****

**VOLUNTEER**

**HANDBOOK**

**Mesa County Libraries**

**443 North 6th Street**

**Grand Junction, CO 81501**

**Telephone: 970-243-4442**

**mesacountylibraries.org**

**Volunteer and Community Outreach Coordinator**

**volunteer@mcpld.org**

 **(970) 683-2432**

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**WELCOME, VOLUNTEER!**

Thank you for volunteering your time and skills to Mesa County Libraries! Caring individuals like you make it possible for the library to provide outstanding services to our community. This handbook provides an overview of the library’s volunteer program. You are asked to become familiar with this information and function within the guidelines provided. If a situation should occur that is not addressed in this handbook, contact the Volunteer and Outreach Coordinator- (970) 683-2432 or Volunteer@mcpld.org

At the start of your volunteer service, you will report to your assigned Volunteer Liaison. They will be your primary contact during your time at Mesa County Libraries. If for any reason you are unable to volunteer for a shift, please notify your Volunteer Liaison.

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Volunteer Liaison Name Assigned Department

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Phone Number Email

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| **VOLUNTEER PROGRAM OBJECTIVES** |
| **For Volunteers:** | **For Mesa County Libraries:** |
| Share skills, learn, and try new things | Contribute to library operations |
| Actively help others in the community | Increase effectiveness of employed staff |
| Share a love of library resources and services | Spread public awareness of library resources |
| Meet new and interesting people | Develop closer ties to the community served |

**VOLUNTEER PROGRAM ESSENTIALS**

**Mesa County Libraries Services:**

In 1901, the library was established to provide reading materials and services for local citizens. During the past 100+ years, it has grown to include a Central Library, seven branches, 970West Studio, and Discovery Garden. Mesa County Libraries provide media, eResources, programs, and services to more than 150,000 Mesa County residents. The library’s new and emerging technology and resources aim to meet ever-changing patron needs.

The library strives to make residents aware of the value of a public library as a trusted source of opportunities to learn, discover, create, and connect. All Mesa County residents are encouraged to utilize services – readers and non-readers, individuals from different ethnic and cultural backgrounds, and people of all ages. It provides adult learning instruction, access to computers and wireless internet, meeting spaces, and engaging educational opportunities for children, teens, and adults. For more information, please visit the library’s website at [mesacountylibraries.org](https://mesacountylibraries.org/).

[**Holiday Closure Days**](https://mesacountylibraries.org/aboutus/holiday-closures/)**:**

* New Year’s Day
* Martin Luther King, Jr. Day
* President’s Day
* Easter
* Staff Development Day
* Memorial Day
* Juneteenth
* Independence Day
* Labor Day
* Veterans Day
* Thanksgiving and Day After Thanksgiving
* Christmas Eve and Christmas Day

**Mission Statement:**

Mesa County Libraries enrich lives and build community through opportunities to learn, discover, create, and connect.

**Library Values:**

* Kindness: We are friendly, considerate, and welcoming
* Passion: We bring energy and commitment to our work
* Respect: We value individuals’ feelings, rights, and traditions
* Integrity: We are open, honest, and reliable

**Library Strategic Roadmap:**

**Social Safety Net:** The library offers resources and services to connect people in need with information, including access to community partners and their resources.

**Awareness and Accessibility:** Staff increase the library’s visibility in library resources, programs and services to reach new people and improve library access by reviewing library policies, procedures and practices for inequity.

**Community and Belonging:** Library events and services offer interaction and engagement for people with one another. Staff also connect people with stories where they see themselves or get a view into another’s life experiences as well as provide platforms and resources to share their stories.

**Library Volunteers Have the Right to:**

* Be treated with respect and dignity
* Have a clearly defined position description for each assignment
* Receive adequate orientation and training for any assignment accepted
* Be provided with proper supplies and work spaces
* Say “no” if unable or unwilling to volunteer for something
* Expect that volunteer time will not be wasted by lack of planning
* Expect that volunteer records will document positions held and hours logged
* Expect to be informed of any significant changes in policies or procedures
* To receive appropriate expressions of appreciation and recognition

**Library Volunteers are Responsible for:**

* Accepting a position that is suitable to their skills and abilities
* Attending a volunteer orientation and additional training required for the position
* Fulfilling time commitments—arriving on time, completing shifts, reporting absences
* Knowing assigned duties and completing them efficiently and accurately
* Keeping all communications with or concerning patrons strictly confidential
* Treating the public, staff members, and fellow volunteers with respect
* Complying with all library policies and procedures
* Accurately submitting hours in Galaxy (volunteer portal) to keep an accurate record of hours served
* Notifying Volunteer and Outreach Coordinator or Volunteer Liaison if needing to take an extended leave or terminating duties

**Volunteer liaisons** are responsible for scheduling, training and supporting the activities of volunteers, ensuring effective communication between volunteers and the organization, and addressing any concerns or questions. By fulfilling these responsibilities, volunteer liaisons play a vital role in enhancing the library’s operations and community impact.

Specific responsibilities include:

* Training new volunteers on job specific duties.
* Assigning tasks and providing clear instructions.
* Monitoring and evaluating daily volunteer performance.
* Acting as the primary point of contact for volunteers.
* Recognizing and acknowledging volunteer contributions.
* Ensuring that volunteers adhere to organizational policies and procedures.

**The Volunteer & Outreach Coordinator** is responsible for coordinating and supporting library volunteers to ensure their efforts align with the library’s mission and goals. Specific responsibilities include:

* Recruiting and onboarding new volunteers to familiarize them with general library policies, procedures, and services.
* Monitoring and evaluating volunteer program performance to ensure quality service and adherence to library standards.
* Serving as the primary point of contact for MCL’s online volunteer portal, Galaxy.
* Recognizing and appreciating volunteers’ contributions through regular feedback and acknowledgment.
* Facilitating communication between library staff and volunteers to maintain a cohesive and collaborative environment.

**RESPECTFUL WORKPLACE**

Mesa County Library (MCL) is committed to maintaining a positive working environment free of harassment.

A fair, collaborative, inclusive, respectful workplace is a vital prerequisite to achieving MCL’s public service goals and preserving a reputation for excellence. Therefore, MCL embraces the concept of a respectful workplace and is committed to promoting an environment where employees and volunteers respect each other regardless of their roles or the extent of their responsibilities.

**Volunteers:**

All volunteers, regardless of role or status, are responsible for:

* Behaving respectfully and refraining from disrespectful behaviors that violate other MCL policies
* Recognizing when they or others are being subjected to disrespectful behavior
* Bringing the situation to the attention of their Volunteer Liaison or the Volunteer & Outreach Coordinator (if the Liaison is the issue) for prompt resolution
* Making a complaint

**Volunteer Liaisons:**

In addition to their professional responsibilities as employees, Volunteer Liaisons are responsible for:

* Encouraging the reporting of instances of disrespectful behavior
* Immediately addressing all disrespectful behavior once reported or observed
* Taking the situation seriously and promptly investigating the extent and nature of the problem

**Volunteer & Outreach Coordinator:**

In addition to their professional responsibilities as an employee and as support to the Volunteer Liaisons, the Volunteer & Outreach Coordinator bears the responsibility for maintaining a workplace environment free from disrespectful behavior, and they are expected to act on this responsibility whenever necessary. This may include bringing matters to the attention of their supervisor and/or administration.

**Examples of Respectful Behavior:**

* Respect and value the contributions of all members of the MCL community
* Treat one another with respect, civility, and courtesy
* Work honestly, effectively, and collegially with each other
* Respond promptly, courteously, and appropriately to requests for assistance or information
* Use conflict management skills along with respectful and courteous verbal communication to effectively manage disagreements with others
* Encourage and support each other in developing individual conflict management skills and talents
* Cultivate an open and cooperative approach in dealings with each other, recognizing and embracing individual differences
* Recognize that differing social and cultural standards may mean that behavior that is acceptable to some may be perceived as unacceptable or unreasonable to others
* Abide by applicable rules, regulations, policies, and bylaws; address any dissatisfaction with, or violation of, policies and procedures through appropriate channels
* Demonstrate commitment to a culture of cooperation and collaboration using best practices to achieve high work-related outcomes

Every MCL employee and volunteer has the right to work in a respectful workplace. In order to promote and sustain a workplace where all employees and volunteers are treated with respect and dignity, regardless of their status or position, each employee and volunteer is expected to abide by these values and standards of interpersonal behavior, communication, and professionalism.

**VOLUNTEER POLICIES & PROCEDURES**

**Confidentiality:** Mesa County Libraries values the privacy of its users and volunteers. To protect this privacy:

* **Volunteers must keep all information about library users private.** This includes things like what materials they borrow, personal details, and any other identifiable information. Even after leaving the volunteer position, this confidentiality must be maintained.
* **Volunteer information is also protected.** The library won’t share a volunteer's personal details, like addresses or phone numbers, without written consent.
* This policy aligns with Colorado law, which states that:
	1. Libraries cannot share information identifying who has used library services unless:
		+ It’s necessary for library operations.
		+ The user gives written permission.
		+ It’s required by law, court order, or subpoena.
		+ A parent or guardian accesses a minor's records electronically with the proper credentials.
	2. Violating this law can lead to a fine of up to $300.

Please direct questions about confidentiality to staff members, the Volunteer Liaison, or Volunteer Coordinator

**Non-Discrimination:** It is the policy of Mesa County Libraries to maintain an environment free from all forms of discrimination or harassment, including those based on race, color, national origin or ethnicity, gender, sexual orientation, age, political affiliation, religion, or disability.

**Solicitation:** Buying and selling of commercial goods or personal services on library time is prohibited.

**Background Checks:** The library initiates background checks prior to a volunteer’s service for all volunteers age 18 and older. It is in a volunteer’s best interest to disclose any adult conviction for a misdemeanor or felony on the volunteer application.

**Child Abuse Prevention:** Mesa County Libraries takes the safety of children seriously and is committed to creating a safe and protective environment for patrons, volunteers, and staff while we pursue our mission to enrich lives and build community through opportunities to learn, discover, create and connect.

To that end, MCL has adopted the following guidelines to prevent the opportunity for abuse:

* No form of abuse will be tolerated and confirmed abuse will result in immediate dismissal from our organization.
* All reports of suspicious or inappropriate behavior with patrons or allegations of abuse will be taken seriously. MCL will fully cooperate with authorities if allegations of abuse are made that require investigation.
* Volunteers should avoid displaying physical affection and limit physical contact with children while working. Acceptable physical contact includes – high fives, fist bumps, and taps on the hand, shoulder or arms.
* Volunteers should avoid situations where they are alone in a private setting with anyone (other volunteers included) under the age of 18. All programs and interactions with patrons should take place in a visible setting open to the public.
* It is the responsibility of the Volunteer Liaisons to ensure that volunteers and presenters are never left alone with minors.
* Volunteers are prohibited from providing transportation to or from any MCL location for individuals under the age of 18 who are not related to them. While it is discouraged for volunteers to offer transportation to non-related adult patrons, should they choose to do so, they assume all associated risks.
* Any act by volunteers, presenters, guests or other adults that could be considered physical or sexual abuse or unwanted contact will be addressed immediately by MCL staff.
* If a volunteer finds themselves alone at a library location with a minor, they should remain in the public area in view of security cameras (when possible) at all times. If a minor is left unattended at closing time, it is the volunteer’s responsibility to immediately report the situation to an MCL employee.
* Adult volunteers (anyone over 18) should refrain from accepting or sending friend requests to minors met during volunteer service on any social media platforms.
* Concerns or complaints about employees, volunteers, presenters or patrons should be reported immediately to Volunteer Liaisons, the Volunteer Coordinator or the Human Resources Director- (970) 683-2401

**Age Requirement:** The minimum age for volunteers is 14.

**Placement:** Volunteer placements are based on the library’s needs and volunteers’ skills.

**Orientation/Training:** Volunteers will receive training specific to each department, branch, or special event from assigned Volunteer Liaison. The Volunteer Liaison coordinates training and schedules for each volunteer within a department or branch. Volunteers can direct questions, problems, and concerns to the Volunteer Liaison or the Volunteer Coordinator.

**Attendance and Punctuality:** Volunteers will report on time to their department, branch, or special event as scheduled by the Volunteer Liaison. Notice of a planned absence should be given to the Volunteer Liaison during the onboarding process or at least a minimum of 2 weeks in advance. In the event of an illness, injury or other unplanned absences, report to the Volunteer Liaison as soon as possible. If a volunteer is not feeling well or is experiencing any symptoms of illness such as fever, cough or vomiting, please do not come in until 48 hours symptom free.

**Name Badges:** Volunteers should wear name tags while on duty. This identification is essential for security because it provides access to non-public library areas. It also helps patrons distinguish between volunteers and staff, and helps promote the volunteer program.

**Parking:** Volunteers at the Central Library may park in the public parking lot. Branch volunteers will be informed of any specific parking guidelines by the volunteer liaison. Those volunteering in the Discovery Garden should park at the Central Library.

**Breaks:** Volunteers should take a 15-minute break for each 3-5 hour shift and a 30-minute break for each shift that is more than 5 hours. Volunteers may use the staff break room during this time and should notify their Volunteer Liaison or staff person when leaving area of work to take breaks.

**Timekeeping Procedures:** Volunteers are required to sign in at the beginning and out at the end of each shift. Every department or branch maintains a sign-in sheet, where the volunteer records the time of arrival and departure. Volunteer time is rounded to the nearest quarter hour. When recording hours online in Galaxy (the volunteer portal) volunteers are expected to check in online or upload hours by the last day of the month.

**Substance Use/Abuse:** Possession, use, or being under the influence of alcohol, marijuana, or illegal drugs is prohibited.

**Public Image and Dress Code:** As library ambassadors, volunteers are encouraged to dress appropriately for job functions. Personal grooming should convey a positive image to the community. Grooming and attire standards include the requirement that clothing, including headwear, shoes, and accessories, be neat and clean and not ripped, frayed, disheveled, revealing, or otherwise inappropriate. Hygiene standards include appropriate oral hygiene and non-offensive odors.
Volunteers must wear closed-toed shoes, no midriffs tops, spaghetti straps, or explicit language or images on clothing.Some assignments may have a more casual dress expectation or require certain attire for safety considerations. The Volunteer Liaison can offer additional guidance on appropriate attire.

**Fragrance Free Workplace:** The library is committed to maintaining a productive and distraction-free workplace and is designated as a fragrance-free environment. Volunteers are prohibited from bringing or wearing scented products (e.g., fragrances, lotions, candles) that may irritate or distract others. Those with a medical necessity for such products may request accommodations through their Volunteer Liaison, the Volunteer Coordinator. Concerns about scents or odors should be directed to the Volunteer & Outreach Coordinator

**Customer Service:** Many volunteers come into contact with library patrons and may be the first interaction a patron has with the library. Therefore, it is important that volunteers maintain a professional, courteous, and friendly demeanor at all times. Volunteers should direct all reference questions to the Information Desk and direct any problems that may arise to a staff member.

**Performance:** If a volunteer's performance falls below expectations (e.g., insufficient skills, carelessness, poor attitude, or unreliable attendance), library staff will work to support improvement through coaching sessions. However, MCL reserves the right to temporarily or permanently suspend a volunteer's service if satisfactory progress is not achieved.

**RSVP Volunteers:** The library utilizes volunteers referred through the 55+ program, Retired Senior Volunteer Program (RSVP). RSVP volunteers should let the Volunteer Coordinator know their status in order to log monthly hours.

**Separation:** Volunteer service may end at any time at the discretion of the volunteer or the library.

Grounds for separation include, but are not limited to:

* Incompetence or inefficiency in performance of job duties
* Negligent or careless conduct that endangers anyone’s safety or well-being
* Negligently using, willfully damaging, or wasting public property
* Using abusive language or acting unprofessionally with the public, staff, or volunteers
* Reducing library service efficiency through an inability to work/interact with others
* Violation of Code of Conduct Policy
* Consuming and/or being under the influence of intoxicants or drugs while on duty
* Theft or using library equipment or services for private gain or unlawful purposes
* Falsifying volunteer hours for official reports

**Exit Interviews:** Volunteers who leave the library are encouraged to discuss the reasons with the Volunteer Coordinator. A volunteer may participate in an exit interview 4 -6 weeks after leaving the library in order to provide time for reflection on the volunteer experience.

**EMERGENCY AND SAFETY PROCEDURES**

**Safety:** The library strives to create a safe environment for volunteers, patrons, and staff. Everyone has a responsibility to work safely and to report unsafe work practices or safety concerns. Volunteers should report safety issues to the Volunteer Liaison or a library security officer.

**Safety Tips:**

1. Use handrails when ascending or descending stairs or ramps.
2. Be sure the view is clear when carrying items. Use a rolling cart if necessary.
3. Use proper ergonomic practices when:
* Using computers and workspace areas
* Sitting in chairs
* Shelving books
* Pushing book carts
1. Use appropriate tools or equipment to safely perform tasks.
2. Keep fire alarms, emergency exits, and fire extinguishers free of obstructions.
3. Possessing concealed weapons or openly displaying weapons" is prohibited conduct.
4. Follow emergency evacuation plans posted by doors in the event of an emergency. Every department and branch has evacuation plans, and volunteers are encouraged to familiarize themselves with them.

**Emergency and Accident Reporting:** Report **emergencies** to any staff member or security officer- (970) 270-1509- Security Staff; GJPD Non- Emergency (970) 242-6707

Report **accidents** to the Volunteer Liaison, Volunteer and Outreach Coordinator, a staff member, or security officer as soon as physically possible.

[**LOCATIONS AND HOURS**](https://mesacountylibraries.org/aboutus/hours/)

**Central Library** | 443 N. 6th Street, Grand Junction, CO 81501 | 970-243-4442

* Mon. – Thurs. 9:00 a.m. – 8:00 p.m.
* Fri. 9:00 a.m. – 6:00 p.m.
* Sat. 9:00 a.m. – 5:00 p.m.
* Sun. 1:00 p.m. – 5:00 p.m. (Labor Day – Memorial Day)

**Clifton** **Branch** | 3270 D1/2 Rd, Clifton, CO 81520 | 970-434-6936

* Mon. – Thurs. 9:00 a.m. – 8:00 p.m.
* Fri. 9:00 a.m. – 6:00 p.m.
* Sat. 9:00 a.m. – 5:00 p.m.
* Sun. Closed

**Collbran Branch** | 111 Main Street, Collbran, CO 81624 | 970-487-3545

* Tues., Thurs., Fri. 9:00 a.m. – 1:00 p.m. & 2:00 p.m. – 6:00 p.m.
* Sat. 9:00 a.m. – 1:00 p.m.
* Sun., Mon., Wed. Closed

**De Beque Branch** | **730** Minter Avenue, De Beque, CO 81630 | 970-283-8625

* Fri. 9:00 a.m. – 1:00 p.m. & 2:00 p.m. – 6:00 p.m.
* Sat. 9:00 a.m. – 1:00 p.m.
* Sun. – Thurs. Closed

**Fruita Branch |** **324** N. Coulson Street, Fruita, CO 81521 | 970-858-7703

* Mon. – Thurs. 9:00 a.m. – 7:00 p.m.
* Fri. 9:00 a.m. – 6:00 p.m.
* Sat. 9:00 a.m. – 4:00 p.m.
* Sun. Closed

**Gateway Branch** | 42700 Highway 141, Gateway, CO 81522 | 970-931-2428

* Tues. 3:00 p.m. – 5:00 p.m.
* Thurs. 11:00 a.m. – 5:00 p.m.
* Fri. – Mon., Wed. Closed

**Orchard Mesa Branch** | 230 E. Lynwood Street, Grand Junction, CO 81503 | 970-243-0181

* Tues. – Fri. 9:00 a.m. – 6:00 p.m.
* Sat. 9:00 a.m. – 4:00 p.m.
* Sun. – Mon. Closed

**Palisade Branch** | 119 W. 3rd Street, Palisade, CO 81526 | 970-464-7557

* Tues. – Fri. 9:00 a.m. – 1:00 p.m. & 2:00 p.m. – 6:00 p.m.
* Sat. 9:00 a.m. – 4:00 p.m.
* Sun. – Mon. Closed

**970 West Studio** 5th & Ouray, Grand Junction, CO 81501 970-243-4442

* Mon. – Thurs.12:00 p.m.– 7:30 p.m.
* Fri. 12:00 p.m. – 4:30 p.m.
* Sat. 9:00 a. m. – 12:00p.m. & 1:00 p.m. – 4:30 p.m.
* Sun. Closed