

VOLUNTEER



INFORMATION

ROUND ROCK PUBLIC LIBRARY SYSTEM

ROBERT G. & HELEN GRIFFITH

PUBLIC LIBRARY BUILDNG

216 EAST MAIN STREET

ROUND ROCK, TX 78664

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Library Hours:

Mon.-Thurs. 9:00am-9:00pm

Fri., Sat. 9:00am-6:00pm

Sun. 1:00pm-6:00pm





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ROUND ROCK PUBLIC LIBRARY SYSTEM

Volunteer Program's Mission Statement

The Volunteer Program helps further the mission of the RRPL and it benefits the library by stretching public dollars to supplement, enhance, and support the library staff in meeting the demands for quality public service.

Volunteer Program's Philosophy

The RRPL believes that an effective volunteer program enhances the Library's ability to provide quality service to the public. Furthermore, an active volunteer program is an integral part of the Library's relationship with the community.

VOLUNTEER GUIDELINES

Recruitment and Selection

The Library is seeking to recruit and retain a cadre of volunteers who have a long-term commitment of service to the Library and the larger community of Round Rock. Volunteers may be referred to the Library through the Round Rock Volunteer Center. They may also be selected directly by a Library Volunteer Team member or a Library Supervisor in cases where the volunteer contacts them in person. Volunteers shall be selected and placed on the basis of qualifications such as experience, knowledge, education, mental and physical skill or ability necessary to perform the job. Each step of the recruitment and selection process will be free from any discrimination based on an individual's race, sex, color, religion, national origin, age (except for minimum age requirements), or handicap. **Individuals who need to fulfill court appointed community service restitution (CSR) hours will need to fill this need elsewhere.** The Library has a Teen Volunteer Program with special guidelines. See the section on teen volunteers.

All applicants will be required to submit the online volunteer application. Adult applicants may be interviewed by a Library Volunteer Team member to assess their qualifications, skills and preferences to insure a good fit with the library's structure. A criminal background check will be performed on all adult volunteers. Submission of the application and acceptance into the volunteer program constitutes an agreement between the Library and the volunteer.

Online Application

Applicants are required to submit their online application prior to attending Orientation. Applications are located on the Library's website, <http://www.roundrocktexas.gov/library/>.

Orientation

All volunteers are required to attend an orientation. Orientation will cover a brief overview of the volunteer program and its requirements. An Aptitude Test will be given during orientation. A Criminal Background Check Release Form will be given to adult applicants to fill out. The orientation guide will give each applicant a copy of the volunteer handbook and will collect all required paperwork: signed Volunteer Agreement form, Criminal Background Check Release Form and Letters of Recommendation from teen applicants.

Interview

Adult applicants may make an appointment with a member of the Volunteer Team to discuss their volunteer desires and to determine the best fit for them within the Library's structure. The team member will take this opportunity to get to know the volunteer and to assess qualifications,

skills and personal preferences as to the type of work to be performed. The interview may be scheduled either before or after orientation.

Background Checks

All adult applicants, 18 years of age and older, will be required to submit to a criminal background check. These forms will be given out at Orientation. The Round Rock Volunteer Center will perform the background check. The results of the background check are given to the Library Volunteer Coordinator. Applicants who have been convicted of a felony within the last 10 years, or convicted of a crime of a certain class or degree, regardless of the time frame, may be excluded from placement within the library.

Volunteer Management System

Files will be kept on each volunteer. The file may include any letters of recommendation and/or the signed Volunteer Agreement form. The Library uses *Volgistics*, a volunteer logistics software system, where volunteers are required to log in at the beginning of their shift and log out at the end their shift. The Library collects the volunteer hours for statistical purposes. A volunteer may request a formal letter with their service hours from a Volunteer Team member. A volunteer may also check their service hours through *Volgistics*.

Job Descriptions

Job descriptions will include purpose, duties and responsibilities with skills required to perform the given task. Job descriptions will be reviewed annually. Supervisors will assess job changes or

requirements and give these changes to the Library Volunteer Coordinator or a Volunteer Team member.

Training

Each supervisor or designated staff member will train the volunteer for the specific job. Training will include personal instructions on the skills, knowledge and specific information needed to perform the job in a competent and safe manner. Inability to learn the job requirements or perform in a reliable manner will be grounds for dismissal or reassignment. Some volunteer positions may require retraining if a volunteer has been away for an extended period of time.

Volunteer Responsibilities

The Round Rock Public Library's Volunteer Code of Rules and Ethics covers the majority of the requirements that the library asks of its volunteers. See *Appendix A*.

Volunteers need to notify the library if they will be missing their scheduled hours as soon as possible. In addition, volunteers who interact with children or seniors in library sponsored programs will be required to successfully complete a background check administered by the Round Rock Volunteer Center or another organization designated by the City of Round Rock.

Special requirements for teen volunteers:

- Provide a letter of recommendation
- Provide parental/guardian signatures on the Volunteer Agreement form
- Abide by the RRPL Volunteer Dress Code

Parking

Parking on Main St. is limited to two hours. Police will issue tickets for vehicles parked longer than two hours. You may park in the parking lot next to the Shepherd St. entrance or diagonal to the library, at the corner of Shepherd and Liberty. Parking can also be found on the side streets. Free parking is also available in the city's parking garage off of E. Bagdad and N. Lampasas.

Attendance

Volunteers are responsible for notifying their supervisor if they cannot work at the agreed-upon time. Your supervisor will give you the phone number to call when reporting an absence. Two no-shows without calling in will result in the canceling of the volunteer agreement. When leaving a message to report an absence, please clearly state your name, the name of your supervisor and the day(s) you will be absent. An email is acceptable two or more days ahead of the scheduled time.

Reassignment and Schedule Changes

If the volunteer wishes to change jobs, the volunteer should contact the Volunteer Coordinator or their supervisor for reassignment. The Library will consider creating new volunteer jobs to meet the library needs at that time. Reassignments are made only if there is a need the volunteer can meet. Schedule adjustments should be made with the appropriate supervisor.

Corrective Measures

If there is misconduct or poor job performance, the supervisor will advise the volunteer and work with them to correct the problem. If the situation is not corrected, a volunteer may be reassigned

or released. Status and progress will be communicated by the supervisor to the Volunteer Coordinator.

Release of Volunteers

The immediate supervisor or the Library Volunteer Coordinator may terminate volunteers. The immediate supervisor will communicate the reasons for termination with the Volunteer Coordinator. Reasons for termination will be documented. The Volunteer Coordinator will evaluate the situation and work with the supervisor and the volunteer to see if release is necessary or advisable or if the situation can be changed in a positive manner.

Recognition

The library recognizes volunteers annually and encourages the individual departments to utilize informal recognition to all volunteers on a regular basis. Teen volunteers are recognized in the summer when there is no school to conflict with the celebration. Adult recognition is done at another time during the year.

E-newsletter

A quarterly newsletter is emailed to all our current volunteers if they have provided the Library with an email address. Otherwise the newsletter can be read online from the volunteer pages of the Library's website. A few print copies will be available at the time of publication. The newsletter will be published the first of February, May, August and November.

Teen volunteers

The Library welcomes teen volunteers and wishes to foster an environment that encourages a life-long spirit of community service, especially to libraries. We will actively work with other organizations that share this common goal. The Library has a Teen Volunteer program that has two distinct components: the Summer Reading Program and a Year-Round Volunteering Program which includes summer. Teen volunteers must be enrolled in high school or at least 13 years of age. They must provide a formal letter of recommendation from a non-family member such as a teacher, pastor or scout leader. Parental consent is required for teens to volunteer in the library.

Appendix A

Volunteer Code of Rules and Ethics

1. Smoking or use of tobacco products in the library is not permitted.
2. Using, possessing, or being under the influence of alcohol or illegal drugs will not be tolerated.
3. Volunteers shall not use profanity in the library.
4. Volunteers shall treat patrons of all races, religions, and cultures with respect and consideration.
5. Telephones are provided to conduct library business. Personal calls or texts, either incoming or outgoing, and personal visits should be kept to a minimum.
6. All property of the Round Rock Public Library is for Library use only.
7. All information on patrons, volunteers, and staff is confidential and may not be shared. In the same spirit, the library honors the confidentiality of information regarding volunteers. Only administration, supervisors and the Volunteer Team Members have access to volunteer files.

Appendix B

VOLUNTEER RIGHTS AND RESPONSIBILITIES

As a volunteer it is your responsibility to:

- ◆ Accept a job position that is suitable to your skills and ability.
- ◆ Fulfill your time commitment by reporting on time and staying for your scheduled shift.
- ◆ In cases of emergency or illness notify your supervisor and/or Volunteer Coordinator early enough that a substitute can be found if needed.
- ◆ Use time wisely and do not interfere with the performance of others.
- ◆ Abide by the appropriate Dress Code. Volunteers are required to wear their badges.
- ◆ Be considerate, respect the competencies of others and work with the staff and other volunteers.
- ◆ Log in at the beginning of the shift and log out at the end of the shift (electronic timekeeping)
- ◆ Adhere to library rules and procedures.
- ◆ Uphold Volunteer Code of Rules and Ethics.
- ◆ Notify the Volunteer Coordinator if you plan to terminate your duties as a volunteer.
- ◆ Always be respectful and polite to all patrons and staff.
- ◆ Perform the duties that have been assigned to you to the best of your abilities.

As a volunteer it is your right to:

- ◆ Be provided with orientation, training and staff coordination for the job you accept.
- ◆ Expect that your time will not be wasted by lack of planning or coordination.
- ◆ Know whether your work is effective and how it can be improved.
- ◆ Be given appropriate recognition of your contributions.

The Library has the responsibility to:

- ◆ Use volunteers to extend services so more can be done without displacing paid workers.
- ◆ Define volunteer positions that are available and positions that may commensurate with your abilities
- ◆ Give you the same careful attention as a paid employee and assign you a staff member.
- ◆ Provide orientation and training to increase your skills.
- ◆ Give volunteers the same courtesy as other staff members.
- ◆ Provide appropriate informational mail and updates on new procedures.

The Library has the right to:

- ◆ Decline acceptance of a prospective volunteer if the person seems unsuitable for the position, and to refer him/her to alternative volunteer opportunities with other institutions.
- ◆ Know that you will fulfill your assignment as agreed upon or you will notify staff in advance when you cannot.
- ◆ Expect you to ask for a change in job position if it is too demanding or not meeting your expectations.
- ◆ Release a volunteer after two unscheduled absences.

Appendix C

VOLUNTEER AGREEMENT

As a new volunteer to the Round Rock Public Library or as a parent of a volunteer under the age of 18 years old, I (we) understand and agree to the following:

- I have read and understand the Volunteer Code of Rules and Ethics and the information in the Volunteer Handbook, and agree to abide by the policies and procedures set forth in it.
- I certify that I am capable of performing the duties set forth in my job description and know of no condition, which would preclude my performance of those duties.
- I will maintain my commitment of at least 30 hours per year of service as a library volunteer (unless an exception has been made in advance).
- I will participate in orientation and training; perform my duties as specified by my supervisor and adhere to the work schedule agreed upon with my supervisor.
- I will demonstrate professional behavior while volunteering and refer questions from the public to the Library Managers, Reference Librarians, Youth Librarians, Supervisors, and Library Staff.
- I will maintain frequent communication with my supervisor and notify my supervisor of any leave of absence.
- I understand that failure to meet any of the responsibilities listed above may be cause for dismissal.
- I give the library permission to use, re-use, publish, and republish any picture taken of me while volunteering or in attendance at promotional events, for any purpose whatsoever without restriction as to alteration; and to use my name in connection therewith. I release the photographer and the Round Rock Public Library from any and all claims or demands arising out of or in connection with the use of the photographs, including without limitation any and all claims for libel or invasion of privacy.

☐ Yes ☐ No

- As a parent of a volunteer who is under the age of 18 years old, I understand that once the library closes in the evening, library staff will not be available and the volunteer must leave the building. I understand that the safety of my child is my responsibility and release the library of any liability for a child left unattended.

I have read, understand and agree to the above release, authorization and agreement.

Date _____

Volunteer Signature _____

Print Name _____

For volunteers under 18 years old:

Date _____

Parent Signature _____

Appendix D

City of Round Rock Public Library Volunteer Dress Code

There is **one** dress code that pertains to both adult and teen volunteers. This dress code adheres to the City Employee's Dress Code.

Volunteers are expected to dress in clothing that is clean, neat, and appropriate for the library setting. It is important to remember that when working in public areas, the volunteer represents the library to the community and that one's appearance is important in maintaining a positive public image.

For most volunteers, casual clothing is appropriate with some exceptions.

Inappropriate Dress:

- Clothing that exposes midriff, navel, or cleavage
- Clothing or other apparel that displays obscene, profane, derogator, or violent related messages, themes, designs, or pictures
- Extremely high heels and for some volunteer positions, open toed shoes are not recommended (safety concerns)
- Poorly fitted clothing (too tight or too baggy)
- Clothing in poor condition (large tears, holes)
- No short shorts, dresses, or skirts that are more than 3 inches above the knee
- Provocative/revealing attire – e.g., halter tops, tube tops, spaghetti strap dresses, halter dresses, transparent or semi-transparent clothing that exposes undergarments

Volunteers should not display any tattoos, body art, or branding with an offensive design, logo, or wording.

Specific situations and dress may be reviewed at the discretion of the volunteer supervisor.

Appendix E

Staff Directory *(Volunteer Team members are in bold print)*

General Contacts

Public Services (downstairs)	(512) 218-7001
Public Services (upstairs)	(512) 218-7000
Technical Services (backroom)	(512) 218-7005
Youth Services	(512) 218-7012

Administration:

Michelle Cervantes	Library Director	(512) 218-7010
Dora Owens	Administrative Associate	(512) 218-7005
Said Horozovic	Building Maintenance	(512) 218-3281

Technical Services:

Theresa Faris	Technical Service Manager	(512) 218-3283
Pat McElveen	Catalog Librarian	(512) 218-3282
Tricia Brauer	Catalog Librarian/Systems Analyst	(512) 218-7007
Pat Bonewitz	Technical Services Associate	(512) 218-3269
Rehana Vohra	Technical Services Associate	(512) 218-3229
Barbara Fondren	Library Assistant	(512) 218-7013

Public Services:

Geeta Haley	Public Services Manager	(512) 218-7018
Linda Sopenfield	Public Service Librarian	(512) 218-7063
Chris Sauder	Public Service Librarian	(512) 218-7064
Linda Clark	Public Service Librarian	(512) 218-7000
Erikka Miller	Public Service Librarian	(512) 218-3280
Julie Chapa	Adult Services Librarian	(512) 218-7014
Chip Hadley	Public Services Supervisor	(512) 341-3160
Ed Young	Public Services Supervisor	(512) 218-7008
Jennifer Hunt	Public Services Supervisor	(512) 218-7065
Elaine Turner	Public Service Assistant	(512) 218-7001
Mary Martinez	Public Service Assistant	(512) 218-7001
Elaine Rodriguez	Public Service Associate	(512) 218-7001
Jane Rase	Public Service Associate	(512) 218-7001
Joe Diaz	Public Service Associate	(512) 218-7001
Carolyn Johnson	Public Service Associate	(512) 218-7001
Susan Repaski	Public Service Associate	(512) 218-7001
Victoria Bristow	Public Service Associate	(512) 218-7001
Holly Kratz	Public Service Associate	(512) 218-7001

Rosario Sanchez	Public Service Associate	(512) 218-7001
Ashley King	Library Page	(512) 218-7001
Jorae Rosenthal	Library Page	(512) 218-7001
Rachel Muenich	Library Page	(512) 218-7001
Bianca Garcia	Library Page	(512) 218-7001
Archana Dharamcy	Library Page	(512) 218-7001

Youth Services:

Janette Johnston	Youth Services Manager	(512) 218-7002
Andrea Warkentin	Youth Services Librarian	(512) 218-7011
Jane Dance	Youth Services Librarian	(512) 218-7012
Amy German	Youth Services Librarian	(512) 218-7034
Virginia Hadley	YS Assistant/Volunteer Coordinator	(512) 218-3279
Susan VanDerwater	Youth Services Associate	(512) 218-5476

