



**Mesa County  
LIBRARIES**

# **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. You are asked to become familiar with this information and function within the guidelines provided. If a situation should occur that is not addressed in this handbook, contact the Volunteer and Outreach Coordinator.

<b>VOLUNTEER PROGRAM OBJECTIVES</b>	
<b>For Volunteers:</b>	<b>For Mesa County Libraries:</b>
Share skills, learn, and try new things	Contribute to library operations
Actively help others in the community	Increase effectiveness of employed staff
Share a love of library resources and services	Spread public awareness of library resources
Meet new and interesting people	Develop closer ties to the community served

**VOLUNTEER PROGRAM ESSENTIALS**

**Mesa County Libraries Services:**

In 1901, the library was established to provide reading materials and services for local citizens. [During the past 100+ years](#), it has grown to include a Central Library, seven branches, a cutting edge production studio, and Discovery Garden. Mesa County Libraries provide media, eResources, programs, and services to more than 150,000 Mesa County residents. The library’s new and emerging technology and resources aim to meet ever-changing patron needs.

The library strives to make residents aware of the value of a public library as a trusted source of opportunities to learn, discover, create, and connect. All Mesa County residents are encouraged to utilize it – readers and non-readers, individuals from different ethnic and cultural backgrounds, and people of all ages. It provides adult literacy instruction; access to computers and wireless internet; meeting spaces; and engaging educational opportunities for children, teens, and adults. For more information, please visit the library’s website at [mesacountylibraries.org](http://mesacountylibraries.org).

**Holiday Closure Days:**

- New Year’s Day
- Martin Luther King, Jr. Day
- President’s Day
- Memorial Day
- Easter
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving and Black Friday
- Christmas Eve and Christmas Day

**Mission Statement:**

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

**Library Values:**

- 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.

**Library Strategic Plan Goals:**

Goal #1: 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**.

Goal #2: 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**.

Goal #3: The library is a hub of civic engagement, fostering new relationships, celebrating cultural diversity, and building partnerships that **connect** the community and individuals.

**Library Volunteers Have the Right to:**

- Be treated with respect and dignity.
- Have a clearly defined position description for each assignment.
- Receive adequate orientation and training for any assignment accepted.
- Be provided with proper supplies and work spaces.
- 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 positions held and hours donated.
- Expect to be informed of any influential changes in policies or procedures.
- Be given appropriate expressions of appreciation and recognition.

**Library Volunteers are Responsible for:**

- Accepting a position that is suitable to their skills and abilities.
- Attending a Volunteer Orientation and additional training required for the position.
- Fulfilling time commitments—reporting on time, completing shifts, notifying absences.
- Knowing assigned duties and doing them efficiently, correctly, and pleasantly.
- Keeping all communications with or concerning patrons strictly confidential.
- Treating the public, staff members, and fellow volunteers with respect.
- Adhering to library policies and procedures.

- Accurately completing log sheets in order to keep a record of hours served.
- Notifying Volunteer and Outreach Coordinator or volunteer liaison if terminating duties.
- Complying with the following volunteer procedures.

## **VOLUNTEER PROCEDURES**

### **Age Requirement:**

The minimum age for volunteers is 14 years.

### **Orientation/Training:**

A general volunteer orientation will be offered each spring and fall. Volunteers will receive training specific to each department, branch, or special event they will assist from volunteer liaisons. A volunteer liaison coordinates training and schedules for each volunteer within a department or branch. Volunteers can direct questions, problems, and concerns to the volunteer liaison or the Volunteer and Outreach Coordinator.

### **Confidentiality:**

In an effort to uphold privacy, all volunteers are required to sign and follow the library's Volunteer Confidentiality Agreement. Volunteers may acquire information involving patrons, other volunteers, and staff members. This information is confidential. Direct questions about confidentiality to staff members, the volunteer liaison, or Volunteer and Outreach Coordinator.

### **Non-Discrimination:**

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

### **Background Checks:**

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

### **Placement:**

Volunteer placements are based on the library's needs and volunteers' skills.

### **RSVP Volunteers:**

The library utilizes volunteers referred through the RSVP Program. RSVP volunteers should let the Volunteer and Outreach Coordinator know their status in order to log monthly hours.

### **Public Image and Dress Code:**

As library ambassadors, volunteers are encouraged to dress appropriately for job functions. Personal grooming should convey a positive image to the community. Volunteers must wear closed-toed shoes and no midriffs, spaghetti straps, or explicit language or images on clothing. Some assignments may have a more casual dress expectation or require certain attire for safety considerations. The volunteer liaison can offer additional guidance on appropriate attire.

**Name Badges:**

Volunteer should wear name tags while on duty. This identification is essential for security because it provides access to non-public library areas. It also helps patrons distinguish between volunteers and employed staff and helps promote the volunteer program.

**Customer Service:**

Many volunteers come into contact with library patrons and may be the first official contact a patron has with the library. Therefore, it is important that volunteers maintain a professional, courteous, and 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.

**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.

**Attendance and Punctuality:**

Volunteers will report on time to their department, branch, or special event as scheduled by the volunteer liaison. Planned or unplanned absences should be reported as soon as possible to the volunteer liaison or other department/branch staff.

**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 department or branch maintains a sign-in sheet, where the volunteer records the time of arrival and departure. Volunteer time is rounded to the nearest quarter hour.

**Substance Use/Abuse:**

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

**Solicitation:**

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

**Performance:**

When a volunteer's performance is below expectations (i.e. lack of skills, carelessness, poor attitude, unreliable attendance), library staff will attempt to help the volunteer improve. The library reserves the right to suspend a volunteer's 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 anyone's safety or well-being.
- Negligently using, willfully damaging, or wasting public property.
- Using abusive language or acting unprofessionally with the public, staff, or volunteers.
- Reducing library service efficiency through an inability to work/interact with others.
- Consuming and/or being under the influence of intoxicants or drugs while on duty.
- Theft or using library equipment or services for private gain or unlawful purposes.
- Falsifying volunteer hours for official reports.

**Exit Interviews:**

Volunteers who leave the library are encouraged to discuss the reasons with the Volunteer and Outreach Coordinator. A volunteers may receive an exit interview some months after leaving the library in order to provide time for reflection on the volunteer experience.

**EMERGENCY AND SAFETY PROCEDURES**

**Safety:**

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 volunteer liaison or a library security officer.

**Safety Tips:**

1. Use handrails when ascending or descending stairs or ramps.
2. Be sure the view is clear when carrying items. Use a rolling cart if necessary.
3. Use proper ergonomic practices when:
  - Using computers and workspace areas
  - Sitting in chairs
  - Shelving books
  - Pushing book carts
4. Use appropriate tools or equipment to safely perform tasks.
5. Keep fire alarms, emergency exits, and fire extinguishers free of obstructions.
6. Concealed weapons are not allowed in the library unless legally permitted. Weapons cannot be openly carried/displayed in the library except by law enforcement officers.
7. Follow emergency evacuation plans posted by doors in the event of an emergency. Every department and branch has evacuation plans known by all employees.

**Emergency and Accident Reporting:**

Report emergencies to any staff member or security officer. Report accidents to the volunteer liaison, Volunteer and Outreach Coordinator, a staff member, or security officer as soon as physically possible.

**LOCATIONS AND HOURS**

**Central Library** | 443 N. 6<sup>th</sup> Street, Grand Junction, CO 81501 | 970-243-4442

- Mon. – Thurs. 9:00 a.m. – 8:00 p.m.
- Fri. 9:00 a.m. – 6:00 p.m.
- Sat. 9:00 a.m. – 5:00 p.m.
- Sun. 1:00 p.m. – 5:00 p.m. (Sept. – May)

**Clifton Branch** | 590 32 Road, #6F, Clifton, CO 81520 | 970-434-6936

- Mon. 9:00 a.m. – 6:00 p.m.
- Tues. 9:00 a.m. – 8:00 p.m.
- Wed. – Fri. 9:00 a.m. – 6:00 p.m.
- Sat. 9:00 a.m. – 4:00 p.m.
- Sun. Closed

**Collbran Branch** | 111 Main Street, Collbran, CO 81624 | 970-487-3545

- Tues., Thurs., Fri. 9:00 a.m. – 1:00 p.m. & 2:00 p.m. – 6:00 p.m.
- Sat. 9:00 a.m. – 1:00 p.m.
- Sun., Mon., Wed. Closed

**De Beque Branch** | 730 Minter Avenue, De Beque, CO 81630 | 970-283-8625

- Fri. 9:00 a.m. – 1:00 p.m. & 2:00 p.m. – 6:00 p.m.
- Sat. 9:00 a.m. – 1:00 p.m.
- Sun. – Thurs. Closed

**Fruita Branch** | 324 N. Coulson Street, Fruita, CO 81521 | 970-858-7703

- Mon. – Thurs. 9:00 a.m. – 7:00 p.m.
- Fri. 9:00 a.m. – 6:00 p.m.
- Sat. 9:00 a.m. – 4:00 p.m.
- Sun. Closed

**Gateway Branch** | 42700 Highway 141, Gateway, CO 81522 | 970-931-2428

- Tues. 3:00 p.m. – 5:00 p.m.
- Thurs. 11:00 a.m. – 5:00 p.m.
- Fri. – Mon., Wed. Closed

**Orchard Mesa Branch** | 230 Lynwood Street, Grand Junction, CO 81503 | 970-243-0181

- Tues. – Fri. 9:00 a.m. – 6:00 p.m.
- Sat. 9:00 a.m. – 4:00 p.m.
- Sun. – Mon. Closed

**Palisade Branch** | 119 W. 3<sup>rd</sup> Street, Palisade, CO 81526 | 970-464-7557

- Tues. – Fri. 9:00 a.m. – 1:00 p.m. & 2:00 p.m. – 6:00 p.m.
- Sat. 9:00 a.m. – 4:00 p.m.
- Sun. – Mon. Closed