

Culpeper County Library

VOLUNTEER

MANUAL

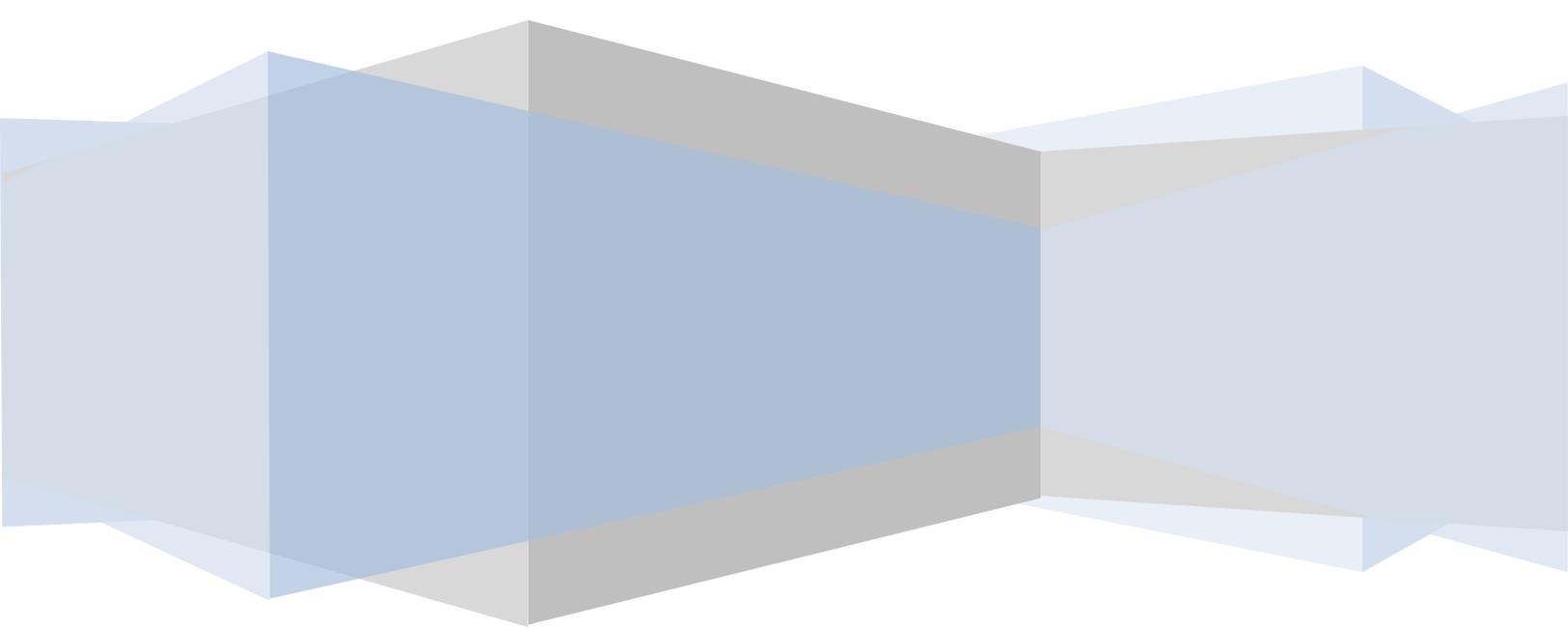


Table of Contents

Welcome Message.....	3
Culpeper County Library History.....	4
Our Library’s Mission.....	5
Our Library’s Vision.....	5
Volunteer Mission Statement.....	5
Volunteer Rights	5
Volunteer Responsibilities.....	6
Confidentiality Statement.....	6
Organizational Chart.....	7
Key Contacts/Phone Numbers.....	7
Orientation.....	8
Starting Out/Continuing On	11/12
Volunteer Policies.....	12
General Policies.....	15
Summary.....	17

Welcome Message

It is a pleasure to welcome you to the staff of the Culpeper County Library. We hope that your stay with us will be pleasant and rewarding, not only to the Library, but to you as well. Each volunteer plays a very important role in the fulfillment of the Library's mission. The Culpeper County Library believes that community volunteers enrich our programs, promote a positive environment, and improve community relations.

The prestige of the Library has been built up by the efficiency of the staff and the excellence of the collections available to the public. We hope that you will help in maintaining this record of fine service and that you will come to feel a sense of satisfaction in being a part of the institution.

The Library is a public institution which supplies books, audio and visual material, educational software and related materials for the educational and recreational needs of its patrons. Each volunteer plays a very important part in the fulfillment of this objective.

This manual has been prepared as a guide in carrying out the duties of volunteers. It is designed to be as complete as possible. When problems arise, which are not covered in this manual, please see the librarian.

Suggestions are always welcome to improve the services of the Library and to expedite your work. Always feel free to ask questions about aspects of the work you do not fully understand. I trust your work experience at the Culpeper County Library will be a happy and successful one.

You have been assigned a supervisor, the Library's Volunteer Coordinator, so that you should always have someone that you will feel comfortable approaching to ask questions. If the Coordinator is not available, please feel free to ask any available staff member to clarify any procedures you may not fully understand.

We look forward to having you join our team. Thank you for volunteering to help us provide the best in services to our patrons.

Culpeper County Library History

In 1926, Lucille Nelson Penniman and Mary Williams Tucker, collected 400 books and \$286.00 to create the community's first library. The Library was established in donated space in the Nelson building on Davis Street.

In 1928, the Library relocated to a 500 square-foot room on the second floor of the Municipal Building. Town Council approved \$120.00/yr. to help support Library operations. Into the 1930's, the Library depended on volunteers to organize the collection of books and to oversee their circulation. Crimora Waite was appointed the Librarian as the collection continued to grow. She continued with the Library until her retirement in 1983.

In 1946, the Library became a free public library, by an act of the Culpeper Town Council. The Library was now governed by a Board of Directors and funded by the Town Council and the County Board of Supervisors at \$600.00/yr. This change also allowed a modest state-aid grant, and the addition of interlibrary loan privileges and other Virginia State Library services.

In 1961, the Library received a donation of land, from Louise Donovan, at the corner of Mason and Main Streets for a new library site. After numerous campaigns to raise funds, a total of nearly \$100,000 was raised – a great success and accomplishment for that time.

On May 15, 1964, the new Library building was dedicated. There was 3,200 square feet of space, more than six times the previous area in the Municipal Building. The hours were extended from 15 to 24 per week. The building also provided separate meeting, reference, children, and adult reading rooms.

In 1989, as the town and county's population grew, the demand for library services increased. All meeting room space was taken for housing the collection of 37,000 items.

In 1991, the Culpeper Library Foundation, which became incorporated in 1994, hired the architectural firm of Baughan and Baukhages from Luray to design a new library. In June 1995, the Marshall Gayheart family donated the site in the Southgate Shopping Center. Ground-breaking for the new library was in June 1996, and in July 1996 the Library became a county agency. Of the \$2 million dollars needed to build the new Library, the Culpeper Library Foundation raised one and one-half million dollars, with the County funding the remaining portion.

On March 25, 1998, the new 20, 400 square foot facility opened. The current Library is five times the size of the Mason Street Building, houses on-line Public Access Catalogs, public internet computers, wireless technology, and has personal computers for word processing. The facility has a meeting room that will seat 175, a conference room for 15, two study rooms designed to accommodate four persons each, and a larger study room that will accommodate 12 people. Also included in the design is a personal computer room, a quiet study room and a children's program area for twenty-five.

Our Library's Mission

The Culpeper County Library Board and Staff support the educational needs, informational needs, leisure needs and cultural opportunities of every individual in the community, and in so doing improve the community's quality of life.

Our Library's Vision

We support a future in which patrons can find assistance and information with ease. The Library will be recognized and valued by all community members as a significant resource and advocate for youth as they develop from early readers to contributing members of our community.

Volunteer Mission Statement

The volunteer program will involve the community in the day to day activities of the Library by offering volunteer positions for all ages, to help bring in new ideas and services, and to supplement the responsibilities of the permanent full time and part time staff.

Volunteer Rights

Every volunteer of the Culpeper County Library has the right to expect his/her work:

- Will contribute to the overall mission and vision of the Culpeper County Library.
- To be meaningful to the operations of the Culpeper County Library.
- To be productive and rewarding.
- Can be completed within a set time frame.
- Will be defined according to job descriptions.
- Will be fully explained during required training.
- Will have support of the staff of Culpeper County Library.
- To foster participation within the Library organization through input on assigned tasks.
- Will be recognized and shown appreciation by the Culpeper County Library staff.

Volunteer Responsibilities

Every volunteer at the Culpeper County Library must:

- Be dependable, reliable and professional while volunteering.
- Carry out their tasks promptly.
- Have a clear understanding of their job, and if not, ask questions.
- Respect confidentiality of staff and patrons.
- Be punctual and report absences as soon as possible.
- Be respectful to staff, other volunteers and patrons.
- Participate in any training programs required to fulfill their duties, including any on-the-job training on an ongoing basis.
- Be conscientious about their dress and personal hygiene.
- Be aware that a volunteer can be terminated if they do not follow the guidelines set forth in this orientation packet.

Confidentiality Statement

All volunteers will abide by the Confidentiality Rules of the Culpeper County Library, which include:

- The use of the Library, the choice of materials, and the use of informational sources is properly the concern of the individual Library patron and should remain confidential.
- Culpeper County Library will not provide individual patron information requested by any other citizen, organization, or groups in regard to:
 - A particular item circulated by the Library system.
 - Circulation of materials in a general subject area.
 - Patron requests for general information available in Library resource material.
 - Library patron registration.
- A Library patron's name, address, and phone number will be provided only upon proper subpoena or court order.
- Failure to comply with the Confidentiality Policy can result in immediate termination of volunteer duties.

Key Contacts/Phone Numbers

Kathy Clevenger, Circulation/Volunteer Coordinator - 540-825-8691 kclevenger@cclva.org

Susan Keller, Director – 540-825-8691 skeller@cclva.org

Dana Brumbelow, Assistant Director – 825- 8691 dbrumbelow@cclva.org

Laini Bostian, Youth Services Coordinator - 540-825-8691 lbostian@cclva.org

Address: Culpeper County Library
271 Southgate Shopping Center
Culpeper, VA 22701

If your assigned shift starts prior to the Library opening (10AM), you will be provided with an alternate number to call, in case of emergency, and you are unable to arrive at your scheduled time.

Orientation

WORK SCHEDULE

Hours

We will try to work with you to the best of our ability. We understand that you are a volunteer. We also understand that as a volunteer you have other commitments. However, as a library we have a certain obligation to our patrons, and that is to make sure that the books and materials are shelved in a timely manner so that others might check them out, and that our desks are properly staffed to assist patrons. Therefore, you must adhere to the following guidelines so that the library is able to work with your schedule. Once you decide upon certain hours, we do expect you to honor that commitment.

Schedule Changes

Any change in your schedule should be requested at least one week in advance, except in an emergency. If you are prevented from reporting to work at any time, you are to contact the Library as soon as possible and explain why you are unable to work. Phone 825-8691. If scheduled to begin your shift at 10:00AM or before, you will be provided an alternate emergency number to report off.

Tardiness

When you are unexpectedly delayed, you must notify the library. There are many reasons for this adherence to policy. First, we do not want to worry about your whereabouts or safety. Second, the library will be an excellent reference for your job applications. I would like to be able to tell your future employer that you were always on time. This statement can be the difference between being offered a job and not being offered a job.

Breaks

Breaks will be allowed only if you work four consecutive hours on any given day. If you are eligible for a break, you must take it on the day you work and at the time mutually agreed upon by your supervisor and yourself.

Holidays

The library is closed on the following holidays:

New Year's Day	January 1
President's Day	third Monday in February
Easter Sunday	Sunday only holiday
Mother's Day	Sunday only holiday
Memorial Day	last Monday in May
Father's Day	Sunday only holiday
Independence Day	July 4
Labor Day	first Monday in September
Columbus Day	second Monday in October
Thanksgiving Eve	close at 5:00 p.m.
Thanksgiving Day	last Thursday in November
Christmas Eve	December 24
Christmas Day	December 25
New Year's Eve	close at 5:00 p.m.

If a holiday falls on a Saturday, the preceding Friday will also be observed. If a holiday falls on a Sunday, the following Monday will be observed. Easter, Mother's Day and Father's Day are Sunday only holidays. In addition, we post a copy of the holiday notices on the Volunteer Communication Board and the front window of the Library. Please check our website for updates to the Holiday schedule.

Hours of Operation

Monday – Thursday	10:00AM – 9:00PM
Friday – Saturday	10:00AM – 5:00PM
Sunday	1:00PM – 5:00PM

Dress

We expect all of our employees/volunteers to be neat, clean and to dress in good taste. No extremes of dress or grooming will be permitted. No clothing with profanity or suggestive screenings will be allowed. Gum chewing, eating, and smoking are not permitted while on duty.

Socializing

Unnecessary conversation with other staff members delays work, disturbs patrons, and provokes criticism of the Library and should be avoided. Unless there is an emergency, visits or telephone calls from friends should be discouraged. During your volunteer time, please feel free to talk to your family and friends who visit the Library, but please keep the conversation short to ensure that your work is accomplished.

Telephone

The telephones in the Library are for business use only. If you have to make a call or you receive a call, make them as quickly as possible. Cell phones are only allowed in the Library's lobby and back porch areas. Please adhere to this rule. If you are expecting an emergency call from someone, please silence your phone and keep it in your pocket. You may use your cell phone in our lobby, on our back patio, and in our staff lounge if necessary. No call should exceed three (3) minutes.

Lounge or Staff Room

The staff room is available at any time, unless otherwise posted, for use by the volunteers or staff for breaks or lunch.

Communication

There is a bulletin board as you enter the back workroom. Please look at the bulletin board every time you come in to work. This is where we will put notes or notices for all volunteers. You might want to put your initials on each memo so that you and I both know that you have read the memo. Sometimes I will already have your name on the memo. In that case, please date it so that I know that you have read the memo.

Personal Conduct

As in any place of business dealing with the public, employees are expected to be courteous, pleasant, and businesslike in their manner at all times. Courteously refer all patrons to the Librarian on duty when you are asked anything other than a direction or simple request. Never tell a patron, "We do not have a book or a service." If you are shelving books in a section where a patron is browsing the stacks, please move to another section so that they may finish looking. Then come back to that section.

If at any time there is a patron who displays improper behavior, immediately inform the Librarian on duty. Never take any action yourself; this is the responsibility of the Library. You may rest assured that prompt action will be taken as the Library does not tolerate any improper behavior within

its jurisdiction. If anyone says or does anything that you may consider improper, immediately report this action to the Librarian. If they are busy, interrupt politely and tell the Librarian that you have an emergency, explain the problem, show them the person(s), do not wait until that person leaves, because it will be too late.

Lockers

Please do not bring any valuables to work with you as the Library will not be responsible for loss of any personal property. If you need to lock up any personal items, there is a volunteer locker provided. See Volunteer Coordinator for the combination.

Borrowing privileges

All books you wish to take out of the building must be checked out. If you do not properly check out your books, you are not counseled, you are terminated from your position. As a volunteer you do not have to pay fines on overdue books, but you should adhere to regular library policies. If you abuse this privilege, it will be revoked.

Benefits of Volunteering

- Serve your community.
- Support the Culpeper County Library staff.
- Perfect old skills and gain new skills.
- Gain job skills and experience.
- Benefit of being needed/helping others.
- Chance to share knowledge, wisdom and experience with others.

Parking

As a courtesy to our patrons, and if you are able, we ask that all volunteers and staff park furthest from the building so our patrons can utilize the closer, more convenient parking spaces. If you choose to ride a bike, a bicycle rack is conveniently located on the sidewalk to the immediate left of the Library entrance.

Termination

Even as a volunteer you may be terminated. Termination may result from any one of the following reasons:

- Substandard library work
- Excessive tardiness
- Excessive requests for schedule changes
- Missing two consecutive days of work without justifiable reasons

Being rude to patrons/staff/volunteers
Not checking out borrowed materials

A warning will be issued and a conference with the Director and Volunteer Coordinator will be held before a termination would occur.

Starting Out

It is the policy of the Culpeper County Library to consider applicants for volunteer services based on qualification for the job and fitness to our patron services. This will be done without regard to race, religion, national origin, sex, age or disabilities.

Applications for service are accepted by the Volunteer Coordinator. Applications are screened and given careful consideration to experience, skill, reliability and character of applicant. A follow-up call will be made within 7 working days to the applicant to discuss volunteer opportunities available at that time. There will be a brief interview to assess a client/opportunity match. A follow-up interview will be scheduled at that time to come in to the Library and receive the orientation materials and have further discussion concerning job requirements and training. At that time, required paperwork will be given that needs to be completed prior to the volunteer starting their service. Parents of applicants under 18 yrs. of age will need to review and sign all paperwork.

A time will then be scheduled with the Volunteer Coordinator to start training on the specific job functions required for their specific volunteer assignment. If working strictly with a certain individual or department of the Library, a meeting will be scheduled with that individual or department head for further instructions.

Continuing On

Once trained, every volunteer should arrive and be ready to start performing their duties at their scheduled time. Upon entering, please go to the back workroom and sign in your time started in the Volunteer Sign-In Manual. When you leave your shift, sign out the time you are leaving. This enables us to keep track of how many hours of service you have donated to the Culpeper County Library.

Volunteer hours are reported to the Director on a monthly basis. This is a valuable tool. It helps prove to government institutions and the community the significant and substantial services provided by our volunteers. Your hours are also reported to the county and the state, and through them, to the federal government. Only the total number of hours is reported with no names attached.

The Volunteer Coordinator will maintain records on each volunteer including dates of service and position held. If you need a copy of your hours of service, please inform the Volunteer Coordinator

as a letter will be presented with your volunteer history.

Always wear your volunteer name badge. If your name badge is lost, please inform the Volunteer Coordinator so a replacement badge can be made. In the meantime, there are generic volunteer badges you can use. We only use first names on the badge to identify you to both staff and our patrons. This is an important part of customer service, because patrons feel more comfortable talking to an individual by name rather than a person they can't identify with.

Volunteer Policies

This part of the manual explains our policies and procedures. You can use this part of the manual to understand how to carry out your duties, give the best service to our patrons, and assist you in answering any questions you may have regarding operations at the Culpeper County Library.

The volunteer program will be administered by the Library Director and the Coordinator of Circulation and Volunteer Services.

Volunteer/Patron/Staff Relationships Policy

Culpeper County Library is an equal opportunity employer. Paid staff and volunteer staff need to treat individuals with dignity and respect. You will have the opportunity to meet people of different racial, ethnic, age, sexual, and economic backgrounds. As a volunteer you must give fair and impartial treatment to all staff, volunteers, and patrons. We hope you will see this as enriching your life and opportunity for learning.

Volunteer Support Policy

The minimum age for volunteers is 14 years, unless starting as a Summer Reading Program volunteer which is 12 years of age. Volunteers under the age of 18 years must have written consent of a parent or legal guardian before volunteering. All volunteer duties will comply with Federal Laws and Regulations on Child Labor.

All volunteers will receive an orientation which will include information about the Culpeper County Library, our policies and procedures for volunteers, and requirements for the position they are accepting. All paperwork given during orientation that requires a signature must be returned to the Volunteer Coordinator prior to performing your volunteer duties. A job description will be provided for the position you will performing.

Once all paperwork is completed, a name badge will be given to wear during all volunteer hours. Training will then begin on the specific job duties assigned.

Absenteeism and Punctuality

Please be conscientious in the fulfillment of your duties and accept constructive supervision from staff. If you are unable to arrive at your scheduled time, please let us know as soon as possible. Please do not come to work if you are ill. If you are ill or have any emergency, please call us as soon as possible to report off. Continued absenteeism may result in termination. Should your address or telephone number change, please inform the Volunteer Coordinator in case we need to contact you.

Performance Issues

Though there is no official evaluation process, at this time, for volunteers at the Culpeper County Library, the Volunteer Coordinator or assigned staff member will discuss with you, on an ongoing basis, the quality of volunteer work being performed. This discussion will include quality of work, work habits, and areas for growth. The volunteer should always feel free to ask questions and to make suggestions on how to best improve their position and any tasks that are involved in that position. If necessary, performance issues will be discussed and corrective action will be taken that may include additional training, reassignment to another volunteer position, or as a last resort, termination of the volunteer.

Performance Problems which are not acceptable:

- Conducting personal business during your volunteer time.
 - Excessive personal telephone use.
 - Continued tardiness for your shift.
 - Unfriendly or uncooperative attitude when dealing with staff, other volunteers and patrons.
 - Unsatisfactory work performance.
 - Misuse or damage of property.
 - Unauthorized operation of Library's computers.
- First offense – Verbal warning
 - Second offense – Written Warning
 - Third offense – Dismissal

Serious Violations and grounds for immediate dismissal:

- Physical or sexual harassment.
- Violating patron confidentiality.
- Negligent or willful damage to property of Culpeper County Library.
- Theft or attempted theft.
- Unlawful discrimination.
- Willfully endangering the safety of others.

- Working under the influence of alcohol or drugs.

This is not an all inclusive list of problems/violations. The Volunteer Coordinator and the Director of the Culpeper County Library may deal with problems and violations not specifically mentioned here.

Resignation

When possible, volunteers are requested to notify the Volunteer Coordinator, or the person to whom they directly report, two weeks prior to leaving. The staff appreciates your time, talents, and interests and knows that changes will occur. This will give us time to fill your position and talk to you about your experience and any suggestions you may have to improve the Volunteer Program at Culpeper County Library.

General Policies

Confidentiality of Library Records

The Culpeper County Library makes available a collection of print and audio-visual materials for the free and unrestricted use of the public. The use of the public library, the choice of materials, and the use of informational sources is properly the concern of the individual library patron. The Culpeper County Library will make every effort to see that this information remains confidential.

The Culpeper County Library will cooperate with local, state, and federal law enforcement agencies investigating crimes for the purpose of criminal prosecution. The Library patron's name, address, and telephone number will be provided when requested in regard to a particular item which is presented as evidence in prosecution (i.e., a book checked out from the Culpeper County Library is found at the scene of a crime). All information regarding use of library materials will be supplied only upon proper subpoena or court order.

The Culpeper County Library will not provide individual patron information requested by any other citizens, organizations, or groups in regard to: 1) a particular item circulated by the library system, 2) circulation of materials in a general subject area, 3) patron requests for general information available in Library resource materials, or 4) Library patron registration.

All requests for information will be reported to the office of the County Attorney, Culpeper County, Virginia.

Cite: Virginia Code, Privacy Act of 1976

All library cards are considered the property of the Culpeper County Library.

Any patron who calls to check his patron activity or fines screen must give his card number and correct address. If correct information is cited, then give the patron the information.

The same applies for parents checking on their children's cards. If someone asks about a card other than his own, ask what relationship the questioner is to the patron about whose record he/she is inquiring. If the questioner says that he is the legal guardian, ask the child's age. If under 18, titles of material on the child's record that are overdue may be given to the parents/legal guardians. If over 18, the child is covered by the confidentiality of Library records.

Holds and Overdues – Do not under any circumstance give out the title of the item being held or overdue, but to the patron to whom the item is being held for or checked out to. The exception to this rule is the guardian to a juvenile patron when items are overdue.

Miscellaneous Policies

Packages

The Library will not hold packages or boxes for the public. The exception to this policy is that we will hold things for the Friends, because they conduct the business of the Library.

Phones

The public may not use our phone, except in the case of an emergency. Please tell them that it is a business phone and that we need our phone to conduct the business of the library. **Exception** – anyone who needs to use the phone in an emergency situation, or patrons who need to arrange a ride home from the library, etc. Please use your good judgment. Please dial the number for them and only use line 3.

Staff will only accept emergency calls from the public to go and find someone in the Library. When someone calls and asks if "Jane Doe" is in the Library, ask politely if this is an emergency, if not then unfortunately we are unable to go and look for them.

Lost and Found

All items that are lost in the Library will be held for one month. Place a note on the front or attached to the item in some way with today's date. Each month the lost and found box will be weeded accordingly. If non-Library books are left in the Library they will be held for one month. After that time

they will be considered for the collection. If they are not added to the collection they will be given to the Friends for the book sale. All efforts will be made to contact the owner if possible.

Drug and Alcohol Use

Volunteers are subject to immediate dismissal if they are under the influence of drugs or alcohol while performing their volunteer duties. Drugs and alcohol may not enter the Culpeper County Library under any circumstances.

Theft

Theft of cash, Library materials, or other volunteer/staff member's personal property is a serious offense. Theft will be reported to the Director and appropriate authorities. Theft is cause for immediate dismissal.

Accident Reports

If you have an accident or are injured, notify the Volunteer Coordinator or Library Director immediately. An accident report must be completed within 24 hours. If you need a first aid kit, there is one located in the back storage room straight ahead on your right as you walk in to the room.

Emergencies

Notify Library personnel at the earliest sign of an emergency (i.e. fire, falls, patron emergency, etc.). Follow instructions as to how you can help in the event of an emergency. Remember to act calmly but quickly with any emergency.

Further policies will be made available to you as required. All volunteers will read the Sexual Harassment Policy located in our Policy Handbook.

Summary

Focus on producing results, not putting in time. Don't just stay busy, stay effective. Feel free to give and receive constructive criticism to and from fellow workers. We work as a team and need to support each other with useful feedback.

Accept change as natural and welcome the opportunity for growth. We don't deal with problems, we deal with challenges and work toward improvements. Your observations and suggestions are important to the growth and development of the Volunteer Program of which you are a vital part. Please discuss your ideas with the Volunteer Coordinator.

We appreciate your willingness to volunteer with the Culpeper County Library. We hope you

will enjoy your volunteer experience. Our staff is happy to help make this a learning experience, so please feel free to ask questions. Speak positively about the Culpeper County Library and its staff/volunteers at every opportunity. Do your tasks with enthusiasm; it's contagious! And most important.....HAVE FUN!!!!!!!

Volunteer manual biblio:

Generic Volunteer Orientation Manual: Your Guide to Developing an Orientation Manual for Volunteers [Hardcover]

[John Lee](#) (Other Contributor)

Product Details

- **Hardcover:** 70 pages
- **Publisher:** Essential Press (January 1995)
- **Language:** English
- **ISBN-10:** 1887555005
 - **ISBN-13:** 978-1887555005