

Azle Memorial Library

Volunteer Policy & Handbook



Introduction and Purpose of the Volunteer Program

WELCOME Volunteer! This handbook will expand your knowledge, understanding, and the mission of the Azle Memorial Library Volunteer Program. The Library asks that you become familiar with the information presented in this handbook. Should a situation occur that is not specifically addressed in this handbook, please contact the Volunteer Coordinator.

History of the Azle Library

1904	Azle Christian Church bought 125 books to begin a library
Prior to 1962	Bookmobile came from Fort Worth at irregular intervals
1962	Mrs. Eula Nation and friends began developing ideas for a library
April 4, 1964	Azle Public Library opened its doors on Main Street with Mrs. Eula Nation as librarian
November 27, 1966	Azle Women's Club made down payment and paid monthly payments on the Jim Bob Nation building on Main Street.
1969	Texas State Legislature organized the Texas Library System.
August 18, 1970	Azle Women's Club donated their interest in the library building to the City of Azle. The city of Azle assumed monthly payments and maintenance of the library.
January 4, 1972	Mrs. Eula Nation represented Azle at the organization meeting of the Texas State Library twenty-one county service
December 13, 1973	Friends of the Azle Library Trust received IRS approval as a Tax-exempt, non-profit corporation.
August 24, 1976	Mr. James Emanuel issued a challenge to the Trust that if they raised \$45,000 in cash to match his gift he would offer services as general contractor for a new building
September 25, 1977	After only ten months and eleven days, the dedication and open house were held for the new building.
December 31, 1980	The number of library card holders reached 4,450.
November, 1997	Mr. and Mrs. Emanuel again challenged the Azle Community with a matching grant of \$25,000.00 which was matched in only six weeks.
October 17, 1999	A 900 square foot addition was opened.
September 25, 2002	Azle Public Library celebrated its 25 th year at 609 SE Parkway.
2002	Discussions and study began for new library to be built by local donor
March 30, 2009	Grand opening of the new Azle Memorial Library.
Spring 2014	Five year anniversary of the Azle Memorial Library.
January 1, 2015	Number of cardholders reaches 19,176. Total items in collection is 59,317.

Library Mission Statement

The goal of the Azle Memorial Library is to inform, educate, and serve the Azle community and school district by providing books, materials, and services for free use in a courteous and professional manner.

Why become a Volunteer?

Volunteering is an extremely rewarding experience! Volunteers work side-by-side with library staff to strengthen customer service and programs, and in effect, enhance and emphasize relationships with the local community. Volunteers have the satisfaction of knowing they are contributing to their community and making a difference in the lives of others. The library recognizes these contributions and honors volunteers for their service.

How YOU will benefit from being a Volunteer:

- Training with hands-on opportunities
- Opportunity to get to know new people, and help those who need you
- Opportunity to share your skills
- Be involved with the Azle community
- Explore a new career and do something different
- Related volunteer work may be counted as experience on résumés and job applications
- Volunteer recognition and appreciation

How to become a Volunteer:

Volunteers are recruited, screened, selected and trained in the same manner as paid staff. Skills and abilities must match specific needs. Therefore, everyone who applies is not necessarily accepted. We will, however, make every attempt possible to place willing participants. Please know that we have the responsibility to ensure that the volunteer supports and supplements the regular staff's performance.

Note: Court ordered community service is not accepted at the Azle Memorial Library.

Volunteers must be at least 14 years of age. Written consent from a legal guardian is required before volunteers under the age of 18 may begin volunteer work.

Volunteer Handbook

A copy of this Volunteer Handbook will be given to each volunteer, and will also be available to at the Library. Please access it as needed.

Training:

- Each volunteer will be given a library orientation before volunteer work can begin. Such orientation will give the volunteer insight into the services of this library system and may include knowledge of the mission, policies and other organizational procedures, in addition to knowledge of the library structure. Orientations will be conducted on a schedule as set by the Volunteer Coordinator.
- Direct training in specific volunteer tasks may come from the Volunteer Coordinator, other staff members, or by on-the-job training.

- If you have questions once you begin volunteering, just ask! The Volunteer Coordinator and library staff members are always willing to offer assistance and answer any questions you may have.

Volunteer Shifts

Volunteers are expected to work a minimum of **one hour** per shift. Lesser amounts of time are not conducive to the best productivity. Volunteers are also asked to volunteer at least twice per month.

Sign-in Sheet

Volunteers are **REQUIRED** to sign in and out on each volunteer shift. The Volunteer Coordinator will collect and file sign-in sheet information on a monthly basis in order to keep records for reporting purposes. This information is used for volunteer recognition, monthly statistics, and other purposes. Volunteers who require documentation of their hours for school or other purposes shall notify the Volunteer Coordinator of their needs in advance. **Volunteer hours accumulated in orientation and training will be included in your service hours.**

Identification

Volunteers will be provided with a Volunteer Badge. This badge shall be worn whenever you are on duty, and returned before leaving.

Parking

Volunteers should park in areas designated for Library patrons and use the library's main entrance.

Lockers

Lockers for storing personal items are available in the staff area of the library. These lockers are to be used only while volunteering and should be cleared of all belongings at the end of each shift. Locks are provided for the lockers by the Library.

Staff Area

Volunteers may enter the staff area during their volunteer shifts, with the permission of a staff member. However, staff desks, computer and equipment are not to be used by volunteers. Volunteer are also asked not to empty the book or audio visual drops. Friends, family, and volunteers who are "off-duty" are asked to remain in the public area of the library, unless given special permission by a library staff member.

Volunteer Appearance

Volunteers are required to follow the appearance policy set forth by the City of Azle and Azle Memorial Library. Volunteers should appear clean, neat, and in appropriate attire exemplifying a positive and professional public image in order to foster respect from the citizens and confidence in the services the City of Azle provides. If a volunteer fails to meet the dress code they may be asked to correct their appearance before returning to volunteer work.

- No immodest attire shall be worn.
- Appropriate underclothing shall be worn at all times. Underclothing should be covered and not visible.

- Hats, caps or any article of clothing that displays alcoholic beverages, drugs, pornography, inappropriate language, political statements, or advertising material of any kind is unacceptable.
- Shorts and skirts should be a modest length, reaching the fingertips or longer.
- Shoes should be appropriate for the task(s) performed while volunteering. Open toed shoes and flip-flops are not recommended, especially while shelving or moving heavy objects.
- Hair styles of both male and female volunteers shall be appropriate to the positions and extremes of any type are unacceptable. Extremes include length, color and style. Hair shall be clean and neatly groomed at all times. Sideburns shall not extend below the ear lobe.
- Facial hair shall be kept clean and neatly trimmed.
- The Library reserves the right to request that body piercings and tattoos be covered before volunteering.

Conduct

Attitude is a little thing that makes a big difference. Volunteers must show exemplary customer service skills to the general public and staff members. Please treat others the way you would want to be treated. Be prompt, consistent, and on time. Remember, others rely on you.

- Once a volunteer has chosen a work schedule, it is expected that s/he will be available at the agreed upon time. If you must miss a work session, please notify the Volunteer Coordinator as soon as possible.
- Volunteers should avoid personal visits from family and friends during their shifts.
- Volunteers should avoid personal telephone calls, texting, or other interruptions while on duty. Cell phones should be put on silent, or turned off, to minimize distractions.
- No volunteer shall answer, or place a call on, library staff phones unless special permission is given by a staff member.
- Volunteers should refrain from personal use of the library computers while on duty.
- The use of iPods and MP3 players should be kept to a minimum and only used with permission.
- If you see a book or other library material that interests you, please wait until your shift is over to look through or check out the item.

Patrons

The Azle Memorial Library is open to the public. As such, volunteers may be required to communicate with members of the public – also known as “patrons”. When doing so, volunteers will be polite, professional, and friendly. Unless given specific instructions/training by staff, or performing a specific duty that requires communication with patrons, volunteers should refrain from assisting patrons with library related inquiries. Instead, when approached by a patron with a question, volunteers should identify themselves as such, and help the patron find the nearest staff member to assist them. Under no circumstance should volunteers give out false information, or attempt to “guess” the answers to patron questions.

Theft

Volunteers will adhere to a strict standard of ethics. Property belonging to the Azle Memorial Library, City of Azle, Library staff members, and other volunteers/patrons should be treated as such. Property includes, but is not limited to, books and materials, office supplies, program supplies and prizes, donations, personal belongings of patrons/staff/other volunteers, etc. Lost and found items should be brought to a Library staff member’s attention immediately. Theft of any property that does not belong to the volunteer will result in immediate dismissal and applicable criminal action.

Confidentiality Statement

As a volunteer, you may come in contact with confidential, personal information, such as patron records. Such information is strictly confidential and should be protected. If the volunteer is not certain information is confidential, he / she should **assume that it is confidential** or ask the Volunteer Coordinator for clarification.

Emergency Procedures

In case of a fire alarm, all persons should proceed to the nearest exit. In the event of inclement weather or other types of emergency, follow the directives and orders of the Library staff on duty.

Liability

Volunteers are not covered under the City of Azle Worker's Compensation Plan. Furthermore, the City of Azle is not responsible for injuries or damages sustained while volunteering. Therefore, it is recommended volunteers have their own medical insurance coverage.

The City of Azle is not liable for lost, damaged, or stolen personal property.

Ending of Volunteer Service

Volunteers may end their library service at any time. Volunteers are asked to notify the library if they choose to end their service. The Volunteer Coordinator may ask the volunteer to complete an exit survey of his / her library placement. This will assist in evaluation of the Volunteer Program.

Termination Policy

Volunteering is a privilege, and a volunteer can be dismissed at any time for any reason. Failure to follow City policies, adhere to the direction of the Volunteer Coordinator or to follow the guidelines of the Volunteer Handbook is cause for immediate release.

THANK YOU! VOLUNTEERS DO MAKE A DIFFERENCE! ☺☺☺