



GRANVILLE P U B L I C L I B R A R Y

VOLUNTEER HANDBOOK

Director: Anita Carroll

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Volunteer Coordinator: Elizabeth Wilson

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GPL Contact Information and Hours

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Web address: www.granvillelibrary.org

In case of emergency, contact: Anita Carroll at 740-683-9598

Hours of Operation

| | |
|-----------|---------------|
| Monday | 9 a.m.-8 p.m. |
| Tuesday | 9 a.m.-8 p.m. |
| Wednesday | 9 a.m.-8 p.m. |
| Thursday | 9 a.m.-8 p.m. |
| Friday | 9 a.m.-6 p.m. |
| Saturday | 9 a.m.-6 p.m. |
| Sunday | 1 p.m.-5 p.m. |

Introduction

Thank you for assisting the staff and patrons of the Granville Public Library by becoming an official Library Volunteer. Your efforts are essential to maintaining library services and to relieving staff to allow them to use their time for professional tasks. With ongoing training, you help expand and enhance library services and provide an educational and cultural link to the community.

You are ambassadors for the library in the community and help to create public awareness concerning all of the programs and services the library provides. Also, you serve as a source of public opinion regarding desired improvements in services, materials, and programming emanating from the community. Your efforts will be rewarded through regular and meaningful recognition and a unique relationship with the library and its staff. You can also take pride in selflessly working to better your environment and the lives of the people in it.

GPL Mission Statement

The purpose of the Granville Public Library is to serve as a core component of the Granville community by offering a dynamic program of library resources and services in a welcoming environment, facilitated by the latest advances in instructional technology and a staff educated in the best practices of its profession.

Library Values

Intellectual Freedom

The Library Bill of Rights (below) outlines the American Library Association's and the Granville Public Library's stance regarding issues surrounding censorship and free access to information. Volunteers are expected to uphold these values in their roles as representatives of the library.

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services:

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries should make exhibit spaces and meeting rooms available to the public they serve and should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

Confidentiality

All transactions between library patrons and staff or volunteers are strictly confidential, and volunteers are asked to uphold this policy. This includes any information concerning what materials a patron viewed, requested, checked out, or any reference question asked by library patrons. This policy of maintaining an environment of confidentiality ensures that patrons can use the library and its resources without fear of public disapproval or restricted access to information.

Customer Service

It is our goal to provide quality and consistent customer service to every patron of the Granville Public Library. This value includes maintaining a pleasant demeanor and a general willingness to “go the extra mile” to make sure our patrons’ needs are met. We anticipate that volunteers will share this commitment to customer service and to keeping the owners of the library – our patrons – as satisfied as possible.

Role of Staff

Library staff is here to supervise, train, and assist volunteers in their work at the library. If not formally designated as a manager, library staff should work through the proper chain of command in reporting misconduct or unsatisfactory work habits on the part of volunteers. In general, it is preferable for paid library staff to work directly with patrons in answering questions and providing reference assistance. However, it is acceptable for volunteers to provide directional and basic informational assistance when necessary and as appropriate.

Role of Volunteers

Volunteers are here to assist paid library staff in their attempts to fulfill the goals and mission of the Granville Public Library. They are also here to provide the library with a meaningful link to the community it serves. It is important that volunteers offer their opinions and suggestions regarding the library and its operations in a way that does not disrespect or disregard the experience of paid library staff, and that they accept training and instruction with an open mind and a willingness to serve the public. Volunteers may witness misbehavior and infractions concerning library policy on the part of patrons, but are not expected to deal with these directly. Informing paid employees of the misbehavior is adequate and appropriate.

Volunteer Code of Conduct

Absenteeism

- Contact the library at least one hour in advance if you are unable to come for a scheduled shift.

- If the building is not yet open, a message can be left on the library's voicemail system. During hours of operation, please ask one of the library managers in this order:
 - Elizabeth
 - Anita
 - Emily
 - Betsy
- Because the staff depends upon volunteers completing assigned tasks, consistent absences will result in reevaluation of a volunteer's status.

Scheduling

- The volunteer schedule will be posted on a regular basis via email. Please notify Elizabeth of any needed changes.
- Each volunteer should log in and out on the time cards located in the check-in room. The library would like to recognize those who willingly give their time.

Appearance

- Volunteers should dress in a professional manner, consistent with staff.

Phone use

- Personal phone calls are to be kept to a minimum and should generally occur out of public view.

Volunteer Rights and Responsibilities

As a volunteer, it is your responsibility to:

- Accept responsibilities that are worthwhile, challenging, and suitable to your skills and ability.
- Fulfill your time commitment by reporting on time and staying for your scheduled shift.
- In cases of emergency or illness, notify appropriate staff members early enough that a substitute can be found if needed.
- Use time wisely and do not interfere with the performance of others.
- Dress appropriately and be well-groomed.
- Be considerate, respect the competencies of others, and work with the staff and other volunteers in an effective manner.
- Sign in and out and accurately record the total hours you have worked on your time card.
- Adhere to library rules and procedures.
- Notify the Volunteer Coordinator or Director if you plan to terminate your duties as a volunteer.
- Keep busy and show enthusiasm.

- Perform the duties that have been assigned to you to the best of your abilities.

As a volunteer, it is your right to:

- Be provided orientation, training, and staff coordination for the job you accept, and to know why you are being asked to do a particular task.
- Expect that your time will not be wasted by lack of planning or coordination.
- Know whether your work is effective and how it can be improved.
- Be given appropriate recognition of your contributions.

The library has the responsibility to:

- Use volunteers to extend services so more can be done without displacing paid workers.
- Define jobs that are meaningful to you and commensurate with your abilities.
- Give you the same careful attention as a paid employee and assign you a staff coordinator.
- Provide orientation and training to increase your skills.
- Provide appropriate information and updates on new procedures.

The library has the right to:

- Decline acceptance of a prospective volunteer if the person seems unsuitable for the responsibilities.
- Know that you will fulfill your assignment as agreed upon or that you will notify staff in advance if you cannot.
- Expect you to ask for a change in job responsibilities if they are too demanding or not meeting your expectations.
- Release a volunteer whose work is unacceptable or whose skills do not fill a need in the library.