

# **Whitehall Public Library Volunteer Handbook**



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Pittsburgh, PA 15236

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**[www.whitehallpubliclibrary.org](http://www.whitehallpubliclibrary.org)**

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## **Welcome Library Volunteer!**

We are happy that you are volunteering for the Whitehall Public Library. We rely upon the support and hard work of our dedicated volunteers in order to maintain the highest standard of customer service for our patrons, both here in the library and out in the community. We are dedicated to our jobs and enjoy our work; hopefully you will find volunteering here to be a pleasant and rewarding use of your time.

Volunteer positions are designed to match a volunteer's skills, interests and schedule. Opportunities exist for volunteers to learn new skills, give back to the community, enjoy the appreciation of staff and patrons, and meet new people.

### ***Volunteering at the Whitehall Public Library will:***

- *Provide opportunities for volunteers to actively participate in, and make a meaningful contribution to, the operations of the Library.*
- *Provide volunteers with a positive, pleasant experience.*
- *Build public awareness of the services provided by Whitehall Public Library.*
- *Develop closer ties to the community served.*
- *Increase effectiveness of paid staff.*

## **Mission Statement**

The Whitehall Public Library is the community resource for education, exploration enrichment & enjoyment.

## **Library History: It all began with Volunteers!**

Just one month after the land for the Borough Building was purchased in 1961, Whitehall Council appointed a Board of Library Trustees. Shortly thereafter, a Friends of the Whitehall Library group was formed. They began a successful fund drive for the purchase of new books for the Borough's future library. Friends and Trustees acquired a basic list of 4,000 titles for use as ground work in forming the library's initial collection. So as you can see, it all started with a group of dedicated community volunteers!

## **What You Can Expect From the Whitehall Public Library**

### ***Whitehall Public Library volunteers have the right to:***

- Have a clearly defined job description for each assignment.
- Be given appropriate assignments according to skill interests, availability, and training.
- Receive adequate 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 something.
- Expect to be treated as a respected member of the work team.
- Expect to be informed of any changes in policies or procedures that may affect you.
- Be given appropriate expressions of appreciation and recognition.
- Be treated with respect and dignity.

Express their opinions and ideas. We welcome suggestions about assignments and the volunteer program.

--**NOTE:** All Volunteers are required to sign Volunteer Release of Liability and Emergency Information forms prior to beginning their volunteer service with the library—

## **Volunteer Policies & Procedures**

1. A volunteer is a person who performs tasks for the Whitehall Public Library without wages, benefits, or compensation of any kind.
2. Library volunteers are recognized by the public as representatives of the library and shall be guided by the same work and behavior codes as employees. Volunteers are expected to follow library policies and guidelines, particularly with respect to patron confidentiality. Library policies are located in the front desk's Circulation Services binder and online at <http://whitehallpubliclibrary.org/policies.html>
3. The Whitehall Public Library as well as the volunteer has the right to terminate a working association with the Library at any time; for any reason.
4. The Whitehall Public Library does not provide workers compensation coverage for library volunteers.
5. Books on Wheels volunteers must provide proof of current driver's license and insurance coverage. For those volunteers involved in book delivery, only the volunteer's own auto coverage will cover any automotive claims.
6. Volunteers must be twelve years of age or older. Volunteers under the age of 18 must provide a parent or guardian - signed consent form in order to perform volunteer service hours at the Library.
7. The Library does not accept volunteers for court ordered community service. Exceptions to this policy may be made at the discretion of the Library Director only.

### ***Attendance***

Once a volunteer has selected a work schedule, it is expected that they will be available at the agreed-upon time. Please notify the Volunteer Coordinator or Library Director as soon as possible if you are unable to volunteer.

### ***Emergency Contact Information***

For your own safety and protection, please fill out the attached emergency contact information sheet. This information will be used for emergency purposes only, and will remain confidential.

### ***Confidential Information***

***We have an obligation to our patrons to maintain their confidentiality and respect their privacy.*** As you work with the staff, you might be exposed to information of a confidential nature. Such information is not to be shared with anyone else including family, friends or acquaintances. No one is permitted to remove or make copies of any records, reports or documents.

### ***Emergency Procedures***

Volunteers are to immediately report any job-related injury, regardless of severity, to the Volunteer Coordinator, as she maintains the emergency contact information file.

In case of a fire alarm, all persons should evacuate the building immediately.

### ***Logging Time***

It is important for volunteers to log their hours each time they volunteer at the library. The chart is posted on the bulletin board outside of the director's office. Accurate and up-to-date records are important. This information is used for volunteer recognition and library reports.

**Thank you for volunteering at the Whitehall Public Library.  
We appreciate all that you do!**

Whitehall Public Library  
Volunteer Release of Liability

**Adult Volunteer:**

I, \_\_\_\_\_, do hereby fully and completely release the Whitehall Public Library, and its officials and employees from any and all claims, demands, and liability of every nature and description whatsoever and howsoever arising by reason of my being allowed to volunteer with the Library.

By my signature below, I verify that I understand the rights, responsibilities, and privileges of participation in the Library's volunteer program, and agree to hold harmless, release and indemnify the Whitehall Public Library, its officials and employees from all liability resulting from my participation in this program.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Child Volunteer:**

By my signature below, I verify that I am a parent or legal guardian of the Library volunteer and hereby consent to his/her participation as a Library volunteer. I also agree to indemnify, hold harmless and release the Whitehall Public Library, its officials and employees from any liability for property damage and/or personal injury resulting from his/her participation as a Library volunteer.

Signature of Parent or Legal Guardian required if volunteer is under 18 years of age

Parent Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Name of Volunteer: \_\_\_\_\_ Age: \_\_\_\_\_

Emergency Contact Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Relationship to Volunteer: \_\_\_\_\_

**Whitehall Public Library Volunteer Emergency Medical and Contact Information**

Volunteer Name:		
Street Address:		
City	ST	ZIP

<b>1<sup>st</sup> Contact:</b>	Relationship:
1st Phone #:	2nd Phone #:

<b>2<sup>nd</sup> Contact:</b>	Relationship:
1st Phone #:	2nd Phone #:

<b><i>Known allergies:</i></b>
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