

Multnomah County Library

**VOLUNTEER
SERVICES**

Handbook

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Multnomah County Library Volunteer Services

205 NE Russell St.
Portland, OR 97212

503.988.5731
libvols@multcolib.org
multcolib.org/volunteer

07.17

WELCOME TO THE LIBRARY

From Vailey Oehlke, Director of Libraries

Thank you for making a commitment to Multnomah County Library as a volunteer. With your help, we can expand and enhance library services. The library has always benefited from our citizens' civic engagement; over the years many volunteers have made significant contributions of time, energy and expertise.

Volunteers help at all library locations, Library Administration and The Title Wave Used Bookstore. Volunteers also bring skills, talents and their passion for libraries to many people in our community through our outreach programs.

I sincerely appreciate your gift of time and energy. On behalf of the library's staff and its citizen advisory board, I want to welcome you to Multnomah County Library.

VOLUNTEER SERVICES

Volunteer Services Mission

To engage community members in enhancing the services that Multnomah County Library provides at library locations and in the community.

Volunteer Services Office

We serve as a clearinghouse to help match volunteers to available opportunities. Our role is to support and channel volunteer efforts at the library's locations and outreach programs. We strive to facilitate successful, meaningful volunteer experiences so that community members can actively participate in providing library service to county residents.

Volunteer Services Office

205 NE Russell St., 97212 | 503.988.5731

Monday–Friday, 8:30 am–5:30 pm

multcolib.org/volunteer

Volunteer Rights & Responsibilities

Rights: What you can expect from the library

Appropriate placement: We want your placement to be a good match for your skills, abilities and interests.

Training: We offer various types of training related to the tasks of the volunteer position.

Supervision: You will have a supervisor that oversees your work, sets schedules, answers questions and provides training.

Feedback: Supervisors are encouraged to periodically provide feedback about your performance.

Documentation: Volunteer Services maintains records of your service to the library.

Support: Should any difficulties arise, we encourage you to communicate with your supervisor. If an issue is unresolved, contact Volunteer Services.

Recognition: You are a valued member of the library team, and you will be recognized for your contributions.

Responsibilities: What we expect from you

Dependability: We rely on you to make a regular volunteer commitment. Please notify your supervisor as soon as possible if you are unable to work your scheduled shift or need to make a scheduling change.

Commitment: Actively perform assigned duties to the best of your ability and fulfill commitments that you have accepted.

Teamwork: Be a team member by being honest about your skills, intentions and goals. If you have questions about your duties, communicate with staff.

Time sheets: For the purposes of insurance coverage, recognition and record keeping, you will be required to record your hours each time you volunteer.

Current contact information: Please notify your supervisor or the Volunteer Services office if any of the following change: name, address, phone number, e-mail address or emergency contact information.

Policy observance: Abide by all library policies and rules.

The Perks! Benefits of Volunteering for the Library

- Use your skills and develop new ones
- Receive letters of recommendation for exemplary work
- Learn about the inner workings of the library
- Receive the quarterly volunteer newsletter
- Meet interesting people
- Work in one of the most dynamic public library systems in the country
- Provide valuable service to the members of your community
- Be recognized for your service in a variety of ways
- You may be eligible for tax deductions; a number of tax deductions are available for volunteers under IRS code. For detailed information, check the IRS publication on Charitable Contributions.

Volunteer Policies

Attendance and time: Volunteer attendance is important to the operation of each library location and program. A volunteer will notify his or her supervisor in advance if unable to be present on a scheduled day. Volunteers are responsible for completing and submitting a monthly timesheet.

Change of volunteer placement: Volunteers may request a change in placement any time during volunteer service. Volunteers are encouraged to talk with their supervisor or the Volunteer Services office about other volunteer opportunities.

Computer, email and Internet usage: Computers, computer files, the email system, software furnished to a volunteer and the equipment, services and technology provided to access the Internet are library property intended for library business use. As such, the library reserves the right to monitor use of and access content of these services. At no time may any volunteer use the computers, email system, or the Internet in ways that are disruptive or offensive to others.

Confidentiality: Volunteers are expected to keep all personal information acquired while volunteering at the library confidential. A person's library record and information needs are private and confidential.

Conflict of interest: An MCL volunteer, acting in an official capacity, shall not take any action that would result in the volunteer's financial benefit. Volunteers cannot ask for or receive for themselves or for any member of their households, directly or indirectly, any monies or gifts from library patrons.

Cultural diversity/services: Volunteer Services values diversity and is committed to providing many volunteer opportunities for the library's diverse community. We strive to enhance library service with volunteers who are cross-culturally effective and represent a broad range of ethnic, linguistic, economic and cultural backgrounds.

Discrimination and harassment-free workplace: Multnomah County is committed to providing its employees and volunteers an excellent place to work, a workplace in which all individuals are treated with respect and dignity and that is free of illegal bias, prejudice and harassment. We are committed to creating and maintaining an environment in which each person is respected and valued and where all can contribute.

Dismissal of a volunteer: Volunteers that do not adhere to the rules and procedures of the library or that fail to satisfactorily perform their volunteer assignments are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to communicate with supervisory staff.

Dress code: Personal cleanliness and neatness are required of all volunteers. Clothing with pictures or messages that may be offensive to others cannot be worn. Volunteers that are directly working with library materials are encouraged to wear closed-toe shoes.

Driving a vehicle: If a volunteer is authorized to operate a library vehicle in the course of assigned volunteer work, or if a volunteer operates his or her own vehicle in performing volunteer work, the volunteer will be considered responsible for any accidents, fines or traffic violations. Volunteers who use their vehicle or a Multnomah County vehicle for library business will need to provide verification of a valid driver's license.

Drug-free workplace: MCL provides a drug-free, healthy and safe environment. While on MCL premises and while conducting MCL-related activities off MCL premises, a volunteer may not use, possess, distribute, sell or be under the influence of alcohol or illegal drugs.

The use of prescribed drugs is permitted during volunteer service only if it does not impair the volunteer's ability to perform the essential functions of the volunteer position safely. A volunteer must advise his or her supervisor if taking any prescription or over-the-counter drug which could adversely affect safety or performance.

Emergency closings: MCL strives to ensure the safety of all volunteers. In the event of inclement weather, a volunteer may choose not to work and is responsible for contacting his or her supervisor. To find out whether any libraries have been closed due to inclement weather, volunteers should call the library's emergency closure information line, 503.988.5425.

Employment: MCL is a civil service hiring organization, and individuals seeking employment must follow the screening steps that lead to employment. Volunteer work does not guarantee a future paid position with MCL, nor does it confer any preferred status for hiring purposes.

Equal employment opportunity: Multnomah County's policy of Equal Employment Opportunity applies to volunteers as well as paid employees. Volunteer Services upholds this policy, giving consideration to all qualified applicants without regard to race, religion, color, national origin, sex, age, marital status, physical or mental disability, political affiliations, sexual orientation, gender identity, source of income, familial status or any other basis prohibited by applicable federal, state and local laws or internal rules. Reasonable accommodation and/or assistance will be provided for individuals with disabilities who meet volunteer qualifications.

Insurance coverage: Volunteers are covered by Workers' Compensation while volunteering for the library. A volunteer must report an on-the-job injury or illness to staff immediately. Incidents not requiring medical treatment should be reported as well.

Media: Volunteers are not to have contact with the media or its representatives in regards to a library issue without approval from the Marketing & Communications Director or the Director of Libraries. The media is defined as, but not limited to, people and sources related to television, radio, newspapers, magazines and new media/Internet services.

Name badges: Volunteers will be given a badge and are required to wear it while volunteering. Volunteers should remove badges when their shifts are over.

Resignation: MCL recognizes that it may become necessary for a volunteer to leave a position with the library. A volunteer should provide his or her supervisor with as much advance notice of resignation as possible.

Safety and security: Library volunteers are an extra set of eyes and ears for staff. If a volunteer observes any unusual behavior or feels someone has violated a library policy, he or she should notify staff immediately. A volunteer should not come in contact with the violator, just be a good witness.

Service commitment: Volunteers commit to a minimum length of service to the library. Most positions require a three- to six-month minimum commitment. Many volunteers chose to continue their service on an ongoing basis.

Training: Volunteers receive training as part of their volunteer service with the library. All volunteers must complete an orientation. On-the-job or specific training will be provided along with additional training, depending on the volunteer's duties.

Volunteer information: Volunteer Services maintains records with volunteer contact information. Volunteer Services does not share these records with other organizations. A volunteer must notify his or her supervisor or Volunteer Services of any changes, including name, address, telephone number, e-mail address, and emergency contact.

Youth volunteers: Volunteers under 18 must have written consent from a parent or guardian before volunteering.

Volunteer Conduct

Volunteers are expected to follow library behavior policies and rules of conduct that protect the interest and safety of volunteers, staff and library patrons. The following are some examples of inappropriate conduct that could lead to dismissal:

- Willful violation of any library rule or policy
- Theft or inappropriate removal or possession of Multnomah County Library materials, equipment or other property or that of any volunteer, staff, or patron
- Altering MCL reports or records
- Lack of cooperation or other disrespectful conduct
- Inappropriate use of telephones, computer equipment or systems, email, fax, etc.
- Unauthorized disclosure of MCL proprietary or confidential information
- Unsatisfactory performance or conduct
- Excessive tardiness or absenteeism

A volunteer is expected to engage in activity within the scope of his or her volunteer duties as outlined in the position description. Activities that go beyond that scope are prohibited. Examples of prohibited activities are:

- Going to a patron's home to assist them
- Meeting a library patron off library premises or outside the regularly scheduled volunteer shift on library premises in the volunteer role
- Performing errands for library patrons
- Transporting library patrons for any reason
- Promoting a business to volunteers, patrons or staff during a volunteer shift

Concerns and Grievances

Volunteers are asked to discuss (verbally or in writing) concerns they may have about the quality of their training and supervision, performance issues that have been brought to their

attention, or any area in which they have concerns. Concerns first should be discussed with their volunteer supervisor or location/program manager. If the concern is not addressed within a reasonable period of time to the volunteer's satisfaction, the volunteer is asked to contact the Program Manager of the Volunteer Services office at 503.988.5731.

Holiday Closures

New Year's Day	Memorial Day	Thanksgiving Day
Martin Luther King Jr.'s Birthday	Independence Day	Christmas Eve
Presidents Day	Labor Day	Christmas Day

MULTNOMAH COUNTY LIBRARY

Mission

Multnomah County Library enriches lives by fostering diverse opportunities for all people to read, learn and connect.

Multnomah County Library upholds the principles of intellectual freedom and the public's right to know by providing people of all ages with access and guidance to information and collections that reflect all points of view.

History

What is now Multnomah County Library dates its existence from 1864, a time when Portland was a frontier town with frame buildings, muddy streets and few sidewalks. A small group of Portland citizens met to establish a subscription library and reading room, organizing as the Library Association of Portland. On March 10, 1902, the library became a tax-supported free public library, open to all residents of Portland.

On July 1, 1990, after 126 years of guiding the library to the respected community position it currently enjoys, the Library Association of Portland transferred ownership of the library's buildings, books and other holdings to the people of Multnomah County, under the governance of the Multnomah County Board of Commissioners. The library is a department of Multnomah County.

Value of Intellectual Freedom

Volunteers are asked to uphold the fundamental principles of intellectual freedom:

1. We will provide books, programs and other library resources that present a wide range of views on current and historical issues for the interest, information and enlightenment of the community.
2. We will not exclude materials because of their origin or background or the views they express, nor will we remove materials because of partisan or doctrinal disapproval.

3. We will challenge censorship and cooperate with all persons and groups concerned with resisting the abridgement of free expression and free access to ideas.
4. We will neither deny nor abridge a person's right to use a library because of his/her age, economic level, beliefs, race, personal or physical characteristics.
5. We will make existing meeting rooms available to the public on an equitable basis.
6. We will ensure training in the principles of intellectual freedom.
7. Patron questions and concerns about library materials should be referred to a library staff member.

LOCATIONS

Locations

There are 19 library locations that make up the Multnomah County Library system. Multnomah County Library cardholders can check out and drop off library materials at any of them. Volunteers do a variety of tasks at each library. In addition, volunteers assist with many other services, programs and administrative offices. For more information about our various programs, locations, services and events, visit multcolib.org.

LIBRARY PARTNERS

The Title Wave Used Bookstore

A corps of more than 60 volunteers staffs the retail bookstore, handling all aspects of the operation. The inventory is comprised of discards from Multnomah County Library's collection. Come check out the great deals at the store! For information visit multcolib.org/titlewave

Friends of the Library

The Friends of the Library promotes and supports library programs and staff through grants and advocacy. The Friends Library Store at Central Library and annual book sales in Portland and Gresham provide opportunities to engage in these activities and make the library a stronger presence in our community. For information about joining the Friends of the Library, visit friends-library.org.

The Library Foundation

The Library Foundation supports the work of the library with gifts, large and small, from thousands of individuals, businesses and foundations. Last year, the foundation helped the library reach more than 220,000 people, purchase more than 71,000 books and expand 12 programs, including initiatives to help at-risk children, seniors, teachers and those hit hard by the tough economy. To learn more about The Library Foundation, visit libraryfoundation.org.

Thank You!

Multnomah County Library staff extend our sincere appreciation to you for choosing the library as a place to spend your volunteer time. We look forward to working together to provide lifelong opportunities for residents of our community to read, learn and connect

Welcome to the library team!

VOLUNTEER INFORMATION

Volunteer name: _____

Location assigned: _____

Volunteer position: _____

Volunteer schedule: _____

Supervisor: _____

Supervisor contact phone: _____

Supervisor contact e-mail: _____

Phone number to call if volunteer can not make it in for shift: _____

Notes:

