



Volunteer Handbook

Table of Contents

Welcome Letter from Director	3
Volunteer Expectations.....	4
Volunteer Guidelines.....	5
Volunteer Policy.....	6 - 10
Rules and Regulations.....	11 - 12
• <i>Equipment Use</i>	
• <i>Work Schedules</i>	
• <i>Cell Phones</i>	
• <i>Injuries and Emergencies</i>	
<i>Dress Code</i>	13
Helpful Hints.....	14 -17
• <i>Library Language</i>	
Library Locations and Hours.....	18
Notes.....	19

Letter from the Director

It's hard to imagine running our libraries without volunteers. The services volunteers provide are valued and valuable. In fact, most of the libraries in the Fontana Regional Library system were established by volunteers. Volunteers continue to be essential partners in making our libraries the heart of our communities.

With your help, we can achieve our mission of providing excellent service and convenient access to resources that will meet the needs of those we serve. The library belongs to our communities and everyone in it.

Thank you for your interest in becoming a volunteer. We hope you'll enjoy sharing your time, talents, and skills to help enrich the lives and inspire the future of people using our libraries.

Karen Wallace
Director
Fontana Regional Library

What You Can Expect as a Volunteer

1. You are important to the library
2. We welcome individuals with talent and ability.
3. The Fontana Regional Library recognizes that volunteers are essential to the productivity and efficiency of the library system.

When you volunteer at the library, both the library and you assume certain responsibilities. The library expects that as a volunteer you will:

- Respect the principle of confidentiality
- Adhere to volunteer guidelines
- Honor the time commitment that you make to the library
- Attend all orientation and training sessions which are a part of your volunteer position
- Ask for any information you need to do your job effectively and feel free to bring any concerns to your supervisor

The library's responsibilities to you are:

- To provide you with a description of your job which will enable you to use your existing skills or develop new ones
- To provide you with the training, supervision, and evaluation you need to work effectively
- To recognize your contributions to the library

As a result of your volunteer work, we hope you will achieve the goals you set for yourself, while helping to assure that the Fontana Regional Library meets its goals as well.

Guidelines for Volunteers

- Volunteers should notify their supervisor or the Volunteer Coordinator as soon as possible if they know they will be late or absent.
- Volunteers must sign in and sign out of the volunteer notebook.
- Volunteers should always wear their name badges while working in the library.
- Volunteers should maintain a professional, friendly demeanor at all times.
- Volunteer questions should be directed to their supervisor, who is trained to deal with questions about the library's collection, services, policies and procedures.
- Volunteers are ambassadors for the library and need to present a positive image to the public. It is expected that each volunteer's dress and grooming will be appropriate for a library environment and in keeping with his or her work assignment. If a volunteer is dressed in an inappropriate manner, they may not be able to work their shift.
- Volunteers are responsible for updating personal data, such as change of address or telephone number, etc., with their supervisor or the Volunteer Coordinator.
- To end a volunteer commitment, please notify your supervisor or the Volunteer Coordinator of that decision and the effective date.
- The supervisor may meet with the volunteer regularly to review job performance. Evaluations may be formal or informal and may be written or verbal.
- Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library or to make changes in the nature of their volunteer assignment.

Fontana Regional Library Volunteer Policy

Mission Statement

The Fontana Regional Library system (Library) provides the public of Jackson, Macon, and Swain counties with excellent service and convenient access to resources for their educational, informational, and recreational needs.

Fontana Regional Library Volunteer Policy

The Fontana Regional Library shall use the services of volunteers to supplement the efforts of paid library staff in meeting demands for quality public service. Volunteers aid the library in making the best use of its fiscal resources and contribute to sound working relationships with community groups and organizations. Volunteers are liaisons to the community and by their contribution are advocates for quality library service. The library and its volunteers work together to meet the goals and mission of the organization.

Volunteers generally provide support services to staff and/or work on special projects. Because we rely upon our volunteers to help provide services, it is essential that a volunteer make a real commitment to the library.

Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons.

The Fontana Regional Library shall make use of the services of interested volunteers to supplement and not to replace the work done by library staff.

Definition of a Volunteer

One who performs a service of his or her own free will.
One who contributes time, energy, and talents directly or on behalf of the Fontana Regional Library and is not paid by library funds.

All volunteers must be accepted by the library prior to performance of assigned tasks.

How to Become a Volunteer

All potential volunteers are required to fill out a Volunteer Application Form.

Potential volunteers under age eighteen must have the application signed by a parent or legal guardian.

Potential volunteers under age fourteen must also submit a letter of recommendation from their teacher, principal, etc. stating why he or she should be considered a volunteer for the Fontana Regional Library.

Potential volunteers are selected based on their qualifications in relation to the needs of the library at any given time.

Potential volunteers under consideration may be subject to a background check.

Acceptance of an application is at the library's discretion.

Supervision

Each volunteer will have an on-site supervisor and is expected to follow the procedures established by that staff member. This supervisor is responsible for day-to-day management and guidance of a volunteer's work and will be available for consultation and assistance. Volunteers should feel free to ask any questions of this person or report any problems or concerns about their assignment.

Responsibilities of Volunteers

Volunteers are expected to perform their assigned duties to the best of their abilities and to be loyal to the mission, values, goals and policies of the library. All volunteers should keep their supervisor informed of their projects and work status and of their comings and goings in the library.

Volunteers agree that the library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the library or to make changes in the nature of their volunteer assignment.

Volunteers who fail to meet the requirements of the job descriptions, violate library policies, or violate local, state or federal law while working at the library are subject to dismissal and/or prosecution.

Volunteers should not use library owned equipment and supplies for personal use.

Confidentiality of Library User Records

Volunteers will be familiar with and agree to abide by the Confidentiality of Library Records State Statute, as well as all other library rules and policies.

North Carolina General Statutes

§ 125-19. Confidentiality of library user records.

(a) Disclosure. – A library shall not disclose any library record that identifies a person as having requested or obtained specific materials, information, or services, or as otherwise having used the library, except as provided for in subsection (b).

(b) Exceptions. – Library records may be disclosed in the following instances:

- (1) When necessary for the reasonable operation of the library;
- (2) Upon written consent of the user; or
- (3) Pursuant to subpoena, court order, or where otherwise required by law. ([1985, c. 486, s. 2.](#))

Safety and Security Policy

Volunteers are asked to be alert at all times to safety hazards and to report unsafe acts or conditions to their supervisor immediately. Volunteers should also notify their supervisors of any assignment which causes physical discomfort or which could lead to personal injury. All injuries, whether minor or serious, must be reported directly to your supervisor or the Volunteer Coordinator.

Drug and Alcohol Free Workplace Policy

Use of alcohol or illegal drugs in the workplace or reporting for duty under the influence of drugs or alcohol is prohibited, as is the abuse of any drug or alcohol.

Workplace Harassment Policy and Workplace Violence Policy

All volunteers, employees, supervisors, and members of management, both male and female, are strictly prohibited from sexually harassing or making improper advances towards other volunteers, guests, employees, supervisors, or members of management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decision, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile, or offensive environment. Any sexual harassment needs to be reported immediately to the volunteer’s supervisor or the Volunteer Coordinator.

Workplace Bullying and Psychological Harassment

Fontana Regional Library prohibits workplace bullying or psychological harassment to the end that all employees are afforded the opportunity to work in an environment that is healthy and safe and free from bullying.

After reading the Policy on Workplace Bullying and Psychological harassment, any employee who perceives himself or herself to be the victim of workplace bullying or psychological harassment is encouraged to promptly report the same to an appropriate supervisor through the grievance procedure established herein. FRL will investigate all allegations of workplace bullying or psychological harassment and will exercise appropriate remedial or disciplinary action. FRL further prohibits retaliation against any employee reporting workplace bullying or psychological harassment, will investigate all allegations of retaliation and will exercise appropriate remedial or disciplinary action.

Job Orientation and Training

The supervisor in charge will be responsible for providing job orientation and training at the beginning of a new volunteer’s assignment.

Court-Ordered community service

We may accept court ordered community service workers at the library’s discretion.

The Friends of the Library

The Friends of the Library is a volunteer organization established as 501(c) (3) non-profit charities. They are governed by separate Boards of Directors that set their policies and oversee their operations and expenditures. The Library is neither responsible nor liable for the policies or activities of these organizations. This Volunteer Policy does not extend to the separate, outside activities of these or any other organizations that use or support the Library. However, if members of these organizations volunteer to work in the Library, they are individually subject to this policy, just as any other volunteer.

Rules and Regulations

Equipment

- Do not operate a piece of equipment unless you have been instructed in its use.
- Report all damaged or faulty equipment to a supervisor.
- Only authorized persons may make electrical or mechanical repairs or adjustments on equipment.
- Never leave dangerous objects and equipment unattended in public areas.
- Be aware of all sharp equipment and supplies. Use with caution.
- Except for UL approved surge protectors, do not use extension cords as a substitute for permanent electrical wiring.
- Use appropriate housing when running cords, cables, or wires across walkways.
- Follow container directions when using flammable solvents; unmarked containers should be labeled with contents.
- Use only approved step-stools or ladders.
- Do not open more than one file cabinet drawer at a time or leave any drawers or cabinet doors open.
- Clean up all staff and public work areas after a job is completed.

Work Schedules

- Volunteers will work during the hours when adequate supervision is available. Work schedules and specific time commitments will be arranged by each volunteer and the staff person who is responsible for their work. Volunteers who cannot meet a scheduled work time will inform library staff as soon as possible.

Cell Phones

- When you enter the library, we ask that you turn the ringer on your cell phone to vibrate or off.
- Be considerate of those around you, and keep your conversations short and your voice lowered when using your cell phone.
- If you need to have an extended conversation, please exit the building to do so.
- Please refrain from using your cell phone at the service desks.
- If you wish to report inappropriate cell phone use, contact a library staff member at the nearest service desk.

Injuries and Emergencies

- Contact supervisor or available staff member .
- If immediate assistance is needed, call 911. Never offer to drive the patron anywhere for medical assistance.
- Stay with the person and tell him that assistance is on the way.
- Do not provide medical aid (CPR, etc.) unless properly trained in appropriate techniques.
- Do not move the person but try to make him as comfortable as possible.
- Clear the area of bystanders. Recruit staff members to help if needed.
- Remove any obstacles in the path of the Emergency Response Service.
- Get the details of the accident, injury, or illness (person's name and address but do not search his/her pockets, purse, etc.). Also get names and addresses of any witnesses and give all information to supervisor or available library staff .

Dress Code

The public image of the library is at least partially projected by the appearance of the staff members/volunteers. It is, therefore, very important that all employees/volunteers be well groomed and properly dressed. Employees/Volunteers must show good common sense and a maturity of self-expression.

All employees/volunteers are expected to dress at all times in an acceptable and professional manner which is consistent with good business practice, nature of work, and weather. Clothing should be fresh and neat. Careful personal hygiene is essential. Within these constraints, there is room for individual expression of taste and exercise of choice of apparel. The immediate supervisor with approval of the County Librarian and Regional Director is responsible for administration of the dress code.

GUIDELINES

These guidelines apply to all employees/volunteers in all branches. Exceptions to this will be permitted where particular forms of dress are required to perform job functions. Managers and supervisors are responsible for ensuring that appropriate standards are maintained within their branch or department. The following guidelines are not all inclusive and if any questions arise the employee/volunteers should speak with their supervisor or manager.

- Shoes must be worn. Shoes worn at work should be comfortable and suitable for duties of the job. Flip-flops are not acceptable.
- Jeans and Capri pants may be worn and should be neat, clean, and without holes. Sweat pants may not be worn.
- No shorts are allowed unless approved by the manager or supervisor for programming purposes.
- Tops should be neat, clean, and without holes. Tops that expose the midriff are not acceptable.
- Halter tops, tank tops, or camisoles may be worn beneath other garments but are unacceptable when worn alone.
- Tee shirts and sweatshirts displaying advertisements, logos, words or phrases may not be worn.
- Nametags should be worn in a visible manner when on duty.
- Tattoos are acceptable. Tattoos that could be considered indecent, sexist, racist, or show allegiance with extremist organizations are prohibited.
- Jewelry and body piercings are acceptable. Jewelry and body piercings that could be an Occupational Health and Safety risk are prohibited.

LIBRARY LANGUAGE

All professions have languages of their own, and Libraries are no exception. These are a few of the terms you will become familiar with during your service as one of our volunteers:

Barcodes.

Numbers on computer-readable strips which are placed in books and on audio visual materials to identify them and to allow us to maintain a record of items which are checked out. Individualized barcodes are also used on patron Library cards to tell us who has checked out material.

Book Truck.

Wheeled carts holding books to be shelved. Book trucks are loaded from the sorting shelves next to the Circulation desk.

Call Number.

Numbers, letters, and/or symbols assigned to a book to indicate its location in the Library and its physical relationship to other Library materials. In non-fiction, the call number is a Dewey Decimal Classification:

- 000: generalities: bibliographies, encyclopedias, rare books, etc.
- 100: philosophy and psychology
- 200: religion
- 300: social sciences
- 400: language
- 500: natural sciences and mathematics
- 600: technology (applied sciences)
- 700: the arts
- 800: literature and rhetoric
- 900: geography and history

Fiction books are identified by the letters of the author's last name plus an additional sticker identifying it by category -- FIC for fiction, YA for young adult, AV for audio visual, and so forth.

Circulation Desk.

The counter near the front door where patrons check out and return Library materials, apply for Library cards, and pay fines for overdue materials.

Community Room.

The large room which is available for library and community use. The room may contain tables, chairs, or audio visual equipment.

Conference Room.

A room in which a conference can be held.

Dewey Decimal Classification.

A numerical system for classifying non-fiction books according to subject matter. Non-fiction books have a three-digit number and, usually, a decimal point and additional numbers to identify specific subclasses within the general subject category. (See also: **Call Number.**)

Evergreen.

Evergreen is open-source, consortial-quality library software to help library users find library materials and to help libraries manage, catalog, and circulate those materials.

Greeters Desk.

The desk centrally located in the lobby where patrons may ask general questions about Library hours and programs, the location of restrooms, etc.

Friends of the Public Library.

A support organization whose members conduct book drives, sponsor book and acquisition programs, sponsor educational and entertainment programs, and manage a book sales shop at different locations depending on library.

Internet.

An electronic communications network that connects computer networks and organizational computer facilities around the world. Computer work stations located in Adult Reference or Computer Lab utilizes a modem to connect the user to the Internet system. Patrons may sign up at the Adult Reference Desk, Circulation Desk or Computer Lab to use the program at no charge.

Librarian.

A staff member who has a Bachelor of Arts or Bachelor of Science college degree plus a Master of Library Science degree or other special training in the library profession.

Library Board of Trustees.

A five- member advisory board appointed by County Commissioners.

Microfiche.

A sheet of microfilm can hold a number of pages of information in a reduced form and which can be filed like an index card. The material can be viewed on microfiche reader printers located in the Periodicals section of the Library.

Microfilm.

A reel of film on which magazines and newspapers are photographed in greatly reduced size. The material can be viewed on microfilm reader printers located in the Periodicals section of the Library.

Non-fiction.

Instructional, informational or factual materials.

On-line Public Access Catalog (OPAC).

(See also Card Catalog.) The Fontana Regional Library's computerized database for access to cataloged materials in the collection.

Patron.

Any person who uses the Library.

Periodical.

A magazine, newspaper, or journal.

Reference Collection.

To assure availability, all of the materials in the reference sections may be used only in the Library.

Reference Desk.

The desk in the Adult Services area where patrons may ask for assistance, information, and materials.

Shelf Reading.

Examination of books on the Library shelves by volunteers and staff to be certain they are in the proper call number or alphabetical order.

Staff Member.

A full-time or part-time employee.

Staff Break Room.

A private room with tables, chairs, and kitchen facilities where staff and volunteers may eat or take breaks.

Volunteer.

A person who performs a service without pay. Fontana regional Library volunteers perform a variety of tasks and are expected to work generally on a regular schedule.

Note: Names of rooms vary from Library to Library.

Library Hours and Locations

Fontana Regional Library Headquarters

33 Fryemont Street
Bryson City, NC 28713
(828) 488-2382

Library Hours

9:00 am – 5:00 pm: Monday –Friday

Jackson County Public Library

310 Keener Street
Sylva, NC 28779
(828)586-2016

Library Hours

10:00 am – 6:00 pm: Monday & Wednesday

10:00 am – 8:00 pm: Tuesday & Thursday

10:00 am – 5:00 pm: Friday & Saturday

Closed – Sunday

Albert Carlton-Cashiers

Community Library
249 Frank Allen Road
Cashiers, NC 28717
(828) 743-0215

Library Hours

10:00 am – 5:30 pm: Tuesday & Wednesday

10:00 am – 8:00 pm: Thursday

10:00 am – 4:00 pm: Friday & Saturday

Closed – Sunday & Monday

Macon County Public Library

149 Siler Farm Road
Franklin, NC 28734
(828) 524-3600

Library Hours

9:00 am – 8:00 pm: Monday –Thursday

9:00 am – 5:00 pm: Friday & Saturday

Closed – Sunday

Hudson Library

554 Main Street
Highlands, NC 28741
(828) 526-3031

Library Hours

10:00 am – 5:30 pm: Tuesday- Friday

10:00 am – 4:00 pm: Saturday

Closed – Sunday & Monday

Nantahala Community Library

128 Nantahala School Road
Topton, NC 28781
(828) 321-3020

Library Hours

10:00 am – 5:00 pm: Tuesday – Saturday

Closed – Sunday & Monday

Marinna Black Library

33 Fryemont Street
Bryson City, NC 28713
(828) 488-3030

Library Hours

10:00 am – 5:30 pm: Monday & Wednesday

10:00 am – 7:00 pm: Tuesday & Thursday

10:00 am – 4:00 pm: Friday & Saturday

Closed – Sunday

Notes
