



ASPIRING ST. HELENA PUBLIC LIBRARY VOLUNTEER PACKET

INCLUDES
VOLUNTEER POLICY & PROCEDURES
HANDBOOK



UPDATED OCTOBER 2019

VOLUNTEER HANDBOOK CITY OF ST. HELENA- LIBRARY

“Rewards of volunteering include friendship, recognition, education and genuine satisfaction in a job well done”

Greetings,

Aspiring Library Volunteer,

On behalf of all of us at the St. Helena Public Library, we want to thank you for your interest in joining our team of volunteers! Volunteers at the Library work with Library users and staff to learn new skills, to meet new people, and most importantly to give back to our community. Volunteers at the Library are surrounded by fascinating and informative resources in a variety of formats, by fun and educational programs, and by an experienced Library team.

The purpose of this packet is to give you an overview of the Library and how we coordinate our volunteers. This information will provide you with a better understanding of what the Library expects from its volunteers and what volunteers can expect from the Library. The more familiar you become with the Library, the more enthusiastic we hope you will become in joining our team of volunteers!

A list of available volunteer positions may be found at www.shpl.org/volunteer or in print at the Library's Front Desk. Please make sure you read carefully the City of St. Helena Volunteer Policy & Procedures Handbook which is contained in this packet. This Handbook has all the information you need to know to apply. The Application form and City of St. Helena Waiver & Release are required of all volunteer applicants in order to be considered for the Volunteer Program.

If you have any questions, please contact the Library's Volunteer Coordinator by phone at 707-963-5244 ext 700 or at cecilia@shpl.org

We are pleased that you are thinking of volunteering your valuable time at the Library. We look forward to meeting you!

Christina Kreiden
St. Helena Public Library Director

Cecilia Raffo
St. Helena Public Library Volunteer Coordinator



A LITTLE BIT OF OUR LIBRARY'S HISTORY

The heritage of the St. Helena Public Library is distinguished by over one hundred and forty years of strong local commitment to service. Begun privately as a subscription library by townspeople in 1875, the first library became a city library in 1892 and was housed initially in the Independent Order of Oddfellows Building (IOOF) on Main Street. In 1904, local citizens interested in a more permanent home for the library, contacted library philanthropist Andrew Carnegie, who eventually donated \$7500 to construct the first permanent library building in 1908. The Carnegie Building at 1360 Oak Avenue is still in use today as home to the City of St. Helena Parks & Recreation Department.

Since that time, the City of St. Helena, the Friends of the St. Helena Public Library (now the Friends & Foundation, St. Helena Public Library) and many civic minded individuals have worked together to provide the best library possible. The present facility was completed in 1979 and enlarged in 1996. It is named after one of the Library's most generous benefactors, Dr. George J. Wood, and his wife Elsie. His generous bequest upon his death has insured the long-term future of the Library.

Remarkable changes have taken place at the Library during the last half century. The Napa Valley Wine Library Collection, housed here since 1961, was officially donated in 1972. This rich accumulation of books, journals and documents is unparalleled in its preservation of the history and traditions of winemaking from the 17th century to the present. During the 1980's the Library forged ahead to meet the demands of the Information Age. Circulation and interlibrary loan functions became automated. In the 1990's, public access to the Internet and to online databases became available. During this period the Library started collaborating with other local libraries in a network which continues to greatly enhance the availability of books and all other materials. Since then the Library's offerings have expanded to include eBooks and other digital content.

Providing informative and entertaining programs for young and old has become a vital library service. These events include story times, crafts, lectures, art receptions, and cultural experiences for the entire community.

The Library has worked closely with the St. Helena Historical Society since its founding in 2002. Today, both organizations are housed in the same building. The Library supports the Historical Society's many efforts to preserve St. Helena's history.

The St. Helena Public Library and its partners are excited about the future and look with great pride at the past.

OUR LIBRARY'S MISSION STATEMENT

"The purpose of the public library of St. Helena is to provide the best possible library service appropriate to the needs of our community. To be innovative in planning for future needs and advances in technology, to find ways of attracting citizens who do not yet use our facilities, and to meet the needs of minorities and the underserved."

Adopted by the St. Helena Library Board of Trustees, January, 1991

IMPORTANT THINGS AN ASPIRING LIBRARY VOLUNTEER SHOULD KNOW

LIBRARY PHILOSOPHY AND MISSION STATEMENT FOR VOLUNTEERS

The St. Helena Public Library believes that involving volunteers in its operations will assist in carrying out its mission, which is “to provide the best possible library service appropriate to the needs of our community. To be innovative in planning for future needs and advances in technology, to find ways of attracting citizens who do not yet use our facilities, and to meet the needs of minorities and the underserved.”

Volunteers serving at the Library establish an important connection between the Library and the community. They help provide the community with an understanding of how the Library works, as well as how the Library can serve its community. By bringing in the customer viewpoint, volunteers expand the staff’s understanding of community interests and needs. The Library will benefit from the help of volunteers to supplement and assist Library paid staff in various library operational duties. The Library is governed by City of St. Helena regulations and its volunteers must comply with the City’s Volunteer Program policies and procedures. Volunteer services do not displace existing paid library staff nor are volunteers expected to eliminate the need to recruit additional paid staff now or in the future.

WHERE TO START?

Thank you for your interest in volunteering at the St. Helena Public Library. Volunteers are a vital part of the library and enhance library services by supporting and supplementing the Library’s paid staff and other volunteers. Volunteers are welcome to apply for any open volunteer opportunities that suits their interests, skills, and qualifications. The volunteer’s agreement to donate time and services to the Library is made through the Library Volunteer Coordinator. The service is accepted as given for humanitarian reasons and without consideration of compensation or future employment.

VOLUNTEER OPPORTUNITIES SAMPLER

The Library recruits volunteers as opportunities become available. Volunteer positions are created based on the needs of the Library and will be removed from the list of available positions when filled. This means that opportunities to volunteer at the Library will constantly change and new positions will arise as the Library’s needs change. A list of open volunteer positions will be made available in print at the Library’s Front Desk and Library Community Board and on the Library’s website at www.shpl.org. The Library reserves the right to recruit and retain volunteers based on needs.

Example of volunteer opportunities at the Library include:

- Shelving
- Cart organizing
- Shelf reading
- Assisting Library programs
- Computer training
- Facilitating language conversational clubs
- Organizing and cleaning shelves
- Volunteering with the Friends & Foundation, St. Helena Public Library

YOUR TIME IS VALUABLE TO US: HELP US MAKE IT COUNT!

The amount of time given by a volunteer will depend on the assignment and arrangements made with the Library Volunteer Coordinator. The Library encourages volunteers to keep their time commitments. A log will keep count of the number of hours donated by each volunteer. The Library Volunteer Coordinator will inform all volunteers where their time sheets are kept. Time volunteered by Court Ordered and young volunteers will also be counted in the total hours. The Library reports the number of donated hours annually to the City Council, the Library Board of Trustees, and the California State Library. It is extremely important that volunteers help the Library maintain an accurate record by filling out their time sheet each time they work.

PROTECTING USER PRIVACY AND CONFIDENTIALITY: A CORE LIBRARY VALUE

All transactions between library users and staff or volunteers are strictly confidential and volunteers are required to uphold this policy in accordance with Government Code sections 6254 and 6267. These stipulate that any information about what materials library users look at, ask for, request or check out, as well as circulation and patrons' registration records are confidential. The confidential records referred to in this policy, whether electronic or print, include the following:

- Circulation records of the Library and any library in the cooperative system.
- Library card registration records.
- Interlibrary loan requests.
- Customer material requests.
- Computer booking requests.
- Web site records.
- Reference requests received in person or via email or by telephone.
- Program signup registration records.
- All other personally identifiable uses of Library materials, facilities, or services, including computer usage and usage of materials owned by other libraries in a cooperative system when the request or actual materials loaned were handled by paid Library staff.

Even law enforcement representatives must secure a court order before patron information is released. In accordance to the Public Record Act (Government Code section 6250), a properly issued and served court order will be transferred and handled by the Library Director.

STAY IN TOUCH

Volunteers must keep their email address up to date with the Library Volunteer Coordinator.

If you are planning to travel you must inform both the Library Volunteer Coordinator and your Supervisor in a timely manner and agree upon a return date. You must contact the Library's Volunteer Coordinator prior to your scheduled return date. The Library Volunteer Coordinator is available at 707-963-5244 extension 700 or by email at cecilia@shpl.org.

VOLUNTEERS WORKING AT LIBRARY SPECIAL EVENTS

The St. Helena Public Library serves wine and other alcoholic beverages during special events under the provision of alcohol licenses issued by the Department of Alcoholic Beverage Control (ABC). Volunteers may not consume alcohol if they are volunteering at these events.

VOLUNTEERS' FEEDBACK AND EVALUATIONS

The St. Helena Public Library staff will provide a motivational climate for volunteers by making them feel part of the team. The Library Volunteer Coordinator will regularly review the program to ensure its efficiency and its alignment to the Library's mission and vision. The Library Volunteer Coordinator will ask volunteers to complete an orientation evaluation and a self-evaluation after the volunteer's first month in the program. Volunteers will be given the opportunity to provide feedback on the Volunteer Program and to be apprised of their individual volunteer contributions. This will help determine if volunteers are satisfied with their current assignment or if another assignment may be more suitable to their interests and skills.

The Library Volunteer Coordinator will work closely with each volunteer and Department supervisor to determine whether the needs of the volunteer and the Library are being met. If a volunteer has any problems relating to their volunteer assignments or schedules, they should direct their concerns or questions to their immediate Department Supervisor or the Library Volunteer Coordinator.

VOLUNTEER RECOGNITION

Recognition is an important component of the St. Helena Public Library's Volunteer Program. Although individual, informal recognition of volunteers should be ongoing, it is important that volunteers be recognized formally on a regular basis. The Library staff and the Library Board shall find ways of recognizing volunteers at least once a year.

HOW TO BECOME A VOLUNTEER AT SHPL CHECK LIST

1. All those interested in volunteering at the Library must read the City of St. Helena's Volunteer Policy & Procedures Handbook included in this packet. The Handbook includes the City's expectations, policies and procedures concerning volunteers. The City of St. Helena Volunteer Application and the City of St. Helena Volunteer Waiver & Release form, included in the handbook, must be filled out and submitted together in order to be considered.
2. Simultaneously, all those interested in volunteering at the Library should investigate what open volunteer opportunities are available at www.shpl.org or in print at the Library's Front Desk.
3. The Library Volunteer Coordinator and Department supervisors will review the completed application and City's Waiver & Release form.
4. Volunteers are selected based on their qualifications in relation to the needs of the Library at any given time. Prospective volunteers under consideration may be subject to a background check, especially those interested in working with children. Acceptance of an application is at the Library's discretion.
5. If selected, prospective volunteers will be contacted for an interview. During the interview, the Library Volunteer Coordinator will discuss the job the prospective volunteer is applying for and provide an overview of the job's tasks and responsibilities to ensure the job truly matches the applicant's expectations and abilities. If all agree, the new volunteer and the Library Volunteer Coordinator will arrange a fixed schedule and time for training.
6. If not selected, a prospective volunteer's application will be kept on file for six months. If during those six months a new position that better fits the applicant becomes available, the Library Volunteer Coordinator may contact them to see if they would be interested in this new position.

** Young volunteers are expected to abide by all volunteer program policies and procedures. Prospective volunteers under age eighteen and their parent or guardian must read the City of St. Helena Volunteer Policy & Procedures Handbook and together fill out and submit the City's Volunteer Application and Waiver & Release Form.*