



LARAMIE  
COUNTY  
LIBRARY

# Laramie County Library System VOLUNTEER HANDBOOK





Laramie County Library System  
**VOLUNTEER HANDBOOK**



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# CONTACTS

## Closures, and Hours



### Laramie County Library

2200 Pioneer Avenue | 307.634.3561  
 laramiecountylibrary.org

### 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

### Important Contact Information

Volunteer Coordinator | 307.773.7224  
 Deputy Director, Operations | 307.773.7223  
 Laramie County Library | 307.634.3561

### Anticipated Closures:

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

# WELCOME

## to Volunteering



“At the end of the day, it's not about what you have, or even what you've accomplished...

It's about who you've lifted up, who you've made better. It's about what you've given back.”

-Denzel Washington

### 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



### We communicate via email. A lot.

To ensure all volunteers receive the same information. Please check your email!

If we have vital info for a task you are signed up for, we will call you.



# MISSION Statement



Serve the people of Laramie County by encouraging and supporting lifelong learning and adventure.

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 the services of the library.

# VOLUNTEER Guidelines



## **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 patrons 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. There are volunteer lockers located on the 2nd floor for you to store items safely and securely.

## **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 and need a break, you may use the staff lounge. Volunteers are always welcome to get water or use our lounge appliances. 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

## and Rewards



### What We Expect of You:

- To sign up for volunteer opportunities in advance using the VicNet portal.
- To sign in at the Greeter Desk before the start of your volunteer task.
- To wear a volunteer nametag while performing duties.
- To return the volunteer nametag (if not personalized) after the task is completed.
- To sign out at the Greeter Desk after duties are completed.
- To keep contact and emergency information updated at all times.
- To not randomly request a task by just showing up.
- To notify the Volunteer Coordinator ASAP of absence or tardiness.
- To be reliable, punctual, and prompt.
- To understand and cooperate with the staff, and accept the guidance and direction of the Volunteer Coordinator.
- To discuss satisfactions, dissatisfactions, or any other concerns with the Volunteer Coordinator so that they may be resolved (if applicable).
- To be open and honest regarding intent, goals, and skills.
- To accept only realistic assignments.
- To be alert, sober, and drug-free while volunteering.

### What You Can Expect From the Library:

- To be appropriately recognized and appreciated for your efforts.
- To be given opportunity, when possible, for a variety of experiences.
- To be kept informed and listened to by staff.
- To be treated with respect and appreciation.
- To have a clear understanding of the duties, responsibilities, support-person structure, and time commitment of a volunteer.
- 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 prompt response and feedback.

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### Volunteer Rewards:

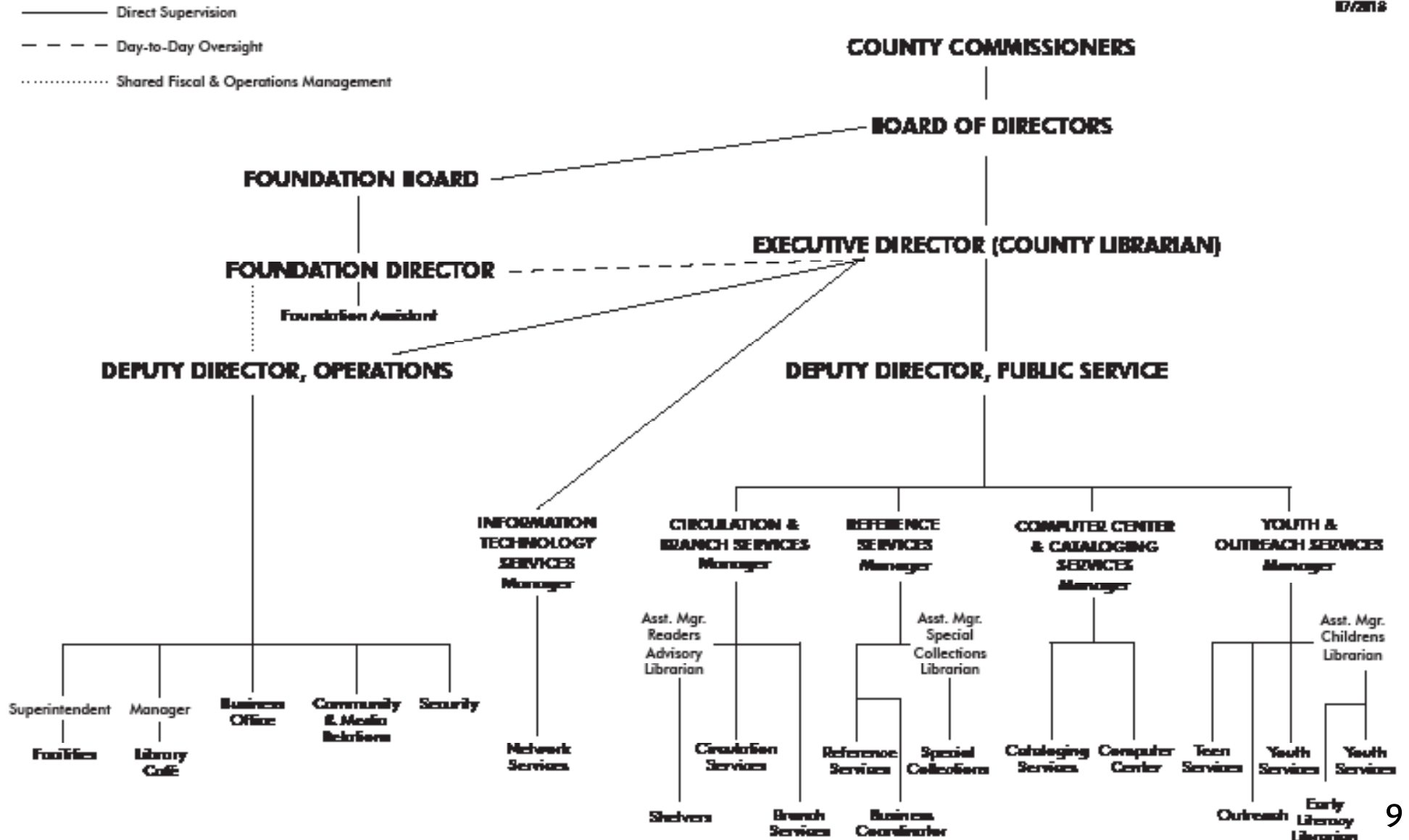
- After 6 months of consistent volunteering personal orders for books may be placed at a discounted price through an agreement with the library's book vendor. We will not notify you when you are eligible; please see the Volunteer Coordinator if you would like to purchase an item.
- After 6 months of volunteering with at least 12 hours of service, your library card may have staff privileges. You may check out a DVD, or video games for a 24-hour period free of charge. You are not charged overdue fees for print material. We will not notify you when you are eligible.  
*Changing your library card to staff privilege is optional. Volunteers must have a card in good standing and must be eligible to check out these materials.*
- After volunteering at least 12 hours of service, the Volunteer Coordinator is able to write a letter of recommendation upon request.

# ORGANIZATIONAL Chart



## LARAMIE COUNTY LIBRARY SYSTEM Organizational Chart

10/2018



# VOLUNTEER

## Opportunities at LCLS



Volunteers share their talents and provide the work force 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 and interests.

### How to Volunteer

- Volunteers must be at least 12 years old.
- Volunteers under age 18 must have a parent or guardian sign a New Volunteer Application form before they can start.
- New Volunteer Application forms are available at the Greeter Desk or as an Online Form. Please complete and return this form to the Library where it will be evaluated by the Volunteer Coordinator.
- The Library will contact you to attend a required group orientation or one-on-one interview within 2 weeks.

### Volunteer Jobs - a few examples

- repair books
- assist with Youth, Teen and Adult programs
- assist customers in the Book Sale Room
- process Library notices and letters
- clean 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!

# YAS!

## Young Activities Squad



The Laramie County Library System's Young Activities Squad (YAS!) is made up of students in grades 7-12. LCLS seeks input from YAS! participants regarding ideas for programs, services, and materials specifically for teens, thereby improving service to this population.

YAS! generally meets the first Monday 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.

### YAS! Activities

- Plan and attend LCLS Teen 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 YAS! Membership

- Your ideas count
- You get involved in your community
- You can improve your resumes and college applications

### Members Must

- Be a student in grades 7-12
- Have fun!



# 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



### 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!

### 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



# 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 in 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



# 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 are welcome to participate.
  - The Award is given to individuals who 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.

### YOUNG ADULTS (12-18 years old)

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

### ADULTS (18 years old or older)

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

# DIGITAL TOOLS

## Volgistics, VicNet, and VicTouch



### Volgistics:

- Volgistics is a database the Laramie County Library uses to keep track of volunteer records, volunteer service requests, projects and programs, scheduling, and more.

### VicNet:

- VicNet is a customized volunteer portal. This is where all volunteers will go to see what volunteer service opportunities are available, check his/her own schedule, update emergency contact information, and change a password.
- VicNet requires a login and password to gain access. All volunteers, once they have successfully gone through New Volunteer Orientation, background check (over 18) and have been approved to volunteer by the Volunteer Coordinator, will receive an email with login instructions.

### VicTouch:

- VicTouch is our digital sign-in system, located at the Greeter Desk. VicTouch is a portal volunteers access via an iPad. This will allow volunteers to sign-in to their duty each day, which will be instantly updated in their volunteer record and Volgistics.
- A 7-digit pin is required in order to sign in. All volunteers will be assigned their phone number (without area code) as a PIN unless told otherwise.

# DIGITAL TOOLS

Volgistics, VicNet, and VicTouch



## General VicNet Portal Instructions and Overview

- Attend a New Volunteer Orientation. Once you have attended, the email address we have on file is what will be tied to your login.
- Once you receive email verification that you are approved to volunteer, log in to VicNet by going to: <https://www.volgistics.com/ex/portal.dll/?from=32227>
  - Your login will be your email address.
  - Your temporary password will be we3bears.
  - You will be prompted to change your password. Only you will have this! Please write it down. We can reset your password if needed.

You will be directed to the volunteer portal's home page:

- **Text Message Opt-In:** This is optional. You can opt to have a text message alert instead of an email.
- **My Profile:** Will have your application information. Please update your contact information, if needed, as soon as possible.
- **My Schedule:** All events/programs you've signed up for, as well as "Help Wanted!" notices.
- **My Service History:** Will display your volunteer history at LCLS. Our iPad login system will ensure this information is up-to-date the moment you log in and out each day. If your hours look incorrect, please contact the Volunteer Coordinator.
- **Account:** Change password, Message Preferences, etc.

## Looking for a recurring opportunity?

- Call the Volunteer Coordinator (307.773.7224) with a time and date that you have available and he/she can schedule you to volunteer, as long as something is available.

*We may not always have an opportunity readily available.*

# BACKGROUND CHECKS

Volunteers over 18



## Verified Volunteers:

1. Once volunteers have completed a new volunteer orientation they will be emailed a link to Verified Volunteers.
2. The volunteer enters their own information, they own this information.
3. The library pays the \$23 fee, but you will be asked if you would like to cover a portion of the fee.
4. Verified Volunteers will notify the library once the background check has been completed.
5. The Volunteer Coordinator will notify the volunteer once they have been cleared.

