

Helen Hall Library Volunteer Program

Policy Statement

INTRODUCTION

The mission of Helen Hall Library (HHL) is to provide comprehensive information resources and services linking the League City community to the world of ideas.

Almost thirty years ago, a group of citizens interested in starting a public library in League City established the League City Public Library, which has evolved into the present full-service facility in the city's Civic Center complex. One member of that initial group was Helen Hall, who became a charter member of the Library Board in 1971 and actively served on that Board until her death in 1981.

The League City Public Library was renamed in memory of Mrs. Hall in 1985. The Helen Hall Library is the largest and busiest member of the Galveston County Library System, with almost 24,000 patrons entering the library every month. The library is also a member of the Houston Area Library System.

MISSION STATEMENT

The mission of the HHL Volunteer Program is to strengthen and support the HHL staff, docents, and patrons through leadership, education, advocacy, networking, and information exchange. The HHL volunteers and docents serve their community, build their own capacity, and impact our nation.

MEMBERSHIP

Participation in the HHL Volunteer Program is open to all those who possess the qualities and skills necessary in a HHL volunteer. The HHL recruits volunteers without regard to race, gender, religion, national origin, or disability.

All candidates must complete a volunteer application. The application assists library staff in ensuring that all candidates can accept the responsibilities expected of HHL volunteers. The HHL reserves the right to refuse applicants that are deemed inappropriate for the HHL. Not all applicants will be accepted as volunteers.

The HHL volunteer application serves as an agreement to uphold the standards, policies, and procedures outlined in this document.

VOLUNTEER STATUS

Members of the HHL Volunteer Program are categorized according to years of experience and extent of volunteerism. Docent categories are noted on docent name badges.

Teen Volunteers

HHL accepts teens aged 13 and up. Special consideration will be made for 12 year old teens interested in volunteering. Anyone under the age of 12 will not be allowed to volunteer at HHL unless their service is coordinated through their school. Exceptions may be made at the discretion of the Volunteer Services Librarian. Not all applicants will be accepted as volunteers. The signature of a parent or guardian is required for youth under the age of 18. Teens are trained identically to the rest of the volunteers. Teens should be aware of their surroundings, mind their language, dress appropriately, and abide by all COLC and HHL policies and procedures. Time served at HHL only counts for a 1 hour to 1 hour ratio; it is the responsibility of each teen to use their service time accordingly for school, church, or community service. The Volunteer Services Librarian will track hours for each teen, but each teen is responsible for scheduling his/her service hours with enough time before any community service deadlines.

Summer Volunteers

The HHL Summer Reading Program requires efforts from all staff throughout the library. As a result of the busy summer season, summer volunteers are sought specifically for the summer season and for summer duties. The schedule for summer volunteers is much more rigid and disciplinary action, including dismissal from service, may be necessary for missed shifts. Summer volunteers always have the opportunity to continue their service beyond the summer, but a new application must be filled out separately from the summer volunteer application.

Adult Volunteers

Adult volunteers include anyone 18 and older. Adults are trained identically to the rest of the volunteers. Adults should be aware of their surroundings, mind their language, dress appropriately, and abide by all COLC and HHL policies and procedures. Each adult is responsible for scheduling his/her service hours with enough time before any community service deadlines.

TRAINING

All volunteers must demonstrate a full understanding of the rules, responsibilities, and expectations of HHL volunteers. Volunteers will be trained to shelve materials throughout the library, read the shelves for accuracy, participate in programming, and prepare crafts for programs. Tasks asked of volunteers may go beyond the responsibilities listed in this policy. Volunteers are expected to be aware of and abide by all library policies. Training schedules are

dependent on staff availability. Once the trainer is comfortable with the skill level of the volunteer, and once the volunteer is confident in his/her abilities, the volunteer's schedule can develop outside of immediate staff supervision.

DISMISSAL

If a volunteer fails to meet his or her commitment or to abide by library and city policies and procedures, the Volunteer Services Librarian and relevant staff will discuss the situation with the volunteer. Reasons for this discussion may include prolonged inactive status, missed obligations, poor attendance, inaccurate or overly subjective performance, misrepresentation of the library and City of League City, or causing risk for any patrons or members of staff. The volunteer is allowed an opportunity to improve his or her performance. If the volunteer fails to improve, the Volunteer Services Librarian, Assistant City Librarian, and City Librarian reserve the right to dismiss the volunteer under the terms of the Volunteer Agreement. A notice of dismissal will be fully discussed and documented with the volunteer.

RECORD-KEEPING

All volunteers are required to maintain their own service and attendance records. Any discrepancies can be worked through with HHL staff. Hours will be calculated and reported on a monthly basis.

TIME ACCRUAL

Volunteers may volunteer for a maximum of two hours a day. Exceptions may be made at the discretion of the Volunteer Services Librarian.

DRESS CODE

Closed-toed shoes are required at all times. A HHL volunteer represents the Helen Hall Library and the City of League City. Please make wardrobe choices with the library's public image in mind.

NAME BADGES

A badge is provided to each volunteer. Each badge includes the HHL logo, the City of League City logo, the name of the volunteer, and their classification (i.e., Teen Volunteer, Summer Volunteer, etc.). HHL will replace, for free, three lost or damaged badges. After three lost or damaged badges, \$2 will be charged for each subsequent replacement. Any money collected from an excess of lost or damaged badges goes to the Friends of Helen Hall Library. Volunteers must wear the badge at all times while volunteering. The badge should be worn near your right of left shoulder in order to make you easily identifiable as a volunteer.

ETIQUETTE

When present at the library in a volunteer capacity, please use speech and manners of refinement. All volunteers should maintain a level of professionalism consistent with library and city policies. Volunteers should treat all COLC citizens with courtesy and respect.

Please refrain from excessive cell phone use while on the public floor. Volunteers should remember that they contribute to the library's public image and must make the wisest decisions when in the public eye.

LIBRARY USE

Volunteers have access to all library resources during public hours. The library is open to the public *Monday through Thursday from 10 a.m. to 9 p.m., Friday and Saturday from 10 a.m. to 6 p.m., and Sunday from 1 p.m. to 5 p.m.* Access to the library outside of these hours is forbidden. Volunteers should observe library and city policies and procedures while in the library and during library events.

RECOGNITION

The library values and recognizes individual contributions made by its volunteers. The library recognizes:

- Volunteers who complete milestone commitments, including three, five, ten, and fifteen years of service
- Volunteers who make outstanding contributions to the volunteer program, the library, and the City of League City

SECURITY/SAFETY

If the fire alarm sounds throughout the library, regardless of whether or not the instance is a drill, follow the library and city fire safety procedures. Announcements will be made throughout any library emergencies and library staff will be available to assist in any situation. If a library patron requires assistance during any emergency, please alert library staff immediately.

HARRASSMENT POLICY

Participants in the HHL Volunteer Program abide by the City of League City's Harassment and Non-Discrimination Policy:

The City of League City is committed to a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, the City expects that all relationships among persons in the workplace will be professional in nature, and free of bias, prejudice and harassment.

CONFIDENTIAL INFORMATION POLICY

Participants in the HHL Volunteer Program abide by the City of League City's Personnel Policy:

No employee shall disclose confidential information concerning the property, operations, policies, or affairs of the City; or use such confidential information to advance the personal interests, financial or otherwise of said employee or others; or accept employment or engage in business or professional activity which the employee might reasonably expect would require or induce him to disclose confidential information acquired by reason of his official position.

POLICY FOR A DRUG AND ALCOHOL FREE WORKPLACE

Participants in the HHL Volunteer Program abide by the City of League City's Personnel Policy:

The City of League City is committed to providing a work environment which is free from the effects of the use of drugs and alcohol as defined herein (Article II, Sections 2.02 and 2.03). In this regard, the City is adopting a policy designed to eliminate the use of drugs and alcohol and their effects in the workplace, so as to better provide for the general health and safety of its employees. Pursuant to the City's commitment, the City has adopted this Policy known as the Drug Free Workplace Policy.