

VOLUNTEER HANDBOOK



8109 Concord Road

Brentwood, TN 37027

www.brentwoodtn.gov/departments/library

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Welcome

Welcome, Volunteers!

The Brentwood Library is never boring with lots of things to do daily. From shelving to moving shelving, there's something for everyone. I am delighted you want to join our staff in making The Brentwood Library the best library ever. You will notice we are busy with families gathering for story times or retirees waiting to do yoga or teens about to participate in the Doctor Who Club. Wherever you are assigned, you will be surrounded by members of our community who care about learning and interacting with others.

The Brentwood Library is a busy place, full of information and engagement. Being a volunteer here is a perfect fit. You bring your expertise, and we offer a place for you to be involved in a community center for the City of Brentwood. All of Brentwood is represented when they enter our building looking for books DVDs, music, online resources, and programming. The Brentwood Library provides a longed-for environment for all who come here, whether volunteering or not. The facility has quiet zones for the traditional member, study rooms, meeting rooms, a reading terrace, and even a nook in a corner surrounded by books and art.

As a volunteer, you will be learning many different tasks that will benefit both the library and you. The volunteer service you bring adds to all of the wonderful things about the Brentwood Library, and I thank you for thinking about the Brentwood Library as a destination for giving back to our community.

Sincerely,

Susan Earl, Director

Who We Are

The Brentwood Library opened in July, 1980 in the Sam Buchanan house. A new library was built on Maryland Way in 1987. The library moved to its current location in 1998 and was expanded to include the children's wing and the teen/study areas in 2009.

Mission: The Brentwood Library is a vibrant and engaging community center for lifelong learning and the arts.

Our Values:

Illumination: We value resources, programs, and tools for fostering imagination and life-long learning.

Heartbeat: We value the people who work with us and for us, and we celebrate compassion, vision, and humor.

Connection: We value the opportunity to enrich, empower, and engage our community by strengthening positive contributions to each other and our city.

Synergy: We value a diverse and welcoming environment that inspires wisdom, growth, creativity, and adventure.

Curator: We value our role as guardians of history and tradition, while seeking a future rich in quality, integrity, and innovation.

Volunteer Program Mission Statement: Library volunteers assist the Library in achieving its mission by supplementing and complementing staff in ways that extend library services, enhance patron satisfaction, and free Library staff to initiate new and innovative programs and to expand the Library's collection and services. Through their talents and dedication, volunteers make meaningful contributions to the Library and to the community.

Hours of Operation

Monday – Thursday	9:00 AM – 8:00 PM
Friday	9:00 AM – 6:00 PM
Saturday	10:00 AM – 6:00 PM
Sunday	1:00 PM – 6:00 PM

Policies & Procedures

What we do for you:

- › Volunteers must be at least 14 years of age. Some volunteer placements have additional age requirements. The volunteer coordinator will work with each volunteer regarding assignment and schedule.
- › Lockers are available for volunteers to use during their volunteer shifts. Each locker has its own key and wrist key coil for easy, personal access. Once your shift has ended, personal items should be removed from the locker and the key left in the lock for the next volunteer.
- › We provide orientation and training for each volunteer. In addition, opportunities for additional training and in-service are also provided periodically, enabling volunteers to learn new skills.
- › We also pledge to ensure cooperation and assistance from paid staff, to express a willingness to address concerns, to be open to suggestions, and to provide feedback from supervisors and/or the Volunteer Coordinator so that volunteers feel confident in their assignments.
- › Certificates of Service and other information regarding your volunteer service are available provided at least one week is allowed for staff to complete the request prior to the volunteer's deadline. Staff may also, but are not required to, provide Letters of Reference /Recommendation for exemplary volunteers.
- › We will keep you updated on policy and procedure changes.
- › We appreciate our volunteers. In addition to our verbal and written thanks, the Library has instituted the following recognition system:
 - 50 Hours of Service A specially selected set of bookmarks
 - 100 Hours of Service A Brentwood Library tote bag
 - 250 Hours of Service A Brentwood Library volunteer T-shirt
 - 500 Hours of Service Name on Library plaque & a special Library-themed Gift
 - 1000 Hours of Service A Very Special Gift customized just for you

Recognition awards may be given individually upon eligibility or at periodic intervals. Awards are subject to change.

What you do for us:

- § Disclose in advance of service any medical, health, or physical limitations related to your volunteer position. Some positions are physically demanding; we want you to stay well.

- § Beverages and/or food are permitted in the following designated and approved areas: the entry vestibule, meeting rooms, meeting room lobby, study rooms, Fall conference room, teen area, and the reading terrace; in all other areas, beverages with secured tops are permitted.
- § Please turn cell phones to silent or vibrate in order to avoid disturbing those who are studying and working. If you need to speak to someone on your cell phone, please do so only in the entry vestibule or outside the building.
- § Keep the Volunteer Coordinator apprised of any changes to personal data, such as address, telephone number, email address, and emergency contact.
- § Remain aware of all rules, guidelines, and changes in procedures. Such changes are normally made public through email communications (See Communications). Volunteers who choose not to receive email communications from the Volunteer Services department are still responsible for complying with said information.
- § Inform the Volunteer Coordinator if you have any concern, problem, or suggestion about your volunteer work or the volunteer program in general.
- § Respond to surveys and evaluations from the Volunteer Coordinator and share other forms of feedback in order to improve the volunteer program.

And of course,

- › Always be respectful and polite to patrons, staff, and other volunteers.
- › Maintain a friendly, professional demeanor and a positive attitude at all times, understanding that when you are actively serving as a volunteer, you are representing the Library.
- › Fulfill your time commitment by reporting on time and by working for your entire shift. Please use your time wisely and do not interfere with the performance of others.
- › Perform your duties to the best of your ability.
- › Direct questions about your assigned duties to your supervisor or the Volunteer Coordinator. Please ask for clarification if you are unsure about any aspect of your volunteer work.

Working Together:

Scheduling

Volunteer schedules are set in accordance with the needs of the library and the availability of the volunteers. Each volunteer position has its own set of requirements in terms of scheduling. It is not always possible or desirable to schedule multiple volunteers at one time. Volunteer openings vary and are often in flux. Volunteers and the Volunteer Coordinator work together to devise a shift that fits both the Library's needs and the volunteer's schedule.

Typically, we ask that volunteers commit to at least one scheduled shift per week; most shifts are about two hours. We ask that the majority of our volunteers commit to a minimum of four months; summer volunteers commit for at least two months.

Required Paperwork

Volunteers must complete required paperwork—such as the volunteer agreement, liability waiver, and confidentiality agreement—before their second volunteer shift. Copies are provided in this handbook and are available online. Volunteers under 18 years of age must have documents signed by a parent and provide a parent's email address for their record. Failure to return signed documents in a timely manner may result in probation or a loss of the volunteer position. These documents are found in the back of this handbook, online, or from the Volunteer Coordinator.

Signing In & Out

Every volunteer should sign in when he/she first arrives to volunteer. Sign-in is done on the volunteer computer using Volgistics volunteer software. Each volunteer has a PIN with which to sign in and out. It is very important that volunteers sign in and out each shift. The library must report volunteer hours to our board, the state, and other entities. In addition, the sign-in/sign-out procedure helps us maintain records for Certificates of Service, Letters of Recommendation, and so on. We cannot count volunteer hours if you fail to sign out at the end of your shift.

If the computer is unavailable, volunteers may sign in/out on paper in the notebook by the computer station.

Attendance

Volunteers are expected to be present and working for their entire scheduled shift. We plan our workflow around the volunteer help we expect to have, so it is important for us to know who will be here.

Absences and Tardiness

We know that our volunteers have a life outside the library, so we understand that there will be times a volunteer must be absent, such as other commitments, illness, emergencies, and vacations.

In order to help the Library staff work around a volunteer's absence, please do the following if you will be absent:

- › Let the Volunteer Coordinator and your department contact(s) know when you will be absent. Please let us know as early as possible so that we can make changes to the schedule or find a substitute.
- › If your notification is less than one (1) hour before your scheduled shift, please **call** the department in which you work.
- › If you volunteer in Children's or as a Holds Hunter and you will be more than 15 minutes late to your shift, please call the department.
- › See the attached Contact Information for email addresses and phone numbers.

It is not necessary to make up for missed shifts. However, if a volunteer wishes to log in the time missed, he/she may consult with the Volunteer Coordinator about appropriate times.

No-Show Policy

Because an unreliable volunteer is a burden upon other volunteers and library staff, volunteers who are frequently absent (3 times without notice in a span of 2 months) may be dismissed upon agreement of the Volunteer Coordinator and affected staff. Such dismissal may occur in conjunction with or in lieu of other remedies. If you are a minor, your parent may also be notified.

Confidentiality

Personal information about volunteers is kept confidential, as is any information gleaned from their use of the Library. Failure to abide by the Confidentiality Policy may lead to dismissal.

Volunteers must maintain the confidentiality of all library, employee, and patron information, records, and queries. Materials requested or obtained and the nature of those materials will remain confidential, as well as their personal information. See the attached Confidentiality Policy for details.

Attire

Dress comfortably, neatly, and modestly. Many volunteers bend and crouch to shelve items on or to clean the bottom shelves, and some clothing can accidentally become *too* revealing when doing library work. Properly fitting jeans or slacks with no rips or tears, modest shorts and skirts, and Capri pants are appropriate. Short-shorts, mini-skirts, halter tops, tube tops, torn or dirty clothing, and gym clothes should not be worn. If it's appropriate for school or work, it should be appropriate for the library. Closed toe shoes are recommended.

Volunteer Badges

Volunteer badges identify volunteers to both staff and library patrons. Please wear your volunteer badge each time you volunteer. Keep the badge with you for your next shift. If your badge is lost, please inform the Volunteer Coordinator. Badges may be replaced at no charge.

Orientation & Training

All volunteers are required to attend a new volunteer orientation at the beginning of their volunteer service. This orientation serves to introduce new volunteers to our policies and procedures, library staff, and the many resources offered by the Library, and to allow new volunteers to ask additional questions regarding their service or the volunteer program.

The majority of volunteer positions require 3-5 hours of combined training, often followed by a period of personalized follow-up. A probationary period of 1 month may be included for said follow-up. For more information, see the individual descriptions for our volunteer positions.

Communications

The Volunteer Coordinator communicates with volunteers primarily by email; this allows the greatest flexibility in timing and content of communications. Volunteers who do not have an email address will be contacted either in person or by regular postal mail.

The Volunteer Coordinator may contact volunteers individually or as groups, depending on the nature of the topic. Emails that pertain to all volunteers or to a larger group of volunteers will be sent through our volunteer software, which allows selection of specific volunteers. In this way, we try to minimize the number of emails a volunteer receives. In addition, volunteers may opt in or out of any or all emails by clicking the link at the bottom of emails sent through Volgistics.

Please be aware that all volunteers are responsible for information regarding policies and procedures whether or not they choose to receive those emails. An explanation of the types of messages we may send – and the ability to change your preferences – is available at the end of each system-sent email.

Questions from Patrons

Volunteers are encouraged to answer questions regarding where things are located in the library, such as “Where is the restroom?” or “Are the children’s DVDs in the Children’s library?” Non-directional questions, such as “What should my child read next?” should be referred to library staff.

Closings

Holiday Closings are posted on the library website prior to the beginning of each calendar year. In addition, the Volunteer Coordinator will inform volunteers of closing dates as each approaches.

Inclement weather may, on rare occasions, cause the Library to close. In such cases, volunteers will be notified as soon as possible following a determination by the City that the Library will close. Please note that such a decision may occur at any time, even after designated opening hours. The same is true should weather force the Library to close early. Volunteers are encouraged to check the Library web site. Finally, volunteers should use their best judgment regarding inclement weather.

Vacations & Leaves of Absence

When you need to be absent for an extended period of time, whether for two weeks or six months, please give us at least two (2) weeks' notice so that we may find a replacement for you. For vacations of 4 weeks or less, please notify us as you would for a single absence.

If you need to take a leave of absence, please be sure that we know well in advance. Your preferred shift may not be available upon your return.

Changing Assignments

If you may wish to change the day or time of your volunteer shift or the volunteer work that you do, discuss it with the Volunteer Coordinator. Whenever possible, we will make the desired changes to your schedule. However, library needs do not always allow for those changes. A temporary change of assignment or a delay may be necessary until your preferred shift is available. There are times that we are unable to grant your request.

Problem Solving

Most conflicts arise from minor misunderstandings. In the event that a volunteer encounters a problem with a staff member or another volunteer, the problem should first be addressed informally and cooperatively between the people involved. It is expected that most disagreements will be handled at this level.

If this informal conflict resolution fails to solve the volunteer's problem, the volunteer may file a more formal complaint in writing to the Volunteer Coordinator.

Note: A problem with a library patron should be brought to a staff member on duty in the area, who will address the situation.

Disciplinary Action

Reminders – Volunteers who do not adhere to the policies and procedures or who fail to adequately execute their volunteer responsibilities will receive a reminder of the applicable policies and procedures. If the problem is not corrected, warnings, probation, or dismissal may follow.

Probation – Volunteers who have not performed up to standards or have failed to meet the minimum requirements for a position may be placed on probation to allow for further training and evaluation.

Dismissal – Because an unsatisfactory volunteer is an unfair burden upon fellow volunteers and library employees, those who fail to meet the requirements of the job description or who violate library policies may be dismissed at the Library's discretion. For volunteers under 18, notice of any disciplinary act may also be provided to a parent/guardian.

Resignation/Retirement

We encourage you to fulfill your commitment to the Library. Sometimes, however, a situation arises that makes it impossible. Should that occur, please give us advance notice of your pending departure, preferably at least 2 weeks' notice.

Exit Survey

Volunteers leaving the program are asked to complete an Exit Survey. Information regarding the reasons for leaving, the volunteer's experience, and the overall program will be gathered in order to continually improve the volunteer program. All information gathered is confidential.

Additional Information

The Library reserves the right to discontinue or change a volunteer's service assignment when it is determined to be beneficial to the Library's mission and goals.

Volunteers who are interested in paid employment with the Library must apply and compete with all other applicants.

Policies for a Safe Environment:

Unacceptable Behavior

- Smoking and vaping are strictly prohibited in all areas of the Library. Cigarette receptacles are available outside the library for smokers' convenience.
- The use of drugs and impairment in the workplace due to drugs and/or alcohol are prohibited. Prohibited conduct includes but is not limited to being on duty under the influence of drugs or alcohol and engaging in the manufacture, sale, distribution, or unauthorized possession of drugs at any time and of alcohol while on duty. The use of and influence of illegally obtained prescription drugs also falls under this policy.
- Violent acts or threats of violence, disorderly conduct, fighting or challenges to fight, obscene or abusive language or gestures, or any other behavior that annoys, intimidates, or causes fear in others is prohibited.
- No firearms and/or other weapons are permitted on Library premises. Law enforcement personnel on official duty and active/retired law enforcement personnel authorized and qualified by State and/or Federal Law to carry concealed firearms are exempt.

Non-Discrimination Policy

The Brentwood Library welcomes individuals to the Library and to participate in the Library's volunteer program regardless of age, race, color, ethnicity, gender, national origin, marital status, sexuality, religion, disability, veteran status, or any classification identified and protected by law. Discrimination for any reason is not tolerated.

Harassment

Harassment of any kind—including but not limited to work harassment, discrimination, or sexual harassment—is not tolerated.

Disciplinary Action

Violations of these policies will result in termination.

Accidents

First aid kits are available in Circulation and in Children's for minor injuries.

Other accidents and injuries should be reported to a senior staff member so that an accident form may be filed. A number of library staff members are trained in CPR.

Where Do I Find?

Rest Rooms

The main restrooms are located on the left side of the meeting room hallway near the front entrance. Family-style restrooms are located next to the Media Center (by the volunteer sign-in & locker area) and just inside the Children's department.

Phones

A public phone is located inside the red phone booth in the meeting room hallway. Dial 9 to get an outside line. Local calls only. Please limit your time so that others may use the phone.

Water Fountains

Water fountains are located near the main restrooms and near the restrooms in Children's.

Lost & Found

Items found in the Library should be brought to the Circulation Desk. Staff will tag these items with the date and location found and, if discernable, the name of the owner. When possible, a staff member will contact the owner. Lost & found items are held for 30 days; remaining items will be donated to charity or discarded.

Parking

Volunteers may park anywhere in the general parking lot. Except for certain special events (you will be notified), volunteers should enter through the front doors.

Library Cards

For volunteers outside the Brentwood city limits, we offer a free volunteer library card once the volunteer completes 15 hours of volunteer service. Library policies are the same as for any other cardholder. Volunteer cards may be renewed with a minimum of 60 hours of continued volunteer service per year of volunteer service with the Library.

Department Contact Info for Volunteers

Volunteers must notify the Volunteer Coordinator AND their departmental contacts in the event of an absence. Due to scheduling, the Volunteer Coordinator cannot always forward information in a timely fashion.

When to email: Volunteers who know in advance (more than 1 hour before a scheduled shift) may email notification of their absence. *Exception: Pick List volunteers should call Circulation.* The Volunteer Coordinator should always be emailed. Last minute notice for Circulation shelvers, shifters, & shelf readers, Clean Team, and Technical Services may be emailed.

When to call: Volunteers in the following positions who will be more than 15 minutes late or who are notifying us of an absence less than 1 hour before the scheduled volunteer shift need to call the department in which they work: Holds Hunters, Children's shelvers, Admin Office.

Contact information for each department is listed below. If two emails are listed, please contact both in case one is not working that day.

Volunteer Coordinator:

Children's: 615-371-0090, ext. 8380

childrens-team@brentwoodtn.gov

Circulation (including picklist, shifting, shelf reading): 615-371-0090, ext. 8070

circulationsupervisors@brentwoodtn.gov

Technical Services: 615-371-0090, ext. 8260

deanna.staton@brentwoodtn.gov

Clean Team: At this time, it is only necessary to contact the Volunteer Coordinator.



Brentwood Library Volunteer Confidentiality Policy

The Brentwood Library recognizes the responsibility to protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted, as well as all personally identifiable information. While Brentwood Library volunteers typically have limited exposure to library records, they are expected to respect the confidentiality of library users.

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as volunteers, whether this information involves staff members, other volunteers, patrons, or other persons, or involves the overall business of the library.

Such confidential information includes, but is not limited to,

- ❖ Information an individual is required to provide to be eligible to use Library services or to borrow materials
- ❖ Information an individual is required to provide to become a volunteer, presenter, staff member, etc.
- ❖ Information that identifies an individual as having requested or obtained specific materials or materials on a specific subject
- ❖ Information that is provided by an individual to assist a staff member to answer a specific question or provide information on a particular subject
- ❖ Library materials consulted or borrowed, database search records, class attendance, and all other personally identifiable uses of library materials and services

Failure to maintain confidentiality may result in a volunteer's release from service and/or other corrective action. (State and federal laws apply.)

All volunteers are required to sign the Brentwood Library Confidentiality Policy.

Required Documents

Please sign and return the following documents within 2 weeks. Volunteers under 18 must have the Volunteer Agreement and the Waiver signed by a parent or legal guardian.



Volunteer Declaration
Regarding The Brentwood Library's Confidentiality Policy

- I have read and understood the library's policy on confidentiality and agree to abide by it.
- I will maintain the confidentiality of the patrons', staff members', and service users' personal, sensitive, or confidential information, as well as any proprietary or privileged information regarding library business.
- Unless it is necessary and appropriate to fulfill my role as a volunteer, I will not discuss these details even with other volunteers or staff members.
- I will not mention personal or otherwise confidential details of clients and service users in conversation with people outside the organization.
- I will not share, unless required to fulfill my volunteer responsibilities and then only with necessary staff personnel, any information regarding an individual's perusal, browsing, borrowing, or other use of library materials and services.
- I understand that failure to maintain confidentiality may result in immediate termination and/or other corrective action.

Print Name _____

Date: _____

Signed _____

**CITY OF BRENTWOOD
PUBLIC LIBRARY VOLUNTEER PROGRAM
Waiver/Release**

LIABILITY RELEASE

In consideration of the acceptance of my application for the **City of Brentwood** Public Library Volunteer Program, I hereby waive, release and discharge any and all claims for damages for death, personal injury or property damage which I may have, or which may hereafter accrue to me, as a result of participation as a volunteer worker with the **City of Brentwood** Public Library. This release is intended to discharge in advance the **City of Brentwood**, its officers, employees or agents from liability. It is understood that some volunteer activities involve an element of risk or danger of accidents, and knowing those risks, I hereby assume those risks. It is further understood and agreed that this waiver, release and assumption of risk is to be binding on my heirs and assigns.

CONSENT TO TREAT

I hereby give my consent to be treated by a physician or surgeon in case of sudden illness or injury while participating in **City of Brentwood** Public Library Volunteer Program. It is understood that the **City of Brentwood** provides no medical insurance for such treatment, and that the cost thereof will be at my expense. If a personal physician is listed below, every effort will be made to contact such physician. However, the location of the activity or the nature of the illness or injury may require the use of emergency medical personnel.

Name of personal physician

Doctor's telephone number

Doctor's address

READ BEFORE SIGNING

I have read and understand the foregoing liability release form, and consent to treat form, and agree to all of their terms and conditions.

Date

Signature

Signature

Print Name

Print Name

PARENTAL CONSENT (To be completed if applicant is under 18 years of age)

I give my consent for my son/daughter _____ to participate as a volunteer worker, and I execute the above liability release on his/her behalf.
Name of Volunteer

Signature

Print Name



Volunteer Agreement

As a new volunteer to The Brentwood Library or as a parent of a volunteer under the age of 18 years old, I (we) understand and agree to the following:

- I have read and understand the volunteer policies, guidelines, and other information in The Brentwood Library Volunteer Handbook and agree to abide by the policies and procedures set forth in it.
- I certify that I am capable of performing the duties set forth in my job description and know of no condition which would preclude my performance of those duties.
- I will maintain my commitment for at least 4 months or 32 hours of service as a library volunteer (unless an exception has been made in advance).
- I will participate in orientation and training; perform my duties as specified by my supervisor; and adhere to the work schedule agreed upon with the Volunteer Coordinator.
- I will demonstrate professional behavior while volunteering and refer non-directional questions from the public to the Library Staff.
- I will maintain frequent communication with my supervisor and notify my supervisor and the Volunteer Coordinator of any leave of absence.
- I understand that failure to meet any of the responsibilities listed above or in the documents listed above may be cause for dismissal.
- I give the library permission to use, re-use, publish, and republish any picture taken of me while volunteering or in attendance at promotional events, for any purpose whatsoever without restriction as to alteration; and to use my name in connection therewith. I release the photographer and the Brentwood Library from any and all claims or demands arising out of or in connection with the use of the photographs, including without limitation any and all claims for libel or invasion of privacy. ___ **Yes** ___ **No**
- As a parent of a volunteer who is under the age of 18 years old, I understand that once the library closes in the evening, library staff will not be available and the volunteer must leave the building. I understand that the safety of my child is my responsibility and release the library of any liability for a child left unattended.

I have read, understand, and agree to the above release, authorization, and agreement.

Date _____ **Volunteer Signature** _____

Print Name _____

For volunteers under 18 years old:

Date _____ **Parent Signature** _____

Print Name _____ **Parent email** _____