



WALLINGFORD
PUBLIC LIBRARY

VOLUNTEER
HANDBOOK

Volunteer Handbook

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WELCOME TO WALLINGFORD PUBLIC LIBRARY

Thank you for volunteering at Wallingford Public Library. We know there are many places in our community where you can donate your valuable time and we are honored that you have chosen to volunteer at the Library. The service our volunteers provide is critical to our success as an organization. You make this a better library and we are grateful!

You were selected to volunteer at Wallingford Public Library because we believe you have the qualities we look for in our volunteers: dedication, thoroughness, and a commitment to the Library's mission and values. We strive to make Wallingford Public Library a pleasant place for you to volunteer and a place where you know that your efforts are appreciated.

This handbook has been prepared to help acquaint you with the Library's purpose and basic policies and practices. As you read this handbook and become more familiar with Wallingford Public Library, we encourage you to ask questions and to make suggestions for improving your volunteer experience.

We are delighted to have you on our team.

Sincerely,

Sunnie Scarpa, Director

Janelle Rosales, Volunteer Coordinator

Notice and Disclaimer

This volunteer handbook is designed to acquaint you with Wallingford Public Library and provide you with information about the Library and some of the policies. You should read, understand and comply with all provisions of this handbook.

Under this relationship, neither the volunteer nor the Library is bound to continue the relationship if either chooses, at its will, to end the relationship at any time, for any reason, with or without notice.

Equal Opportunity Policy

Wallingford Public Library's policy is to provide, in accordance with applicable law, equal employment opportunities to all volunteers without regard to race (including ethnic traits historically associated with race such as hair texture and protective hairstyles), color, religious creed, age, sex, pregnancy, marital status, national origin, ancestry, past or current mental or physical disability, genetic information, military or veteran status, sexual orientation, gender identity or expression, civil union status, status as a victim of domestic violence, or any other legally protected status.

ABOUT WALLINGFORD PUBLIC LIBRARY

Mission

By offering a wide array of resources and experiences and by connecting people in our community with ideas and with each other, Wallingford Public Library ensures every resident has the opportunity to be inspired, enriched, and informed.

Vision

- Wallingford Public Library will be viewed as the hub of the community where all are welcome.
- The collection will evolve to meet the changing needs and demographics of our community, including the continued expansion of digital materials.
- Our programs will act as opportunities to bring community members together – to learn together, to support one another, and to be inspired.
- We will expand the array of supports for access to online information and materials, for both consumption and creation, and continue to be a go-to place for helping our community with technology.
- The configuration of our facilities will be assessed to best meet the needs of our patrons and to ensure the building's long term maintenance.
- As one of our strongest assets, our staff will feel valued and will have opportunities for professional development.
- Our Board of Managers will be a committed, engaged group of community members, representative of our diverse community.
- We will work in collaboration with our community partners to ensure our collective efforts address the needs of the community.
- The Library will foster a strong sense of community identity, spirit and pride through its collections, programs, facilities and other services.

Values

- Access for All: We provide equal access to our collections, programs, facilities and services.
- Excellence: We maintain high standards of customer service and strive for excellence in the services and resources we provide.
- Respect: We embrace people from all walks of life and treat individuals with respect and dignity.
- Personal Growth: We strive to provide all people with the opportunity to grow and achieve their life goals.
- Kindness: We show compassion and offer support to our patrons.

- Innovation: We actively seek out opportunities to blend new ideas and methods into our work.
- Responsibility: We offer high quality services in a safe, secure and fiscally responsible environment.

LIBRARY POLICIES AND PRACTICES

Volunteer Conduct and Library Rules

To ensure orderly operations and to provide the best possible environment, Wallingford Public Library expects volunteers to follow rules of conduct that will protect the interests and safety of all.

It is not possible to list all the forms of behavior that are considered unacceptable in the library. The following are a few examples of infractions of rules of conduct.

- Theft or inappropriate removal or possession of property.
- Volunteering under the influence of alcohol or drugs.
- Fighting or threatening violence in the library.
- Possession of a firearm or other weapon in the library, regardless of lawful licensure for possession elsewhere.
- Negligence or improper conduct leading to damage of Wallingford Public Library-owned property.
- Disrespectful conduct.
- Violation of safety or health rules.
- Sexual or other unlawful harassment.

Attendance

At Wallingford Public Library, we appreciate your commitment to volunteering. In the event that you are not able to volunteer on a given day, please contact us at (203) 265-6754 to let us know. We may not be able to extend ongoing volunteer opportunities if you have excessive absences without notice.

Privacy and Confidentiality

Wallingford Public Library believes that our patrons have a right to privacy concerning the library books they read, the films they view, the services they receive, the questions they ask, the programs they attend, and the things they search for on our computers. Volunteers are expected to keep confidential any library records they encounter that can be used to identify any library user, or link any user to a library transaction, regardless of format. Examples of such

records include borrowing records, program sign-up sheets, overdue notices, reserve requests, and anything else that attaches a person's name to library materials and services.

Personal Appearance

Acceptable personal appearance is an ongoing requirement of volunteering at the Library. Volunteers are expected to dress in a manner that is acceptable in similar public service surroundings. Volunteers should not wear baseball hats, hoods, or inappropriate attire that does not present an appearance suitable for a library environment. Volunteers are expected to wear clean and practical footwear suitable for public service assignments.

Cell Phone Use

Personal cell phones should not be used for calling or texting during volunteer hours.

Smoking

In keeping with Wallingford Public Library's intent to provide a safe and healthy environment, smoking is prohibited throughout the Library and on the grounds. This policy applies equally to all employees, customers, volunteers and visitors.

Drug and Alcohol Use

Drug and alcohol use is highly detrimental to the safety and productivity of volunteers in the library. No volunteer may be under the influence of any illegal drug, alcohol or marijuana while in the library or while operating equipment owned by Wallingford Public Library.

The unlawful manufacture, possession, distribution, transfer, purchase, sale or use of alcoholic beverages or illegal drugs while on Wallingford Public Library property is strictly prohibited.

Safety

Your safety and security matter to us. If during the course of your volunteering you feel unsafe in any way please inform the volunteer coordinator or the person-in-charge.

Each volunteer is expected to obey safety rules and exercise caution in all activities. Volunteers should report any unsafe condition to the volunteer coordinator or the person-in-charge.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, volunteers should notify the volunteer coordinator or the person-in-charge who may ask you to complete an injury report.

Emergency Closings

In the event of bad weather please contact the library to see if we are open. If the Library closes early or has a delayed opening due to severe, inclement weather conditions or other

emergencies, it will be listed on our website. Notification may also be provided on television and/or by calling our main number (203) 265-6754.

Any volunteer who judges that their safety is endangered by weather conditions may notify the library that they do not intend to volunteer that day.

Fire Procedure

If you hear the fire alarm:

- Follow the instructions of the person-in-charge.
- Go out the nearest exit. If the nearest exit can't be used due to fire or smoke, use an alternate exit.
- Meet in the far southwest corner of the parking lot.

If you discover a fire:

- Pull the nearest fire alarm pull station
- Notify the person-in-charge or any staff member
- Go out the nearest exit. If the nearest exit can't be used due to fire or smoke, use an alternate exit.
- Meet in the far southwest corner of the parking lot.