



LARAMIE  
COUNTY  
LIBRARY

# Laramie County Library System **VOLUNTEER HANDBOOK**







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Contacts, Closures, and Hours .....	2
Welcome.....	3
LCLS Mission Statement .....	4
Volunteer Guidelines .....	5
Expectations.....	6
Volunteer Rewards & Opportunities.....	7
Volunteer Awards & Recognition .....	8
Digital Tools: Volgistics, VicNet and VicTouch.....	9

# 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  
Communications Coordinator | 307.773.7225  
Deputy Director, Operations | 307.773.7223  
Laramie County Library | 307.634.3561  
VolCoor@lclsonline.org for all volunteer communication

### Anticipated Closures:

New Year's Eve ( <i>closed at 6 pm</i> )	Juneteenth Day	Veterans Day
New Year's Day	Independence Day	Thanksgiving Eve ( <i>closed at 6 pm</i> )
Martin Luther King Jr. Day	Cheyenne Day	Thanksgiving Day
Presidents' Day	Labor Day	Day after Thanksgiving
Easter Sunday	Library In-Service	Christmas Eve
Memorial Day	( <i>October</i> )	Christmas Day



### Email is our primary communication tool!

The email for volunteers is [volcoor@lclsonline.org](mailto:volcoor@lclsonline.org) - which is monitored periodically during weekday business hours. If you do not receive a response within 1 business day, or to report an unplanned absence outside of this time-frame, please call the library at 307-634-3561.

# 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 better our community!

Carey D. Hartmann

Executive Director/County Librarian

# MISSION

## Statement



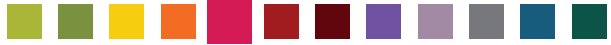
Be a hub for engagement, literacy and learning, and lifelong curiosity and discovery.

Our commitment is to:

- Free and easy access to the printed and digital word, information, and cultural enhancement
- A rich reading and literacy culture for children and adults
- Dynamic, current, pertinent and uncensored collection of materials in a variety of formats
- Well-trained professional librarians, employees, and volunteers serving our community
- Responsible resource development, management, and sharing
- State-of-the-art technology and digital resources
- Innovative and welcoming facilities to meet the needs of all people of Laramie County
- Promotion of library services through a variety of communication channels
- A flexible, nimble, and responsive approach to community needs
- Equity, diversity, and inclusion of all members of our community

# VOLUNTEER

## Guidelines



### **Dress**

Volunteers should 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 library property.

### **Harassment**

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

### **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.

### **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**

If a volunteer has reason to believe that there is a threat to the safety or security of the library or any individual, notify management immediately.

### **Severe Weather**

Call the main library phone number, check our website or social media for closures.

### **Smoking**

The library is a smoke-free. 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.

### **Cell Phone Use**

Friends and relatives of volunteers should be discouraged from calling during volunteer hours except in the case of an emergency.

### **Absences**

Please let the library know as soon as possible if you can no longer volunteer. Call 307-634-3561 for unexpected absences or email [volcoor@lclsonline.org](mailto:volcoor@lclsonline.org) for future/planned absences.

### **Community Service**

Volunteers completing court-ordered community service must notify the Volunteer Coordinator prior to volunteering at the library.

# EXPECTATIONS



## **What We Expect of Library Volunteers:**

- 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 after shift is completed.
- To sign out at the Greeter Desk after duties are completed.
- To keep contact and emergency information updated at all times.
- To notify the library ASAP of absence or tardiness.
- To be reliable, punctual, and prompt.
- To cooperate with library staff, and adhere to library policy.
- To be open and honest regarding intent, goals, and skills, including any court-ordered community service requirements.
- To be alert, sober, and drug-free while volunteering.

## **What Library Volunteers Can Expect From the Library:**

- To be recognized and appreciated for your efforts.
- To be treated with respect and appreciation.
- To have a clear understanding of the volunteer opportunities.
- To be provided with clear instructions of volunteer duties.
- To have proper working conditions.

The Library could not provide the level of service we do without library volunteers. Each volunteer is very important to the Library, and we appreciate the 10,000+ hours dedicated by volunteers each year.



# VOLUNTEER

## Rewards & Opportunities



### Volunteer Rewards:

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. Library volunteers may also order books at a discounted price through an agreement with the library's book vendor after 6 months of consistent volunteer service. Email [VolCoor@lclsonline.org](mailto:VolCoor@lclsonline.org) if interested.

*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. Volunteers must maintain the 12 hours of service per year to retain staff privileges.*

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### How to Volunteer

- Volunteers over the age of 12 fill out a volunteer application.
- Volunteers under age 18 must have a parent or guardian signature.
- Volunteer Application forms are available at any public desk or online.
- Prospective volunteers will be contacted to complete an orientation.
- All library volunteers 18 years of age and older must complete a background check through Sterling Volunteers.
- The library pays the background check fee for volunteers, with the exception of those who are completing court-ordered community service. Court-ordered community service volunteers are required to pay the \$23 fee.

### Volunteer Jobs - a few examples

- Assist with Youth, Teen and Adult programs
- Assist customers in the Book Sale Room
- Assist with genealogical research
- Help keep the Library clean
- Lead a tour of the Library as a docent

# VOLUNTEER AWARDS

## and Volunteer Recognition Events



In 2003, the President's Council on Service and Civic Participation founded the President's Volunteer Service Award to recognize the important role of volunteers in America's strength and national identity.

- The Award is given to library volunteers who reach the required number of hours in a 12 month period and/or the Lifetime Achievement Award at 4,000 hours.
- The Volunteer Coordinator verifies and tracks hours. Only verifiable hours will be considered for an award.
- Awards are presented at one of the two volunteer celebrations each year.

The following list indicates the number of hours that must be volunteered in a 12-month period to be eligible:

### **Teens** (11-15 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 and older)

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

There are 2 volunteer celebrations each year. The adult (18 and over) celebration is held in the fall while the teen celebration is held in spring.

The Library sends out cards for National Volunteer Week in April.

# DIGITAL TOOLS

## Volgistics, VicNet, and VicTouch



### **Volgistics:**

- Volgistics is a database Laramie County Library uses to keep track of volunteer records, communication with volunteers, 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. Once volunteers have successfully gone through New Volunteer Orientation and completed a background check (over 18), they will receive an email with login instructions.

### **VicTouch:**

- VicTouch is our digital sign-in system, located at the Greeter Desk. VicTouch is a timekeeping mechanism that volunteers access via an iPad. This allows volunteers to sign-in electronically for their shifts each day, and instantly tracks volunteer hours in Volgistics.

## NOTES