



LARAMIE
COUNTY
LIBRARY

Laramie County Library System VOLUNTEER HANDBOOK



laramiecountylibrary.org





Laramie County Library System
VOLUNTEER HANDBOOK



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CONTACTS

Closures, and Hours



Burns Branch Library

112 Main Street | 307.245.3646

Hours

1:00 - 5:00 p.m.	M
10:00 a.m. - 5:00 p.m.	T
Closed	W
10:00 a.m. - 7:00 p.m.	TH
10:00 a.m. - 5:00 p.m.	F
9:00 a.m. - 12:00 p.m.	SA
1:00 p.m. - 5:00 p.m.	SU

Laramie County Library

2200 Pioneer Avenue | 307.634.3561

Hours

10:00 a.m. - 9:00 p.m.	M-TH
10:00 a.m. - 6:00 p.m.	F-SA
1:00 p.m. - 5:00 p.m.	SU

Pine Bluffs Branch Library

112 Main Street | 307.245.3646

Hours

Closed	M
10:00 a.m. - 7:00 p.m.	T
10:00 a.m. - 5:00 p.m.	W-TH
1:00 - 5:00 p.m.	F
9:00 a.m. - 12:00 p.m.	SA
Closed	SU

Anticipated Closures:

New Year's Eve (<i>closed at 6 pm</i>)	Memorial Day	Thanksgiving Eve (<i>closed at 6 pm</i>)
New Year's Day	Independence Day	Thanksgiving Day
Library In-Service (<i>January</i>)	Cheyenne Day	Friday after Thanksgiving
President's Day	Labor Day	Christmas Eve
Easter Sunday	Veteran's Day	Christmas Day

If you are unable to make a shift, please contact:

Amber McDaniel, Volunteer Coordinator	773-7224
Reese Ruiz, Manager, Community & Media Relations	773-7225
Area in which you volunteer	634-3561

WELCOME to Volunteering



Volunteers play an important role in making sure the Laramie County Library achieves its mission. The time and service volunteers provide is critical to the library. Volunteers share their talents and provide the manpower that ensures the library's success. Each volunteer is very important to the library staff, and it is through the help of volunteers that Laramie County Library can provide even better customer service to patrons.

Welcome!

The team at Laramie County Library System is so pleased that you are willing to invest your time and hard work into helping your library be its best. I personally want to thank you for the support your work gives to staff and how critical it is to providing excellent service to the public.

Whether you are new to volunteering, such as some of our 12-year-old volunteers, or are

a seasoned veteran, we want to ensure you have appropriate training, engaging work, positive social interactions with staff and other volunteers, and are valued for your contributions.

Communication will be key to ensuring we are meeting your needs, so please make sure you bring any concerns you may have to the person supervising your

tasks, the Volunteer Coordinator, or to me.

Thank you again for your contribution to the success of the Laramie County Library System. Together we can engage in meaningful work that betters our community!

Carey D. Hartmann
Executive Director,
County Librarian

MISSION Statement



Our Mission:

The Laramie County Library System's mission is to serve all people of Laramie County in their quest for lifelong learning and adventure through traditional and technological means.

Our commitment is to:

- Provide free and easy access to the printed word, information and cultural enhancement;
- Promote reading and literacy for children and adults;
- Offer a dynamic, current, pertinent and uncensored collection of materials in a variety of formats;
- Maintain high quality customer service through well-trained professional librarians, managers, staff and volunteers;
- Strengthen the library by developing, maintaining and sharing resources in a responsible manner;
- Be a focal point for access to information, self-improvement, social interaction, cultural exposure and leisure;
- Remain committed to continually utilizing and providing state of the art technology;
- Provide appropriate facilities to meet the needs of all people in Laramie County;
- Promote services at the library.

VOLUNTEER Policies



Dress

Volunteers are expected to dress in a manner appropriate to the environment.

Drug Free Workplace

In compliance with the Drug-Free Workplace Act of 1988, the library prohibits the possession, use, manufacture or distribution of illegal drugs on any library property or in any library vehicle.

Harassment

Harassment based on race, age, sex, religion, national origin, disability or sexual orientation is prohibited.

Identity Badges

All volunteers are required to wear identity badges when on duty to provide easy identification to customers and co-workers.

Length of Service

Volunteers serve in their volunteer positions at the pleasure of the Laramie County Librarian and each volunteer's service may be terminated at any time for any reason.

Personal Possessions

The library does not assume responsibility for the loss or theft of personal items. Check with your supervisor for a safe place to store your personal items while you are on duty.

Risk and Personal Injury

Volunteers are not covered by Workman's Compensation while performing volunteer duties. Volunteers are not covered by employees' health insurance. We ask that any illness or injury be reported to a staff

member as soon as possible. Volunteers are required to provide the name of a person to contact in case of emergency.

Security

Security is everyone's business. If a volunteer has reason to believe that there is a threat to the safety or security of the library or any individual, he/she should notify management immediately.

Severe Weather

Listen to local radio stations for announcements. If county offices close, the library will also close. If the library closes later in the day, an attempt will be made to contact volunteers regularly scheduled to work that day.

Smoking

The library is a SMOKE-FREE ENVIRONMENT. Smoking is allowed only in designated smoking areas outside the building.

Staff Lounge

If you are volunteering for a time period of 3 hours or more per shift, you may use the staff lounge. Volunteers are not to otherwise eat in a public area or chew gum while on duty.

Telephone Calls

Telephone lines are intended for library business. Volunteers should use the phone in the staff lounge and keep personal calls to a minimum. Friends and relatives of volunteers should be discouraged from calling during work hours except in the case of an emergency. Cell phones are to be turned off while volunteering.

EXPECTATIONS, Responsibilities, and Rewards



Volunteer Expectations:

- TO BE appropriately recognized and appreciated for their efforts.
- TO BE given guidance and direction.
- TO BE given opportunity, when possible, for a variety of experiences.
- TO BE kept informed and listened to by staff.
- TO BE provided orientation, training, support, supervision, and evaluation.
- TO BE treated with respect and appreciation.
- TO BE trusted and respected by staff and co-workers.
- TO HAVE a clear understanding of the duties, responsibilities, support person structure, and time commitment of a volunteer.
- TO HAVE volunteer time spent wisely.
- TO KNOW as much as possible about the library's policies, people, and programs and to be kept informed.
- TO HAVE proper working conditions.
- TO RECEIVE continuing education for the volunteer position.
- TO RECEIVE prompt response and feedback.

Volunteer Responsibilities:

- TO BE open and honest regarding intent, goals, and skills.
- TO ACCEPT only realistic assignments and have a clear understanding of the volunteer position.
- TO CARRY OUT duties promptly and reliably.
- TO COOPERATE with the staff and accept the guidance and direction of the Volunteer Coordinator.
- TO UNDERSTAND the function of the paid staff, maintain a smooth working relationship with them and stay within the bounds of volunteer responsibility.

TO PARTICIPATE in any training required by the library.

TO DISCUSS satisfactions, dissatisfactions, or any other concerns with the Volunteer Coordinator so that they may be resolved.

TO BE PUNCTUAL and to notify the Volunteer Coordinator of any absences as far in advance as possible.

TO KEEP TRACK of your volunteer time by signing in and out in the volunteer notebook.

TO WEAR A BADGE that identifies you as a volunteer

TO BE alert, sober, and drug-free while volunteering.

Volunteer Rewards:

We want your volunteer experience here to be rewarding and we strive to recognize and reward our long-term volunteers. Some of the rewards of recognition the library offers are:

- After 6 months of consistent volunteering you may place personal orders for books through technical services at a generally discounted price. If you want to order a book, please see Volunteer Coordinator.
- After 6 months of volunteering with at least 12 hours of service, your library card may have staff privileges. You may check out DVD, or video games for a 24-hour period free of charge. You are not charged overdue fees for print material.
- Changing your library card to staff privilege is optional. If you prefer to keep your library card at the present status, that is fine. If you are under 18, you may need parental consent to change the privilege level of your card.

Do you have questions or concerns?

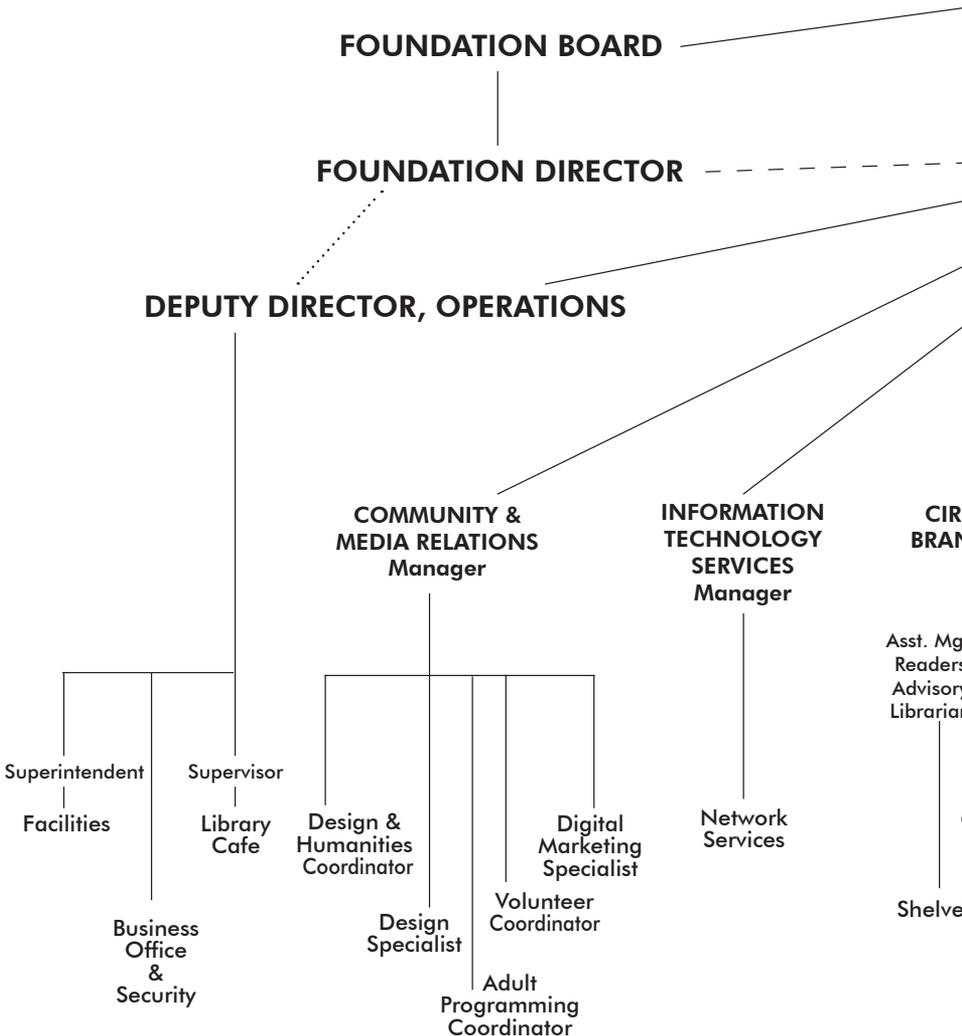
Would you like some additional training?

Feel free to contact Amber or Reese and they'll gladly help you!

ORGANIZATIONAL Chart



- Direct Supervision
- - - - Day-to-Day Oversight
- Shared Fiscal & Operations Management



COUNTY COMMISSIONERS

BOARD OF DIRECTORS

EXECUTIVE DIRECTOR (COUNTY LIBRARIAN)

DEPUTY DIRECTOR, PUBLIC SERVICE

CIRCULATION & BRANCH SERVICES Manager

REFERENCE SERVICES Manager

COMPUTER CENTER & CATALOGING SERVICES Manager

YOUTH & OUTREACH SERVICES Manager

Circulation Services

Branch Services

Reference Services

Business Coordinator

Asst. Mgr. Special Collections Librarian

Special Collections

Cataloging Services

Computer Center

Teen Services

Outreach

Youth Services

Asst. Mgr. Childrens Librarian

Youth Services

VOLUNTEER

Opportunities at LCLS



Volunteers share their talents and provide the manpower that ensures the Library's success. Each volunteer is very important to the Library staff, and LCLS wants to ensure volunteers are working in areas of the Library that enrich their lives, too.

There are a number of volunteer opportunities for all ages at the Laramie County Library System. From teens to seniors and all ages in between, we'll ensure your position is a good fit for your abilities.

How to Volunteer

- Volunteers must be at least 12 years old
- Volunteers under age 18 must have a parent or guardian submit a Parental Consent Form before they can start.
- Volunteer application forms are available at each Ask Here desk or using our Online Form. Please complete and return this form to the Library where it will be evaluated by the Volunteer Coordinator.
- The Volunteer Coordinator will contact you for a personal interview to determine a suitable position for you.

Volunteer Jobs - a few examples

- repair books
- assist with Youth, Teen and Adult programs
- distribute Library publicity materials
- assist customers in the Book Sale Room
- process Library notices and letters
- clean and maintain computer equipment
- assist with genealogical research
- locate and pull materials for patron holds
- help keep the Library clean
- lead a tour of the Library as a docent
- and MUCH MORE!



Signing up for volunteer jobs is easy via the Library's online volunteer system, and you can be notified of updates via text! Learn how at your volunteer interview.

LCLS

A Brief Tour by Floor

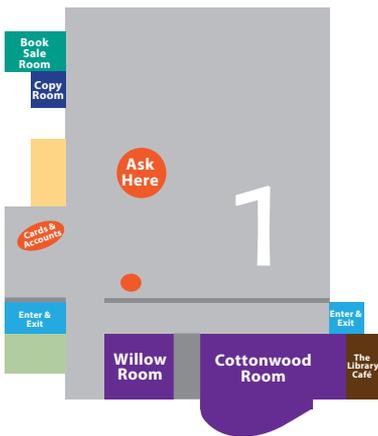


On the 1st floor you'll find...

- a variety of new materials
- fiction, mystery, sci-fi, large print books
- magazines, newspapers, graphic novels
- video games, music, movies, audiobooks.
- where to return items and items on hold
- used treasures in the Book Sale Room
- a variety of delicious drinks, baked goods, salads and sandwiches at The Library Café, and you can enjoy them in the library!

Library staff on the 1st floor will help you...

- manage your library card account online or by phone (have your library card number handy) and help you use the self-check stations
- reserve a meeting room for your group
- show you how to schedule rooms online.
- assist you with finding the next book by your favorite author or discover a new author
- assist you with your devices & library items

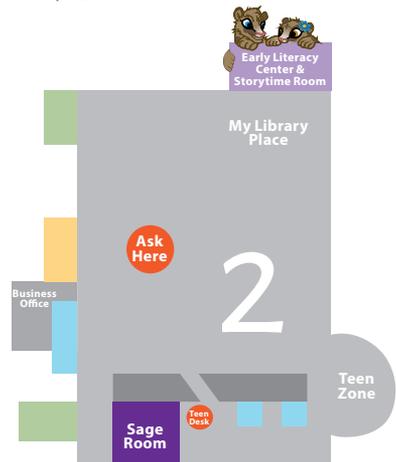


On the 2nd floor you'll find...

- books, magazines, audiobooks and movies for children and teens
- 23 computers for learning & entertainment
- 5 study rooms
- My Library Place and the Early Learning Centers for young children, hosted by literacy mascots Elsie & Eddie
- the Teen Zone, an area just for people in grades 7-12

Library staff on the 2nd floor will...

- help children, teens, parents, caregivers and teachers find library materials
- tell engaging and fun stories at several weekly storytimes and involve children and caregivers in sing-a-longs, fingerplays and activities
- host entertaining and educational STEAM (Science, Technology, Engineering, Arts and Math) programs that spark the imagination
- help you find so much more — just ask!



AND MAP of the Library



On the 3rd floor you'll find...

- biographies, non-fiction and reference books Genealogy, Western history, Wyoming history and the Trails Collection in the Special Collections area
- the Capital Room, a quiet reading room with a fireplace and view of Wyoming's Capitol
- 50 computers and helpful library staff in the Computer Center
- 3 study rooms
- Funding Information Network (FIN)
- resources for grant seekers, available only in the library

Library staff on the 3rd floor will help you...

- request materials through Interlibrary Loan (ILL) and show you how to place requests online
- learn useful skills in classes on
- computer software, ebooks, photo
- editing, job searching and genealogical research
- connect with L2B (Library to Business) services
- find so much more — just ask!



KEY

- | | | | |
|---|--------------------|---|--------------|
|  | SERVICE POINT |  | MEETING ROOM |
|  | STAIRS & ELEVATORS |  | STUDY ROOMS |
|  | RESTROOMS | | |

TEEN Advisory Board



The Laramie County Library System's Teen Advisory Board (TAB) is made up of students in grades 7-12. LCLS seeks the TAB's input regarding ideas for programs, services, and materials specifically for teens, thereby improving service to this populations. The TAB generally meets the second Friday of the month at the Laramie County Library in Cheyenne. This group won the Milstead Award for Excellence in Library Service to Children, as well as a Youth Leaders for Literacy Grant from the National Education Association.

Tab Activities

- Plan and attend LCLS programs
- Help select materials for the teen collection
- Promote teen activities to peers and schools
- Provide ideas to help create an inviting teen area
- Discuss new books
- Volunteer for library programs

Benefits of TAB Membership

- Your ideas count
- You get involved in your community
- You can improve your resumes and college applications
- You get first crack at new books

Board Members Must

- Be a student in grades 7-12
- Have a Laramie County Library card
- Attend at least six TAB meetings yearly
- Attend at least one LCLS Board of Directors meeting yearly
- Have fun!

Interested in joining us? Contact...

Andrew Asquith, Teen Services Coordinator

Telephone: 307.773.7201 E-mail: aasquith@lclsonline.org

PRESIDENTIAL AWARDS

and Volunteer Recognition Events



The President's Volunteer Service Award (PVSA) is issued by the President's Council on Service and Civic Participation to recognize the best in American spirit, and to encourage all Americans to improve their communities through volunteer service, and civic participation.

- All ages and groups are welcome to participate.
- The Award is given to individuals, families and groups that have demonstrated outstanding volunteer service and civic participation over a 12-month period.
- Award recipients receive:
 - An official President's Volunteer Service Award pin
 - A personalized certificate of achievement
 - A note of congratulations from the President of the United States
 - A letter from the President's Council on Service and Civic Participation
- Recipients are eligible to receive the award once every 12 months.
- LCLS Volunteer Coordinator verifies and tracks hours. Only these verifiable hours will be considered for the award.

The following list indicates the numbers of hours that must be volunteered in a 12-month period to be eligible for awards.

TEENS (12-15 years old)

Bronze	50-74 hours
Silver	75-99 hours
Gold	100+ hours

YOUNG ADULTS (16-25 years old)

Bronze	100-174 hours
Silver	175-249 hours
Gold	250+ hours

ADULTS (26 years old or older)

Bronze	100-249 hours
Silver	250-499 hours
Gold	500+ hours

FAMILIES & GROUPS (2 or more people)

Bronze	200-499 hours
Silver	500-999 hours
Gold	1000+ hours

**Volunteers account for nearly 6 full-time employees
at the Laramie County Library System.**

We currently have around 250 active volunteers.

We couldn't do it without you!



**If you are unable to make a shift,
or for general volunteer information, please contact:**

Amber McDaniel, Volunteer Coordinator773.7224
AMcDaniel@lclsonline.org
2200 Pioneer Ave. Cheyenne, WY 82001

Reese Ruiz, Manager, Community Media Relations 773.7225
Area in which you volunteer 634.3561