



PENN YAN PUBLIC LIBRARY

VOLUNTEER HANDBOOK

2011 EDITION

LIBRARY:

Penn Yan Public Library
214 Main Street
Penn Yan, New York 14527-1796
www.pypl.org

TELEPHONE:

315-536-6114

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LIBRARY DIRECTOR:

Lynn Overgaard

REFERENCE LIBRARIAN:

Shawn McConnell

SENIOR CLERK:

Sandra K. Hullings

VOLUNTEER COORDINATOR:

Sandra K. Hullings

YOUTH SERVICES COORDINATOR: Sarah Crevelling

HOURS:

Mon-Fri 9-7:30
Saturdays 9-1

HOLIDAYS CLOSED:

New Year's Day
Martin Luther King Jr. Day
President's Day
Memorial Day
Fourth of July
Labor Day
Columbus Day
Veteran's Day
Thanksgiving
Christmas Eve - close 1 PM
Christmas
New Year's Eve - close 1 PM

WELCOME The Penn Yan Public Library welcomes you as a volunteer member of the library staff and hopes your association with the library will be a mutually gratifying experience.

This handbook has been designed to acquaint you with your rights and responsibilities and to serve as a guide to the operation and procedures of the volunteer program.

THE PENN YAN PUBLIC LIBRARY

HISTORY

The library in Penn Yan has been serving the public for over 100 years. The roots of the Penn Yan Library go back to the Washington Club, a literary club formed in 1833. A library club was formed in 1884 and supplied the first trustees of the library in 1895. In 1954, when the school district was reorganized, the library became a central school district public library and received an absolute charter from the Board of Regents. In 1962, the library joined the Southern Tier Library System. The library is chartered to serve the Penn Yan School District. A nine member Board of Trustees whose primary goals are to continue and enhance the operations of the Penn Yan Public Library and ensure that the services of the library are provided to our community governs the library.

OBJECTIVES OF THE LIBRARY

The Penn Yan Public Library provides up-to-date and popular materials to meet the informational and recreational needs of community members. Emphasis is placed on space, materials and programs for preschoolers and the general population. The library serves as a place where people of all ages can find enjoyment and help with the problems and projects of everyday living.

CONFIDENTIALITY

The Penn Yan Public Library believes that all library users have the right to confidentiality in their dealings with the library.

Since 1988, New York State law (CPLR #4509) has required that all library records remain confidential.

VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are considered members of the library staff and have the following rights and responsibilities.

The library agrees to:

1. evaluate all applications for suitability to library environment.
2. retain the right to accept or deny applications.
3. assign available jobs or file application for later consideration.
4. evaluate volunteers on their performance, and the standards for such performance will be made known to them.
5. retain the right to release volunteers if their performance or expectations are not in keeping with the library's needs and best interests.
 - a. Grievance Procedures are:
 - discuss the problem and document in file
 - give deadline for improvement or termination
6. provide orientation and introductions to staff and other volunteers, if possible.
7. give clear guidance about who will supervise and how much authority the volunteer has.
8. provide a clean and safe work environment free from unlawful or unethical discrimination or exploitation.
9. treat volunteers as an important part of our staff with courtesy and respect.
10. pay attention to and consider any ideas you may have.
11. recognize your accomplishments.
12. maintain a file for each volunteer for future reference.
 - a. file to include: interview application, job description, contract, notes and comments, exit interview and evaluation.

As a volunteer you agree to:

1. have a library card in good standing. (no fines or stops)
2. be dependable; by reporting to work at agreed upon times.
The library depends on you for the tasks you have agreed to do in the time you agreed to do them. Chronic lateness or absence may result in termination of your services. In the case of a planned absence you must give your supervisor adequate notice, so that schedules may be re-arranged.
3. notify the volunteer coordinator of any change in address, telephone number or name, so that records may be updated.
4. conduct yourself in a business-like manner at all times; and dress appropriately for a business environment.
As staff members, volunteers are public relations officers of the library.
5. refer all patron assistance to a staff member. All transactions of the library are confidential.
6. wear your "Library Volunteer" badge each time you work. The badge is to remain in the library at all times for shared use.
7. limit your socialization with the library staff and friends and relatives. Casual friendliness is desirable, but too much socialization / conversation will hinder the smooth operation of the library. Always report to work alone, ready to go to work.
8. discuss any work related problems with your supervisor or the volunteer coordinator
9. sign in each time you report to work and sign out when leaving. Taking all personal belongings with you.

Volunteer Job Descriptions 05-07

Shelf reading and dusting

Hours: Flexible

Supervisor: Director of Customer Service

Keeping the books in order is a critical job. Books which are not in their proper spot are impossible to find when needed. By reading, dusting and straightening the shelves this volunteer helps keep the library looking neat and attractive.

Summer program helper

Hours: flexible during May, June and July

Supervisor: Director of Youth Services

This volunteer will help the youth services staff prepare and carry out the summer program by helping to create booklists and plan and set up bulletin boards and displays. This person may help provide extra support and supervision at programs.

Gardener

Hours: As needed

Supervisor: Executive Director

This volunteer will work throughout the growing season to ensure that the back garden is weeded and well maintained. Some funds are available for annual plants.

Youth Services Bulletin Board

Hours: Once a month, but flexible

Supervisor: Director of youth Services

Each month, this volunteer will plan and set up a new display on the children's bulletin board by the back stairs. The display must be well thought out, appealing, and professional looking. Plans for the bulletin board must be okayed by the Youth Services Coordinator in advance. Materials will be supplied.

Display extras

Hours: scheduled but variable

Supervisor: Executive Director or Director of Youth Services

This volunteer could work in either the adult and youth services sections, and use his/her creativity to add extra pizzazz to regular displays.

Indoor plants

Hours: Regular or flexible

Supervisor: Executive Director

This volunteer would be responsible for maintaining the indoor plants. This would involve trimming, repotting, and/or adding seasonal plants with available funds. Some of the work might require working offsite due to lack of library space. Regular watering of all plants could be part of the job or could be done by library staff with written instruction.

Suggested reading bookmarks

Hours: Flexible

Supervisor: Executive Director or Director of Youth Services

This volunteer would be responsible for creating topical bookmarks with suggested readings. The topics of the readings would be as desired with the OK of the supervisor. Some familiarity with the catalog, Novelist and other reference sources is needed.

Seasonal Decorations

Hours: Flexible

Supervisor: Executive Director or Director of Youth Services

The person taking this job would be responsible for putting up general seasonal decorations, such as garlands at Christmas. The decorations would be proposed by the volunteer with OK of the supervisor. Due to lack of display space some creativity will be required as well as coordination with others.

Improving fiction bibliographic records

Hours: flexible but when workstation available

Supervisor: Acquisitions -Specialist

This job requires some previous library training and an understanding of MARC records. It will require fairly lengthy training time so the volunteer who is interested must be prepared to do the work for a reasonable amount of time.

Indexing local materials

Hours: Flexible

Supervisor: Director of Research

This volunteer would work with a laptop computer indexing books or periodicals of local interest.

Depreciation spreadsheet

Hours: Flexible

Supervisor: Executive Director and/or bookkeeper

Using Excel, this volunteer will create a depreciation list of library capital additions. The list of current depreciation will be based on the list created for the annual review and on library records. Once the list is set up, it will only need updating annually.

Distribution of Posters & Flyers

Hours: Flexible

Supervisor: Director of Research or Director of Youth Services

This volunteer would be distributing posters and/or flyers for library programs to local businesses or community organizations for display. Many places will let you display them, but you actually have to hang them yourself, should also go back after program to take them down.

ARRIVAL AND DEPARTURE PROCEDURES

ARRIVAL:

1. Leave your personal belongings
(coat – outside of program room on upper level),
(purse or personal items may be left in the office near circulation desk)
2. Sign in on the weekly time sheet on bulletin board in circ office.
3. Put on a volunteer badge
4. Report to your supervisor

DEPARTURE

1. Report to your supervisor
2. Remove volunteer badge
3. Sign out on weekly time sheet
4. Retrieve any personal belongings. No personal belongings are to be left at the library