



McKinney Public Library

Volunteer Handbook 2010

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,

Beth Scudder,
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

MONDAY THROUGH THURSDAY 10 AM TO 9 PM

FRIDAY AND SATURDAY 10 AM TO 6 PM

SUNDAY 1 TO 5 PM

JOHN & JUDY GAY LIBRARY

6861 W. Eldorado Parkway

TUESDAY 12 PM TO 8 PM

WEDNESDAY THROUGH SATURDAY 10 AM TO 6 PM

CLOSED SUNDAY & MONDAY

VOLUNTEER JOB OPPORTUNITIES

Adopt A Shelf Program:

Maintain shelves in correct alphabetical or Dewey Decimal order. Shelves can be checked and straightened each week at the volunteer's convenience.

After School Program:

Assist with the After School program, assembling crafts and coordinating activities.

Genealogy Assistants:

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

One-Time Projects:

As needed for one-time events or projects.

Summer Reading Program:

June and July. Help with children's activities and programming. Shelve and clean Children's books.

Story Time:

Story Time consists of short programs using books, a flannel board story, finger plays, rhymes, and simple songs. Programs are Mondays through Wednesdays mornings. Assistants needed.

Family Story Time:

Evening story time. Bilingual is helpful but not necessary. Assistants needed to help with the children.

Language Classes:

Teach English to non-English speakers in a fun group environment with emphasis on conversation. Teachers and children's helpers needed.
Teach Spanish to English speakers in a group class.

Magazine Exchange: Monitor the exchange, provide help to patrons. Straighten and sort magazines as needed.

QUALIFICATIONS OF A VOLUNTEER

The volunteer program is open to persons 14 years or more of age 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 persons ages 18 years and older 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 mode. A Courtesy Phone is located near the Circulation Desk in the lobby.

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 could result in dismissal from our volunteer rolls.

INSURANCE: The City of McKinney does not provide 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 as soon as possible. Re-scheduling of volunteer hours must be pre-approved by the supervising supervisor.

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.

VOLUNTEER GUIDELINES

Sign in and pick up a volunteer button upon arriving and report to your supervisor.

Be courteous and polite to library staff and fellow volunteers.

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, short shorts or shirts with excessive logos.

Headphones are not permitted.

Become familiar with library rules and observe all guidelines.

Report to the designated staff member and/or supervisor when finished.

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

Operator.....0

Elfi Roberts, Volunteer Coordinator...972 547-7336; eroberts@mckinneytexas.org

VOLUNTEER RIGHTS AND EXPECTATIONS

AS A VOLUNTEER, YOU HAVE A RIGHT TO EXPECT

- Clear and specific directions at all times
- On-going training and supervision
- Recognition of accomplishments
- A working relationship with staff
- Feedback and suggestions from supervisors

AS A VOLUNTEER, YOU AGREE TO:

- Perform assignments effectively
- Report for duty promptly
- Notify the supervisor staff member of the department to which you are scheduled when unable to report for duty.
- Participate in training and accept supervision
- Provide feedback
- Maintain confidentiality
- Observe the organization's guidelines
- Give adequate notice of volunteer resignation