



# Volunteer Handbook

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ESTES VALLEY  
LIBRARY

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# Introduction

## Letter from the Director

Thank you for being an *essential* part of the Estes Valley Library, a library designed for serenity and exploration, just like the beautiful mountains that surround us. We hope you will quickly feel at home, and find your volunteer experience with us both satisfying and rewarding.

We need the best talent around to keep our fantastic library running in top shape, and we are grateful that you wish to be a part of one of the most well-established and successful volunteer programs in town. There is a combination of creativity, energy, and passion for making our library among the very best small libraries in Colorado, possibly even in America.

Your contribution to the library is immensely important. Some volunteers play a key role in ensuring that everything is in its place, running smoothly and looking beautiful every day. Others teach neighbors how to read, deliver materials to the homebound or how to use digital devices. Our patrons have come to experience the best and our service ethic delivers it.

Thank you for caring enough about the community to offer your time and talent to the public library.

*Claudine Perrault*

## Mission, Vision and Values

The Estes Valley Public Library District's **Mission** is to bring people, ideas and opportunities together for the enrichment of our community.

Our **Vision** is a literate, informed and enriched Estes Valley.

Every one of us upholds the Library's **Values**:

### **Service.**

*Deliver high-quality, dedicated and friendly service that is responsive to the needs of our community in a warm and inviting environment.*

### **Intellectual Freedom.**

*Provide uncompromising access to a full range of information, allow for open discussion of different points of view, and protect the privacy and confidentiality of information-seekers.*

### **Community.**

*Treat our customers and each other as neighbors and friends - with compassion, courtesy, fairness, and respect.*

### **Curiosity.**

*Honor each individual's interests and questions about the world, and encourage exploration, investigation, and learning through all that we offer.*

### **Accountability.**

*Make the most efficient and effective use of taxpayers' and donors' funds committed to our care, and be accountable for all our actions at all levels.*

## Purpose of Volunteer Program

The Library's volunteer program is designed to recruit and train community volunteers to support paid staff in accomplishing the Library's mission, vision and values.

A volunteer performs tasks for the Library without wages, benefits or compensation. Their services enhance, rather than replace, staffing. They aid the Library to make the best use of its fiscal resources and to help connect the Library to other community groups and organizations. In addition, volunteers are valued advocates for the Library in the community.

# Volunteer Involvement

## Rights of Volunteers

Volunteers have the right to:

- be given appropriate assignments according to skills, availability, and training.
- receive appropriate orientation and training for any assignment accepted.
- receive clear instructions/guidelines about assigned tasks.
- be provided with proper supplies and work space.
- say “no” if unable or unwilling to volunteer for an assignment.
- receive regular feedback about performance.
- be treated as a respected member of the work team.
- be informed of any changes in policies or procedures.
- be given appropriate expressions of appreciation and recognition.
- express their opinions and ideas on their volunteer experience or the volunteer program.

## Responsibilities

Since volunteers are recognized by the public as representatives of the Library, all volunteers shall be guided by the same performance and behavior standards as paid staff and shall abide by all Library policies. Volunteers are expected to follow procedures and rules and to know their assigned duties. Volunteers may be asked to participate in an evaluation process.

All volunteer tasks must aid the Library in achieving its goals and objectives, and be consistent with the purpose and intent of the volunteer program.

## Application Form and Information Updates

All new volunteers will be asked to complete an Application Form. Every volunteer will be asked to complete an Information Update Form every 3 years.

## **Interviews & Background Checks**

Volunteers applying for regularly scheduled positions or who will be working with vulnerable populations or without direct staff supervision, will be required to go through an interview and complete a criminal background check. Any expense incurred with a background check will be the responsibility of the Library. The Library may request a new background check every 3 years, especially for those working with vulnerable populations.

## **Orientation**

All volunteers must attend orientation. This may take the form of a video or group session or individual session with the Volunteer Coordinator and/or job supervisor or a combination of these. Orientation will cover building safety, library policies and practical items related to volunteering.

## **Training**

Each volunteer will receive specific training for the task to which they are assigned. The training will be done by the job supervisor or other designated staff person. The volunteer may be required to attend future training to update skills and procedures.

When approved by the Library Director, the Library will pay for fee-based volunteer training, necessary travel expenses and conference expenses when those directly benefit the Library.

## **Recognition**

The Library shows recognition for volunteer services in a variety of ways. These may include, but are not limited to, the organizing of special volunteer events as well as the giving of individual awards based on number of hours worked, years of volunteer service and/or impact on the organization. Recognition may also be given to service clubs or businesses as a group for total number of hours served or impact on the organization.

A good way to think of recognition is: "respect made visible". The Library is grateful for your service.

# Patron Service

## Principles of Patron Service

Patron service is one of the hallmarks of the Estes Valley Library. The Library strives to provide a superior level of service to all its patrons.

As a member of the volunteer team, you will be expected to maintain the same high service standards and treat each patron with courtesy and respect and without any form of prejudice including that based on race, color, national origin or ethnicity, gender, sexual orientation, age, political affiliation, religion or disability.

## Patron Privacy

The privacy of patrons of the Estes Valley Library is protected by the Colorado Revised Statutes (CRS 24-90-119).

Library volunteers will consider a patron's presence in the Library, attendance at Library programs, materials borrowed and all other patron records as being confidential and protected by law. Volunteers agree not to share any of this information except with Library staff when necessary for the operations of Library business.

# Conduct & Ethics

## Staff Relationships

As a volunteer you are part of a dedicated team of staff and volunteers. The same courtesy and respect which are the hallmark of patron service, are also the basis of team relationships.

## Conflict Resolution

Sometimes, despite our best efforts, there are misunderstandings. If you have a grievance or dispute with a co-worker, please first try to resolve it in private with the person in question. If you are unsuccessful at coming to an understanding, you may bring the situation to your supervisor or to the Volunteer Coordinator. Gossip at all times is strongly discouraged. Please keep any personal information concerning a co-worker confidential.

Library Management will decide in its judgment what action would most effectively take care of any problem that may arise.

## Harassment

The Library maintains a working environment free from unlawful harassment. If any volunteer believes that he or she is being unlawfully harassed, he or she is encouraged to report any incident to the Volunteer Coordinator or the Library Director.

## Dress Code

Volunteers are expected to dress neatly and appropriately for the work they are performing so as to present a positive appearance while providing service to the public.

## Name Tags

Volunteers are to wear their name tags whenever conducting library business. Name tags are obtained from the Volunteer Coordinator. Please remember that when wearing a Library Volunteer name tag, you are representing the Library and its mission and values.

## **Attendance in the Workplace**

If a volunteer will be late for an assignment or absent from his or her duties, the volunteer is expected to inform their supervisor as soon as possible. For vacations or other longer absences, 2 weeks' notice is requested so a substitute can be found when necessary.

## **Smoking**

The Estes Valley Library is a smoke-free workplace.

## **Drug & Alcohol Abuse**

Alert and rational behavior is required for the safe and adequate performance of job duties. Therefore, working after the apparent use of alcohol, a controlled substance or abuse of any other substance is prohibited.

On special occasions, the Board of Trustees may approve the serving of alcoholic beverages on Library premises. Volunteers may also be in a job-related event where alcohol is served, such as at conferences, service club or dinner meetings. In these situations, standards are modified to allow consumption of such beverages as long as the volunteer is consistent with safe and professional performance of duties. As a representative of the Library, inebriation is never acceptable.

The Library considers a violation of this policy to be a major offense that can result in a referral for criminal prosecution, and/or disciplinary action up to and including immediate termination.

## **Termination of Service**

Both the Library and the Volunteer have the right to conclude service at any time. Volunteers who decide to end their work at the Library are requested to provide 2 weeks notice in writing, identifying their departure date and specifying the reason for resignation.

At termination, the Volunteer Coordinator will conduct check-out procedures.

# Safety & Security

## Signing In

Volunteers working in the Library building are expected to sign in when they arrive and sign-out when they leave. In this way, there is a record of volunteers working in the building in the event of an emergency.

## Emergency Procedures

In case of a fire or other building emergency, please exit the building immediately by the nearest exit and gather with other staff and volunteers at the north-east end of the parking lot.

Volunteers are expected to familiarize themselves with emergency exits, panic buttons and fire extinguishers. Safety training will be included in each new volunteer orientation.

## Safe Practices

The Library is committed to a safe work environment for volunteers, staff and patrons. Report unsafe practices or conditions to a supervisor or to the Volunteer Coordinator.

## Liability Coverage

The Library provides liability coverage for property damage and/or bodily injury to others which results from the performance of volunteers, and to the volunteers themselves, when the Library is negligent. Only the volunteer's own auto coverage will cover auto claims.

## Injury

If you are injured on the job you must immediately inform your supervisor and report this fact in writing to the Volunteer Coordinator using an Incident Report Form.

# Practical Information

## Recording of Hours

All volunteers are required to track the number of hours they work, whether in the Library building or off-site. Hours are reported on a monthly basis to the Volunteer Coordinator.

The Library shares a total of all volunteer hours in our Annual Report to the Community. The hours worked are tabulated and used to reflect an estimated monetary value of those hours in many reports. It is also an invaluable aid in applying for grants.

## Parking Permits

A limited number of volunteer parking spaces are available in the parking area behind the library. They are marked "Reserved for Library Volunteer". Please ask the Volunteer Coordinator for a parking pass to hang in your window when parking on library business. Parking passes are only to be used when volunteering in the library building. They are not to be used for parking when on personal business. Parking in these designated spots without displaying a Library volunteer parking pass may incur a citation from the police.

## Holiday Closures

The Estes Valley Library will be closed on the following days:

- New Year's Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and Day After Thanksgiving
- Christmas Eve and Christmas Day

## Unscheduled Closures

On rare occasions, the Library will close due to inclement weather or network interruptions. These updates can be found on the Library's website.

## Income Tax Deductions

Various tax benefits may be available for volunteers under the general charitable contribution of the Internal Revenue Code. Be sure to check with your attorney or accountant for more information. A complete description of federal tax deductions for volunteers can be obtained from your local IRS office.

## Contact

For further information about the volunteer program, please contact the Volunteer Coordinator at: [volunteer@estesvalleylibrary.org](mailto:volunteer@estesvalleylibrary.org) or 970 586 8116 x 838.

# Volunteer Acknowledgement

I have received a copy (digital or print) of the volunteer handbook dated **June 2018**. I have read, understood and agree to its contents.

Furthermore, I acknowledge that:

- This handbook is not all-inclusive, but is intended to provide me with a summary of some of the Library's guidelines.
- The need may arise to change the guidelines described in the handbook. The Library therefore reserves the right to interpret them or to change them without prior notice.

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**Volunteer Name**

**Volunteer Signature**

**Date**

# Appendix

## Volunteer Application Form (online)

### *Personal Information*

Last name: \_\_\_\_\_ First name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Street address: \_\_\_\_\_

\_\_\_\_\_

Mailing address (if different): \_\_\_\_\_

E-mail address: \_\_\_\_\_ Tel #: \_\_\_\_\_

Volunteer position applying for: \_\_\_\_\_

Briefly describe your any skills, education, interests, and experience that may meet the needs of the library and the position for which you are applying:

Describe your computer skills: \_\_\_\_\_

What do you hope to gain from the experience of volunteering:

**References and Background**

Name \_\_\_\_\_ Tel #: \_\_\_\_\_ Relationship: \_\_\_\_\_

Name \_\_\_\_\_ Tel #: \_\_\_\_\_ Relationship: \_\_\_\_\_

**Emergency Contact**

Name: \_\_\_\_\_ Ph #: \_\_\_\_\_

Relationship to applicant: \_\_\_\_\_

**Agreement**

Please read the following statement and mark the checkbox below:

*I am interested in serving as a volunteer at the Estes Valley Library (the Library). I understand that the Library shall have no obligation to pay volunteers compensation or benefits, including but not limited to health insurance, pension benefits, or vacations. The Library shall not be obligated to cover volunteers with workers' compensation or other insurance coverage. I will hold the Library harmless should any unforeseen incident or circumstance occur while I am working as a volunteer. As a volunteer, I understand that I may be asked to complete a simple CBI (Colorado Bureau of Investigations) background check. I have read and agree to the Library's Volunteer Policy. I give the Library permission to contact the references listed on my application. I understand that the Library may conclude services at any time.*

*Statement of Agreement: I have read and agree to the above statement and I testify that all information contained in this application is accurate.*

Signed \_\_\_\_\_ Date \_\_\_\_\_

Estes Valley Library  
PO Box 1687/335 E. Elkhorn  
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# Incident Report Form

(Original form to Director)

Incident \_\_\_\_\_ Today's Date \_\_\_\_\_

Person Reporting Incident \_\_\_\_\_

Time of Incident \_\_\_\_\_ Date of Incident \_\_\_\_\_

Type of Incident \_\_\_\_\_

Description of Incident \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Use back of page if additional space is needed)

Name(s) of Person(s) Involved \_\_\_\_\_

Address \_\_\_\_\_ Phone # \_\_\_\_\_

Contacts Made (e.g. Fire Department, Police, Staff/Supervisor)

\_\_\_\_\_

Name and Badge Number of Police Officer (if contacted) \_\_\_\_\_

Signature of Person Reporting

Supervisor's Signature

\_\_\_\_\_

\_\_\_\_\_



# Information Update Form

## **Personal Information**

Last name: \_\_\_\_\_ First name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Date of birth: \_\_\_\_\_

Street address: \_\_\_\_\_

\_\_\_\_\_

Mailing address (if different): \_\_\_\_\_

E-mail address: \_\_\_\_\_ Tel #: \_\_\_\_\_

## **Emergency Contact**

Name: \_\_\_\_\_ Ph #: \_\_\_\_\_

Relationship to applicant: \_\_\_\_\_

## **Agreement**

Please read the following statement and mark the checkbox below:

*I intend to continue to serve as a volunteer at the Estes Valley Library (the Library). I understand that the Library shall have no obligation to pay volunteers compensation or benefits, including but not limited to health insurance, pension benefits, or vacations. The Library shall not be obligated to cover volunteers with workers' compensation or other insurance coverage. I will hold the Library harmless should any unforeseen incident or circumstance occurs while I am working as a volunteer. As a volunteer, I understand that I may be asked to complete a simple CBI (Colorado Bureau of Investigations) background check. I have read and agree to the Library's Volunteer Policy Handbook. I understand that the Library may conclude services at any time.*

*Statement of Agreement: I have read and agree to the above statement and I testify that all information contained in this application is accurate.*

Signed \_\_\_\_\_ Date \_\_\_\_\_

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