

Teton County Library



TETON COUNTY
LIBRARY

Volunteer Handbook

Revised August 2019



TETON COUNTY
LIBRARY

Greetings from the Teton County Library Friends Board!

The Teton County Library Friends Board would like to warmly welcome you as a volunteer. We hope that you will have a meaningful, enjoyable, and rewarding experience volunteering at the library.

Throughout our history, volunteers have enhanced our library's programs and services and supported our library's reputation as an institution that is welcoming to all. Volunteers are the library's best ambassadors when telling the library's story and sharing the library's values. You are joining a dedicated group of volunteers that annually shares over 10,000 hours of its time and talent with the library.

The information in this handbook will help answer questions about volunteering at the Teton County Library and will explain guidelines and expectations.

We sincerely appreciate your assistance in making the Teton County Library a strong, vital, and valuable resource for the community.

I. About Teton County Library

Library Vision: Your essential place to thrive in a changing world

Library Mission: We connect you to resources, people and learning

Friends Mission: We promote and provide volunteer service to support the library

Brief History

The valley's library tradition goes back as far as May 1915 when St. John's Public Library opened its doors in St. John's House in Jackson. Years later, the Teton County Library opened on January 8, 1938 in a room in the American Legion Hall. After extensive planning and fundraising, a new 24,000 square foot library opened in its current location at 125 Virginian Lane in September 1997. In August 2010, voters approved a Specific Purpose Excise Tax proposition for an 11,000 square foot addition and a renovation to our main library facility. The addition and renovation were completed at the end of 2012, with the Grand Opening Celebration on January 31, 2013.

In 2008, the Alta Branch Library had to be relocated off of its site at the Alta Elementary School. In February 2009, the library's State Land Investment Board block grant was approved for funding. In December 2009, a new free-standing 2,400 square foot Alta Branch opened to the public.

Structure of the Library

The library is organized by teams with specific responsibilities.

Administration

The Administration Team is comprised of the Library Director, Assistant Director, Administrative Assistant, Facilities Maintenance Coordinator, Communications Coordinator, Database Programmer Analyst and Volunteer Coordinator. Administration is responsible for budget oversight, accounting and payroll, facilities oversight and safety, personnel policies and benefits, public room reservations and liaison with the Library Board, Foundation Board and Friends Board, managing the internal database system, and coordinating volunteers.

Adult Services

Adult Services is responsible for the Reference Services, Adult Collections and Young Adult and Adult Programs and Outreach. The team manages and provides instruction on research, information literacy and library databases, reader's advisory, adult book displays, public internet computing, technology instruction, exam proctoring and library programs, services and outreach for young adults and adults, including Summer Reading.

Alta Branch

The Alta Branch offers a collection of books, media and periodicals, public internet computers and wireless access, reference and reader's advisory service, weekly story times, book discussion groups, Summer Reading, and periodic special programming.

Circulation

The Circulation team oversees implementation of circulation policies, library account services and assistance, efficiency of check out and check in of materials, shelving and support for coordinating library book displays.

Collection Management

Collection Management is responsible for managing our collection budgets for print, physical, digital collections and electronic resources, acquisitions, collection maintenance and weeding, materials processing and cataloguing. The team is also responsible for overseeing Interlibrary Loan and mending materials.

Youth Services

Youth Services is responsible for Reference, Youth, Young Adult and Parenting Collections and Youth Programming and Outreach from birth through middle school. The team manages and provides reader's advisory and reference for children, youth, parents and teachers, youth and young adult book displays, public internet computing, afterschool activities, Baby Time, Toddler Time and Story Time early literacy programs and other programs and outreach for youth, including Summer Reading.

Governance and Supporting Organizations

There are three boards that work together to support the function of the library.

Teton County Library Board

Public library boards were created by state statute. Library board members are appointed by the County Commissioners and serve without compensation. Board members have fiduciary responsibility for the library's funds, appoint the Library Director, set policy, and determine strategic directions for the library. The County Commissioners approve the library's annual budget. Library staff are employees of Teton County. The library board generally meets once a month and meetings are open to the public.

Teton County Library Foundation

The Teton County Library Foundation is a separate nonprofit organization governed by its own board of directors, which includes liaisons from the Library Board and Friends Board. The Foundation secures and stewards resources to help support the library by funding requested enhancements to library core services. Such enhancements include author visits for children, teens, and adults; structured after-school activities; Library Summer Fun; college prep assistance; expanded collections of library materials; public technology; and much more.

Teton County Library Friends

All volunteers at the library are Friends. The Teton County Library Friends support the library's mission through volunteerism, the contribution of earned revenue from the Friends Book Nook, and initiatives that get books into the hands of readers. The Teton County Library Friends is a separate nonprofit organization governed by its own Board of Directors, which includes liaisons from the Library Board and Foundation Board. Friends' volunteer activities include operating the Friends Book Nook used book store, providing staffing for the Volunteer Income Tax Assistance program, delivering donated books throughout the community, providing hospitality, and assisting at children's and craft programs.

Library Support: A Public Private Partnership

The library benefits from a public private partnership, with Teton County funding core library operations (facility, staff, collections), the Library Foundation funding enhancements (see above), and the Friends providing volunteer support and revenue generated from the Book Nook that supplements Foundation funding. About 85% of the library's operating revenue comes from the county, and the other 15% comes from contributions made to the Foundation and the Friends.

II. Volunteer Service

Purpose

Teton County Library encourages volunteerism as an important way to involve members of the community in the activities of the library. Through involvement in the library, volunteers are ambassadors for the library, encouraging community member use of the library, volunteerism, and support for the library.

Role of Volunteers

Volunteers are a valuable resource for Teton County Library. Volunteers will be given assignments meaningful to their skills and interests, effective direction to support the work and mission of the library, and recognition for the work they accomplish. In return, volunteers should actively perform their duties to the best of their abilities, volunteer at assigned times, and follow the policies and procedures of Teton County Library.

Benefits of Volunteering at Teton County Library

- An opportunity to contribute to your community and become involved with a vital community organization
- A sense of purpose, accomplishment, and satisfaction in a job well done
- Opportunity to gain work experience for future jobs
- Opportunity to share your experience and skills
- Opportunity to make new friends
- No library fines for overdue materials during volunteer tenure (excludes lost or damaged fees and interlibrary loan charges)
- Receive recognition and appreciation

Benefits of Volunteers to Teton County Library

- Ability for the library to enhance its level of service
- Receive new and fresh ideas and community input
- Strengthen community relationships
- Enhance the organization's image in the community by demonstrating volunteer support
- Invested community members who can "spread the word" about the library's vital role

What You Can Expect from Teton County Library

- To be offered suitable and engaging assignments, balancing the library's and the volunteer's needs and interests
- To be provided a clear position description and to receive job-specific training
- To be provided an orientation to the library and training on your volunteer assignment
- To be welcomed to make constructive suggestions regarding volunteer assignment and positions
- To be recognized for services provided
- To be treated respectfully by staff and fellow volunteers as a team contributor

Responsibilities of Volunteers

- To have respect for library staff, patrons and volunteers
- To understand and follow library policies and procedures
- To approach all assignments with eagerness, openness and sincerity
- To cooperate as a team member with staff
- To complete assignments according to direction
- To be punctual and notify the Volunteer Coordinator in advance of any absences
- To keep track of volunteer hours and fulfil attendance commitments
- To wear a name badge that identifies you as a volunteer
- To participate in any trainings required
- To say "no" if unable or unwilling to volunteer for an assignment
- To discuss satisfactions, dissatisfactions or any other concerns with the Volunteer Coordinator so that they may be resolved

Volunteer Appreciation

Annually, the Teton County Library Friends Board and the library hold a volunteer appreciation event. Throughout the year, other volunteer appreciation efforts and get-togethers may take place to bring library volunteers together, recognize volunteer efforts, and provide opportunities to meet and socialize with other volunteers.

III. How to Become a Volunteer

Volunteers

- Volunteers must be at least 14 years of age.
- Volunteers under age 18 need to have a parent or guardian sign their consent form.

Application & Interview

- For information about volunteer positions contact the Volunteer Coordinator at 307-733-2164, ext. 3255.
- Volunteer applications are available online at tclib.org.
- Once your application is received, the Volunteer Coordinator will contact you to set up an in-person interview to discuss possible volunteer positions.

Getting Started

Upon acceptance of a volunteer assignment, the Volunteer Coordinator will provide volunteers with electronic access or a print copy of the Volunteer Handbook. Volunteers will be asked to:

1. Sign and return to the Volunteer Coordinator the Acknowledgement of Receipt of the Volunteer Handbook and Release and Waiver of Liability.
2. Establish a Volunteer Profile on our online volunteer software system. We will provide an initial log-in. Once the profile is completed, new volunteers will be able to sign-up online for assignments.
3. Complete a Criminal Background Check – volunteers age 18 and older.

Orientation & Training

1. Orientation to the volunteer program and general procedures will be provided by the Volunteer Coordinator.
2. Volunteers will receive assignment-specific training by the library staff member, Friends board member, or another Friend volunteer serving as the supervisor for the assignment.

Communicating with Volunteers by E-mail

The Volunteer Coordinator will share information with you via email. All messages composed, sent or received by any person using county government provided equipment are the property of Teton County Government.

Acceptable uses of electronic communication:

- For volunteer and library business. Ensure that all communications are for professional reasons and do not interfere with his/her productivity.
- Abide by applicable Library and Personnel policies dealing with security and confidentiality. Avoid transmission of nonpublic customer or patron information.

Unacceptable uses of electronic communication:

- Sending or forwarding chain email, e.g., messages containing instructions to forward the message to others. This includes communication that requires the recipient to forward an email to a specified number of addresses in order to achieve monetary, philosophical, political, superstitious or other goal.
- Transmitting by sending, forwarding or resending any content that is offensive, harassing, fraudulent, or illegal.

IV. Helpful Information

- **Parking:** Parking is available in the library's north parking lot.
- **Attendance:** If you need to adjust your schedule, please contact the Volunteer Coordinator in advance so that a substitute may be arranged.
- **Dress Code:** Dress comfortably and appropriately for your volunteer assignment.
- **Time Keeping:** Please log your hours in the volunteer software program.
- **Name Badge:** So that we can greet you, please wear your name badge. You will find them in the donation sorting room.
- **Personal Belongings:** May be placed on hooks near the Volunteer Coordinator's desk or in the designated volunteer locker in the staff locker area.

Volunteers are responsible for conducting themselves in accordance with the library's policies and procedures. Below are excerpts that we ask you to understand and abide by:

Service at the Discretion of the Library

Teton County Library accepts the service of volunteers at the sole discretion of the organization. Volunteers understand that the library may at any time, for whatever reason, decide to release the volunteer if their work is deemed unacceptable or their skills do not fill a need in the library. As a courtesy, please notify the Volunteer Coordinator should you decide to resign from your volunteer position. The library reserves the right to accept court-ordered community service volunteers.

Safe Work Place Policy

Teton County Library maintains a safe workplace, free from any threat of physical violence, emotional abuse, or any form of intimidation. Weapons, explosives, or destructive material are prohibited. Any acts of vandalism, sabotage, or the threat of such acts will not be tolerated. Volunteers are advised to report any acts or threats of acts to their immediate supervisor.

Substance Abuse

For the mutual protection of employees, volunteers, visitors and others, the use, possession, transportation, manufacture, sale, or being under the influence of alcohol, narcotic drugs, or any controlled substance, while on library property or while engaged in library business will not be tolerated.

Smoke and Tobacco Free Environment

The use of all tobacco products, including but not limited to cigarettes, e-cigarettes, cigars, pipes and smokeless tobacco, is prohibited.

Conduct

Each volunteer is expected to exercise tact and diplomacy with the public, library staff and fellow volunteers. A "service oriented" attitude is of the utmost importance. Staff members are available for assistance.

- Greet the public in a friendly and professional manner.
- Be completely attentive to the question or transaction at hand and refer to library staff any questions you are unable to answer.

Confidentiality

No volunteer may use or permit others to use confidential information for the purpose of furthering a private interest or as a means of making a profit. All information obtained by virtue of volunteering shall be held in strictest confidence.

Reporting Injuries

Safety is imperative, and your assignment supervisor and/or the Volunteer Coordinator will provide you with guidance and instruction on taking measures to prevent injury. If you become injured, please report it immediately to your assignment supervisor and the Volunteer Coordinator.

Acknowledgement of Receipt

I acknowledge that I have received Teton County Library’s Volunteer Handbook. I understand that I am responsible for becoming familiar with its contents. I understand that this Handbook represents brief summaries of library policies, which are not all-inclusive and subject to change without prior notice. I understand that library volunteers serve at the sole discretion of the organization.

Volunteer Signature

Date

Release and Waiver of Liability

By signing below, I hereby release and hold harmless Teton County Library employees, board, suppliers/vendor/contractors, Teton County Library hosting or supporting organizations, their officers, officials, agents and/or employees with respect to any and all injury, disability, death, illness, loss or damage to person or property while acting as a volunteer onsite at the library or offsite.

I fully understand and acknowledge that by my participation in volunteer activities, and/or use of apparatus including vehicles, I hereby assume all risks and dangers and all responsibility for any losses, injuries, illness, and/or damages regardless of cause.

I understand and agree that this Release and Waiver of Liability covers each and every activity in which I participate while these activities are being done on behalf of Teton County Library.

Volunteer Signature

Date

Volunteer printed name

Volunteers under the age of 18 years must have a parent or legal guardian’s permission to volunteer for the library. Library staff will take no responsibility for minor volunteers should they decide to leave the volunteer assignment or library facility.

Parent or Legal Guardian Signature

Date

Parent or Legal Guardian printed name