Volunteer Handbook

Volunteers on the Job:

The Role of Volunteers
Volunteers enhance and enrich the capabilities of our library staff. Working under the supervision of the staff, volunteers provide valuable support and assistance. There are many types of volunteer jobs in the library. Some volunteers repair or shelve books or help with the on-going book sales. Others assist in maintaining periodical and historical collections. Still others help with special projects such as relocating a collection of books to different shelving. Volunteers are an extension of the total library program, not a substitute for staff. Through their efforts volunteers increase the library staff’s ability to provide the best possible service for library patrons.

Sign in and out
Accurate records of time and attendance must be kept for all volunteers. The sign-in sheet will be shown to you during your orientation as each library has a different location for this information. The log of volunteer hours is used for various purposes such as reporting volunteer statistics to the State Library and applying for grants. We also use them when recognizing volunteers at special events.

Attendance
We depend on our volunteers so we ask that they report for duty on time and complete their entire shift. Volunteers who are not able to complete the scheduled shift are asked to inform staff. Volunteers who are sick or unable to volunteer due to a planned vacation are asked to advise the Volunteer Coordinator or the library staff supervisor. For volunteer positions that do not require a set schedule it is recommended that a certain day of the week and approximate time of day be set aside to perform the job. This will help volunteers remember their commitment to the library, and it will assist staff in planning and performing library services.
Appearance and Name Badges
The library volunteer program has no formal dress code, but encourages volunteers to dress appropriately for the business environment and the work that will be done. Volunteers are asked to wear a library Volunteer Name Badge while working.

Training
Each volunteer will receive specific training on how to do his or her job. Be sure to ask questions. Don’t assume anything! We want our volunteers to be successful.

Have Fun!
The satisfaction of our volunteers is important to us. Volunteers are encouraged to contact the Volunteer Coordinator with any suggestions, comments or questions of concern to them. Please feel free to let your supervisor or the Volunteer Coordinator know if you are having any difficulties. We hope you enjoy your volunteer experience.

Resignation
When a volunteer has decided to end his or her volunteer experience with the library, we ask that the library staff supervisor and Volunteer Coordinator be notified. A volunteer will be considered inactive if he or she has been absent for two months. Exceptions to this will be when a volunteer has notified library staff and/or the Volunteer Coordinator in advance of a break in scheduled duties.

Confidentiality
All transactions between library users and staff or volunteers are strictly confidential and volunteers are required to uphold this policy. This includes any information about what materials a patron looked at, asked for, requested or check out, as well as reference questions asked by library users. (NJSA 18A:73-43:2) stipulates that circulation and registration records are confidential in any library which is in whole or in part supported by public funds. Even law enforcement representatives must secure a court order before patron information is released.
Volunteer Opportunities
Supporting our libraries, literacy and lifelong learning

**All volunteers must be 16 years old and commit to two hours a month for at least six months, unless otherwise stated.**

__Opening assistant__ – Help with morning preparations. Empty the book drops, stamp cards, shelve the books and videos.

__Clerical Assistant__ – Process and/or shelve magazines, assist patrons with general computer use, make photocopies and assist with other clerical duties.

__Circulation Volunteer__ - Essential Duties and Responsibilities: Checks in returned materials. Print out the Pulls list, locate books and scan to be sent out. Assists staff in other tasks as assigned. Skills and Experience: Some prior customer service or library experience preferred, but not required. The position requires basic computer/keyboard skills and strong interpersonal skills. The best volunteers will be friendly, courteous, tactful, and excel at detail-oriented tasks.

__Shelver__ – There are many aspects to this very important job: Shelving books, videos, etc. in the adult area and the children’s area - must know the alphabet and be able to put books in numerical order; straightening and tidying shelves; reading shelves - making sure that items that are already on the shelves are in exact order.

__Technical Services Assistant__ – Prepares books for the library shelves by stamping, labeling and covering. Attention to details is a must.

__Menders__ – Help to repair damaged books, clean books, replace damaged covers etc. Volunteers may work with a group of volunteers who meet at a specific time.

__Used Book Sales__ – Sort, price and maintain the used book collection for the Friends of the Library. *Burlington Bookends student volunteer group.

__Literacy__ – Tutor adults in improving reading and writing skills or improving English language skills. A tutor-training workshop is required. Must be 18 years or older and be able to commit to 1.5 hours a week for one year. *American Youth Literacy Organization.

__Book Discussion Group Leader__ – Hold monthly book club meetings at the library.

__Recycling__ – Take old newspapers and cans to recycling center.
____Storytime Helper – Assist staff with storytime programs and other tasks as requested. *Burlington Bookends student volunteer group.

____Craft Helper – Assist staff with craft programs and other tasks as requested.

____Children’s Summer Reading Program Helper – Assist staff with Summer Reading Programs, Craft programs and other tasks as requested.

____Historical Files – Help maintain an important source of information about the community by sorting through local newspapers, cutting out articles about local people and places and archiving the articles.

____Plant Caretaker – Waters plants throughout library and other tasks as requested.

For Your Information
If you are unable to work at your scheduled time, please call the Volunteer Coordinator or call the Library at 609 386 1273

Library Company of Burlington Hours:

Monday – Thursday 11 am to 8pm

Friday - 1pm to 6pm

Saturday - 11am to 3pm

Sunday - CLOSED
Library Company of Burlington Volunteer Application

Date:_____________________

Name:____________________________________________________

Address:__________________________________________________

City: ______________________ State:______ Zip:_______________

Home Phone:_________________ Work/Cell Phone:________________

E-mail address:_____________________________________________

Emergency Contact:______________________ Phone:_____________

Days you are available to work: (please circle one or more)

Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

Please plan on 2 hours a month for a 6 month commitment. Please indicate the hours that work best for you. ______________________________

I understand that I am not entering into an employment relationship with The Library Company of Burlington and that I am not entitled to receive a salary or any employee benefits including workers’ compensation. I understand that either the County or I may terminate this volunteer relationship at any time without notice. I also understand that I have an obligation to respect the confidentiality of any sensitive information and I agree that I will not disclose any such information. I understand that my obligation of confidentiality continues into perpetuity.

I understand that the Library Company of Burlington does not provide insurance coverage for personal vehicles.

Signature:____________________________ Date:________________

Staff Use only: Volunteer Position________________________________________

Date received application________________

Date given to Volunteer Coordinator_______________________

Interview Scheduled for Volunteer__________________________ Date(s) ________