



ORANGE COUNTY
PUBLIC LIBRARY

Providing a place and a face to explore, enjoy, and engage

***Volunteer
Handbook***

Orange County Public Library

137 W. Margaret Lane
Hillsborough, NC 27278
Phone: 919-245-2525
Fax: 919-644-3372
www.orangecountync.gov/library

Hours of Operation

Monday through Thursday: 9:00 a.m. – 8:00 p.m.

Friday and Saturday: 9:00 a.m. – 6:00 p.m.

Sunday: 12:00 p.m. – 6:00 p.m.

Scheduled Closings

New Year's Day

Martin Luther King, Jr. Day

Easter

Memorial Day

Independence Day

Labor Day

Thanksgiving Thursday and Friday

Christmas

Christmas holidays may be two or three days – specific dates will be provided each year

Introduction to Orange County Public Library

Thank you for assisting the staff and patrons of the Orange County Public Library by becoming a Library Volunteer. Your efforts are essential to maintaining library services and to relieving staff to use their time for professional librarian tasks. With ongoing training, you help expand and enhance Library services and provide an educational and cultural link to the community.

You are an ambassador for the Library in the community and help to create public awareness concerning all of the programs and services the Library provides. You also serve as a source of public opinion regarding the community's desired improvements in services, materials, and programming. Your efforts will be rewarded through regular and meaningful recognition and a unique relationship with the Library and its staff. You can also take pride in selflessly working to better your environment and the lives of the people in it.

In 2013, the Library adopted new vision, mission and values statements that all staff and volunteers abide by and uphold.

Library Vision

Our vision articulates what success will look like in the future.

We empower people by providing a place and a face to explore, enjoy, and engage.

Library Mission

Our mission statement reflects the commitment we are making to the residents of Orange County.

The Orange County Public Library aims to be the heart of the community by:

- being a welcoming gathering place for all
- having a clear focus on the future and responding with creativity and innovation
- offering relevant services, programs, collections and technologies
- serving the entire community through collaborative efforts with organizations, educational institutions, and town and County governments
- providing free and equal access to the resources and materials community members need to be informed and engaged

Library Values

To realize our vision and fulfill our mission, the following values are the beliefs that unite and inspire us in our daily service to Orange County.

- **Commitment to Public Service**

Providing a well-trained, enthusiastic staff that delivers superior customer service and responds to patron needs

- **Inclusiveness**

Serving the entire community through diverse resources and programs

- **Fostering Fun and Lifelong Learning**

Offering engaging, excellent programs and services, and promoting literacy and educational opportunities

- **Collaboration**

Accomplishing more together with partners working toward common goals

- **Respect**

Practicing kindness, promoting open dialogues and creating an environment of encouragement

Library Volunteer Philosophy, Principles and Practices

The Orange County Public Library believes that an effective volunteer force enhances the Library's ability to provide quality services to the public. Furthermore, an active volunteer program is an integral part of the Library's relationship with the community.

Volunteer Principles

- A volunteer force brings a wide range of skills, talents, and experiences from to the Library.
- A volunteer program provides community members the opportunity to gain an understanding of the nature and value of public library services.
- Volunteering provides opportunities for positive community service and work experience.
- The volunteer force functions as a critical asset to the Library's paid staff.
- The Library's volunteer program is governed by Orange County Public Library's policies and procedures.
- Volunteers assist the paid Library staff in providing a variety of services beyond the scope of the regular Library budget.
- Volunteer services do not displace existing paid staff; they provide assistance that allows existing staff to have more time and resources to accomplish tasks.
- The administration of volunteer services is at the discretion of the Library Director whose responsibility is to operate the Library with the highest possible degree of professionalism.

Confidentiality

All transactions between library patrons and staff or volunteers are strictly confidential and volunteers are asked to uphold this policy. This includes any information concerning what materials a patron viewed, requested, checked out, or any reference questions asked by library patrons. This policy of maintaining an environment of confidentiality ensures that patrons can use the library and its resources without fear of public disapproval or restricted access to information.

Customer Service

It is our goal to provide quality and consistent customer service to every patron of the Orange County Public Library. This includes maintaining a pleasant demeanor and a general willingness to "go the extra mile" to ensure that our patrons' needs are met. We anticipate that volunteers will share this commitment to customer service and to keeping our patrons as satisfied as possible.

Role of Staff

Library staff supervise, train, and assist volunteers in their work for the Library. If not formally designated as a supervisor or trainer, Library staff should go through the proper chain of command in reporting misconduct or unsatisfactory work habits on the part of volunteers. In general, it is preferable for paid Library staff to work directly with patrons in answering questions and providing reference assistance. However, it is acceptable for volunteers to provide directional and basic informational assistance when necessary or appropriate based upon their volunteer job description.

Role of Volunteers

Volunteers are here to assist paid Library staff in their attempts to fulfill the goals and mission of the Orange County Public Library. They are also here to provide the Library with a meaningful link to the community it serves. It is important that volunteers offer their opinions and suggestions regarding the Library and its operations in a way that does not disrespect or disregard the experience of paid Library staff and that they accept training and instruction with an open mind and a willingness to serve the public. Volunteers may witness misbehavior and infractions concerning Library policy on the part of patrons but are not expected to deal with these directly. Informing paid employees of the misbehavior is adequate and appropriate.

Volunteer Code of Conduct

Absenteeism

- Contact the library at least one hour in advance if you are unable to come for a scheduled shift.
- During hours of operation, please ask for the supervisor for the department where you are assigned.
- Because the staff depends on volunteers completing assigned tasks, consistent absences will result in reevaluation of a volunteer's status.

Scheduling

- Staff coordinators will work with volunteers to finalize their schedules. If changes are needed, volunteers are expected to notify the coordinator prior to their scheduled shift.
- Each volunteer will be scheduled for no more than ten hours per week.
- Each volunteer should log in and out on the time sheets located at the volunteer station. The library would like to recognize those who willingly give their time.

Appearance

- Volunteers should dress in a professional manner consistent with staff.
- Business casual attire, including nice jeans, is allowed.

Phone Use

- Personal phone calls are to be kept to a minimum.

Volunteer Rights and Responsibilities

As a volunteer it is your responsibility to:

- Accept a position that is worthwhile, challenging, and suitable to your skills and ability.
- Fulfill your time commitment by reporting on time and staying for your scheduled shift.
- In cases of emergency or illness notify your supervisor and/or Volunteer Coordinator early enough that a substitute can be found if needed.
- Use your time wisely and do not interfere with the performance of others.
- Dress appropriately and be well groomed.
- Be considerate, respect the competencies of others, and work with the staff and other volunteers in an effective manner.
- Sign in and out and accurately record the total hours you have worked on your time sheet.
- Adhere to Library rules and procedures.
- Notify the Program Coordinator (nfiorentino@orangecountync.gov) if you plan to terminate your duties as a volunteer.
- Stay on task and show enthusiasm.
- Perform the duties that have been assigned to you to the best of your abilities.

As a volunteer it is your right to:

- Be provided with orientation, training, and staff coordination for the job you accept, and to know why you are being asked to do a particular task.
- Expect that your time will not be wasted by lack of planning or coordination.
- Know whether your work is effective and how it can be improved.
- Be given appropriate recognition of your contributions.

The Library has the responsibility to:

- Use volunteers to extend services so more can be done without displacing paid workers.
- Define jobs that are meaningful to you and commensurate with your abilities.
- Give you the same careful attention as a paid employee and assign you a staff coordinator.
- Provide orientation and training to increase your skills.
- Give volunteers the same courtesy as other staff members.
- Provide appropriate informational mail and updates on new procedures.

The Library has the right to:

- Decline acceptance of a prospective volunteer if the person seems unsuitable for the position.
- Know that you will fulfill your assignment as agreed upon or you will notify staff in advance that you cannot.
- Expect you to ask for a change in job position if it is too demanding or not meeting your expectations.
- Release a volunteer whose work is unacceptable or whose skills do not fill a need in the Library.