



Volunteer Handbook



Huntington Beach Public Library
Volunteer Program Development Team

Table of Contents

Welcome	3
Huntington Beach Public Library Mission Statement	3
Purpose of the Volunteer Handbook	3
Purpose of the Volunteer Program Development Team	3
Library Divisions and Locations	4
Volunteer Rights	5
Policies and Procedures	5 - 6
Sign-in & Recording Volunteer Hours	5
Attendance	6
Appearance and Interacting with Public	6
Safety and Emergency Procedures	6
Recognition and Privileges	6 - 7
Library Support Groups	7
Volunteer Agreement	8

Welcome

The Huntington Beach Public Library staff welcomes you to our team and would like to thank you for selecting this library as a place to share your time, energy and talents. Your help as a volunteer will enhance library programs and services that make it possible for us to achieve much more than we could with staff alone. The library system is fortunate to have such dynamic volunteers to help maintain the library's status as a first-class cultural and educational community resource facility. You are highly valued and respected; we acknowledge the commitment you make for the betterment of the community, and once again, welcome you to the library. Good luck and have fun!

Mission Statement

Huntington Beach Public Library and Cultural Center welcomes, empowers and enriches our community by providing innovative and traditional library services that inspire and encourage transformation and growth.

Purpose of the Volunteer Handbook

This handbook will serve to give volunteers direction by defining volunteer roles and responsibilities, informing volunteers of their rights, library policies and procedures, and providing general library information so they will have an enjoyable and rewarding experience.

Purpose of the Volunteer Program Development Team

Volunteer Program Development Team's Goal: To strengthen and enhance volunteer programs and create uniform HBPL volunteer application and agreement forms.

The Huntington Beach Public Library established a Volunteer Program Development Team to ensure the continued success of existing volunteer opportunities and to create new innovative ones that will enhance library services. The Team will create and maintain an updated Volunteer Handbook, Policy and Procedures, applications and other forms that will serve to establish a basic understanding of the volunteer position, rights and responsibilities, and general library information.

Library Divisions and Locations

There are many divisions that make up the library system; each providing an array of services to the community. Volunteer opportunities may be available within each division. Check with the Volunteer Services Coordinator for details on available volunteer projects.

Library Divisions:

Administration, Acquisitions, Branches, Circulation Services, Children's, Literacy, Media, Reference and Technical Services.

Library Locations:



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|---|--|---|
| <p>a. Central Library and Cultural Center
7111 Talbert Avenue 92648
(714) 842-4481
Hours: Monday 1:00 p.m. - 9:00 p.m.
Tuesday - Thursday 9:00 a.m. - 9:00 p.m.
Friday & Saturday 9:00 a.m. - 5:00 p.m.
Sunday 1:00 p.m. - 5:00 p.m.
Children's Resource Center
Media / Computer Center</p> | <p>c. Helen Murphy Branch
15882 Graham Street 92649
(714) 375-5006
Hours: Tuesday - Thursday 9:00 a.m. - 6:00 p.m.
Friday & Saturday 9:00 a.m. - 5:00 p.m.</p> | |
| <p>b. Banning Branch
9281 Banning Avenue 92646
714) 375-5005
Hours: Tuesday - Thursday 12 noon - 9:00 p.m.
Friday 10:00 a.m. - 7:00 p.m.
Saturday 9:00 a.m. - 5:00 p.m.</p> | <p>d. Main Street Branch
525 Main Street 92648
(714) 375-5071
Hours: Tuesday - Friday 10:00 a.m. - 7:00 p.m.
Saturday 9:00 a.m. - 5:00 p.m.</p> | <p>e. Oak View Branch
17251 Oak Lane 92647
(714) 375-5068
Hours: Monday - Thursday 10:00 a.m. - 7:00 p.m.
Friday 10:00 a.m. - 6:00 p.m.</p> |

VOLUNTEER RIGHTS

Each volunteer will be working under the supervision of library staff, or a lead volunteer who has considerable amount of experience with the project. Volunteers will be informed of the job description, identifying the general duties, expectations, qualifications, skill requirements and time commitment, and will receive proper training prior to beginning the volunteer assignment. Your assignment does not substitute staff responsibilities; volunteers are an extension of the library system that enable staff to increase services to patrons.

Volunteers deserve:

- To be respected and appreciated for their efforts
- To be given appropriate assignments according to skill, interest and availability
- To be empowered through participating, when feasible, in program development and program leadership
- To be given adequate training and have a clear understanding of the duties, expectations, required skills and time commitment
- To receive program and policy updates and/or changes, given feedback in a timely manner that may address concerns and/or grievances and receive additional training when requested
- To be acknowledge for their meaningful contribution
- To be given the opportunity to express their ideas. We welcome your suggestions!

Policies and Procedures

Sign-in & Recording Volunteer Hours

Volunteers are responsible for signing in and out in the designated book and keeping track of volunteer hours as required by your department; your supervisor will show you where the designated book is located. Accuracy in recording your volunteer hours is important because they are used to report statistics, apply for grants and for determining if the individual meets the requirements for the annual recognition event.

It is crucial that you sign in at the beginning of your shift and out at the end. In the event of an emergency, these sign-in sheets will be used for tracking volunteers in the building.

Attendance

Staff depends on volunteers showing up for their shift and completing it within the designated time frame. If you are unable to make it to your scheduled shift, call your supervisor or the Volunteer Services Coordinator or follow the specific instruction given to you by the department for which you volunteer. When possible provide your supervisor with advance notice of any foreseeable absences.

Appearance and Interacting with Public

Your supervisor will inform you of the required dress code, and you can also look to staff who work on similar assignments and dress accordingly. Casual attire is acceptable, but please be neat and conservative in your appearance and wear shoes that are comfortable and safe.

You are a reflection of the library, always be helpful, courteous and respectful toward patrons. When able to assist a patron with a request, please do so, otherwise, refer him/her to a staff member. The library is a public venue and opens its doors to many diverse individuals, show respect to all patrons.

Safety and Emergency Procedures

Volunteers are to follow safety rules. Familiarize yourself with the evacuation plan and the locations of fire extinguishers (floor layouts are posted throughout the library). First Aid kits are located in many areas of the library; volunteers should know where they are located.

Volunteers must report all job-related injuries, regardless of the severity, to their supervisor or a full-time library staff member. Report any unsafe working conditions to your supervisor or a full-time library staff member.

In the event of an emergency, remain calm and follow the directions of the library safety officers and/or staff, as well as other city safety personnel (Police and Fire).

Recognition and Privileges

Volunteers are truly an essential component to the Huntington Beach Public Library. Together, our volunteers donate over 47,000 hours annually, which equates to 23 full-time staff. The Library is honored to have such generous and committed volunteers, and we are pleased to show how much we care.

Volunteers with 80 hours or more during a 12-month period will be invited to the recognition event the following calendar year. For example, a volunteer who gives 80 hours or more during 2009 will be invited to the 2010 recognition event. At this event the library acknowledges the Volunteer of the Year and honors volunteers who have reached specific levels of accumulated service hours.

Volunteers that are non-residents of Huntington Beach who have accumulated 25 hours are entitled to a HBPL card with the non-resident fee waived for a period of one year. All other library card requirements (ID, etc.) and fines remain in effect. Annual renewal is dependent on active status.

Volunteers who have accumulated 500 hours are entitled to a library card with fines waived for one year. This is dependent upon active status of the volunteer and subject to annual renewal.

Volunteers who have accumulated 2,500 hours are entitled to a lifetime fines free library card with the non-resident fee waived (if applicable) and free reserves.

The benefits mentioned above may be modified at any time.

Library Support Groups

Concours
Friends of the Library
Friends of the Children's Library
Orange County, California Genealogical Society
Library Trustee Board
Literacy Volunteers - HBPL

Volunteer Agreement

Volunteers will receive a Volunteer Agreement form to read and sign that will be kept on file at the library. This page is a reference and reminder to what you have agreed to while volunteering at the Huntington Beach Public Library.

The Huntington Beach Public Library agrees to provide:

1. A clearly defined job description.
2. Orientation to the library and library volunteer policies.
3. Training and support by library staff.
4. Respect and recognition of the value and contributions of volunteers.
5. Cooperative working relationship between staff and volunteers.
6. Feedback on volunteer's performance.
7. Updates on changes that affect you and/or your assignment.

As a volunteer, I agree to:

1. Fulfill the duties outlined in the job description in a professional manner.
2. Be reliable, punctual and ready to work.
3. Keep a record of my hours by signing in at the designated location.
4. Notify my supervisor/team leader as soon as possible if delayed, sick or unable to work.
5. Maintain confidentiality of all proprietary or privileged information whether this information involves an individual staff member, volunteer, library user, or involves library business.
6. Be a team player. I will make suggestions and ask the staff when I have questions.
7. Abide by all of the policies and procedures set by the Huntington Beach Public Library and the City of Huntington Beach. I understand that I may be terminated for not complying with these guidelines.