

Lyons Regional Library District

VOLUNTEER HANDBOOK 2015

We thank you for your interest in volunteering at our library. Volunteering at your library is a great way to be a part of your community and support our mission. Volunteer opportunities may be limited while we are in our temporary location at 405 Main Street.

Mission of the Lyons Regional Library District

The mission of the Lyons Regional Library District is to provide access to quality resources and programs that serve the lifelong cultural, educational, informational, and entertainment needs and interests of people of all ages, abilities, and backgrounds within the Lyons Regional Library District.

Our History

Our library opened on October 18, 1977 in a historically refurbished train depot station. The train station was built from local Lyons red sandstone in 1885.

Lyons Regional Library District

On July 1, 2015 the Lyons Regional Library District took over operational management of the library from the Town of Lyons. This expanded its patron base from the Town of Lyons proper to a larger regional area.

Who is a Lyons Regional Library Volunteer?

A volunteer is considered any individual, 14 years or older, who assists with support work at the Lyons Regional Library without remuneration.

Note: Volunteers are not covered by Lyons Regional Library District workers' compensation insurance.

Volunteer Rights

- Be carefully interviewed and appropriately assigned with a clear and comprehensive job description
- Receive training appropriate to the volunteer position
- Be provided a safe environment, both physically and emotionally
- Receive feedback on your work
- Support for the volunteer position will be provided when asked for and when appropriate
- To receive recognition for your contribution through some form of appreciation

Expectations of Volunteers

- A criminal background check may be required
- Respect confidentiality of all patrons, volunteers, and staff
- Follow and respect the rules of the Lyons Regional Library District as well as those of the Town of Lyons and the State of Colorado
- Be committed to the volunteer position you have accepted through punctuality and responsible behavior
- Carry out the specified volunteer job description or let us know if the assignment doesn't meet your needs
- The Lyons Regional Library has the right to refuse or dismiss any volunteer

- Be willing to give feedback or participate in evaluations when asked
- Willing to be accountable and accept feedback
- Acknowledge and follow decisions made by the Director of the Lyons Regional Library District
- Undertake training for the accepted volunteer position
- Sign in and out of the library
- Notify your supervisor if you can no longer volunteer or complete assigned duties at assigned times such as advanced notification of vacations or illness

If you have any questions or suggestions, please contact Director Katherine Weadley at 303-823-5165 or by email at katherine@lyonsregionallibrary.com. Your feedback is always welcome and it helps us strengthen our program.

References

The Lyons Regional Library District Director and staff are allowed to verify the amount of time and dates a volunteer has served. Staff may also provide a reference for educational purposes. Staff cannot provide a professional reference.

Age

The preferred minimum age for volunteers is 14 years old. If a child younger than 14 would like to volunteer for an appropriate volunteer position, please email the Director at katherine@lyonsregionallibrary.com.

Personal Appearance

Volunteers, like library staff, represent the Lyons Regional Library District. All volunteers are expected to wear a volunteer lanyard when volunteering at the library. Volunteers should dress neatly in clean and presentable clothing. T-shirts with inappropriate messages and endorsements as well as revealing garments are not allowed. Volunteers must present a professional appearance to the public.

Attendance

The Director will work with individual volunteers to establish a mutually agreeable schedule. Volunteers are expected to abide by their schedule and to notify their direct supervisor in the event of a change. Habitual absenteeism may result in dismissal from the volunteer program.

Smoking

Smoking of any substance in any manner is not allowed inside the library.

As a volunteer of the Lyons Regional Library, I, _____, have read, understand, and agree to the responsibilities of being a volunteer as outlined in the volunteer handbook. I pledge to:

- Advance the mission and core values of the Lyons Regional Library District
- Arrive on time
- Do my best with the tasks assigned to me
- Accept supervision graciously
- Conduct myself in a manner befitting a representative of the public library
- Do my part to uphold the high standards of library service

I have read, understand, and agree to the responsibilities of being a volunteer as outlined in the Lyons Regional Library Volunteer Handbook.

I agree to abide by the following guidelines for confidentiality. I will not discuss a customer's library account. If I have a concern or question, I will bring it directly to my assigned supervisor or contact the Director.

Should a library customer voice a complaint, describe a conflict, or begin to discuss a problem with me, I will encourage that customer to discuss the issue with the Director. I understand that as a volunteer I am neither asked nor expected to address customers' individual concerns.

When participating in a library work environment, during conversations with library staff, I may learn confidential information about the library's customers (such as problem with accounts, lost items, overdue fines, borrowing habits). I will treat all information as confidential. I will not discuss it with others.

I agree to maintain the highest level of discretion in regard to confidential information, files, or personal data on library customers and staff. At no time will I discuss confidential information, files, or personal data with other volunteers or customers.

I understand that volunteers are not covered by Lyons Regional Library District's workers' compensation.

As a volunteer I understand that the handbook is not all-inclusive but is intended to provide me with a summary of volunteer expectations.

Volunteer Signature

Date