and department policies including harassment policy, drug and alcohol policy, internet policy, e-mail policy and workplace security and safety. These are available online at <http://insideyolo/APM/default.htm> or from the library volunteer coordinator. Copies should be kept by the branch in a binder to which volunteers have access.
- Necessary forms to be completed at the group orientation include:
  - Volunteer Agreement
  - Release and Waiver of Liability form
  - Volunteer Applicant Information (Emergency Contact Information)
  - First-day checklist (including safety information)

### *Volunteer Forms and Files*

- Volunteer files: The volunteer application and necessary forms should be kept at the branch/program level.
- A copy of the “Volunteer Applicant Information” for volunteers should be sent to the library volunteer coordinator who will send a copy to Human Resources. (See the Tracking and statistics section below.)
- All the necessary forms are listed in Appendix A.

### *Volunteer Evaluations*

- The branch volunteer coordinator should check in with volunteer by phone or in person at the work site at some interval after they are placed (after first volunteer assignment or after volunteering so many hours)
- For performance issues: coach, don’t evaluate
- Staff can verify hours volunteered and write letters of recommendation as they see fit.

### *Recognition and Awards / Program Evaluation and Measurement*

- Currently done at a branch/program level

### *Risk Management/Liability Issues*

- The following volunteers should be fingerprinted:
  - All volunteers at the Winters Community Library (with the exception of minors)
  - All volunteers who serve with children or kids/teen services (except minors)
  - Any volunteer, who has not previously been fingerprinted, before beginning to volunteer at the Winters Community Library or with children or kids/teen services
- Volunteers should wear identification badges
- Injuries: Volunteers are covered by the County's general liability insurance and are listed as insured under the memorandum of coverage through the Yolo County Public Agency Risk Management Insurance Agency. *In the event of a volunteer's injury*, the branch volunteer liaison is responsible for completing and submitting an original Accident/Incident Report for Non-County Employees form to Human Resources. Keep a copy on site.
- Safety Training: Branch liaisons are to provide a safety orientation, which is included in the First Day Checklist, to the volunteer at orientation or on the first day of their assignment.
- Driving:
  - Volunteers will not drive Yolo County vehicles.
  - For volunteers who drive their own vehicle while on county business, their vehicle insurance will cover any auto damages. Yolo County insurance will not cover automobile damage. However, the volunteer is covered by the Yolo County Workers' Compensation policy.

### *Tracking and Statistics*

- Volunteers should be required to sign-in and record their hours every time they volunteer at the library. Tracking forms developed by branch staff can be used, or a form is available from the library volunteer coordinator.

On the last day of the month, the branch volunteer coordinator should

- Forward volunteer statistics for the previous month to the branch manager for inclusion in branch statistics
- Forward a copy of the Yolo County "Volunteer Applicant Information" form for volunteers who started within the last month to the library volunteer coordinator, who will keep a copy on file and forward a copy to Human Resources
- Review current volunteer needs and report to the library volunteer coordinator any changes to VolunteerMatch.org or website postings

### *Youth Volunteers*

This is not the only section of this guide that applies to youth volunteers. Please be sure to read and follow the other sections including Risk Management and Tracking and Statistics.

- Types of volunteers
  - One-time event or youth who want to volunteer simply to fulfill a school community service requirement.– One-time volunteers who help at an event or on a limited basis to complete required community service hours are not required to go through the volunteer screening process (no application or volunteer agreement is needed). *Volunteers must complete the Yolo County Volunteer Applicant Information and the Release and Waiver of Liability.* Training and orientation should be provided as appropriate. (See One-time Event/short term volunteers under Volunteer Position Type above.)
  - Long-term volunteers – This includes youth volunteers who volunteer for summer reading, for higher level duties or for a time beyond required community service hours. For these volunteers, please follow the guidelines below.
    - Youth should complete the Youth Volunteer Application
    - Fingerprinting is not required for minors. However, volunteers who turn 18 while volunteering should be fingerprinted. The youth volunteer application requests date of birth and date on which the minor will turn 18, which will aid staff who work with minors to track fingerprinting requirements.
    - The following orientation materials and forms should be completed or provided to the youth
      - PowerPoint Presentation (The Volunteer Guide is a recommended handout.)
      - Youth Volunteer Agreement (Please provide a copy to the volunteer.)
      - Yolo County Volunteer Applicant Information
      - Release and Waiver of Liability
      - Safety procedures
    - Encourage youth to include volunteer experience on resumes and college applications. Staff members are encouraged to write letters of recommendation for youth who have satisfactorily performed their volunteer position.
- Youth Volunteer Hours
  - Youth volunteers are encouraged to finish volunteering by 7pm on a school night and by 9pm in the summer. Federal and State laws establish work hours for youth, which are also good guidelines for youth volunteers. When youth volunteer at events outside these hours, please be sure the volunteer and their guardian are aware of the times.

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## Appendix A A quick guide for engaging volunteers

### Volunteer Recruitment

- Collaborate with the library volunteer coordinator to post positions on VolunterMatch.org
- Advertise for volunteers in the library and in the local community

### Screening Volunteers

- Ensure volunteers submit a volunteer application
- Screen volunteers
  - Interview
  - Call all three references, and be sure to speak to at least one
  - When necessary, ensure background clearance is received before volunteers begin

### Volunteer Training

- Utilize the system wide volunteer training PowerPoint and Volunteer Guide in addition to any position specific training that is needed
- Volunteers need to sign and return the library and Yolo County forms
  - Volunteer Agreement
  - Volunteer Applicant Information
  - Release and Waiver of Liability
  - First-Day checklist for Branch Volunteer Liaisons
  - Branch Specific Handouts/ training
    - Time recording (whatever method used by branch)
    - Branch map and tour (parking issues)
    - Friends of the library information

Both the Volunteer Applicant Information and the Release and Waiver of Liability are required for ALL volunteers, including minors and one-time or short term volunteers.

### Administrative duties: on the last day of the month

- Forward volunteer statistics for the previous month to the branch manager for inclusion in branch statistics
- Forward Yolo County “Volunteer Applicant Information” for volunteers who started within the last month to the volunteer coordinator/Heather.
- Review current volunteer needs and report to Heather any changes to VolunteerMatch.org or website postings

## Acknowledgement & Retention

- To be done at the branch level