

# Cromaine District Library Volunteer Handbook

**Inspiring passion for journeys of the mind.**  
We invest in the next generation by friendly  
engaging our patrons, providing a welcoming  
environment for community connections.

Thank you for expressing an interest in offering your services as a volunteer to Cromaine District Library. We hope that you will find volunteering an enjoyable and rewarding experience.



"Willing Hands for Community Service"

Ceci Marlow  
Cromaine Library Director

July 2009

# 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 "read" shelves or shelve books; assist with maintaining periodical and historical collections; or help with library programs. 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, prior arrangements will be made to make sure you can enter the building.

## Sign in and out

Accurate records of time and attendance must be kept for all volunteers. You will be shown where to sign in and a place to keep your belongings during your orientation.

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 business environment and the work that will be done. Volunteers assisting with public programs will receive a Cromaine t-shirt to wear at the programs. Volunteers are asked to wear a Library Volunteer 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 checked out, as well as reference questions asked by library users. Michigan's Library Privacy Act 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. The Friends of Cromaine District Library group invites 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!**

### **For Your Information**

If you are unable to work at your scheduled time, please call the Volunteer Coordinator, Barb Rentola at (810) 632-5200 extension 103 or your supervisor, \_\_\_\_\_.

#### Library Hours:

Monday -Thursday 9am-8pm

Friday 9am-6pm

Saturday 9am-4pm

#### Notes: