



VOLUNTEER HANDBOOK

Director:

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Volunteer Contact:

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UPL Contact Information and Hours

Urbandale Public Library
3520 86th St
Urbandale, IA 50322

Phone: 515-278-3945

Fax: 515-331-6737

Email address: library@urbandale.org

Web address: www.urbandalelibrary.org

In case of emergency, contact: Leah Cummings at 515-331-6776

Hours of Operation

| | |
|-------------------|--------------------|
| Monday -Thursday | 9 a.m. - 8:30 p.m. |
| Friday - Saturday | 9 a.m. - 6 p.m. |
| Sunday | 12 p.m. - 6 p.m. |

Introduction

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

You are ambassadors for the library in the community and help create public awareness concerning all the programs and services the library provides. Volunteers also serve as a source of public opinion regarding desired improvements in services, materials, and programming emanating from the community. 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 working to better your environment and the lives of the people in it.

UPL Mission Statement

The Urbandale Public Library is committed to providing diverse resources for life-long learning and enjoyment.

Library Values

Intellectual Freedom

The Library Bill of Rights <https://www.ala.org/advocacy/intfreedom/librarybill> outlines the American Library Association's and the Urbandale Public Library's stance regarding issues surrounding censorship and free access to information. Volunteers are expected to uphold these values in their roles as representatives of the library.

Confidentiality

All transactions between library patrons and staff or volunteers are strictly confidential, and volunteers are required to uphold this policy. This includes any information concerning what materials a patron viewed, requested, checked out, or any reference question 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 Urbandale Public Library. This value includes maintaining a pleasant demeanor and a general willingness to "go the extra mile" to make sure our patrons' needs are met. We anticipate that volunteers will share this commitment to customer service and to keeping the owners of the library – our patrons – as satisfied as possible.

Role of Staff

Library staff is here to supervise, train, and assist volunteers in their work at the library. In general, it is preferable for paid library staff to work directly with patrons in answering detailed questions and providing reference assistance. However, it is acceptable for volunteers to provide directional and basic informational assistance when necessary and as appropriate.

Role of Volunteers

Volunteers are here to assist library staff in their attempts to fulfill the goals and mission of the Urbandale Public Library. They are also here to provide the library with a meaningful link to the community it serves. It is important that volunteers 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 library 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.
- If the building is not yet open, a message can be left on the library's voicemail system. During hours of operation, call the library.
- Because the library depends upon volunteers completing assigned tasks, consistent absences will result in reevaluation of a volunteer's status.

Scheduling

- The volunteer schedule will be posted on a regular basis. Please notify the library of any needed changes.
- Each volunteer should log in or out in the notebook located in the Patron Experience work area. The library would like to recognize those who willingly give their time.

Appearance

- Volunteers should dress in a professional manner, consistent with staff. This includes foregoing perfumes, as many people suffer headaches due to these perfumes. Library volunteers who help with specific programs may be allowed/asked to wear more casual clothing.

Phone use

- As with library staff, volunteers are expected to keep cell phones on silent and calls should generally occur out of public view.

Volunteer Rights and Responsibilities

As a volunteer, it is your responsibility to:

- Accept responsibilities that are worthwhile, challenging, and suitable to your skills and perform to the best of your ability.
- Fulfill your commitment by reporting on time and staying for your scheduled shift.
- In cases of emergency or illness, notify appropriate staff members early enough that a substitute can be found if needed.
- Be considerate, respect the competencies of others, and work with the staff and other volunteers in an effective manner.
- Sign in/out in the volunteer log to accurately record the total hours you have worked.
- Wear a volunteer ID badge at all times while working in the library.
- Adhere to library rules and procedures.
- Notify the Volunteer Contacts if you plan to terminate your duties as a volunteer.

As a volunteer, it is your right to:

- Be provided 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.
- Have a support provider who meets the same expectations (for folks with disabilities who have a support provider).

The library has the responsibility to:

- Recognize your contributions.
- Use volunteers to extend services and resources.
- Give you the same careful attention as employees and assign you a staff contact.
- Provide orientation and training to prepare you for assigned tasks.
- Provide appropriate information and updates on new procedures.

The library has the right to:

- Expect you to ask for a change in job responsibilities if they are 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.