

# **VOLUNTEER HANDBOOK**

## **MESA COUNTY LIBRARIES**

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## **Welcome Volunteer!**

Thank you for volunteering your time and skills to Mesa County Libraries! People like you make it possible for the library to provide outstanding services to our community. This handbook provides an overview of the Library's volunteer program. We ask that you become familiar with the information presented and function within the guidelines provided. If a situation should occur that is not addressed in the following pages, contact the Volunteer Coordinator.

### **The volunteer program seeks to:**

- Provide opportunities for volunteers to actively participate and make a meaningful contribution to the operations of the library.
- Provide volunteers with a positive, pleasant experience.
- Build public awareness of the services provided by Mesa County Libraries
- Develop closer ties to the community served.
- Increase effectiveness of employed staff.

### **General Information**

In 1901, the library was established to provide reading materials and services to meet the needs of local citizens. Over the past 100+ years, it has grown to a library district with a Central Library, seven branches and a production studio. The district provides programs and outreach services in all of Mesa County, serving over 147,000 residents. Today it provides access to new and emerging technology and resources to meet ever-changing patron needs. The library strives to make residents aware of the value of a free public library, regarding it as a trusted source for information, learning and discovery. The library encourages all Mesa County residents to utilize it – readers and non readers alike, individuals from differing ethnic and cultural backgrounds, and people of all ages. It provides free adult literacy instruction, computers and wireless access and engaging educational opportunities for children's, teen, and adults. For a full list of library services please visit the Library's website at <http://mesacountylibraries.org> for more information.

### 2017 Holiday Closure Days:

New Year's Day	January 1 & 2
Martin Luther King, Jr. Day	January 16
President's Day	February 20
Easter	April 16
Memorial Day Weekend	May 27, 28 & 29 (Central Library closed Sundays after 5/21)
Independence Day	July 4
Labor Day Weekend	September 4
Veterans Day	November 10 (observed)
Thanksgiving	November 23, 24 (closing at 6 pm on Nov. 22)
Christmas Holiday	December 24, 25

### Mission Statement

Mesa County Libraries enrich lives and build community through opportunities to learn, discover, create and connect.

### We Value:

- **Literacy and Learning:** Empower others to improve themselves, increase their knowledge, and realize their potential.
- **Service:** Commit to making the library user-friendly, courteous and approachable, and measure all projects and plans in terms of service. Be engaged, informed and provide excellent service to all.
- **Respectful:** Value all individuals, seek to understand, assume best intentions and practice active listening.
- **Trustworthy:** Responsible, dependable, reliable and credible. Speak and act with integrity. Strive for open honest communication.

### Goals

The library is an education center. It provides instruction, activities and resources for improving early literacy, digital literacy, adult basic literacy, and information literacy so that all residents can **learn**.

The library is patron driven. It creates opportunities for individuals and the community to gain access to a variety of spaces, technology, resources and expertise with which to **discover** and **create**.

The library is a hub of civic engagement, fostering new relationships, celebrating cultural diversity and building partnerships that **connect** the community and individuals.

**Libraries Volunteers have the Right to:**

- Receive adequate orientation and training for any assignment accepted.
- Be provided with proper supplies and work space.
- Say “no” if unable or unwilling to volunteer for something.
- Expect that volunteer time will not be wasted by lack of planning.
- Expect that volunteer records will document volunteer positions held and hours donated.
- Expect to be informed of any changes in policies or procedures that may affect volunteers.
- Be given appropriate expressions of appreciation and recognition.
- Be treated with respect and dignity.

**Library Volunteers are Responsible for:**

- Accepting a position that is suitable to their skills and ability.
- Fulfilling time commitments, e.g. reporting on time and volunteering as scheduled, notifying the department of absences.
- Knowing assigned duties and doing them promptly, correctly and pleasantly.
- Dressing appropriately and being well groomed.
- Treating the public, staff members and fellow volunteers with respect.
- Adhering to Library rules and procedures.
- Accurately completing hours’ log sheets in order to keep a record of hours served.
- Wearing a name tag when acting on behalf of or in Mesa County Libraries.
- Notifying the volunteer coordinator or department liaison if ending their duties as a volunteer.

**Volunteer Procedures**

The minimum age for volunteers is 14 years.

**Confidentiality:**

In an effort to uphold our patron’s privacy, all volunteers are required to sign and follow the Library’s Volunteer Confidentiality Agreement. Volunteers may acquire information involving, but not limited to, patrons, other volunteers and/or staff members. This information should be treated as confidential. Questions about confidentiality should be directed to a staff member, the volunteer liaison or volunteer coordinator.

**Public Image:**

Volunteers are ambassadors for the library and need to present a positive image to the public. Volunteers are expected to be well groomed and courteous.

**Customer Service:**

Many volunteers come into contact with library patrons and may well be the first official contact a patron has with the library. It is important, therefore, that volunteers maintain a professional, friendly demeanor at all times. Volunteers should direct all reference

questions to the Information Desk and direct any problems that may arise to a staff member.

**Background Checks:**

The library initiates background checks prior to a volunteer's service for all volunteers age 18 and older. It's in the best interest of a volunteer to disclose any adult conviction for a misdemeanor or felony, as indicated on the Volunteer Application.

**Placement:**

Volunteer placements are based on the library's needs.

**Orientation/Training:**

Volunteers will receive a general introduction to the Mesa County Libraries from the volunteer coordinator, branch manager, or volunteer liaison. The volunteer liaison coordinates training and schedules. Volunteers can direct questions and/or problems and concerns to the liaison. Friends of the Library, a non-profit organization, establishes bookstore policies and manages the bookstore volunteers.

**Attendance and Punctuality:**

Volunteers should report as scheduled by the department liaison or representative. Planned or unplanned absences should be reported as soon as possible.

**Name Badges:**

Volunteer should wear name tags while on duty. This identification is essential for security purposes because it provides access to certain non-public areas in the library. It also helps patrons distinguish between volunteers and employed staff and serves as a positive promotional tool for the Volunteer Program.

**Parking:**

Parking for volunteers at the Central Library is in the public parking lot. Branch volunteers will be informed of any specific parking guidelines by the branch manager.

**Grooming and Attire:**

Mesa County Libraries encourage volunteers to dress appropriately for their job functions. It is important to be well groomed to convey a positive image to the Mesa County community. Volunteers that shelve books, move book carts, and/or lift boxes must wear closed-toed shoes.

Some assignments may have a more casual dress expectation or require certain attire for safety considerations. In all instances, the department supervisor or liaison can offer guidance on appropriate attire.

**Breaks:**

Volunteers should take a 15-minute break for each 3-4 hour shift and a 30-minute break for each 5+ hour shift. Volunteers may use the staff break room during this time and should notify their supervisor or staff person if leaving the area.

**Timekeeping Procedures:**

Volunteers are required to sign in each time they report to duty. Each center maintains the sign-in sheet, where the volunteer records the time of arrival and departure. Volunteer time is rounded to the nearest quarter hour.

**RSVP Volunteers:**

The library utilizes volunteers referred through the RSVP Program. RSVP volunteers should let the volunteer coordinator know their status so the coordinator can log monthly hours.

**Non-Discrimination:**

It is the policy of the Mesa County Libraries to maintain an environment free from all forms of discrimination or harassment, including that based on race, color, national origin or ethnicity, gender, sexual orientation, age, political affiliation, religion or disability.

**Solicitation:**

Buying and selling of commercial goods or personal services on Library District time is prohibited.

**Substance Use/Abuse:**

Possession or use of alcohol, marijuana or illegal drugs or being under their influence is prohibited.

**Performance:**

When a volunteer's performance is below expectations (i.e. lack of skills, carelessness, poor attitude, unreliable attendance, etc.) library staff will make reasonable attempts to help the volunteer to improve. The Library reserves the right to suspend volunteer service temporarily or permanently.

**Separation:**

Volunteer service may end at any time at the discretion of the volunteer or the library.

Grounds for separation include, but are not limited to:

- Incompetence or inefficiency in performance of job duties.
- Negligent, careless or intentional conduct that endangers the safety or well-being of staff, volunteers or the public.
- Negligent use of, willful damage to, or waste of public property.
- Using abusive language or unbecoming conduct toward the public, staff, or fellow volunteers, or the inability to work with staff, volunteers, or the public to the extent of affecting the efficiency of library service.
- Consuming and/or being under the influence of intoxicants or drugs while on duty.
- Theft or use of library equipment or services for private gain or for unlawful purpose.
- Falsifying volunteer hours for official reports.

### **Exit Interviews:**

Volunteers who leave the library are encouraged to discuss the reasons with the volunteer coordinator. Volunteers may receive an exit interview some months after leaving the library to provide time to reflect on the volunteer experience.

## **Emergency and Safety Procedures**

### **General Rules**

The Library strives to create a safe environment for volunteers, patrons and staff. Everyone has a responsibility to work safely and to report unsafe work practices or safety concerns. Volunteers should report safety issues to the department liaison, or volunteer coordinator. Emergencies should be reported to any staff member or the security officer.

### **Accident Reporting**

Report accidents to the department volunteer liaison, staff member, volunteer coordinator or security officer as soon as physically possible.

### **Safety Tips**

1. Use handrails when ascending or descending stairs or ramps.
2. Be sure your view is clear when carrying items. Use a rolling cart if necessary.
3. Use proper ergonomic practices when:
  - Using computers/workspace areas
  - Sitting in chairs
  - Shelving books
  - Pushing book carts
4. Use appropriate tools or equipment when performing tasks, e.g. use a step stool instead of a chair to reach high shelves.
5. Keep fire alarms, emergency exits and fire extinguishers free of obstructions.
6. Possession of weapons including firearms and knives without a concealed carry permit is prohibited.
7. Follow posted emergency evacuation plans by all doors in the event of an emergency. Every department within the Library will have patron evacuation plans and all employees will be familiar with these guidelines.



# Benefits of Being a Mesa County Libraries Volunteer

Share your skills.

Help others.

Get to know new people and the community.

Stay busy and involved.

Make new friends.

Be recognized and appreciated.

Make a difference.

Try something new.

Be challenged

Have fun!

## Locations & Hours

**Central Library** 970-243-4442  
446 N. 6<sup>th</sup> St., Grand Junction, CO 81501

- Monday – Thursday 9:00 a.m. – 8:00 p.m.
- Friday 9:00 a.m. – 6:00 p.m.
- Saturday 9:00 a.m. – 5:00 p.m.
- Sunday 1:00 p.m. – 5:00 p.m. (Sept. – May)

**Clifton Branch** 970-434-6936  
590 32 Rd., #6-F, Clifton, CO 81520

- Monday 9:00 a.m. – 6:00 p.m.
- Tuesday 9:00 a.m. – 8:00 p.m.
- Wed., Thurs. & Fri. 9:00 a.m. – 6:00 p.m.
- Saturday 9:00 a.m. – 4:00 p.m.
- Sunday Closed

**Collbran Branch** 970-487-3545  
111 Main St., Collbran, CO 81624

- Tuesday, Thursday & Friday 10:00 a.m. – Noon, 1:00 p.m. – 6:00 p.m.
- Saturday 9:00 a.m. – 1:00 p.m.
- Sunday Closed

**DeBeque Branch** 970-283-8625

730 Minter Ave., DeBeque, CO 81630

- Wed. & Thursday 4:00 p.m. – 7:00 p.m.
- Friday 9:00 a.m. – 1:00 p.m. & 2:00 p.m. – 6:00 p.m.
- Saturday 9:00 a.m. – 4:00 p.m.
- Sunday, Monday & Tuesday Closed

**Fruita Branch** 970-858-7703

324 N. Coulson St., Fruita, CO 81521

- Monday - Thursday 9:00 a.m. – 7:00 p.m.
- Friday 9:00 a.m. – 6:00 p.m.
- Saturday 9:00 a.m. – 4:00 p.m.
- Sunday Closed

**Gateway Branch** 970-931-2428

42700 Highway 141, Gateway, CO 81522

- Tuesday 4:00 p.m. – 6:00 p.m.
- Thursday 11:00 a.m. – 5:00 p.m.

**Orchard Mesa Branch** 970-243-0181

230 Lynwood St., Grand Junction, CO 81503

- Tues. – Fri. 9:00 a.m. – 6:00 p.m.
- Saturday 9:00 a.m. – 4:00 p.m.
- Sunday & Monday Closed

**Palisade Branch** 970-464-7557

119 West 3<sup>rd</sup>. Street, Palisade, CO 81526

- Tues. – Fri. 9:00 a.m. – 1:00 p.m. and 2:00 p.m. – 6:00 p.m.
- Saturday 9:00 a.m. – 4:00 p.m.
- Sunday & Monday Closed