



## **Volunteer Handbook**

### **Welcome**

The Conway Public Library is proud to welcome you as a new member of our Volunteer Program! CPL boasts a dedicated group of volunteers who donate their time. We are highly appreciative of your desire to donate your valuable time to the library, and we will make every effort to provide a productive, educational, and rewarding experience.

The goal of this handbook is to allow you to feel comfortable with our organization; we depend on you, as your success is our success. We ask that you read this handbook carefully and take the time to learn about the organizations policies and procedures. We truly believe that you will enjoy your time here as a volunteer.

Once we review your application, and check references, if applicable, you will receive a brief orientation and tour of the library along with specific orientation before you continue on your own.

### **Mission Statement**

The Conway Public Library is a learning center and gathering place for community residents of all ages. People turn to us for the discovery of ideas, the joy of reading, and the power of information. The needs of our community drive our services; as a result, we take a personal interest in ensuring that services are delivered in a welcoming, convenient, and responsive manner.

### **Conway Public Library History**

In 1900 Dr. Thomas L. Jenks' widow, Lydia, and daughter, Sarah, presented the town with an imposing library, topped by clock tower and bell. Initially the property was dedicated as the Jenks Memorial Library. The building was given in memory of Dr. Jenks, a successful physician, born near Conway Village. The sturdy foundation was once the Washington Boulder on Pine Hill in Conway. Photographs of this process may be seen on the wall above the fireplace in the main reading room of the library. The building was completed in the year 1901, and cost about \$45,000. It officially opened on January 1, 1902

### **More Recent History**

- In 1973, a children's room on the upper level of the library was furnished through the generosity of the Arthur O. Lucy family.
- The Nella Braddy Henney History Room, added in 1976, holds state and town histories for New Hampshire and Oxford County, Maine.
- A fundraising campaign in 1982 provided for a major renovation of the lower floor.
- The Conway Public Library celebrated its centennial anniversary in 2001.

- On March 13, 2001, after ten years and five bouts with the ballot box, the article for the library expansion passed the necessary 60% majority for a bond. The addition expansion project was completed in 2003.

### **Why Volunteer?**

People volunteer for a wide variety of reasons, often wanting to help others, but we understand that there are some benefits for yourself from volunteering. The best volunteering does involve the desire to serve others, but also does not exclude other motivations as well.

You may have several different reasons; here are just a few of the many possible motivations identified by other volunteers:

1. To donate your time and skills to a great cause
2. To learn about & gain experience in libraries
3. To do what you love and have a passion for
4. To regularly exchange your viewing and reading materials
5. To build your resume

You will probably have special reasons of your own as to why you are volunteering at the Conway Public Library. Remember that the motivations that lead here may not be the reasons why you stay. Once you volunteer, we hope you will continue to serve as long as you feel that your efforts are accomplishing something, that your talents are appreciated, and that you make a difference.

### **Our Commitment to Volunteers**

- We value and appreciate their time, talent and expertise and appreciate the unique skills and interest of the individual
- To provide training and supervision to enable volunteers to perform volunteer service safely and well
- Provide meaningful recognition
- Maintain a positive work environment
- Provide adequate communication
- Provide educational opportunities throughout the year

### **Volunteer Commitment to Conway Public Library**

- Always treat the people with respect and kindness. Actions directly impact our ability to adapt and flourish
- Familiarize yourself with, and adhere to our policies
- Complete volunteer instruction, and ask questions
- Respect the confidentiality of the library and patrons
- Serve as goodwill ambassadors and interpreters for us and our services in the community-at-large
- Be frank with the Volunteer Coordinator and other staff, beginning with the interview, regarding intent, goals, needs and skills so that a good placement is made
- Understand the requirements of time and duties of assignments before accepting them. Once accepting, fulfill the commitment to the best of your ability
- Most tasks require physical labor and applicants should take this into consideration

- Share ideas with staff, for the volunteers frequently have a fresh, new perspective that is valuable
- The staff are allies and mentors, much can be learned from them

### **Sampling of Volunteer Opportunities**

**Friends of the Conway Public Library:** Assist in raising money for FOCL by participating in special events. This can include Dining for a Cause, paying membership dues to Friends of Conway Library, consider becoming a 'Friends' board member, or attending a humanities program. Event assistance is needed at book sales (2) to move boxes of books.

**Children's Room Assistant:** Volunteers are needed to assist staff in cleaning, shelving materials, picking up and sanitizing toys, putting up bulletin boards.

**General Assistance:** Volunteers straighten and dust shelves, welcome visitors to the library and direct them to the appropriate location.

**Cleaning/Maintenance/Grounds keeping:** Help is needed anytime.

Work involves both inside and outside work, and may include sweeping the stems, garden maintenance, snow shoveling, landscaping or other handyman issues around the building. Volunteers can wash dishes and bowls, vacuum the floors, wash furniture, sanitize keyboards, and of course, dust.

**Shelving of Materials:** In the upstairs area, volunteers shelve on particular days. Typically, there are eight volunteers, one for each day of the week and two substitutes.

**Technical Services:** Volunteers are needed to cover new materials.

Have a skill or interest not reflected here? Let the Volunteer Coordinator know!

### **Volunteer Policies**

*Your commitment to the Conway Public Library is vital to our work.*

*As a volunteer, you are acting as a representative and ambassador for us. There are some age restrictions. Please check with the volunteer coordinator or the Head of Youth Services.*

- **Application:** Please complete and sign the application form and the emergency contact form.
- **Website:** Please review the library's website for additional information.
- **Dress Code:** It is very important that volunteers are dressed appropriately when in service. Please wear simple, neat, clean clothing as well as comfortable shoes.
- **Log Sheets:** An accurate record of your volunteering hours is important for our files as well as providing you with a record of your volunteering on your resume as work experience. We ask all volunteers to sign out at the end of their shift. The sheet is located at the front desk. There is also a log book in which each volunteer log sheet is listed alphabetically by last name. Staff typically completes this sheet.
- **Service Hours:** The library is open from 10am - 8pm Monday through Thursday, and Friday and Saturday 10am - 5pm. We are not open on Sunday.
- **Cell Phones and Social Media Usage:** Cell phones should not be used during your shift, please be sure the ringer is turned to silent. Volunteers are expected to support us via social media platforms. We ask

you to follow us on Facebook, and Twitter. You may not post information about us on your own Facebook page without our consent.

- **Schedules:** Volunteer schedules are highly flexible; however, a consistent commitment is requested.
- If for any reason you are not able to come in at a time you have signed up for, please contact the Volunteer Coordinator via email [bparker@conwaypubliclibrary.org](mailto:bparker@conwaypubliclibrary.org)
- **Parking:** We ask that you park on the Greenwood Avenue side of the building and leave the parking in front of the building open for the public.
- **Chain of Command:** The Volunteer Coordinator manages the volunteer program. If a problem or complaint arises, it should be discussed with the Volunteer Coordinator. You should feel comfortable in the knowledge that complaints and concerns are handled professionally.
- **Confidentiality:** There are certain sensitive issues you may hear or see during your time as a volunteer. Please do not discuss information about or information requested by a patron.
- **Breaks:** You are welcome to keep your food items and drinks in the refrigerator but please be tidy so that everyone can enjoy a clean/sanitary area.
- **Smoking:** We are a smoke free campus, meaning that smoking is prohibited anywhere inside the building, outside the building, and on the grounds of the library. If you wish to smoke you will need to drive or walk off-campus.
- **Resignation Procedure:** Upon leaving the Volunteer Program, for whatever reason, please contact the Volunteer Coordinator.
- **Discipline and Termination:** If at any time a volunteer is found to be in clear violation of policies or jeopardizing the safety of fellow volunteers/staff they will be immediately terminated (including, but not limited to, theft, or breach of confidentiality).

### Safety

The key to success of any safety and health program is an open line of communication between volunteers and management. The Safety Program encourages employees to suggest safety and health changes to management, notify management of any unsafe conditions or equipment.

- First Aid kit is available upstairs and downstairs.
- Inform the staff person of an injury. An incident report will be completed by a staff person.
- Consumption of alcohol during volunteer service or volunteering under the influence of non-prescribed drugs is strictly forbidden.
- Volunteers shall not perform any task he or she feels is unsafe.
- Volunteers shall use common sense and care to prevent injury to themselves and to others.
- Volunteers will keep aisles and exits clear at all times and practice proper housekeeping.
- Volunteers shall immediately report all unsafe conditions/practices, accidents, injuries, property damage or near misses to their supervisor.
- Deliberate destruction of Conway Public Library property is not permitted and may be subject to prosecution.
- At the end of the workday, turn off all lights, shut down computers, printers and other electrical equipment.
- Volunteers shall never use defective tools or equipment and shall report any such item to a supervisor for immediate corrective actions.
- Conway Public Library is a smoke free campus. Smoking is not allowed while on your shift.
- Volunteers will familiarize themselves with at least two exits in case of an emergency evacuation.
- Safety signs will be posted where appropriate.

## **Serious Weather Policies**

In the case of inclement weather, volunteers do not need to report to us if they have scheduled hours.

## **Emergency Evacuation Fire Drill Procedures**

### Upon hearing a fire alarm:

- Close your door, windows and shut off lights as you promptly leave the building. Familiarize yourself with at least two different exits from your work area.
- Pay attention to who is around you as you evacuate.
- Librarian in charge should be aware of staff & volunteer schedule so attendance can be taken once everyone is outside.
- Meet other evacuees in front lot and await further instruction.
- **Do Not Re-Enter** the building until permission is given by an official from the Fire Department and/or your supervisor.

### In Case of Volunteer Injury

1. Immediately notify a staff person.
2. Staff person will either notify your emergency contact or call EMS.
3. Complete an Incident Report.

## **Conway Public Library List of Services**

In our general brochure, there is a list of services that will assist you in familiarizing yourself with our variety of services offered.

## **In Closing**

Thank you for your interest in our volunteer program!  
We hope that your work here will be rewarding.