



McKinney Public Library

Volunteer Handbook 2017

Dear Volunteer,

It is a pleasure to welcome you as a volunteer to the McKinney Public Library System. Through the gift of your interest and time the library is able to offer more services to local citizens. The library staff is most grateful for the assistance you offer and we hope you will find your volunteer work at the library to be a satisfying and rewarding experience.

If I may be of any assistance to you or in some way can make your work here more enjoyable, please let me know.

Again, thank you for volunteering your time to help the library.

Sincerely,

Spencer Smith,
Library Director

MISSION

The McKinney Public Library System enriches the lives of the people in the community by providing open access to a wide variety of materials, services and information in a responsive and friendly environment that promotes lifelong learning.

Goals of the McKinney Public Library System:

- To provide a collection of materials that meets or exceeds the expectations of the community
- To provide a staff that is knowledgeable and courteous, offering friendly service to users of all ages
- To successfully promote the library and its services to the community

Purpose of the Volunteer Program:

The purpose of McKinney Public Library's Volunteer Program is to strengthen, enrich, and support the Library and the community by:

- Facilitating active partnerships between community members and the library
- Enriching library programs and services through volunteer involvement and participation
- Helping citizens become more familiar with Library programs, services and issues.

HOURS OF SERVICE

Roy & Helen Hall Library

101 E. Hunt Street

and

John & Judy Gay Library

6861 W. Eldorado Parkway

Monday through Thursday 10:00 a.m. to 9:00 p.m.

Friday and Saturday 10:00 a.m. to 6:00 p.m.

Sunday 1:00 p.m. to 5:00 p.m.

VOLUNTEER JOB DESCRIPTIONS

Shelf Maintenance Program

Help to maintain books and audiovisual materials in correct alphabetical or Dewey Decimal order. Shelves need to be checked and straightened each week during a scheduled shift.

Closing Time Shelf Maintenance Program

Help straighten up the Library before closing by straightening shelves and picking up stray materials.

Teen Advisory Board (Ages 13-15)

Under supervision of our Youth Services Staff, meet weekly to plan programs and participate in events and other duties as needed.

Teen Volunteer Program (Ages 15-18)

Assist our Youth Services Staff with special projects, shelving books and other duties as needed.

Tables and Chairs Set-Up

Help set up and take down tables and chairs for events, such as ESL programs.

ESL (English as a Second Language) Tutors

Teach small groups of limited-English-speaking adults how to read, speak and write English.

Genealogy Assistants

Assist with indexing newspapers from microfilm. Must be able to read from microfilm and write clearly.

Children's Programs

Children's programs consist of Storytime and Music & Movement. Volunteers assist staff by collecting tickets from attendees.

One-Time Projects

Occasional volunteers are needed for one-time events or projects.

QUALIFICATIONS OF A VOLUNTEER:

The volunteer program is open to persons 13 years of age or older who have a sincere desire to serve others and work in a team environment under the supervision of library staff. Court Ordered Community Service hours cannot be performed at the library. Background checks will be completed on all volunteers before beginning their volunteer assignment.

SCHEDULING AND ATTENDANCE:

Scheduling and rescheduling of volunteer hours must be approved in advance by the staff member of the department in which the volunteer is working. Volunteers agree to call in and give as much notice as possible whenever they will not be able to attend their scheduled volunteer service. Regular attendance and punctuality are essential to the smooth functioning of the program.

TELEPHONE:

Library phones should be used for library business only. Personal cell phones should be kept on a silence/vibrate mode. A Courtesy Phone is located near the Circulation Desk at both libraries.

VALUABLES:

The library cannot be responsible for personal items.

CONFIDENTIALITY:

As a volunteer you may be in contact with "confidential" materials or information in patron records. All information is strictly confidential and should only be shared with the staff involved in the transaction.

GRIEVANCE PROCEDURE:

The Library seeks to maintain harmonious and productive working relationships between the professional staff, volunteer staff and patrons. Volunteers should avoid confrontation with patrons or other volunteers and if a confrontation should occur should seek the assistance of a staff member immediately. Volunteers should bring all questions, matters of concern, and/or suggestions to the attention of the supervising staff member, the Volunteer Coordinator or the Public Services Librarian.

VOLUNTEER TERMINATION:

Volunteers serve to support the mission of the library. If at any time the services of the volunteer are no longer needed the library reserves the right to no longer schedule the volunteer. In addition repeated violation of any of the volunteer guidelines may result in dismissal from our volunteer rolls.

INSURANCE:

The City of McKinney provides insurance for injuries, accidents or losses incurred while doing volunteer work for the library.

TRAINING GUIDELINES:

Volunteers are responsible to the staff member in charge of the area in which assigned. Work schedules must be pre-approved by the supervising staff member. If unable to meet the scheduled work time or day, volunteers should contact the supervisor or Volunteer Coordinator as soon as possible. Re-scheduling of volunteer hours must be pre-approved by the supervising staff member.

RECORD OF VOLUNTEER HOURS:

A record of volunteer hours will be kept based on the sign in sheets. It is the responsibility of the volunteer to sign in and out in a legible handwriting to ensure accurate recordkeeping.

LIBRARY PHONE NUMBER: 972-547-7323 (READ)

Elfi Roberts, Volunteer Coordinator @ Roy & Helen Hall...972 547-7336; eroberts@mckinneytexas.org

VOLUNTEER GUIDELINES:

- Sign in and pick up a volunteer badge upon arriving and report to your supervisor
- Be courteous and polite to library staff, fellow volunteers and patrons
- Notify supervisors when reporting for work, leaving for breaks or lunch
- Refer questions about assigned duties to your supervisor or program leader
- Talking and noise should be kept to a minimum
- Dress neatly and cleanly. No halter tops, bare midriffs, bare feet, flip flops, hats or caps, short shorts or shirts with excessive logos
- Headphones are not permitted
- Cell phones should be on silence/vibrate mode
- Become familiar with library rules and observe all guidelines
- Report to the designated staff member and/or supervisor when finished

VOLUNTEER MEMORANDUM OF UNDERSTANDING***AS A VOLUNTEER, YOU HAVE A RIGHT TO EXPECT:***

- Clear and specific directions
- Recognition of accomplishments
- On-going training and supervision
- Feedback and suggestions
- A working relationship with staff
- Appreciation for what you do

AS A VOLUNTEER, YOU AGREE TO:

- Perform assignments effectively
- Respect confidentiality of client and City information
- Dress in a professional manner
- Be respectful and professional
- Comply with the organization's and department's guidelines
- Use information technology services provided (i.e. phone, computer, internet, email, etc.) for business purposes only. Personal cell phones should be kept on silent mode
- Give adequate notice of volunteer resignation
- Sign in and out to keep accurate records of your volunteer hours
- Notify the library by calling 972-547-7323 when you are unable to report for duty