

# El Dorado County Library Volunteer Handbook

## El Dorado County Library Mission Statement

The library, with six branches plus a bookmobile in the County, provides recreational reading opportunities for adults and children, helps to meet the public's need for information in a wide variety of formats, advocates and promotes literacy and lifelong learning, and serves as a community center for County residents.

Thank you for expressing an interest in offering your services as a volunteer to the El Dorado County Library System. We hope that you will find volunteering an enjoyable and rewarding experience.



Jeanne Amos  
El Dorado County Library Director

January 2006

# 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.



## Entrance into the library

Please enter through the front door during open hours. When the library is closed to the public, volunteers may park in the staff parking lot and enter the building through the back door. The volunteer coordinator will show you that entrance during your orientation.

## 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. California State Law (Section 67267 of the Government code) 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.



## **Friends of the Library**

Friends of the Library groups are independent, non-profit, volunteer organizations that sponsor fundraising and other activities on behalf of their local libraries. All of the El Dorado County Libraries Friends groups invite membership. If you believe in the importance of free libraries for the enlightenment, education and well being of all citizens you will be in the company of like-minded Friends. Your membership is important.

**Be involved - Be a Friend!**

# Volunteer Opportunities

Supporting our libraries, literacy and life long learning

All volunteers must be 14 years old and commit to two hours a week for at least six months, unless otherwise stated.



***NOT ALL JOBS LISTED ARE AVAILABLE AT EACH BRANCH.***

\_\_\_\_ **Opening assistant** - Help with morning preparations before the library opens to the public. Empty the book drops, stamp cards, shelve the new books and videos.

\_\_\_\_ **Clerical Assistant** - Process and/or shelve magazines, assist patrons with general computer use, make photocopies and assist with other clerical duties.

\_\_\_\_ **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. Available to volunteers 16 years and older.

\_\_\_\_ **Honor Book Sales** - Sort, price and maintain the Honor Book Sale table for the Friends of the Library. Available to volunteers 16 years and older.

\_\_\_\_ **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.

\_\_\_\_ **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.

\_\_\_\_ **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.

\_\_\_\_ **Home Reader Services** - Assist the library by choosing and delivering books to patrons who would not otherwise be able to use library services. Must have a car to deliver materials to homebound patrons.

\_\_\_\_ **Bookmobile Helper** - Help bookmobile staff with duties such as moving books from Main Library to Bookmobile, cleaning bookmobile, processing gifts, etc.

\_\_\_\_ **Computer Helper** - Help patrons use the self check-out computers.

\_\_\_\_ **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, \_\_\_\_\_

at \_\_\_\_\_ or call the

library at \_\_\_\_\_.

Library Hours:

Notes:

## Library Glossary

**Book Pocket:** Refers to the paper pocket glued to the inside cover of a library book. A card, stamped with the date the item is to be returned to the library will be placed in the pocket by the circulation desk staff when the item is checked out.

**Call Number:** Letters, figures, and symbols assigned to a book to indicate its location in the library. In non-fiction it is a Dewey Decimal number located on the spine of the book. Other symbols used include B for Biography, REF (Reference), M (Mystery), SF (Science Fiction), W (Western), J (Juvenile), JE (Juvenile Easy Picture Books), Y (Young Adult), LP (Large Print).

**Circulation Desk:** The counter where library books are checked out and or returned.

**Fiction:** Any form of nonfactual literature may be termed fiction. Science fiction, mysteries, westerns, gothic tales, and romances are all categories of fiction.

**Periodical:** Magazines or journals.

**Reference Book:** Reference books, which are labeled with "REF" (Reference) on their spines, do not circulate. They remain within the building, in a special section of shelving near the reference desk, for patrons and library staff to use.

**Reference Desk:** The desk in the library where a patron may go to ask a librarian for help or information.

**Librarian:** An employee who possesses a Master's Degree in Library Science.

**Library Assistant:** Employees who possess a minimum of a high school diploma plus practical experience. They work in a variety of departments throughout the library and handle clerical and non-professional library work.

## **Adult Section:**

### **New Books:** (Fiction and Non-Fiction)

NB- Means New Book. These books are put in a special section of the library.

### **Fiction:**

Fiction books have no call number. They are put on the shelves in alphabetical order by author's last name.

Other types of fiction are: Science Fiction, Mysteries, Westerns and Large Print.

### **Non-Fiction:**

These books are shelved by the Dewey Decimal System. These numbers are located on the spine of the book, and placed in order by that number.

### **Special Designations and Locations are:**

Literacy

Spanish / J Spanish

GEN.....Genealogy

RARE.....Locked book cases

Q.....Quarto, (oversized books) shelved with regular books.

REF.....Reference section

B.....Biography (shelved by last name of the person the book is about.

C.....California book

Y.....Young adult, these books are shelved in their own area.

Paperbacks, audio cassettes, video cassettes, magazines and newspapers have designated areas and will be shown to you when it comes time to shelve these items.

## Children's Section:

### Fiction:

- JE.....Pictures books, shelved by the first letter of the author's last name.
- JE 1.....Beginning readers shelved by first letter of author's last name.
- J .....Novels, shelved by author's name (last name, first name).

### Non -Fiction:

- J .....Dewey Decimal number (example J591.5)
- QJ .....Oversized non-fiction, shelved by Dewey number in regular non-fiction area.
- JB.....Juvenile biographies, shelved by last name of the person they are about.

### Paperbacks:

- \*J .....Shelved by first letter of author's last name.

Other items in the Children's section are, J Spanish books, cassettes, and cassettes with books.



# El Dorado County Library Volunteer Application

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work/Cell Phone: \_\_\_\_\_

Driver's License #: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

**Library Location Preference:** (please check one)

Placerville       El Dorado Hills       Cameron Park  
 South Lake Tahoe       Georgetown       Pollock Pines

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

Monday   Tuesday   Wednesday   Thursday   Friday   Saturday

Please plan on 2 hours a week for a 6 month commitment. Please indicate what hours work best for you. \_\_\_\_\_

I understand that I am not entering into an employment relationship with El Dorado County 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 County 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 \_\_\_\_\_ Date(s) contacted Volunteer: \_\_\_\_\_

# El Dorado County Library Teen Volunteer Application

Teen Volunteers are 14 to 18 years old                      Date: \_\_\_\_\_

Name: \_\_\_\_\_ Age: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Alternate phone or cell: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Phone: \_\_\_\_\_

Please give us your e-mail address: \_\_\_\_\_

**Library Location Preference:** (please check one)

Placerville                       El Dorado Hills                       Cameron Park  
 South Lake Tahoe                       Georgetown                       Pollock Pines

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

Monday   Tuesday   Wednesday   Thursday   Friday   Saturday

Please plan on 2 hours a week for a 6 month commitment. Please indicate what hours work best for you. \_\_\_\_\_

Is this community service?  No    Yes    Court Ordered    Other

I 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.

Your Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**I hereby give permission for my teen to volunteer at the Library.**

I understand that my teen volunteer is not entering into an employment relationship with El Dorado County and that he/she is 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.

Parent's Signature: \_\_\_\_\_ Date: \_\_\_\_\_